

PART TWO

EMERGENCY ORGANIZATION FUNCTIONS

CONTENTS

MANAGEMENT

| | |
|--|------|
| GENERAL SECTION | M-7 |
| Purpose | M-7 |
| Overview | M-7 |
| Objectives | M-7 |
| Concept of Operations | M-8 |
| Organization and Responsibilities | M-8 |
| Section Activation Procedures | M-8 |
| SEMS/NIMS ORGANIZATION CHART | M-9 |
| SEMS/NIMS RESPONSIBILITIES CHART | M-10 |
| MANAGEMENT SECTION ORGANIZATION CHART | M-11 |
| AGOURA HILLS EOC ORGANIZATION CHART | M-12 |
| MANAGEMENT SECTION STAFF | M-13 |
| MANAGEMENT SECTION POSITION CHECKLISTS | |
| EOC Director | M-16 |
| Public Information Officer | M-22 |
| Liaison Officer | M-28 |
| EOC Coordinator | M-32 |
| Safety Officer | M-37 |
| Security Officer | M-41 |
| Legal Officer | M-45 |
| City Council | M-49 |
| Policy Group | M-51 |
| Agency Representative | M-53 |

MANAGEMENT SECTION SUPPORT DOCUMENTATION

REFERENCE DOCUMENTS BY POSITION

EOC DIRECTOR (Look in Forms Section also)

| | |
|--|------|
| Homeland Security Advisory System Guidelines | MS-3 |
|--|------|

LEGAL OFFICER (Look in Forms Section also)

Legal Documents

| | |
|---|-------|
| Orders and regulations which may be selectively promulgated by the Governor during a state of emergency | MS-13 |
| Orders and regulations promulgated by the Governor to take effect upon the existence of a state of war emergency | MS-15 |
| Local and State Proclamations | MS-18 |
| Exhibit 1 - Resolution proclaiming existence of a Local Emergency | |

SEMS/NIMS EMERGENCY OPERATIONS PLAN

(By City Council) MS-22
Exhibit 2 - Resolution proclaiming existence of a Local Emergency
(Director of Disaster Emergency Services) MS-23
Exhibit 3 - Resolution confirming existence of a Local Emergency MS-24
Exhibit 4 - Resolution requesting Governor to proclaim state of emergency MS-25
Exhibit 5 - Resolution proclaiming existence of a Local Emergency
and requesting Governor to (1) proclaim a state or emergency;
and (2) request a Presidential declaration MS-26
Exhibit 6 - Local resolution requesting state Director, Office of
Emergency Services concurrence in Local Emergency MS-27
Exhibit 7 - Resolution proclaiming termination of Local Emergency MS-28

California Disaster and Civil Defense Master Mutual Aid Agreement MS-29
Emergency Management Assistance Compact (EMAC) MS-33
City of Agoura Hills’s Emergency Organization And Functions Ordinance MS-37
Authorities and Responsibilities of Health Officers In Disasters MS-41

PUBLIC INFORMATION OFFICER (Look in Forms Section also)

Emergency Alert System Activation Procedures MS-47
The Public Information Officer MS-49
Media Phone List- Radio/TV/Print MS-55
Media Relations Dos and Don’ts MS-56
Sample Pubic Information Messages MS-57
Media Accreditation MS-67
Media Access Regulations – California Penal CODE 409.5 MS-69
Federal Aviation Regulations (Pertaining to the media) MS-70

EOC COORDINATOR (Look in Forms Section also)

EOC Visitor Control Procedures MS-71

FORMS

EPI Release Log MS-73
Public Information Status Log MS-75
EOC Visitation Request Form MS-79
Activity Log MS-81

OPERATIONS

GENERAL SECTION O-4
Purpose O-4
Overview O-4
Objectives O-4
Concept of Operations O-4
Organization and Responsibilities O-4
Section Activation Procedures O-5

SEMS/NIMS ORGANIZATION CHART O-6

SEMS/NIMS RESPONSIBILITIES CHART O-7

OPERATIONS SECTION ORGANIZATION CHART O-8

OPERATIONS SECTION STAFF O-10

SEMS/NIMS EMERGENCY OPERATIONS PLAN

OPERATION SECTION POSITION CHECKLISTS

| | |
|-------------------------------------|------|
| Operations Section Coordinator..... | O-12 |
| Law Enforcement Branch | O-19 |
| Fire Branch..... | O-28 |
| Care and Shelter Branch | O-36 |
| Public Works Branch | O-45 |
| Building & Safety Branch..... | O-53 |

| | |
|---|-------------|
| OPERATIONS SECTION SUPPORT DOCUMENTATION | OS-1 |
|---|-------------|

REFERENCE DOCUMENTS BY POSITION

OPERATIONS SECTION COORDINATOR (Look in Forms Section also)

| | |
|---|------|
| Homeland Security Advisory System Guidelines for Departments..... | OS-3 |
|---|------|

CARE AND SHELTER BRANCH (Look in Forms Section also)

| | |
|--|-------|
| Pre-Identified Shelter Sites | OS-11 |
| Residential Care and Skilled Nursing Facilities | OS-13 |
| Shelter-In-Place | OS-15 |
| Disability and Aging Specific Considerations..... | OS-17 |
| National Transportation Board- Federal Family Assistance Plan..... | OS-27 |

LAW ENFORCEMENT BRANCH (Look in Forms Section also)

| | |
|---|--------|
| Alerting and Warning..... | OS-94 |
| EAS Activation Procedures..... | OS-94 |
| Electronic News Network (ENN)..... | OS-96 |
| National Weather Service | OS-96 |
| California Emergency Services Fire Radio Systems | OS-96 |
| California Law Enforcement Mutual Aid Radio System | OS-97 |
| California Law Enforcement Telecommunications System..... | OS-97 |
| Emergency Digital Information System | OS-97 |
| Caltech/U.S. Geological Survey Broadcast of Earthquakes | OS-97 |
| Community Notification..... | OS-97 |
| Cable TV..... | OS-97 |
| City Owned Cable TV | OS-98 |
| Other Types of Issuances | OS-98 |
| National Weather Service Issuances..... | OS-99 |
| Procedure to be followed for Handling the Dead | OS-100 |
| Casualty Collection Points (Field Treatment Sites)..... | OS-104 |
| Predesignated CCPS or Field Treatment Sites | OS-106 |
| Radiological Protection Procedures | OS-108 |
| Civil Preparedness Guide – Radiological Protection Requirements | OS-109 |

PUBLIC WORKS BRANCH (Look in Forms Section also)

| | |
|--|--------|
| Emergency Potable Water-Procurement and Distribution | OS-112 |
| Water – Concept of Operations..... | OS-113 |

FORMS

| | |
|--|-------|
| Daily Shelter Activity Report..... | OS-77 |
| Operations Critical Facilities Status Log..... | OS-79 |
| Body Identification Sheet | OS-81 |
| Activity Log | OS-83 |

SEMS/NIMS EMERGENCY OPERATIONS PLAN

OTHER INSTRUCTIONAL INFORMATION

Summary of LAC DHS Activities For Each Pandemic Phase OS-85

PLANNING/INTELLIGENCE

GENERAL SECTION..... P-3
Purpose P-3
Overview P-3
Objectives P-3
Concept of Operations P-4
Section Activation Procedures P-4
Action Planning P-5
 Action Planning at SEMS/NIMS EOC Level P-5
 After Action Reports P-6
Coordination P-7

SEMS/NIMS ORGANIZATION CHART P-8

SEMS/NIMS RESPONSIBILITIES CHART P-9

PLANNING/INTELLIGENCE SECTION ORGANIZATION CHART P-10

PLANNING/INTELLIGENCE SECTION STAFF P-11

PLANNING/INTELLIGENCE SECTION POSITION CHECKLISTS

Planning/Intelligence Section Coordinator P-13
Situation Status Unit P-27
Documentation Unit P-33
Damage Assessment Unit P-39
Advance Planning Unit P-45
Recovery Planning Unit P-51
Demobilization Unit P-59
Technical Specialist P-65

PLANNING SECTION SUPPORT DOCUMENTATION PS-1

REFERENCE DOCUMENTS BY POSITION

PLANNING/INTELLIGENCE SECTION COORDINATOR (Look in Forms also)

Action Planning PS - 3
After Action/Corrective Action Plans PS-7

FORMS

EOC Action Plan Template PS-13
EOC Assignment List PS-21
EOC Radio Communications Plan PS-22
After Action/Corrective Action Plan Template PS-23
Activity Log PS - 35

OTHER INSTRUCTIONAL – Operational Area Response and Recovery System (OARRS)

Los Angeles County Operational Area Disaster Reporting Procedures PS – 37
Watch Commander’s Report PS-37
Reconnaissance Report PS-38
Incident Report PS-39
City and County Unincorporated Area Status Report PS-41

SEMS/NIMS EMERGENCY OPERATIONS PLAN

General Area Survey Summary Report PS-45
Resource Request..... PS-49
Message..... PS-50
Duty Position List..... PS-51
Agoura Hills Disaster Routes Map..... PS-53

LOGISTICS

GENERAL SECTION L-3
Overview L-3
Objectives L-3
Concept of Operations L-4
Section Activation Procedures L-4

SEMS/NIMS ORGANIZATION CHART L-5

SEMS/NIMS RESPONSIBILITIES CHART L-6

LOGISTICS SECTION ORGANIZATION CHART L-7

LOGISTICS SECTION STAFF L-9

LOGISTICS SECTION POSITION CHECKLISTS

Logistics Section Coordinator L-11
Resources Unit.....
Information Systems Branch..... L-19
Transportation Unit..... L-35
Personnel Unit..... L-41
Procurement Unit L-49
Facilities Unit..... L-57

LOGISTICS SECTION SUPPORT DOCUMENTATION LS-1

REFERENCE DOCUMENTS BY POSITION

PERSONNEL UNIT (Look in Forms Section also)

Personnel Recall and Notification Policy LS-3
Emergency Scheduling and Notification LS-5
Considerations for Feeding EOC Support and Field Staff LS-7
Considerations for Animal Care during Disasters LS-9
Considerations for Family & Child Care LS-13
Disaster Child Care Needs Survey..... LS-14
Requesting Critical Incident Stress Debriefing Procedures..... LS-15
Guidelines for Utilization of Volunteers..... LS-17

FORMS

Activity Log LS-23
City EOC Resource Request (To Be Used For Internal Resource Requests)..... LS-25
Emergency Management Information System (OAARS) – Resource Request..... LS-27
Sample Procurement Form LS-29
EOC Radio Communications Plan LS-31

SEMS/NIMS EMERGENCY OPERATIONS PLAN

FINANCE/ADMINISTRATION

GENERAL SECTION F-3
Overview F-3
Objectives F-3
Concept of Operations F-5
Section Activation Procedures F-5

SEMS/NIMS ORGANIZATION CHART F-7

SEMS/NIMS RESPONSIBILITIES CHART F-8

FINANCE/ADMINISTRATION SECTION ORGANIZATION CHART F-9

FINANCE/ADMINISTRATION SECTION STAFF F-11

FINANCE/ADMINISTRATION SECTION POSITION CHECKLISTS

Finance/Administration Section Coordinator F-13
Purchasing Unit P-21
Cost Recovery Documentation Unit F-27
Time Unit F-33
Compensation/Claims Unit F-39
Cost Analysis Unit F-45

FINANCE/ADMINISTRATION SECTION SUPPORT DOCUMENTATION FS-1

REFERENCE DOCUMENTS BY POSITION

COST RECOVERY UNIT

Disaster/Emergency Accounting Records FS - 3
Dos and Don'ts of Using the Disaster Accounting System FS - 5
Procedures for Applying For Financial Assistance FS - 7
FEMA Categories of Work FS - 11
Hazard Mitigation FS - 13

FORMS

Designation of Applicants Agent Resolution – OES FORM 130 FS – 17
Project Application for Federal Assistance Form FS – 19
Project Worksheet FS - 21
EOC Check-In List FS – 23
Activity Log FS – 25
Disaster Labor Record (Sample) FS-27
Disaster Materials Record (Sample) FS-28
Disaster Force Account Equipment Record (Sample) FS-29
Disaster Rented Equipment Record (Sample) FS-30
Disaster Contract Work Record (Sample) FS-31

MANAGEMENT SECTION

GENERAL

PURPOSE

To direct and manage the City of Agoura Hills' response and recovery from an emergency in a uniformed, collective, collaborative and coordinated effort.

OVERVIEW

The Management Section is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations. The elements may include:

- Managing overall emergency response and recovery effort
- Overseeing and directing the Operations, Planning, Logistics and Finance Sections within the EOC
- Utilizing the Incident Command System principles

Functions include:

- City Council
- Policy Group
- EOC Director
- Liaison Officer
- Legal Officer
- Public Information Officer
- Security Officer
- Safety Officer

OBJECTIVES

The overall objective of emergency management is to ensure the effective management of response forces and resources in preparing for and responding to situations associated with natural disasters, technological incidents and national security emergencies. To carry out its responsibilities, Management Section will accomplish the following objectives during a disaster/emergency:

- Overall management and coordination of emergency response and recovery operations, including on-scene incident management as required.
- Coordinate and liaison with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies.
- Establish priorities and resolve any conflicting demands for support.

- Prepare and disseminate emergency public information to inform, alert and warn the public.
- Disseminate damage information and other essential data.

CONCEPT OF OPERATIONS

The Management Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 7 a.m. and 7 p.m. Operational periods should be event driven.

City emergency response and recovery operations will be managed in one of three modes, depending on the magnitude of the emergency: Level 1, Level 2, or Level 3.

SECTION ACTIVATION PROCEDURES

The EOC Director is authorized to activate the Management Section.

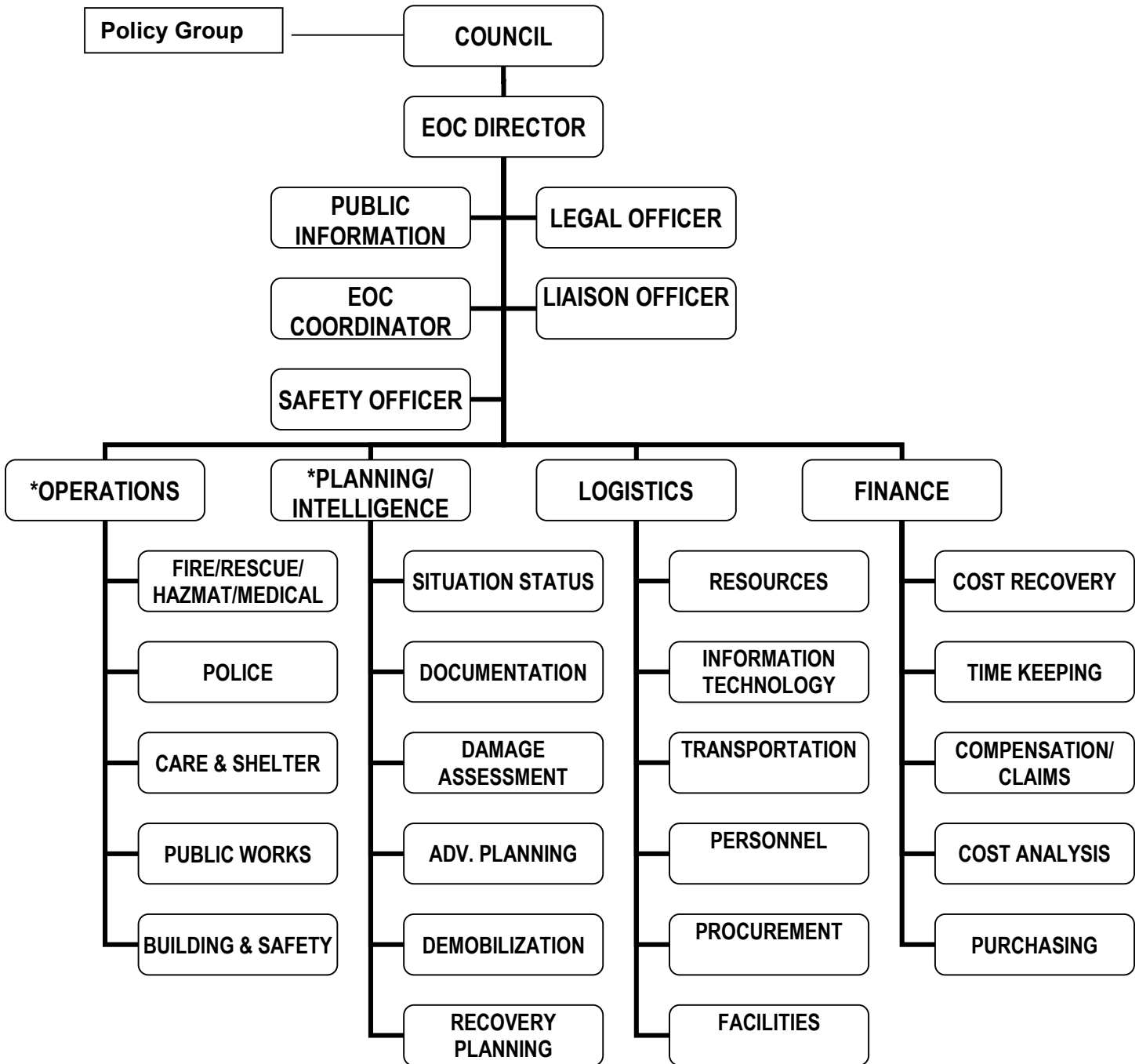
When to Activate

The Management Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director.

Where to Report

The City EOC is located at 30001 Ladyface Court, Agoura Hills, CA 91301. The alternate EOC is located at 29990 Ladyface Court, Agoura Hills, CA 91301.

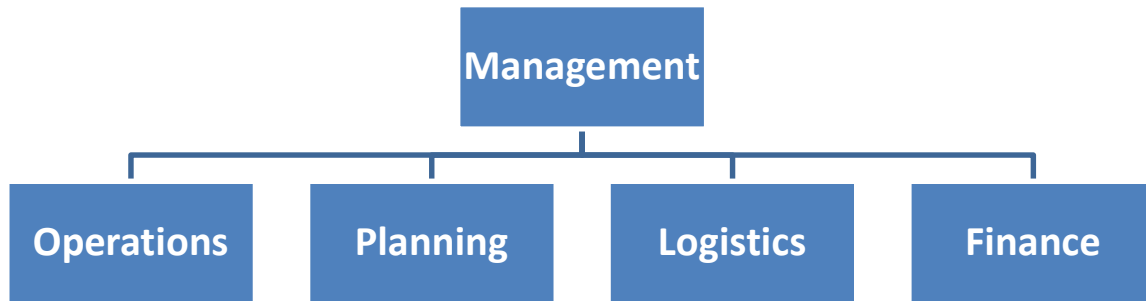
SEMS/NIMS ORGANIZATION CHART



* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

Field Units will be coordinating and communicating with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

SEMS/NIMS RESPONSIBILITIES CHART



Responsibilities:

Management (Management Section)

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. Management will either activate appropriate sections or perform their functions as needed.

Operations Section

Responsible for coordinating all jurisdictional operations in support of the disaster/emergency response through implementation of the city’s EOC Action Plan.

Planning/Intelligence Section

Responsible for collecting, evaluating and disseminating information; coordinating the development of the city’s EOC Action Plan in coordination with other sections; initiating and preparation of the city’s After-Action/Corrective Action Report and maintaining documentation.

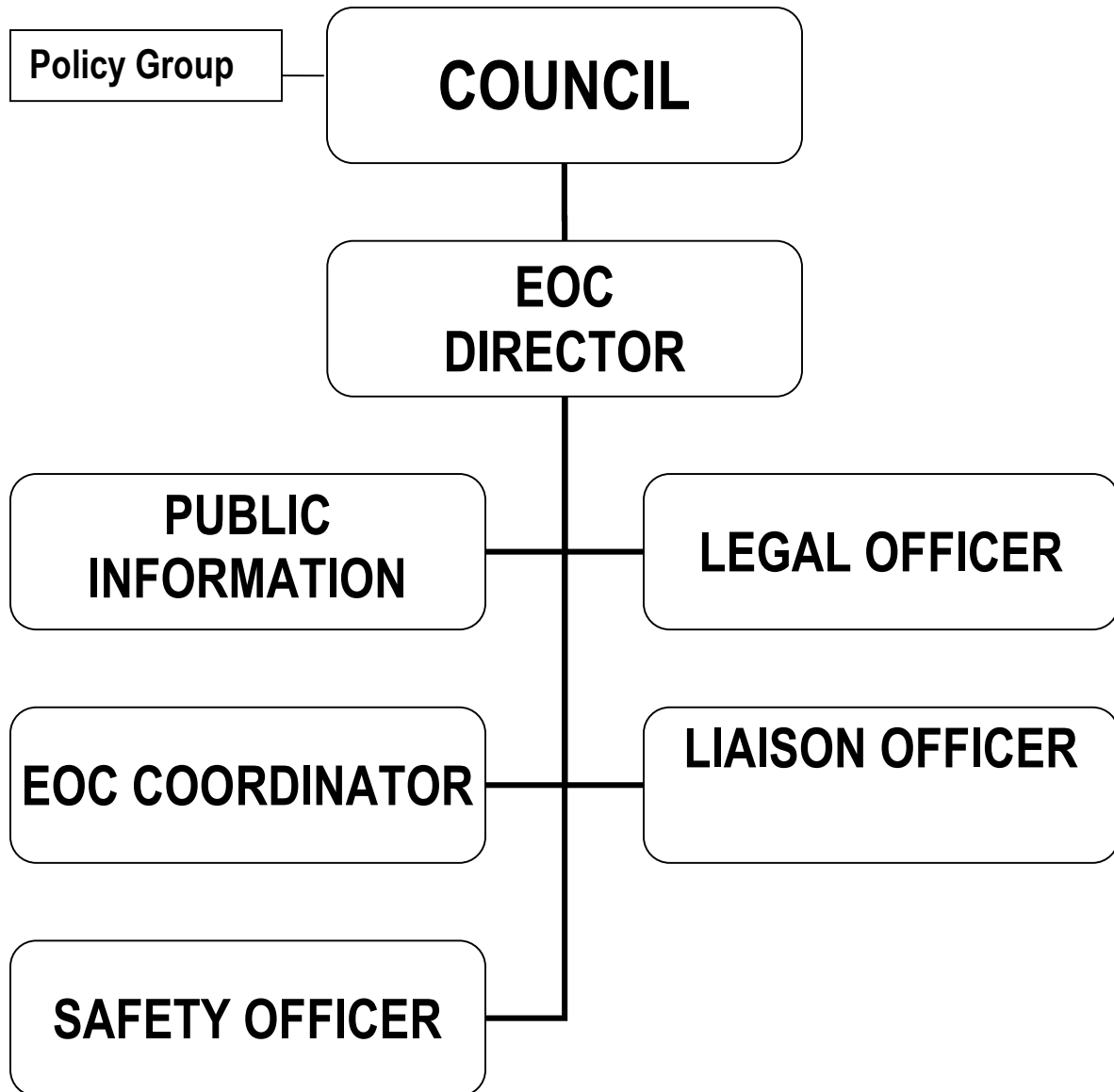
Logistics Section

Responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

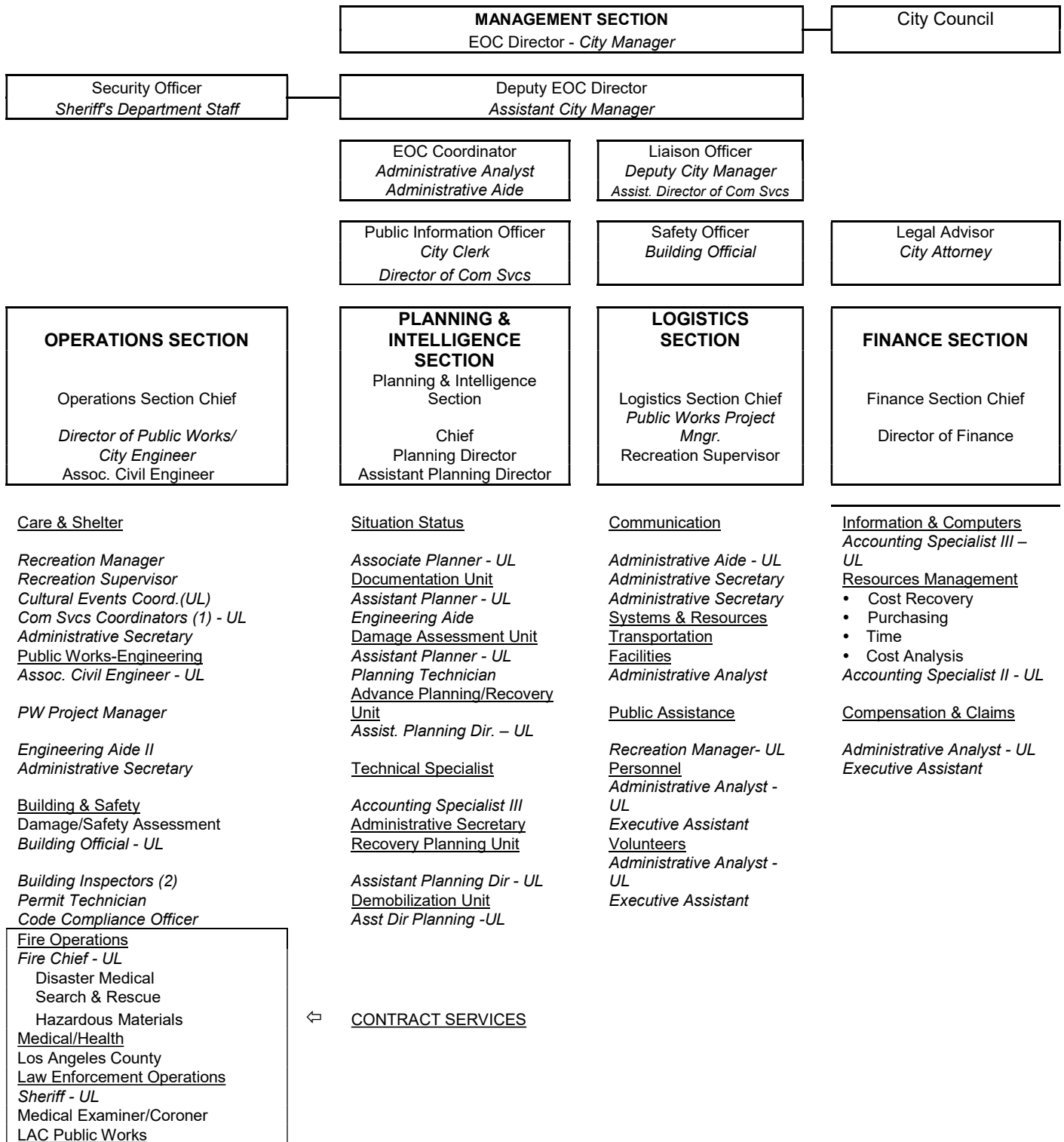
Finance/Administration Section

Responsible for financial activities and other administrative aspects.

**MANAGEMENT SECTION
ORGANIZATION CHART**



AGOURA HILLS EOC ORGANIZATION CHART



MANAGEMENT SECTION STAFF

The Management Section is lead by the EOC Director and is established for every EOC activation to coordinate EOC operations. The City Manager by city ordinance will fill this position while serving as the Director of Emergency Services during a disaster/emergency. The EOC Director, the General Staff (Section Coordinators), the EOC Coordinator and others as designated make up the EOC Management Team. The Management team is responsible for advising the EOC Director on policy matters. They also assist the Director of Emergency Services and EOC Director in the development of overall strategy and tactics to mitigate the incident and rules, regulations, proclamations and orders. Management Section also includes certain staff functions required to support Management function.

- Policy Group
- Public Information Officer
- Liaison Officer
- EOC Coordinator
- Safety Officer
- Security Officer
- City Council
- Legal Advisor/Officer

Policy Group

The Policy Group is made up of public safety department heads who give support to the EOC Director.

Public Information Officer

The Public Information Officer (PIO) ensures that information support is provided on request; that information released is consistent, accurate and timely and appropriate information is provided to all required agencies and the media.

After receiving a briefing from the EOC Director, the PIO will establish an area for the media away from the EOC and Command Post. The media information center is located in the Planning Conference Room of the Agoura Hills City Hall. The PIO will provide news releases, answer questions the media may have and arrange for tours or photo opportunities of the incident. The PIO will coordinate **all** information releases and media contacts with the EOC Director. When multiple local, state and federal agencies are involved, a Joint Information Center (JIC) may be established. The Public Information Officer will coordinate and communicate with the JIC or assign an individual to the JIC to ensure coordination of information dissemination with local, state and federal agencies.

Liaison Officer

The Liaison Officer serves as the point of contact for Agency Representatives from assisting organizations and agencies outside our city government structure. The

Liaison Officer aids in coordinating the efforts of these outside agencies to reduce the risk of their operating independently. This ensures each agency is doing what it does best and maximizes the effectiveness of available resources. Any state and/or federal emergency official should make contact with the Liaison Officer to ensure continuity of operations.

The Liaison Officer may also serve as the multi-agency or inter-agency representative for the City of Agoura Hills to coordinate the response efforts. Multi-agency or inter-agency coordination is defined as the participation of agencies and disciplines involved at any level of the SEMS/NIMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

EOC Coordinator

EOC Coordinator facilitates the overall functioning of the EOC, coordinates with other agencies and SEMS/NIMS levels, and serves as a resource to the EOC Director.

Safety Officer

The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential City liability during EOC operations and ensuring a safe working environment in the EOC. This position will be needed mostly at the beginning of activating the EOC. Once the safety of the EOC has been assessed, this position may be filled as needed.

Security Officer

The Security Officer is responsible for security of all EOC facilities and personnel access.

City Council

Proclaim and/or ratify a local emergency, approve emergency orders and serve as City Official.

Legal Advisor/Officer

The Legal Advisor is the City Attorney and provides legal advice to the EOC Director in all legal matters relative to the emergency and assists in the proclamation of an emergency.

EOC DIRECTOR

SUPERVISOR: City Council

GENERAL DUTIES:

- Serve as the Director of Emergency Services for the City of **Agoura Hills**.
- Make executive decisions based on policies of the City Council.
- Develop and issue rules, regulations, proclamations and orders.
- Establish the appropriate level of organization and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional branches/groups/units as dictated by the situation.
- Exercise overall management responsibility for the coordination of the response efforts within the affected area. In conjunction with the General Staff, set priorities for response efforts, and ensure that all agency actions are accomplished within the priorities established.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.

YOUR RESPONSIBILITY:

Overall management of the City of **Agoura Hills**' emergency response and recovery effort.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

Activation

- Determine the operational status and appropriate level of activation based on situation as known.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC.
- Activate an alternate EOC as required. When there is damage to the primary EOC sufficient to render it unusable, report to the alternate EOC. (See Appendix for location).
- Obtain briefing from whatever sources are available.

Position Start-Up Actions

- Review your position responsibilities.

- Identify yourself as the EOC Director by putting on the vest with your title. Print your name on the EOC organizational chart next to your assignment.
- Direct the implementation of the City's SEMS/ NIMS Emergency Plan.
- Confirm level of EOC activation and ensure that EOC positions and ICS field positions are filled as needed.
- Notify the Los Angeles County Operational Area that the City EOC is activated via OAARS (Internet); or if OAARS is not available, then all requests and reports are to be sent to the **Lost Hills Sheriff Station** by means coordinated with and agreed to by the Watch Commander and City staff. The **Lost Hills Sheriff Station** will then be responsible for entering the data into OARRS. **(See Planning Support Documentation - LA County Operational Area Disaster Information Reporting Procedures.)**
- Assign staff to initiate check-in procedures.
- Ensure that the EOC Organization and staffing chart is posted and that arriving team members are assigned by name.
- Ensure the EOC is properly set up and ready for operations.
- Authorize activation of DCS.
- Appoint and ensure that EOC Section Coordinators (General Staff) are in place as soon as possible and are staffing their respective sections.
 - Operations Section Coordinator
 - Planning/Intelligence Section Coordinator
 - Logistics Section Coordinator
 - Finance/Administration Section Coordinator
- Ensure that the Management Section is staffed as soon as possible at the level needed.
 - Public Information Officer
 - Liaison Officer
 - EOC Coordinator
 - Safety Officer
 - Security Officer
 - Legal Officer
- Request additional personnel to maintain a 24-hour operation as required.
- Brief incoming EOC Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of co-workers within the job function and/or geographical assignment
 - Availability of communications

- Location of work area
- Identification of eating and sleeping arrangements as appropriate
- Procedural instructions for obtaining additional supplies, services and personnel
- Identification of operational period work shifts

- Prepare work objectives for Section staff, brief staff and make staff assignments.
- Open and maintain a position log.
- Using activity log, maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

- Ensure that all EOC Management Team meetings, General Staff meetings and policy decisions are documented by a scribe.
- Ensure that telephone, radio and data communications with other facilities are established and tested.
- Ensure that all departments account for personnel and work assignments.
- Confirm the delegation of authority. Obtain any guidance or direction as necessary.
- Determine appropriate delegation of purchasing authority to the Purchasing Unit of the Finance/Administration Section.
- Schedule the first planning meeting.
- Confer with EOC Operations Section Coordinator and other General Staff to determine what representation is needed at the EOC from other agencies.
- Ensure that the field agency representatives have been assigned to other facilities as necessary.
- Determine need and establish, if necessary, a deputy director position.
- Establish the frequency of briefing sessions.
- Based on the situation as known or forecast, determine likely future EOC Management Section needs.

- Think ahead and *anticipate* situations and problems before they occur.
- Request additional resources through the appropriate EOC Logistics Section Unit.

General Operational Duties:

- Carry out responsibilities of your EOC Section not currently staffed.
- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- Ensure that all your Section logs and files are maintained.
- Monitor your Section activities and adjust Section organization as appropriate.
- Resolve problems that arise in conducting your Section and EOC responsibilities.
- Anticipate potential situation changes, such as severe aftershocks, in all Section and EOC planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that all your Section personnel and equipment time records and a record of expendable materials used are provided to the Time Unit and Cost Analysis Unit of the Finance/Administration Section at the end of each operational period.
- Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Operational Duties:

- Carry out responsibilities of all other EOC Sections not currently staffed.
- Assess situation, work in progress, resources and estimate incident duration.
- Set up EOC planning meeting schedule with all EOC Section Coordinators.
- Develop overall strategy with the EOC Section Coordinators.
- Ensure that EOC Sections are carrying out their principle duties:

- Implementing operational objectives per the EOC Action Plan.
 - Preparing action plans and status reports.
 - Providing adequate facility and operational support.
 - Providing administrative and fiscal record keeping and support.
- Develop and issue appropriate rules, regulations, proclamations and orders.
- Initiate **Emergency Proclamations** as needed (**See Management Support Documentation - Legal Documents**)
- Establish City Hall hours of operation.
- Conduct periodic briefing sessions with the entire EOC Management Team to update the overall situation.
- Conduct periodic briefing sessions with the City Council to update the overall situation.
- Set priorities for restoration of city services.
- Hold action planning meeting of section and branch coordinators, agency representatives (as required) and key staff. The activities to be covered in an action planning meeting are:
- Provide briefings on current and forecasted situation and major reportable incidents within affected Operational Area.
 - Obtain any additional information from other sources on the current situation assessment.
 - Review availability and status of ordered, enroute or staged resources.
 - Establish with staff the next Operational Period for which the EOC Action Plan should be developed. Define priority actions to be accomplished or undertaken within the next Operational Period in light of the known and forecasted situation and status of available resources.
 - Establish assignments for available and incoming resources based on current and forecast situation and established priorities.
 - Determine need for additional resources. Establish specific responsibilities for ordering.
 - Discuss and resolve any internal coordination issues.
 - Ensure that staff is clear on the EOC Action Plan. Have pertinent elements documented for distribution as necessary.
 - Establish time for next action planning meeting.
- Approve and authorize the implementation of the EOC Action Plan developed and prepared by the EOC Planning/Intelligence Section and EOC Management Team.
- In conjunction with the EOC Public Information Officer (PIO), coordinate and conduct news conferences and review media releases as required. Establish procedure for information releases affecting inter-agency coordination.

- Authorize PIO to release information to the media and to access the Emergency Alert System (EAS) as needed.
- Monitor performance of EOC personnel for signs of stress or under-performance; initiate Critical Incident Stress Debriefing as appropriate in coordination with Personnel Unit of the Logistics Section.
- In conjunction with the EOC Safety Officer, establish and maintain a safe working environment.
- Ensure that proper security of the EOC is maintained at all times.
- Ensure that the EOC Liaison Officer is providing for and maintaining positive and effective inter-agency coordination.
- Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate.
- Monitor section level activities to assure that all appropriate actions are being taken.
- Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Deactivation:

- Authorize deactivation of sections, branches or units when they are no longer required.
- Notify Los Angeles County Operational Area via the Lost Hills Sheriff's Station EOC or Watch Commander, adjacent facilities and other EOCs as necessary of planned time for deactivation. Notification to the Op Area is via OARRS (Internet); or if OARRS is not available then all requests and reports are to be sent to the Lost Hills Sheriff's Station by means coordinated with and agreed to by the Watch Commander and City staff. The Lost Hills Sheriff's Station will then be responsible for entering the data into OARRS. **(See Planning Support Documentation - LA County Operational Area Disaster Information Reporting Procedures.)**
- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Be prepared to provide input to the EOC After-Action Report/Corrective Action Report.
- Deactivate the EOC and close out logs when emergency situation no longer requires activation.
- Proclaim termination of the emergency and proceed with recovery operations.

PUBLIC INFORMATION OFFICER

SUPERVISOR: EOC Director

GENERAL DUTIES:

- Serve as the dissemination point for all media releases within the affected area. Other agencies wishing to release information to the public should coordinate through the Public Information function.
- Coordinate as necessary to ensure that the public within the affected area receives complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status and other information, and relief programs and services. Information released should be posted on the Press Release Clip- Board in the EOC. **(See Management Support Documentation – PIO Support Information)**
- Review and coordinate all related information releases, including dissemination of emergency information to city departments to keep employees apprised of the situation.
- Maintain a relationship with the media representatives and hold periodic press conferences as required.
- Provide news releases, answer questions the media may have, and arrange for tours or photo opportunities of the incident.

YOUR RESPONSIBILITY:

Ensure that information support is provided on request; that information released is consistent, accurate, and timely and that appropriate information is provided to all required agencies.

In larger disasters, the Emergency Public Information function may, as conditions and/or activation levels require, expand into a Branch structure and may send a representative to the federal Joint Information Center (JIC).

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

Start-Up Actions

- Check-in upon arrival at the EOC.
- Report to EOC Director.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.

- Identify yourself as the PIO by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.
- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or as forecasted, determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 -

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- Keep the EOC Director advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.

- Determine and **anticipate** support requirements and forward to your Section Coordinator.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Position Operational Duties:

- Secure guidance from the EOC Director regarding the release of available information.
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations as appropriate.
- Coordinate all media events with the EOC Director.
- Ensure that all departments, agencies and response organizations in the jurisdiction are aware that they must coordinate release of emergency information through the PIO and that all press releases must be cleared with the EOC Director before releasing information to the media.
- Establish a Media Information Center at a site away from the EOC, Command Post and incident for media use and dissemination of information. Provide necessary work space, materials, telephones and staffing. Media Information Center Location: **Planning Conference Room, Agoura Hills Civic Center, 30001 Ladyface Court, Agoura Hills.** Announce safe access routes to Media Information Center for media. If there are multiple local, state and federal agencies involved, consider establishing a Joint Information Center (JIC) or if a JIC is established, designate staff to participate at the JIC.
- Schedule and post times and locations of news briefings in the EOC, Media Information Center and other appropriate areas.
- Prepare and provide approved information to the media. Post news releases in the EOC, Media Information Center and other appropriate areas.
- Develop an information release program.

- Interact with other branches/groups/units to provide and obtain information relative to public information operations.
- Coordinate with the Situation Status Unit of the Planning/Intelligence Section and define areas of special interest for public information action. Identify means for securing the information as it is developed.
- Maintain an up-to-date picture of the situation for presentation to media.
- Obtain, process, and summarize information in a form usable in presentations.
- Provide periodic briefings and press releases about the disaster situation throughout the affected areas. Refer media representatives to incident level PIOs for specific information.
- As required, periodically prepare briefings for the jurisdiction executives or elected officials.
- Respond to information requests from the EOC Director and EOC Management Team.
- Ensure that a rumor control function is established as necessary, and has the means for identifying false or erroneous information. Develop procedure to be used to squelch such information.
- Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- Consider establishing and staffing a hot-line to answer inquiries from the public as needed.
- Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- Prepare, update and distribute to the public a Disaster Assistance Information Directory containing locations to obtain food, shelter, supplies, health services, etc.
- Prepare a briefing sheet to be distributed to all employees at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, etc.
- Broadcast emergency information/updates on AM stations and/or updates on Cable Channels either through message board or live taping of Mayor or EOC Director.
- Arrange for meetings between media and city officials or incident personnel.
- Prepare a briefing sheet to be distributed to all employees and the Disaster Hotline at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, DACs, LACs, etc. **(See Part Two, Management**

Support Documentation)

- Provide escort service to the media and VIPs; arrange for tours and photo opportunities when available staff and time permit. Coordinate VIP tours with Liaison Officer, and City Council.
- Assist in making arrangements with adjacent jurisdictions for media visits.
- Determine which radio and TV stations are operational. **(See Part Two, Management Support Documentation)**
- Determine requirements for support to the emergency public information function at other EOC levels.
- Monitor broadcast media, and use information to develop follow-up news releases and rumor control.
- When federal emergency response teams respond, coordinate activities through the Los Angeles County Operational Area to ensure coordination of local, state and federal public information activities. If a federal Joint Information Center (JIC) is established, designate a City representative to the JIC.
- Ensure that announcements, information and materials are translated and prepared for special populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.).
- Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures.
- Prepare instructions for people who must evacuate from a high-risk area, including the following information for each threat: evacuation routes; suggestions on types and quantities of clothing, food, medical items, etc. the evacuees should bring; location of shelters.
- During periods of increased national readiness, or in time of need, prepare materials that address national security survival tips.
- Issue timely and consistent advisories and instructions for life safety, health and assistance:
 - What **to do** and **why**.
 - What **not to do** and **why**.
 - Hazardous areas and structures to stay away from.
 - Evacuation routes, instructions and arrangements for persons without transportation or special needs (non-ambulatory, sight-impaired, etc.).
 - Location of mass care shelters, first aid stations, food and water distribution points, etc.

- Location where volunteers can register and be given assignments.
- Street and freeway overpass conditions, congested areas to avoid and alternate routes to take.
- Instructions from the coroner and public health officials pertaining to dead bodies, potable water, human waste and spoiled food disposal.
- Weather hazards when appropriate.
- Public information hotline numbers.
- Status of Local Proclamation, Governor's Proclamation or Presidential Declaration.
- Local, state and federal assistance available; locations and times to apply.
- Local Application Center (LAC) locations, opening dates and times.
- How and where people can obtain information about relatives/friends in the emergency/disaster area. **(Coordinate with the Red Cross at (800) 733-2767 on the release of this information).**

- Issue other information pertaining to the emergency/disaster (acts of heroism, historical property damaged or destroyed, prominence of those injured or killed, other human interest stories)
- Through the Los Angeles County Operational Area, coordinate with state, federal or private sector agencies to get technical information (health risks, weather, etc.) for release to the public and media.
- Ensure file copies are maintained of all information released and posted in the EOC.
- Provide copies of all releases to the EOC Director.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

Deactivation:

- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Be prepared to provide input to the EOC After-Action Report/Corrective Action Report.
- Deactivate the Public Information Officer position and close out logs when emergency situation no longer requires activation.
- Leave forwarding phone number where you can be reached.

LIAISON OFFICER

SUPERVISOR: EOC Director

GENERAL DUTIES:

- Go to the established offsite Incident Command location and coordinate with the official Agency Representative at the location. Offsite location can be fire, law enforcement or multi-jurisdictional.
- Function as the information clearing house and ensure the proper flow of information between the Incident Command location and the Agoura Hills EOC.
- Interact with Liaison Officers and Agency Representatives of other jurisdictions and agencies at the Incident Command locations to obtain additional information.
- Ensure that all Agoura Hills EOC developed guidelines, directives, action plans and appropriate situation information is disseminated to Agency Representatives.

YOUR RESPONSIBILITY:

Serve as the point of contact for Agency Representatives at the offsite Incident Command Location. Function as the information conduit between the Incident Command Location and the Agoura Hills EOC, and assisting organizations and agencies outside the city government structure; aid in sharing official information with these outside agencies to reduce the risk of their operating independently.

Multi-agency or inter-agency coordination is defined as the participation of agencies and disciplines involved at any level of the SEMS/NIMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

Start-Up Actions

- Check-in upon arrival at the EOC.
- Report to EOC Director.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself as the Liaison Officer by putting your title on your person (vest, name tag).

Print your name on the EOC organization chart next to your assignment.

- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.
- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or forecasted, determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- Keep the EOC Director advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** support requirements and forward to your Section Coordinator.

- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Position Operational Duties:

- Arrange and coordinate VIP tours with PIO, Legislative Liaison and City Council members.
- Contact all on-site Agency Representatives. Make sure:
 - They have signed into the EOC.
 - They understand their assigned function.
 - They know their work location.
 - They understand EOC organization and floor plan (provide both).
- Determine if outside liaison is required with other agencies such as:
 - Local/county/state/federal agencies
 - Schools
 - Volunteer organizations
 - Private sector organizations
 - Utilities not already represented
- Determine status and resource needs and availability of other agencies.
- Brief Agency Representatives on current situation, priorities and EOC Action Plan.
- Request Agency Representatives contact their agency, determine level of activation of agency facilities, and obtain any intelligence or situation information that may be useful to the EOC.
- Notify and coordinate with adjacent jurisdictions on facilities and/or dangerous releases that may impose risk across boundaries.
- Respond to requests for liaison personnel from other agencies.
- Act as liaison with state or federal emergency response officials and appropriate city personnel.

- Determine if there are communication problems in contacting outside agencies. Provide information to the Information Systems Branch of the EOC Logistics Section.
- Know the working location for any Agency Representative assigned directly to a branch/group/unit
- Compile list of Agency Representatives (agency, name, EOC phone) and make available to all Section and Branch/Group/Unit Coordinators.
- Respond to requests from sections and branches/groups/units for Agency information. Direct requesters to appropriate Agency Representatives.
- Provide periodic update briefings to Agency Representatives as necessary.

Deactivation:

- Release Agency Representatives no longer required in the EOC after coordination with the EOC Director and rest of the General Staff.
- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Be prepared to provide input to the EOC After-Action Report/Corrective Action Report.
- Deactivate the Liaison Officer position and close out logs when authorized by the EOC Director.

EOC COORDINATOR

SUPERVISOR: EOC Director

GENERAL DUTIES:

- Coordinate Emergency Operations Center (EOC) internal management systems.
- Liaison with outside public jurisdictions and internal departments.
- Assist and serve as an advisor to the EOC Director and General Staff as needed.
- Provide information and guidance to the EOC Management Team.
- Maintain contact with the Los Angeles County Operational Area EOC Liaison Officer.
- Serve (temporary assignment) as a Section Coordinator if assigned by the EOC Director.
- Coordinate all visits to the EOC.
- Coordinate the functions of the PIO/Information Systems Table.

YOUR RESPONSIBILITY:

Facilitate the overall functioning of the EOC, coordinate with other agencies and SEMS/NIMS levels and serve as a resource to the EOC Director.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

Start-Up Actions

- Check-in upon arrival at the EOC.
- Report to EOC Director.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself as the EOC Coordinator by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.

- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or forecast determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- Keep the EOC Director advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** support requirements and forward to your Section Coordinator.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.

- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Position Operational Duties:

- Assist the General Staff and the EOC Director in developing an overall strategy, including:
 - Assess the situation.
 - Define the problem.
 - Establish priorities.
 - Determine the need for evacuation.
 - Estimate the incident duration.
 - Determine if there is a need to make an “Emergency Proclamation”
- Advise the EOC Director about proclamations, emergency ordinances and other legal documents required by the City Council and the EOC Director.
- Assist the Planning/Intelligence Section in the development, continuous updating and execution of the EOC Action Plan.
- Ensure efficient operating procedures within the EOC. Assist any function in addressing any issues that might arise.
- Monitor performance of EOC personnel for signs of stress or under-performance; advise EOC Director of condition.
- Ensure that EOC personnel are properly maintaining all documentation.
- Facilitate and attend periodic briefing sessions conducted by the EOC Director.
- Advise the EOC Director of any issues that need to be addressed and of any responsibilities that need to be assigned to staff.
- Liaison with other agencies (Operational Area, State and FEMA) as assigned. Ensure that all notifications are made to the Los Angeles County Operational Area and verify that requests for assistance have been addressed or forwarded to the State Regional EOC.
- Ensure that all necessary communications have been established.
- Coordinate and monitor all EOC visitations.
- Coordinate all EOC functions with neighboring jurisdictions, the Los Angeles County Operational Area and other support and response organizations.

- Assist in shift change issues.

Deactivation:

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the EOC Coordinator position and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

SAFETY OFFICER

SUPERVISOR: EOC Coordinator

GENERAL DUTIES:

- Ensure that all facilities used in support of EOC operations have safe operating conditions.
- Monitor all EOC and related facility activities to ensure that they are being conducted in as safe a manner as possible under the circumstances that exist.
- Stop or modify all unsafe operations.

YOUR RESPONSIBILITY:

Identify and mitigate safety hazards and situations of potential City liability during EOC operations and ensure a safe working environment in the EOC.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

Start-Up Actions

- Upon arrival at the EOC, determine if facility is safe for EOC operations.
- Check-in upon arrival at the EOC.
- Report to EOC Director.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself as the Safety Officer by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.

- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or forecasted, determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- Keep the EOC Director advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** support requirements and forward to your Section Coordinator.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.

- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Position Operational Duties:

- Advise EOC Security Officer of your function. Secure information regarding emergency conditions.
- Tour the entire facility area and determine the scope of on-going operations.
- Evaluate conditions and advise the EOC Coordinator of any conditions and actions which might result in liability—e.g. oversights, improper response actions, etc.
- Coordinate with the Personnel Unit of the Logistics Section to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- Study the facility to learn the location of all fire extinguishers, fire hoses and emergency pull stations.
- Be familiar with particularly hazardous conditions in the facility.
- Ensure that the EOC location is free from environmental threats (i.e., radiation exposure, air purity, water potability, etc.)
- If the events that caused activation is an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Coordinate with EOC Security to obtain assistance for any special safety requirements.
- Keep the EOC Coordinator advised of safety conditions.
- Coordinate with Compensation/Claims Unit of the Finance/Administration Section on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.

Deactivation:

- Ensure that all required forms or reports are completed prior to your release and departure.

- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Safety Officer position and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

SECURITY OFFICER

SUPERVISOR: EOC Coordinator

GENERAL DUTIES:

- Provide twenty-four hour a day security for EOC facilities.
- Control personnel access to facilities in accordance with policies established by the EOC Director.

YOUR RESPONSIBILITY:

Security of all EOC facilities and personnel access.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

Start-Up Actions

- Check-in upon arrival at the EOC.
- Report to EOC Director.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself as the Security Officer by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.
- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center.
- Request additional resources through the appropriate Logistics Section Unit.

- Based on the situation as known or forecasted, determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- Keep the EOC Director advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** support requirements and forward to your Section Coordinator.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Position Operational Duties:

- Determine current security requirements and establish staffing as needed.
- Determine needs for special communications. Make needs known to the Information Systems Branch of the EOC Logistics Section.
- Complete a radio or communications check with all on-duty security personnel as appropriate.
- Establish or relocate security positions as dictated by the situation.
- Determine needs for special access facilities. Consider need for vehicle traffic control plan. Develop if required.
- Assist in any EOC evacuation.
- Assist in sealing off any danger areas. Provide access control as required.
- As requested, provide security for any EOC critical facilities, supplies or materials.
- Provide executive security as appropriate or required.
- Provide security input and recommendations as appropriate to conditions to EOC Director.

Deactivation:

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Security Officer position and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

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LEGAL OFFICER

SUPERVISOR: EOC Director

GENERAL DUTIES:

- Prepare proclamations, emergency ordinances and other legal documents and provide legal services as required.
- Maintain legal information, records and reports relative to the emergency. **(See Management Support Documentation – Legal Documents).**
- Commence legal proceedings as needed.
- Participate as a member of the EOC Management Team when requested by EOC Director.

YOUR RESPONSIBILITY:

Provide legal advice to the EOC Director in all legal matters relative to the emergency and assist in the proclamation of an emergency.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

Start-up Actions

- Check-in upon arrival at the EOC.
- Report to EOC Director.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself as the Legal Officer by putting your title on your person (vest, name tag). Print your name on the EOC organization chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.

- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC or media center.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or forecasted, determine likely future Section needs.
- Think ahead and *anticipate* situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
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 - Action taken
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 - Requests filled
 - EOC personnel, time on duty and assignments

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General Operational Duties

- Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- Keep the EOC Director advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** support requirements and forward to your Section Coordinator.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.

- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Position Operational Duties:

- Prepare proclamations, emergency ordinances and other legal documents required by the City Council and the EOC Director.
- Develop rules, regulations and laws required for the acquisition and/or control of critical resources.
- Develop emergency ordinances and regulations to provide a legal basis for evacuation and/or population control.
- Commence civil and criminal proceedings as necessary and appropriate to implement and enforce emergency actions.
- Advise the EOC Director on areas of legal responsibility and identify potential liabilities.
- Advise the City Council, EOC Director and management personnel of the legality and/or legal implications of contemplated emergency actions and/or policies.
- Prepare documents relative to the demolition of hazardous structures or conditions.

Deactivation:

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Legal Officer position and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

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CITY COUNCIL

SUPERVISOR: Electorate

GENERAL DUTIES:

- Proclaim and/or ratify a local emergency.
- Establish executive level policies for management of emergency.
- Ensure that the EOC Director has clear policy direction.
- Obtain briefings from EOC Director and provide information to the public and media.
- Support a multi-agency disaster response.
- Host and accompany VIPs and government officials on tours of the emergency/disaster.

YOUR RESPONSIBILITY:

Proclaim and/or ratify a local emergency, approve emergency orders and serve as City Official.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

CHECKLIST ACTIONS**STARTUP ACTIONS**

- Check-in at the City Manager's Office/Policy Group.
- Receive incident briefing from the EOC Director.
- Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed.
 - Three (3) members of the City Council are needed for an official quorum.
 - Emergency proclamations must be ratified within seven (7) days.
 - Approve extraordinary expenditure requirements as necessary.
- Review, at least every 21 days, the need for continuing the Local Emergency and proclaim the termination of the Local Emergency as conditions warrant.
- In consultation with the EOC Director and General Staff, develop temporary emergency policies for managing the strategic aspects of the emergency.
- Oversee the release of official statements.
- Upon request of PIO or Liaison Officer, host and accompany VIP's and governmental officials on tours of the emergency/disaster area. Coordinate all tours with Public Information Officer (PIO).

- Provide interviews to the media as arranged by the PIO.
- Refer all requests for emergency information to the EOC Director or Public Information Officer.
- Serve on and coordinate activities of the Disaster Council.
- Using activity log, maintain all required records and documentation to support EOC After-Action/Corrective Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Develop or utilize existing citizen's advisory group to address concerns.
- Consider developing an emergency planning task force within the local business or trade association to discuss concerns and disseminate pre-event planning information and post-event recovery information.
- Consider developing a plan to provide a "citizen and business aid" location that can be utilized for information and assistance to citizens and businesses impacted by an emergency.
- Encourage post-event discussions in the community to identify perceived areas of improvements

NOTE: Council members should refrain from direct involvement with City or joint City/County/State Emergency Operations Center (EOC) activities. Council members will be provided information updates through the EOC Director.

POLICY GROUP**SUPERVISOR: EOC Director/City Manager****GENERAL DUTIES:**

- Participate as a member of the Policy Group providing support to the Director of Emergency Services for the City of Agoura Hills.
- Ensure that the Director of Emergency Services (City Manager and/or his designee) has clear policy direction.
- Assist in making executive decisions based on policies of the City Council.
- Assist the EOC Director in the development of rules, regulations, proclamations and orders.
- Ensure Continuity of Government and Continuity of Operations.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT****CHECKLIST ACTIONS****Activation**

- As appropriate, report to the City Manager for a briefing.
- Mobilize appropriate personnel for initial activation of the EOC.
- Obtain briefing from whatever sources are available.

Position Start-Up Actions

- Upon arrival, identify yourself as a member of the Policy Group.
- Review your position responsibilities.
- Identify yourself by putting on the vest with your title when received from the EOC Liaison Officer. Print your name on the EOC organizational chart next to your assignment.
- Determine if all **your** key Department personnel or alternates have been notified or are en-route to the EOC as necessary.
- Obtain a briefing or preliminary survey of the emergency/disaster from **your** staff and impact on **your** Department's operational capability.

- Receive incident briefing from the EOC Director.
- Provide the EOC Director with a status report of **your** Department.
- Request additional personnel to maintain a 24-hour operation as required.
- Assist the EOC Director in the preparation of the Action Plan.
- Determine information needs and advise the EOC Director of those needs.
- Assign Department staff to the EOC as needed.
- Advise and assist the EOC Director in the release of information to the public and the media, requests for additional resources, requests for release of resources and plans for recovery, reconstruction and demobilization.
- In consultation with the Director of Emergency Services, develop temporary emergency policies for managing the strategic aspects of the emergency.
- Ensure Continuity of Government and Continuity of Operations and prepare the EOC for transition to a recovery organization to restore the City to pre-disaster conditions as quickly and effectively as possible.
- Open and maintain a position activity log.
- Using activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

Demobilization

- Revise Department Emergency Voicemail messages as needed.
- Assist with recovery operations.

AGENCY REPRESENTATIVE

SUPERVISOR: Liaison Officer

YOUR RESPONSIBILITY:

As an individual assigned to the EOC from another agency, the Agency Representative should be able to speak for his/her agency within established limits.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

CHECKLIST ACTIONS***Start-Up Actions***

- Check-in upon arrival at the EOC.
- Report to EOC Liaison Officer if that position has been activated. If not activated, report to the EOC Director.
- Obtain a briefing on the situation.
- Unpack any kit materials you may have brought with you and set up your assigned workstation.
- Obtain EOC organization chart, floor plan and telephone listing. Review the locations and general duties of all sections and branches/groups/units that have been activated.
- Review your position responsibilities.
- Identify yourself as an Agency Representative *by putting on the vest with your title*. Print your name on the EOC organizational chart next to your assignment.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Establish communications link(s) with home agency. If unable to communicate, notify the Information Systems Branch of the EOC Logistics Section.
- If necessary, clarify your decision making authority with your agency.

- Open and maintain a position activity log.
- Determine 24-hour staffing requirements and request additional support as required.
- Request additional resources through the appropriate EOC Logistics Section Unit.
- Based on the situation as known or forecast determine likely future Branch/Unit needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log, maintain all required records and documentation to support EOC After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties:

- Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- Keep the EOC Liaison Officer advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and **anticipate** support requirements and forward to your Section Coordinator.
- Monitor your position activities and adjust staffing and organization to meet current needs.

- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to the Liaison Officer at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Position Operational Duties:

- Obtain current situation briefing from person you are relieving, or from the EOC Liaison Officer.
- Contact EOC sections or branches/groups/units appropriate to your responsibility, and advise them of your presence and assigned work location.
- If relocating to work directly with a functional branch/group/unit, advise Liaison Officer of your location.
- Facilitate requests for support or information that your agency can provide.
- Keep up to date on the general status of resources and activity associated with your agency.
- Provide appropriate situation information to the Situation Status Unit of the EOC Planning/Intelligence Section.
- Represent your agency at planning meetings as appropriate. Be prepared to provide update briefings about your agency's activities and priorities at these meetings.
- Inform your agency periodically on EOC priorities and actions that may be of interest.

Deactivation:

- Coordinate deactivation with EOC Liaison Officer. Ensure your agency's representation is no longer needed prior to leaving.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Leave forwarding phone number where you can be reached.

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