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**CAÑADA COLLEGE**

**Volume Two**

**EOC Guidebook and  
Section Checklists**

**January 2006**

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## **Disclaimer**

The material presented in this publication has been written in accordance with federal and state guidelines to meet current industry standards. However, this plan cannot anticipate all possible emergency events and situations or emergency responses. Therefore, it should not be used without competent review, verification, and correction (where appropriate) by qualified emergency management professionals. It should be tested by the Emergency Operations Center (EOC) team after they have received appropriate emergency management training. Conditions will develop in operations where standard methods will not suffice and nothing in this manual shall be interpreted as an obstacle to the experience, initiative, and ingenuity of the officers in overcoming the complexities that exist under actual emergency conditions. Users of this plan assume all liability arising from the plan's use.

The Emergency Management Consultant's Emergency Operations Plan ©  
Prepared for Cañada College

by:

Joseph R. Horton Jr.  
Emergency Management Consultants

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EOC GUIDEBOOK AND SECTION CHECKLISTS  
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**IMMEDIATE ACTION CHECKLIST**  
**Pre EOC Activation**  
**For use by Cañada Crisis Action Team**

- Mobilize members of the Cañada Crisis Action Team (CAT).**
  - Cañada President \*
  - Vice President, Student Services
  - Vice President, Instruction
  - College Business Officer
  - Supervisor of Campus Facilities

\* In the Presidents absence the Vice President for Student Services assumes management responsibility. Refer to Exhibit 1 – Crisis Action Team for phone and pager numbers

- Cañada College EOC Activation Criteria – Should the EOC be activated?**  
 This decision must be based on the emergency event or situation.

Key factors that normally trigger the Cañada College EOC activation include:

- Emergency response resources beyond the jurisdiction’s capabilities are required
- An emergency of a long duration
- Major policy decisions must or may be required
- A local or state of emergency will be declared
- Activation of the EOC will be advantageous to the successful management of the emergency

**EOC Locations**

Primary	College Cantina
Alternate	Gymnasium

- If the Cañada College EOC activation IS NOT WARRANTED complete applicable Event Specific Checklist(s) in the RED TAB and turn over follow-on actions to appropriate Cañada College management staff or department heads. Crisis Action Team response procedures are now complete. The Crisis Action Team may disband - no further action is required.*
- If the Cañada College EOC activation IS WARRANTED – Complete the EOC ACTIVATION CHECKLIST on the page 3.**

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**EOC ACTIVATION CHECKLIST****Cañada College Emergency Operations Center (EOC) Activation Steps** **Officials authorized to order immediate Cañada College EOC activation:**

- Cañada College President
- Vice President for Student Services

 **Determine appropriate EOC Activation Level.****Minor Emergency - Level 1 - EOC Activation Not Required**

- A minor incident or hazardous materials spill which can be abated by the first responding personnel or response agency having jurisdiction.
- *The Cañada College Emergency Operations Plan is **not** activated.*
- The *Cañada* EOC **may be activated** with limited staffing to facilitate coordination or to provide information to students, faculty and staff or the media.

**Moderate Emergency - Level 2 - EOC Activation Recommended**

- If the incident escalates or is about to escalate to the point\* where the coordination of the incident cannot be efficiently accomplished at the scene or at another location.  
\* *Due to the number of departments or local jurisdiction response agencies involved, personnel or resources required.*

**Major Emergency - Level 3 - Activation Required**

- If the emergency situation(s) is of such magnitude that coordination of the response at the scene(s) or another location is not possible.
- When *Cañada* College response capabilities are limited or insufficient to address a major emergency.

**Note: See the EOC STAFFING GUIDE on Page 5 to assist in determining the appropriate Cañada EOC Action Level.**

 **Direct the Cañada College EOC Emergency Operations Center Team members to report immediately to the EOC.** **Notify Redwood City and/or San Mateo County that Cañada College CAT is considering or has activated the College EOC. Identify and report Cañada College's:**

- Existing situation
- Critical staffing needs
- Critical resource needs

 **Ensure appropriate local jurisdiction responders and/or agencies have been notified (e.g. law enforcement, fire/rescue, emergency medical services, etc.). Refer to Exhibit 4 – Mutual Aid Coordinators and Exhibit 5 – Other Agencies.**

***EOC ACTIVATION CHECKLIST CONTINUED ON NEXT PAGE***

- Ensure appropriate Cañada College EOC responders have been notified and are responding to the EOC. Refer to Exhibit 2 – Emergency Operations Center Staffing**
  
- Develop a presentation to give the members of the Cañada College EOC response team. Assign Crisis Action Team (CAT) members to prepare and present the brief which covers the following topics:**
  - 1. Situation overview:**

Provide a description of the emergency situation. The situation overview should be presented by the College President or Supervisor of Security. Report:

    - When the emergency occurred or is expected to occur.
    - What are the key facts known about the emergency.
    - Where has the emergency occurred or expected to occur.
  
  - 2. Emergency response actions underway:**

Provide a brief description of emergency response actions underway or pending. The identification of emergency response actions underway should be presented by the College President or Supervisor of Security to the assembled EOC response team.
  
  - 3. Time period of 1st Operational Period:**

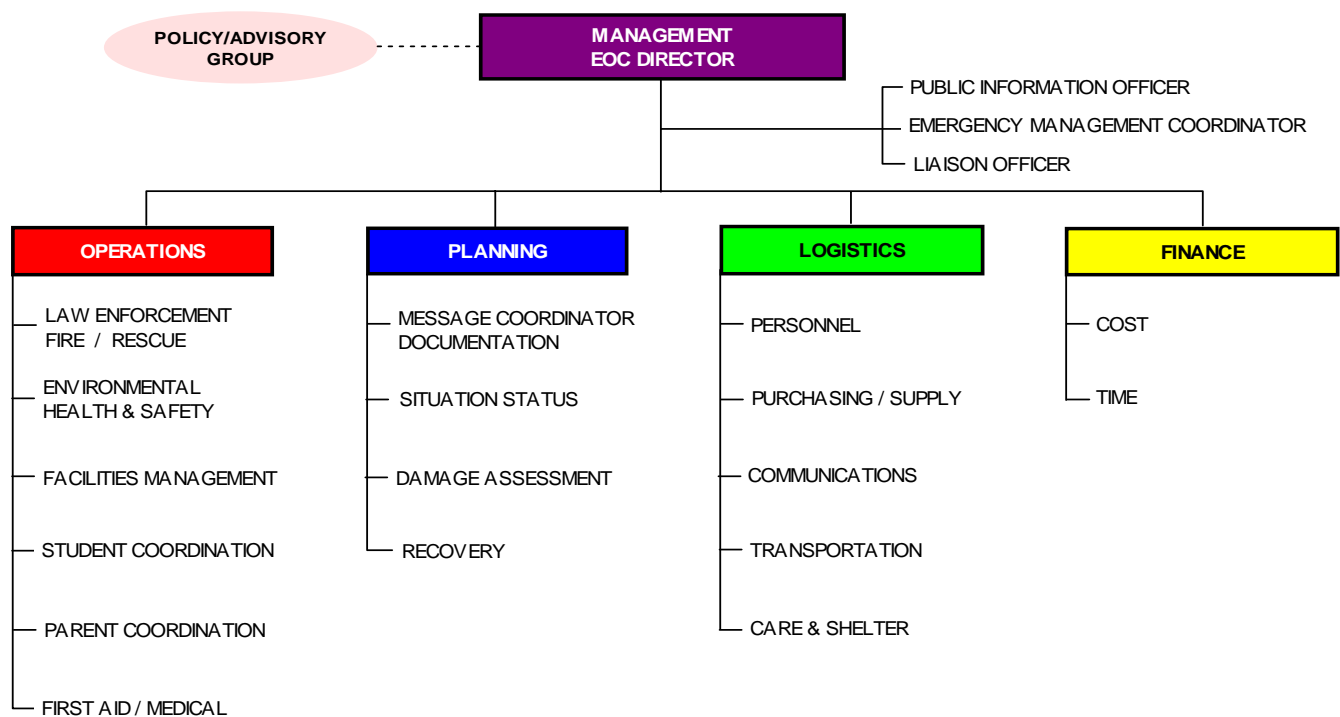
Identify the time period (shift beginning and end time) the Cañada College EOC Team will be in the EOC. Presented by the Planning Section Chief or Supervisor of Security.
  
  - 4. Identify the strategic Objective and Priorities for the 1<sup>st</sup> Operational Period:**

Identify the strategic EOC Objectives and Priorities that the Cañada College EOC Team will manage and coordinate during the 1<sup>st</sup> Operational Period. The EOC Objectives and Priorities will be presented by the Planning Section Chief or Supervisor of Security.

**Note. See ACTION PLAN WORKSHEET INSTRUCTIONS on page 7 for specific procedures to complete the EOC Action Plan Worksheet.**
  
- Upon reporting to the EOC, brief the entire EOC Team in the following sequence.**
  - **Situation overview**
  - **Emergency response actions underway**
  - **Time period of 1st Operational Period**
  - **List of Objectives and Priorities for the 1st Operational Period from the Action Plan Worksheet**
  
- Once the brief is complete, the Crisis Action Team disbands and relinquishes authority for the response to the Emergency Operations Center (EOC) Team.**
  
- Reference: Key contacts and phone numbers are located in the following exhibits:**
  - Exhibit 1 – Crisis Action Team Alert Lists
  - Exhibit 2 – Emergency Operations Center Staffing
  - Exhibit 3 – Emergency Operations Center Phone Numbers
  - Exhibit 4 – Mutual Aid Coordinators
  - Exhibit 5 – Other Agencies

## EOC STAFFING GUIDE

Event/Situation	Activation Level	Minimum Staffing If Decision to Activate is made
Unusual occurrences with severe potential impacts on the health and safety of students, staff, the public, Cañada College facilities and/or environment  Severe Weather Report	<b>Minor Emergency  Level 1</b>	<ul style="list-style-type: none"> <li>• Notification of the CAÑADA College President or Security Chief.</li> <li>• Note: May be limited to partial or full Crisis Action Team activation.</li> <li>• Other designees as required.</li> </ul> <p><i>See Organization Chart – next page</i></p>
Major wind, rain or snow storm, etc. Two or more large incidents involving 2 or more response agencies Wildfire affecting wildland/forested area or developed area Severe hazardous materials incident involving large-scale multi-agency action or possible large-scale evacuations Unusual occurrences with severe potential impacts on the health and safety of the students, staff and public and/or environment Bomb threat or other incident requiring building evacuation	<b>Moderate Emergency  Level 2</b>	EOC Director  Section Chiefs and Units as appropriate to situation  <i>See Organization Chart – next page</i>
Major Cañada College or local emergency Major wildland fire Unusual occurrences with severe potential impacts on the health and safety of students, staff the public, facilities and/or environment	<b>Major Emergency  Level 3</b>	All EOC positions



## ACTION PLAN WORKSHEET INSTRUCTIONS

- Assignment of Facilitator**  
 Assign a facilitator to lead the discussion of the Crisis Action Team to finalize the Objectives and Priorities for the 1<sup>st</sup> Operational Period. The Action Plan Worksheet must be completed within a 30 minute time frame.
  
- Place Action Plan Worksheet Chart on the Wall**  
 Tape a blank Action Plan Worksheet Chart on the wall so that all the members of the Crisis Action Team can clearly see it and the facilitator can legibly write information on the chart.

See Sample Action Plan Worksheet – Next Page

### ON ACTION PLAN WORKSHEET:

- Identify the Operational Period Number, Beginning and Ending Times**
  - **Operational Period Number:** 1<sup>st</sup> for the first operational period. Then numbers go in sequence
  - **Beginning Time:** The time of the emergency event\* or the time the EOC was activated if the EOC is planning for a possible future emergency event.  
 \* *If the emergency event already occurred*
  - **Ending Time:** The time that you want to effect a shift change to a new EOC Team. *Note: If possible, extend the 1<sup>st</sup> Operational Period to the completion of critical life safety measures.*
  
- Identify Strategic Objectives and Priorities**  
 Ensure that the Objectives and Priorities are strategic in nature. Tactical or field level decisions are made by the field Incident Commanders only.
  
- Identify the EOC level response Strategies, Resources and EOC Manager**
  - Identify the Strategy for each Objective and Priority. Important Note: Tactical or field level decisions are made by the field Incident Commander only.
  - Identify the Resources\* responsible for completion of the strategy.  
 \* *Section Chief and/or Unit Leaders to carry out the strategy.*

*Example*

Objectives and Priorities	Strategy	Resources
<b>LIFE SAFETY</b>		
Chemistry Laboratory Fire	Support Field Incident Commander as appropriate	Security, Facilities and Medical Unit Leaders

**Facilitator:** Recommend that the Crisis Action Team members DO NOT attempt to identify the detailed steps to complete the strategies. The detailed steps will be completed by the assigned resources. See Action Plan Worksheet example.

Operational Period # **1**

From: **9:00 AM** To: **6:00 PM**

# ACTION PLAN WORKSHEET

FORM: EOCAP/04/06/06

OBJECTIVES AND PRIORITIES	STRATEGY	RESOURCES & EOC MGR.
<p><b>LIFE SAFETY</b></p> <p>Provide first aid for injured students, faculty and staff not transported to local hospitals.</p> <p>Ensure safety of people in buildings next to Chemistry Bldg. where fire occurred.</p> <p>Ensure safety of college community relating to hazardous materials spill threat.</p>	<p>Set up first aid station in building near Chemistry Bldg.</p> <p>Evacuate, isolate and secure buildings.</p> <p>Support Fire IC to establish and maintain isolation of Chemistry Building after fire response is completed.</p>	<p>First Aid Medical UL supported by Logistics Section</p> <p>Law Enforcement UL supported by Security Department officers and Safety Marshals</p> <p>Law Enforcement UL supported by Security Department officers and Safety Marshals</p>
<p><b>PROTECTION OF PROPERTY</b></p> <p>Protection of property in evacuated buildings.</p>	<p>Lock evacuated buildings and establish security plan.</p>	<p>Law Enforcement UL support by Security Department</p>
<p><b>PROTECTION OF ENVIRONMENT</b></p> <p>Hazardous materials spill clean-up.</p>	<p>Coordinate with Hazmat Team to develop clean-up plan.</p>	<p>Environmental Health &amp; Safety UL supported by Facilities UL and Logistics Section</p>
<p><b>OTHER ISSUES</b></p> <p>Support for injured victims and their families.</p> <p>Damage Assessment of Chemistry Building.</p> <p>Resumption of Operations.</p> <p>Information dissemination to students, faculty &amp; staff.</p> <p>Press Release for local and national news media.</p>	<p>Develop and implement Victim Support Program.</p> <p>Complete Damage Assessment Survey of Chemistry Bldg.</p> <p>Develop and coordinate Chemistry Bldg. Recovery Plan.</p> <p>Prepare Information Release for students, faculty &amp; staff.</p>	<p>Student &amp; Family Coordination UL supported by PIO</p> <p>Damage Assessment UL supported by Facilities UL</p> <p>Planning Section Chief supported by Facilities UL</p> <p>PIO prepare and coordinate information release dissemination after EOC Director's approval</p> <p>PIO prepare for dissemination after EOC Director's approval</p>

## **ALERT LISTS**

This Alert List section contains telephone numbers, pager assignments, and radio call signs for key people who may need to be reached quickly in a major emergency. Key agencies and organizations are also provided. These listings are provided for the use and convenience of emergency services in accessing emergency resources in disasters.

- Exhibit 1 – Crisis Action Team Alert Lists
- Exhibit 2 – Emergency Operations Center Staffing
- Exhibit 3 – Emergency Operations Center Phone Numbers
- Exhibit 4 – Mutual Aid Coordinators
- Exhibit 5 – Other Agencies

PLEASE SEND ANY ADDITIONS, CORRECTIONS OR COMMENTS TO:

Phyllis Lucas-Woods  
Vice President of Student Services  
Cañada College  
4200 Farm Hill Blvd  
Redwood City, CA 94061  
Ph: (650) 306-3234  
Fax: (650) 306-3478  
email: lucas@smccd.net

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**CRISIS ACTION TEAM**

<b>NAME</b>	<b>ADDRESS</b>	<b>WORK PHONE</b>	<b>CELL PHONE</b>	<b>FAX</b>	<b>HOME PHONE</b>
President		(650) 306-3238		(650) 306-3144	
Phyllis Lucas-Woods VPSS	607 Bayview Ave Millbrae	(650) 306-3339	(415) 828-0991	(650) 306-3478	(650) 589-8378
Marilyn McBride VPI	20015 Cox Avenue	(650) 306-3298	(408) 499-5284	(650) 306-3144	(408) 741-1851
Business Officer Victoria Nunes		(650) 306-3274		(650) 306-3171	
Pete Katsumis Security	Unavailable	(650) 306-3420	(650) 742-7001	650) 366-3171	(650) 366-4468
Danny Glass Facilities Supervisor	5628 Chapman Dr. Newark, CA 94560	(650) 306-3325	(650) 642-7144	(650) 306-3354	(510) 795-4154
Robert Hood Public Information Officer		(650) 306-3340	(415) 846-8090	(650) 306-3410	(408) 246-7803 (415) 553-8895 as of 5/16/05

NOTE: Individuals asterisk (\*) are alternates of the Primary Crisis Action Team and will not normally be a member of the Crisis Action Team unless the Primary Officer is not available.

**EMERGENCY RESPONSE TEAM**

<b>NAME</b>	<b>DEPARTMENT</b>	<b>WORK PHONE</b>	<b>CELL PHONE</b>	<b>FAX</b>	<b>HOME PHONE</b>
<b>MANAGEMENT SECTION</b>					
<b>Director of Emergency Services</b>	President's Office	(650) 306-3238		(650) 306-3144	
<b>Public Information Officer</b> Robert Hood	President's Office	(650) 306-3340	(415) 846-8090	(650) 306-3410	(408) 246-7803
<b>Emergency Management Coordinator / Liaison Coordinator</b> Phyllis Lucas-Woods	VP of Student Services	(650) 306-3339	(415) 828-0991	(650) 306-3478	(650) 589-8378
<b>Runner</b> Debbie Joy	Student Services	(650) 306-3318	(650) 776-0604	(650) 306-3478	(650) 368-2271

<b>LOGISTICS SECTION</b>					
<b>Logistics Section Chief</b> Kuni Hay	Humanities	(650) 306-3350	(650) 307-9200	(650) 306-3176	(650) 273-1072
<b>Purchasing/Supply Unit Leader</b> Mario Peña	Business Office/ Operations	(650) 306-3272	(650) 369-5497	(650) 306-3171	(650) 369-3497
<b>Personnel Unit Leader</b> Linda Hayes	Dean, Business & Workforce Development	(650) 306-3201	(650) 868-2513	(650) 306-3282	(650) 299-0717
<b>Care and Shelter Unit Leader</b> Regina Blok	Student Services	(650) 306-3132	(813) 787-8097	(650) 306-3185	(415) 759-6746

**EMERGENCY RESPONSE TEAM**

<b>NAME</b>	<b>DEPARTMENT</b>	<b>WORK PHONE</b>	<b>CELL PHONE</b>	<b>FAX</b>	<b>HOME PHONE</b>
<b>PLANNING SECTION</b>					
<b>Planning Section Chief/ Recovery Unit Leader</b> Marilyn McBride	Vice President of Instruction	(650) 306-3298	(408) 499-5284	(650) 306-3144	(408) 741-1851
<b>Documentation Unit Leader</b> Jeanne Gross	University Center & Academic Support Services.	(650) 306-3416	(650) 298-2883	(650) 306-3398	(650) 361-8345
<b>Situation Status Leader</b> Susan Traynor	Student Services	(650) 306-3459	(650) 222-4166	(650) 306-3224	(650) 368-8038
<b>Damage Assessment Unit Leader</b>	Facilities	(650) 306-3276			

<b>FINANCE SECTION</b>					
<b>Finance Chief/Cost Unit Leader</b>	Security/ Operations	(650) 306-3274		(650) 306-3171	
<b>Time Unit Leader</b> Terry Watson	Security/ Operations	(650) 306-3401			(650) 364-7138

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**EMERGENCY OPERATIONS CENTER PHONE NUMBERS**  
PHONE NUMBERS TO BE DETERMINED LATER

**MANAGEMENT SECTION**

Director of Emergency Services ..... \_\_\_\_\_

Public Information Officer..... \_\_\_\_\_

**OPERATION SECTION**

Operations Section Chief ..... \_\_\_\_\_

Law Enforcement/Fire-Rescue ..... \_\_\_\_\_

Environmental Health & Safety Unit Coordinator ..... \_\_\_\_\_

Facilities Management Unit Coordinator..... \_\_\_\_\_

Student Coordination Unit Coordinator..... \_\_\_\_\_

Parent Coordination Unit Coordinator..... \_\_\_\_\_

First Aid/Medical ..... \_\_\_\_\_

**PLANNING SECTION**

Planning Section Chief ..... \_\_\_\_\_

Situation Status Unit Coordinator..... \_\_\_\_\_

Damage Assessment Unit Coordinator Personnel Unit Coordinator..... \_\_\_\_\_

Recovery Unit Coordinator Personnel Unit Coordinator..... \_\_\_\_\_

**LOGISTICS SECTION**

Logistics Section Chief..... \_\_\_\_\_

Personnel Unit Coordinator ..... \_\_\_\_\_

Purchasing/Supply Unit Coordinator..... \_\_\_\_\_

Communications/Transportation Unit Coordinator ..... \_\_\_\_\_

Care and Shelter Unit Coordinator ..... \_\_\_\_\_

**FINANCE SECTION**

Finance Chief ..... \_\_\_\_\_

Cost Unit Coordinator..... \_\_\_\_\_

Time Unit Coordinator..... \_\_\_\_\_

**MUTUAL AID COORDINATORS****COUNTY / AREA****NUMBERS****LAW ENFORCEMENT**

Sheriff Don Horsley 650-599-1664  
 Undersheriff Greg Munks 650-363-1662 / 650-367-6023 ID: 2905 (P)

**FIRE / RESCUE**

Chief Bill Reilly, Burlingame Fire 650-558-7600 / 650-367-6023 ID: 6500 (P)  
 Chief Brian Kelly

**PUBLIC WORKS**

Neil Cullen, Director 650-599-1421 (W) / 650-222-0513 (C)  
 Bob Radcliffe 650-599-1651 (W) / 209-825-9207 (H)

**MEDICAL**

Barbara Pletz, EMS Administrator 650-573-2564 / 650-367-6023 ID: 6181 (P)  
 Matt Lucett 650-573-2564 / 650-367-6023 ID: 6188 (P)

**OFFICE OF EMERGENCY SERVICES (OES)**

Lt. Steve Shively, Area Coordinator 650-599-1295 / 650-367-6023 ID: 1999 (P)  
 Bill O'Callahan, Supervising Dist Coord 650-599-1294 / 650-367-6023 ID: 1971 (P)

**REGIONAL****LAW ENFORCEMENT**

Sheriff Charles Plummer 510-272-6866 / 510-667-7721 (24 hour)  
 Alameda County

**FIRE / RESCUE**

Chief Marvin Howard 707-976-4206 (24 hour) / 707-695-6734 (pager)  
 CDF/ OES Region II (St. Helena)

**MEDICAL**

Barbara Center 925-646-4690 (24 hours)  
 Contra Costa County

**STATE OES (Coastal Region)**

, Administrator 510-286-0895  
 Regional EOC 510-286-7526 (Director) / 510-286-7275 (OPS)

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**OTHER AGENCIES****AGENCY****NUMBERS**

Agriculture Commissioner	650-363-4700
CHEMTREC	800-424-9300
CHP – Redwood City	650-369-6261 / 369-6267
Coroner	650-363-4526
Environmental Health	650-363-4305
Occupational Health	650-573-2798

**HOSPITALS**

Kaiser – Redwood City	650-299-2000 (main) / 299-2200 (Emergency Dept)
Kaiser – South San Francisco	650-742-2000 (main) / 742-2511 (Emergency Dept)
Mills (San Mateo)	650-696-5400 (main) / (no emergency department)
Peninsula (Burlingame)	650-696-5400 (main) / 696-5500 (Emergency Dept)
San Mateo County General (San Mateo)	650-573-2222 (main) / 573-2671 (Emergency Dept)
Sequoia (Redwood City)	650-369-5811 (main) / 367-5541 (Emergency Dept)
Seton - Coastside (Moss Beach)	650-563-7100 (main) / 563-7107 (Emergency Dept)
Seton (Daly City)	650-992-4000 (main) / 991-6455 (Emergency Dept)
Stanford (Palo Alto)	650-723-4000 (main) / 723-5111 (Emergency Dept)
Veterans (Palo Alto)	650-493-5000 (main)

**SPECIAL DISTRICTS / JURISDICTIONS**

SF Bay Conservation and Development Comm	415-352-3600
Bay Area Quality Management District	415-771-6000
California Coastal Commission	831-427-4863
Poison Control Center	800-404-4646
San Francisco International Airport	650-876-2139 (Fire) 650-876-2424 (Police) 650-876-2131 (Operations)
San Mateo Bridge Manager	650-783-2121/2122

**UTILITIES**

Belmont Water District	650-591-8941
California Water District	650-854-5454 / 650-344-6374 (Sa,Su,Holidays)
Coastside Community Water	650-726-4404
East Palo Alto Sanitary District	650-333-2547
Estero Municipal Utilities District	650-349-1200
North County Sanitary District	650-755-6557
PG&E	650-973-5930
San Francisco Water Department	650-872-5900
San Francisco Water District	650-697-4405
SBC (telephone service)	408-369-3093
West Bay Sanitary District	650-321-0384

**STATE AGENCIES****CDF**

- Felton Dispatch (SMO/CRZ) 831-335-6719/ 800-233-9710
- Belmont 650-573-3844
- Region II 707-967-4206
- State 916-653-5123

**OES**

- Region II (Coastal) 510-286-0895
- State (Warning Center) 800-852-7550 / 916-854-8500

**CHP**

- Redwood City 650-369-6261
- Air operations 707-551-4200
- Sacramento 916-657-7261

**CALTRANS**

Fish & Game 510-286-6356  
800-548-1431/831-649-2817

**Cal/OSHA**

Health Services 800-963-9424/510-622-2891

- Hazmat 510-540-2122

**FEDERAL AGENCIES**

National Response Center/Terrorism Hotline 800-424-8802

**Coast Guard**

- SF Area Air Ops 650-876-2900
- Marine Safety Office 510-437-3081

FEMA – Region IX 510-627-7100

USGS 650-853-8500

- Earthquake Information Center 303-273-8500

Tsunami Warning Center (AK) 907-745-4212

FBI 415-553-7400

**EPA**

- Environmental Emergencies (24 hour) 415-947-4400

CDC 404-839-3311

**NEWS MEDIA**

KCBS 415-765-4074 / 415-765-4080 (fax)

KGO 415-954-8142 / 415-362-5827 (fax)

Bay City News 415-552-8900 / 415-552-8912 (fax)

## **EXECUTIVE SUMMARY**

### **OVERVIEW**

The Cañada College Emergency Operations Plan (EOP) addresses the entire spectrum of contingencies, ranging from relatively minor incidents to large-scale disasters such as an earthquake. Some emergencies will be preceded by a buildup or warning period. The buildup or warning period can provide sufficient time to warn the College staff and student body and implement mitigation measures designed to reduce loss of life, property damage, and effects on the environment. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the emergency operations plan and efficient and coordinated mobilization and deployment of resources. All staff and faculty of Cañada College must be prepared to promptly and effectively respond to any foreseeable emergency, taking all appropriate immediate response actions to including requesting and providing mutual aid.

The Cañada College EOP does not address normal day-to-day emergencies or the well-established and routine procedures used in coping with such emergencies. Instead, the operational concepts reflected in the Cañada College EOP focus on potential large-scale disasters which can generate unique situations requiring unusual emergency responses. This Cañada College EOP is a preparedness document - designed to be read, understood, and exercised prior to an emergency.

The Cañada College EOP is designed to be consistent with California Standardized Emergency Management System (SEMS) and Federal Plan requirements:

- Supports the Incident Command System utilized by field responders
- Provides Emergency Operations Center (EOC) staff with procedures, documentation, and user-friendly Checklists to effectively manage and coordinate emergency response
- Provides detailed information in supplemental requirements such as Public Information and Damage Assessment

### **EMERGENCY MANAGEMENT GOALS**

The EOP provides recommended response actions guided by the Cañada College priorities to:

- Protect Life Safety
- Secure and protect critical College infrastructure and facilities
- Rapidly resume teaching programs

### **ASSUMPTIONS**

- Cañada College is primarily responsible for emergency actions and will commit all available resources to save lives, minimize injury to persons, and minimize damage to College property.
- Cañada College will utilize the Standardized Emergency Management System (SEMS) in the College EOC and the Incident Command System (ICS) in field response operations.
- The Cañada College College President, serving as the Director of Emergency Services, will manage and coordinate the College's disaster response in conformance with City, County, State, and Federal guidelines.
- The resources of the College may be made available to City of Redwood City, San Mateo County, special districts, local agencies, and citizens to cope with disasters affecting the community.

- Mutual aid assistance will be requested when disaster relief requirements exceed the College's ability to respond.

This EOC Guidebook, as part of the Cañada College Emergency Operations Plan, is an on-going effort and responsibility of the Cañada College College Police Chief. Due to the dynamic nature of emergency planning, the Cañada College Emergency Operations Plan must constantly evolve to keep pace with the changes at Cañada College. The Cañada College Emergency Operations Plan and the EOC Guidebook will be reviewed on an annual basis.

### **ACTIVATION OF THE CAÑADA COLLEGE EMERGENCY OPERATIONS CENTER**

The State of California Code of Regulations, Title 19, Division 2, contains provisions relevant to emergency response and provide the authority for the Cañada College Emergency Operations Plan. The Emergency Operations Plan identifies situations in which the Cañada College EOC may or should be activated. This authority is established by both state statutes and the Cañada College's emergency response policy which provides legal empowering authority of the President or the Vice Priesident of Student Services for EOC activation and emergency response.

Automatic EOC activation should normally occur when:

- The governor has proclaimed a State of Emergency in an area which includes the College
- The safety and/or security of students, faculty, or staff of the College is in peril
- Significant College facilities are in peril
- San Mateo County and/or the City of Redwood City activates their EOC and requests significant mutual aid resource support (such as establishing an Care and Shelter Facility) from the Cañada College

### **USE OF CAÑADA COLLEGE EMPLOYEES**

- The Cañada College President, or the Vice Priesident of Student Services upon declaring an emergency, may assign any College employee "Disaster Service Worker" responsibilities in order to respond to an emergency situation.
- The College may use whatever resources are at hand during a declared emergency. Key response departments are encouraged to recruit and train permanent volunteers to supplement and support emergency functions. However, the use of untrained "convergent" volunteers is not recommended due to liability issues.
- College law enforcement will be maintained in evacuated areas when feasible. Appropriate precautions will be taken to protect personnel from potential hazards.
- Only duly sworn personnel with appropriate training will be used for purely law enforcement activities. Shifts, patrols, and damage assessment procedures may be adjusted as needed to meet the demands of the situation - planning flexibility is paramount.

## **EMERGENCY MANAGEMENT**

### **Mobilization of the Crisis Action Team**

Management of the earliest phases of an emergency is the most critical. Emergency response agencies must ensure an early exchange of information and complete initial decision-making prior to activation of the EOC. The Cañada College Crisis Action Team includes senior management from the President's Office, College Police Department, and Facilities Department who will confer by telephone or meet to make recommendations to the President on immediate actions and possible EOC activation.

### **Standardized Emergency Management System (SEMS)**

In an emergency, government (including Cañada College) response is an expansion of responsibility and action coupled with normal day-to-day activity. Normal duties will be maintained with emergency operations carried out by those agencies assigned specific emergency functions. In accordance with the laws of the State of California the Standardized Emergency Management System (SEMS) has been adopted by San Mateo County, the City of Redwood City and Cañada College for EOC management response to multi-agency and multi-jurisdiction emergencies and to facilitate communications and coordination between jurisdictional EOCs. A detailed description of SEMS/ICS is provided in Volume Three, SEMS Emergency Operations Plan, Chapter One.

## **EOC ORGANIZATION**

The basic SEMS organization structure of Management, Operations, Planning, Logistics, and Finance functions will be used within the EOC to facilitate coordination with other jurisdictions and agencies, and field Incident Commanders and their staffs. The EOC organization may include representatives from special districts, volunteer agencies, and private agencies with significant response roles.

### **Management Section**

Responsible for overall emergency policy and response management through the joint efforts of government agencies and private organizations; the College President serving as the Director of Emergency Services will either activate appropriate EOC sections or ensure action is taken as needed.

### **Operations Section**

Responsible for coordinating all field operations (at a strategic level) in support of the emergency response through implementation of the College's EOC Action Plan.

### **Planning Section**

Responsible for collecting, evaluating, and disseminating information; developing the College EOC Action Plan in coordination with other EOC Sections and maintaining documentation.

### **Logistics Section**

Responsible for providing facilities, services, personnel, equipment, supplies, and materials for both the EOC and field responders.

### **Finance Section**

Responsible for financial activities and other administrative aspects.

**SEMS/ICS PRINCIPLES**

The Standardized Emergency Management System/Incident Command System provides the following kind of operations:

- Single jurisdictional/agency involvement
- Single jurisdictional responsibility with multiple agency involvement
- Multiple jurisdictional responsibility with multiple agency involvement

The Standardized Emergency Management System/Incident Command System is flexible and structured so that:

- The system's organizational structure adapts to any emergency or incident to which emergency response agencies would expect to respond
- The system will be applicable and acceptable to all user agencies
- The system is readily adaptable to new technology
- The system expands in a rapid and logical manner from an initial response to a major incident and contracts just as rapidly as organizational needs or the situation decrease
- The system has basic common components in organization, terminology and procedures

**COMPONENTS OF SEMS/ICS**

The components of SEMS/ICS are designed to provide for:

- Common terminology
- Modular organization
- Unified Command structure
- Consolidated action plans
- Manageable span-of-control
- Multi-agency or Inter-agency Coordination
- Multi-agency or inter-agency coordination Group

**Common Terminology**

Common terminology is the established common titles for organizational functions, resources, and facilities within SEMS/ICS.

**Modular Organization**

Modular organization is the method by which the SEMS/ICS organizational structure, based upon the type and size of an incident, develops. The SEMS/ICS organization staff builds from the top down as the incident grows, with responsibility and performance placed with the Incident Commander.

SEMS/ICS is made up of five functions: Management; Operations; Planning; Logistics; and Finance. These functions may, as the incident grows, be organized and staffed into Sections. Initially, the Director of Emergency Services may be performing all five functions. Then, as the incident grows, each function may be established as a Section with several Units under each Section. Only those functional elements that are required to meet current objectives will be activated. Those functions which are needed but not staffed will be the responsibility of the next higher element in the organization.

**Unified Command**

Unified Command structure is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, autonomy, responsibility or accountability.

**Consolidated Action Plans**

Consolidated Action Plans identify objectives and strategy determinations made by the Director of Emergency Services for the incident based upon the requirements of the affected jurisdiction. In the case of Unified Command, the incident objectives must adequately reflect the policy and needs of all the jurisdictional agencies. The consolidated Action Plan documents the tactical and support activities that will be implemented during an operational period.

**Manageable Span-of-Control**

Manageable span-of-control within SEMS/ICS is a limitation on the number of emergency response personnel who can effectively be supervised or directed by an individual supervisor. The position title Section "Chief" refers to the lead person of each organizational element in the EOC. The type of incident, the nature of the response or task, distance, and safety will influence the span-of-control range. Each activated function will have a person in charge of it, but a supervisor may be in charge of more than one functional element. Every individual will have a supervisor and each supervisor should be responsible for no more than seven employees, with the ideal span-of-control being three to five persons.

**Multi-Agency or Inter-Agency Coordination**

Multi-agency or inter-agency coordination is important for:

- Establishing priorities for response
- Allocating critical resources
- Developing strategies for handling multi-agency response problems
- Sharing information
- Facilitating communications

**Multi-Agency or Inter-Agency Coordination Group**

- May be established formally
- Should develop consensus on priorities, resource allocation and response strategies
- May function within the EOC, at another location or through conference calls - but should remain in contact with the EOC
- EOC Action Plan should incorporate group priorities and objectives
- Group objectives should be implemented through the EOC
- Cañada College may participate with other local governments and agencies in a multi-agency coordination group organized by another local government(s) or at the State Level.

**Coordination with Volunteer and Private Agencies and Businesses**

The EOC will be a focal point for coordination of response activities with volunteer and private agencies and businesses. Based on the tactical situation the appropriate Section Chiefs may establish communication with private and volunteer agencies providing services with the College.

Agencies that have county-wide response roles and cannot respond to the College EOC may be represented at the San Mateo County EOC level. Requests for support should be coordinated through the San Mateo County EOC.



**ORGANIZATION OF THE CAÑADA COLLEGE EMERGENCY OPERATIONS PLAN**

The Cañada College Emergency Operations Plan is composed of Volume One - Immediate Action and Event Specific Checklists, Volume Two - EOC Guidebook and Section Checklists and Volume Three - SEMS Basic Plan. The three volumes provide a comprehensive emergency response document that include detailed information covering Emergency Operations Center procedures, documentation, and reference and support information.

**VOLUME ONE - IMMEDIATE ACTION AND EVENT SPECIFIC CHECKLISTS** **Immediate Action Checklists**

This section provides guidelines on Crisis Action Team and Emergency Operations Center activation plus provides key point of contact lists for activation of the EOC and coordination of the initial emergency response.

 **Event Specific Checklists**

This section provides guidelines on Event Specific emergencies and the recommended response actions by management, faculty and staff.

**VOLUME TWO – EOC GUIDEBOOK AND SECTION CHECKLISTS** **Immediate Action Checklists**

This section provides guidelines on Crisis Action Team and Emergency Operations Center activation plus provides key point of contact lists for activation of the EOC and coordination of the initial emergency response.

 **Executive Summary**

This section provides a quick overview of the Emergency Operations Plan (EOP) and how to use the plan.

 **Chapter One - Emergency Operations Center (EOC) Activation Procedures**

This chapter provides general material on *Who, What, When, Where* and *How* to activate the Cañada College Emergency Operations Center. Additional information is provided on the Cañada College Crisis Action Team, the Standardized Emergency Management System (SEMS), and EOC Organization and Responsibilities.

 **Chapter Two - Emergency Operations Center (EOC) Section Checklists**

This chapter contains Emergency Operations Center section specific information including Section overview information and individual EOC position checklists. The EOC Section Chiefs are responsible for ensuring each member within their section reads and follows the checklist for their position.

**❑ Chapter Three - Emergency Operations Center (EOC) Documentation**

This chapter provides Emergency Operations Center support documentation and essential information used in the completion of individual responsibilities. The accurate completion of this documentation is essential for the timely dissemination of information within and between EOCs and to help with cost recovery after the response is completed. Section Chiefs are responsible for ensuring that all personnel understand and utilize the documentation.

Note: During the initial response, the completion of documentation is not more important than responding to save lives and property. However, as the initial response is completed and additional responders assume their positions in the EOC, accurate completion of documentation must commence.

**VOLUME THREE – CAÑADA COLLEGE SEMS BASIC PLAN****❑ Chapter One – Basic Plan**

This chapter provides supplemental detailed information related to the plan assumptions, goals, training and exercises, maintenance of the plan, preparedness elements, the Standardized Emergency Management System (SEMS) and Incident Command System (ICS), Alerting and Warning, continuity of operations, awareness and education, and hazardous materials response.

**❑ Chapter Two – Authorities and References**

This chapter contains federal, state, and city authorities that provide the legal basis for the Cañada College Emergency Operations Plan.

**❑ Chapter Three – Threat Summary and Assessments**

This chapter provides threat summaries and hazard analysis for Cañada College.

**❑ Chapter Four - Recovery**

This chapter provides detailed information relating to federal, state, and local jurisdiction recovery procedures.

**❑ Appendices**

Appendix A – Glossary of Terms

Appendix B – Acronyms and Abbreviations

Appendix C – Legal Documents

## CHAPTER ONE

### EOC ACTIVATION PROCEDURES

#### PURPOSE

This chapter identifies the Cañada College Emergency Operations Center (EOC) activation criteria and procedures. The most critical time in most emergency situations is the first hours of the event. Effective emergency response requires immediate action with the correct resources - personnel and equipment. Many emergency After Action Reports identify early activation of key personnel and resources (at a larger than identified initial estimate) as a major factor to staying ahead of an emergency. In emergency response it is always easier to scale back than to catch up - and in emergency situations the inability to respond rapidly can result in the loss of life and property. This chapter will assist Cañada College management in determining the applicable level of activation of the Emergency Operations Center (EOC) Response Team.

#### OBJECTIVES

The overriding objective in managing emergency operations is to ensure the effective direction of emergency resources to respond to situations associated with natural disasters, man made technological incidents, or national defense emergencies. The specific objectives of the Cañada College Emergency Operating Center (EOC) are to facilitate:

- Life safety and protection of property
- Overall management and coordination of emergency operations
- Coordination and liaison with appropriate local, state and federal governmental agencies and private sector resources
- Management of mutual aid (agreement between agencies and/or jurisdictions in which they agree to assist one another by furnishing personnel and equipment upon request)
- Establishment of response priorities and completion of written action plans
- Collection, evaluation, and dissemination of damage information and other essential data to advise, notify, and inform the students and staff and the public of emergency public information regarding the emergency event
- Resume Cañada College operations

#### CONCEPT OF OPERATIONS

The Cañada College Emergency Operations Center will operate under the following policies during a disaster/emergency as the situation dictates:

- All existing Cañada College department emergency plans and operating procedures will be adhered to unless modified by the Director of Emergency Services
- 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 the Cañada College Emergency Operations Plan
- Emergency response operational periods should be event driven; based on the tactical situation, the Director of Emergency Services may establish operational periods of up to twelve hour work shifts for the response

**CRISIS ACTION TEAM**

In emergency situations the President, the Vice President of Student Services, the Vice President of Instruction and the Facilities Supervisor may meet at the President's Office (or another appropriate location) or confer by telephone to assess an emergency situation and make immediate decisions about the initial emergency response or activation of the Cañada College EOC. Any member of the Crisis Action Team may call a meeting or initiate a conference call. The Crisis Action Team manages the initial response to an emergency and advises the College President, or the Vice President of Student Services whether to activate the Emergency Operations Center (EOC).

The Crisis Action Team should record their decisions, which may include:

- A decision to do nothing
- A decision to proceed with "watchful waiting" while being prepared to either meet again or mobilize the EOC in response to the situation; in this case communications and sharing of information will be enhanced
- Initiation or coordination of the initial Cañada College response
- A decision to partially activate the EOC
- A decision to fully activate the EOC

**EMERGENCY OPERATIONS CENTER (EOC) RESPONSE TEAM**

The organization structure of the EOC Response Team is based on the Standardized Emergency Management System (SEMS) which mirrors the basic Incident Command System (ICS) organization structure utilized by field response organizations. The five major sections established under SEMS/ICS include: Management, Operations, Planning, Logistics, and Finance. The EOC organization, position responsibilities assignments are covered in detail later in this chapter and in Chapter Two.

**EMERGENCY RESPONSE LEVELS**

The magnitude of the emergency will dictate the Cañada College response level. Response levels are used to describe the type of event, extent of coordination or assistance needed, and degree of participation from the Cañada College departments/units.

**Readiness and Routine Phase - Normal Operations**

This relates to on-going routine response by Cañada College departments to daily emergency situations. Stand-by and activation procedures should be issued in advance of an anticipated or planned event.

**Minor Emergency - Decentralized Coordination and Direction**

This level relates to a minor to moderate incident wherein local resources are adequate and available. The Cañada College EOC is not activated. Off-duty personnel may be recalled. Cañada College and other campus police, or medical responders will use on-scene Incident Command System (ICS). Based on the type emergency, the appropriate Cañada College authority monitors the situation and provides assistance.

**Moderate Emergency - Centralized Coordination and Decentralized Direction**

This level relates to a moderate to severe emergency in which Cañada College resources are not adequate and mutual aid may be required. The EOC may be partially or fully activated based on the severity of the situation. Off-duty personnel may be recalled. An emergency may be proclaimed by the President or in the President's absence, the Vice President of Student Services. Public Safety Communications (9-1-1) and San Mateo County and the City of Redwood City should be notified.

**Major Emergency - Centralized Coordination and Direction**

This level relates to a major Cañada College or local disaster wherein resources in or near the impacted area are overwhelmed and extensive College, City and County resources are required. A declaration of emergency is usually issued at the City and County level. The overall response and early recovery activities will be managed from the Cañada College EOC. Off-duty personnel will be recalled as required.

**CHART 1  
RESPONSE LEVELS AND INCIDENT COMMAND**

<b>Response Level</b>	<b>Incident Location</b>	<b>Cañada College Emergency Operations Center (EOC)</b>
Readiness and Routine Response	Routine response operations *	Routine staff activities
Minor Emergency	Commanded by on-scene Incident Commander from emergency response organization (law enforcement, fire/rescue or EMS*)	Routine staff activities or Crisis Team notification; operational control remains at the field Incident Command level
Moderate Emergency	Significant emergency or multiple events commanded by Incident Commander(s)*	Cañada College Crisis Action Team confer by telephone or report to the President's office or other location as directed; EOC Staffing based on tactical situation.**
Major Emergency	Area-wide, emergency commanded by Law Enforcement, Fire Department, EMS, in coordination with Cañada College and the County or City EOCs*	Full EOC Activation. Cañada College Director of Emergency Services and Section Staff report to EOC.**

\*Each on-scene Incident Commander is clearly identified. When the Cañada College EOC is activated, Incident Commanders must ensure timely, accurate information on incident is passed to the College EOC.

\*\*Fire, Law Enforcement, or Medical personnel use on-scene Incident Command System (ICS) at all response levels. The Cañada College Emergency Operations Plan is used to manage College-wide operations at the moderate and major emergency levels with the Cañada College EOC is activated.

**EMERGENCY OPERATIONS CENTER (EOC) ACTIVATION**

The activation of the Cañada College EOC occurs when an authorized official determines that activation of the EOC is appropriate due to the scope or magnitude of an emergency. The EOC Guidebook and Section Checklist is utilized by the EOC staff to provide support to field level Incident Commanders and to coordinate with other jurisdictions.

**Why Activate**

The Cañada College EOC will be activated to:

- Support field ICS for emergency/disaster events at the Cañada College
- Coordinate (at the EOC level) San Mateo County and the City of Redwood City in their response efforts

**When to Activate**

Consideration for activation of the Cañada College EOC should occur during a minor or moderate emergency under the following conditions:

- A significant earthquake or major fire causing damage at Cañada College or the neighboring jurisdiction (based on a significant request for assistance such as activation of a mass care facility)
- An emergency situation that has occurred (or might occur) of such magnitude that it will require a large commitment of resources from Cañada College over an extended period of time; examples include a major hazardous material incident, civil disturbance, aircraft disaster off-airport in a populated area, a earthquake, or severe weather conditions
- When requests for major mutual aid are anticipated

Probable activation of the Cañada College EOC should occur during a major emergency under the following conditions:

- San Mateo County and/or the City of Redwood City has activated their EOCs and requested activation of the Cañada College EOC to support their emergency operations
- The College President or the Vice President of Student Services has declared an emergency

**When Not To Activate**

The Cañada College EOC should not be activated if normal operating procedures, emergency plans, or resources are adequate to respond to an emergency situation.

**Who Can Activate**

The Cañada College President, or the Vice President of Student Services are authorized to activate the Cañada College EOC.

**How to Activate**

The following procedures should be used to initiate EOC activation:

- Contact the Cañada College President or the Vice President of Student Services
- Identify yourself and provide a call-back confirmation phone number if requested
- Briefly describe the emergency/disaster situation and request consideration of EOC Activation
- The President or the Vice President of Student Services will make the determination of immediate EOC Activation and at what Level (Moderate or Major Emergency) or to convene the Crisis Action Team

**Alerting**

For most emergency situations Cañada College staff members are responsible for notifying the President, or the Vice President of Student Services of situations which may require a major emergency response or EOC activation. If EOC activation is required, the College Police Department will notify affected EOC response team members to report to the EOC. Department managers will coordinate notification of their respective staff members as required. In the event of an earthquake where telephones are not working all designated managers and staff should report to the EOC after seeing to the safety of their students.

**Level of Activation-EOC Staffing**

The Cañada College EOC Guidebook provides a task-organized structure to facilitate efficient response support and utilization of personnel. Based on the demands of the situation, only those positions in the EOC organization structure with tasks to accomplish are filled. Therefore, the EOC may be partially or fully staffed and continue to change as the situation evolves. The Section Chiefs must ensure they staff an adequate number of personnel for the initial response effort. Then, when the emergency stabilizes and the exact requirements are better determined, Unit Leaders not having tasks can be demobilized or re-assigned. (Chart 2, EOC Staffing Guide)

**CHART 2**  
**EOC STAFFING GUIDE**

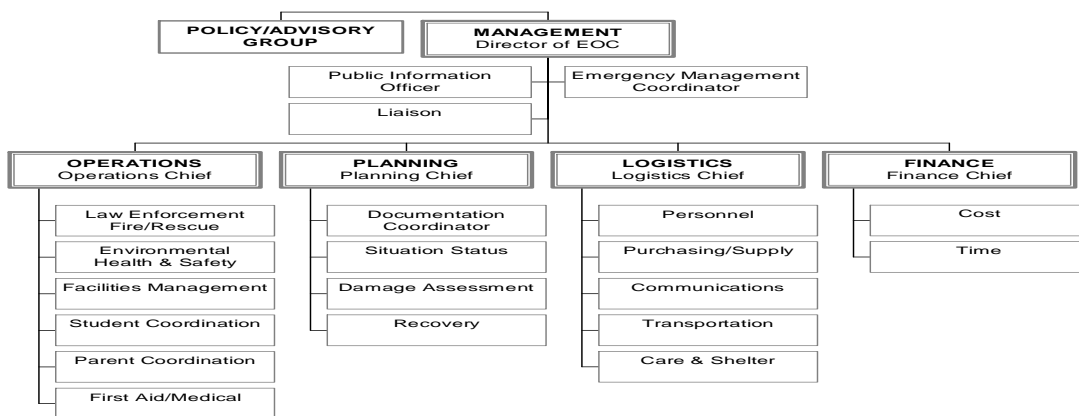
<b>Event/Situation</b>	<b>Activation Level</b>	<b>Minimum Staffing If Decision to Activate is made</b>
Unusual occurrences with severe potential impacts on the health and safety of students, staff, the public, Cañada College facilities and/or environment	<b>Minor Emergency  Level 1</b>	Notification of the Cañada College President or the Vice Priesident of Student Services  <i>Note: May be limited to partial or full Crisis Action Team activation.</i>  Other designees as required.
Severe Weather Report		<b>Moderate Emergency  Level 2</b>
Earthquake with damage or injuries reported		
Major wind, rain or snow storm, etc.		
Two or more large incidents involving 2 or more response agencies		
Wildfire affecting wildland/forested area or developed area		
Severe hazardous materials incident involving large-scale multi-agency action or possible large-scale evacuations		
Unusual occurrences with severe potential impacts on the health and safety of the students, staff and public and/or environment		
Bomb threat or other incident requiring building evacuation	<b>Major Emergency  Level 3</b>	All EOC positions
Major Cañada College or local emergency		
Earthquake with damage or major wildland fire		
Unusual occurrences with severe potential impacts on the health and safety of students, staff the public, facilities and/or environment		



**EOC ORGANIZATION AND RESPONSIBILITIES**

Cañada College operates under the SEMS emergency management structure discussed in detail in Volume Three, Chapter One, SEMS Emergency Operations Plan. The emergency plan complies with the legal stipulations of the State of California Code of Regulations, Title 19, Division 2, which contain provisions relevant to emergency response.

The basic EOC organizational structure consists of five Sections (functions) which normally would be activated for a major incident: Management, Operations, Planning, Logistics, and Finance. Checklists are provided for Section Chiefs and each individual position in the organization chart. Section Chiefs should hand out the checklists to their staff upon arrival in the EOC. Section Chiefs are responsible for ensuring all responders read and follow their position checklists.



**Policy/Advisory Group**

The Policy/Advisory group is made up of the Cañada College President, the Vice President of Student Services, the Vice President of Instruction, and the Facilities Supervisor who provide executive level policies relating to the emergency response; promote and enhance multi-jurisdictional coordination; coordinate information; and make requests to city, county and state governments. The Policy/Advisory group coordinates decisions and information directly with the Director of Emergency Services.

**Management Section**

The Management Section is headed by the Director of Emergency Services (College President) who has overall management responsibility for the incident. The director provides emergency policy and ensures effective coordination through the joint efforts of governmental agencies and private organizations. The Management Section staff handles such matters as legal advice, public information, safety, and interagency liaison. The Management Section staff may consist of:

- Director of Emergency Services – College President
- Public Information Officer – Public Information Officer
- Emergency Management Coordinator – Vice President of Student Services
- Liaison Officer(s) – College Business Officer

**Operations Section**

The Operations Section is headed by an Operations Section Chief who coordinates all College strategic field operations. The Operations Section provides key strategic objectives and priorities to the Planning Section for the completion and implementation of the Cañada College EOC Action Plan. In multi-discipline incidents, the Operations Section Chief may have deputies or assistants. The Operations Section is subdivided into Units depending on the needs of the incident. The EOC Operations staff may consist of:

- Operations Section Chief – Vice President of Student Services
- Law Enforcement Fire/Rescue Unit Leader – Operations/Security
- Environmental Health and Safety – Science Technician
- Facilities Management Unit Leader – Director, Facilities Management
- Student Coordination Unit Leader – Student Services
- Parent Coordination Unit Leader – Student Services
- First Aid/Medical Unit Leader – Student Services

**Planning Section**

The Planning Section is headed by the Planning Section Chief and is structured into Units depending on the needs of the incident. The Planning Section manages EOC message distribution; collects, analyzes, and displays damage assessment and response data regarding emergency operations; conducts planning meetings; collects, disseminates and maintains EOC documentation; and for extended operations, coordinates the development and distribution of the Cañada College EOC Action Plan. The Planning staff may consist of:

- Planning Section Chief – Vice President Instruction
- Documentation Unit Leader – Dean, Science and Tech
- Situation Status Unit Leader – CSSO Dean Academic Support Services & University Center
- Damage Assessment Unit Leader – Facilities Representative
- Recovery Unit Leader – Facilities Representative

**Logistics Section**

The Logistics Section is headed by the Logistics Section Chief who is responsible for providing facilities, services, personnel, equipment, and tracking the status of resources and materials in support of the incident. The Logistics staff may consist of:

- Logistics Section Chief – Dean, Humanities
- Personnel Unit Leader – Dean, Business
- Purchasing/Supply Unit Leader – Operations Representative
- Communications Unit Leader – Public Information Officer
- Transportation Unit Leader – Security Representative
- Care and Shelter Unit Leader – Student Services Representative

**Finance Section**

The Finance Section is headed by the Finance Section Chief who maintains emergency related expenditure records using a Disaster Accounting System to track personnel and equipment time; provide payments to vendors for supplies and equipment usage; manage claims against the College; and to coordinate tasks associated with state and FEMA disaster recovery. This Section can include Cost, Time and Recovery Units. The Finance staff may consist of:

- Finance Chief – Business Officer
- Cost Unit Leader – Business Officer
- Time Unit Leader – Business Office Representative

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## **EMERGENCY OPERATIONS CENTER (EOC)**

An EOC is a location from which centralized emergency management can be performed during a major emergency or disaster. The primary Cañada College EOC is located in the College Cantina. The alternate EOC is located at the gymnasium. These facilities will be used for coordinating the Cañada College emergency response by the Director of Emergency Services, emergency response staff, and representatives from outside agencies or districts.

An EOC provides a central location of authority and information, and allows for face-to-face coordination among personnel who must manage the College emergency response. The following functions are performed at the Cañada College's EOC:

- Managing and coordinating emergency operations
- Receiving and disseminating warning information
- Developing emergency policies/procedures
- Collecting intelligence from and disseminating information to the various EOC representatives as well as adjacent cities and the county
- Preparing intelligence/information summaries, situation reports, operational reports, action plans, and other reports as required
- Maintaining general and specific maps, information display boards, and other data pertaining to emergency operations
- Analysis and evaluation of all data pertaining to emergency operations
- Controlling and coordinating the operational and logistical support of College resources committed to the emergency
- Maintaining contact and coordination with local government EOCs
- Providing emergency information and instructions to the Cañada College student body, faculty, and staff, making official releases to the news media, and scheduling press conferences

## **EOC PROCEDURES**

### **EOC Set-up**

EOC set-up is the responsibility of the Management Runner and/or the Documentation Unit Leader supported by the EOC staff. However, if representatives from the Police Department are not available, the first personnel arriving in the EOC should commence setup. (EOC Activation Checklists and EOC Diagrams are at the end of this Section)

### **Displays**

One of the EOC's major purposes is the accumulation, verification, and sharing of information to ensure a coordinated, timely response. To facilitate the display and tracking of key information laminated status charts and maps are stored at EOC. Each Section Chief is responsible for the accurate and timely display of information within their section. All display charts, white boards, and materials such as colored markers and administrative supplies are stored in the facilities department. Each Section is responsible to determine specific display needs (such as utility schematics or other department specific information) and maintain accurate and up-to-date information on the charts and maps.

**EOC Maintenance**

The Management Runner and/or the Documentation Unit Leader is responsible for the operational readiness and maintenance of the primary Cañada College EOC. They will also coordinate readiness and maintenance of alternate EOCs facilities.

**Shift Scheduling**

The Director of Emergency Services will establish the duration of operational periods. Based on the tactical situation, operational periods may be extended to twelve hour periods to meet response requirements. Relief shifts should arrive 30 minutes before the start of their shift so that briefings can be conducted on what has occurred, on what decisions have been reached, and on what problems remain unaddressed.

**Briefings and Conferences**

Operational briefings for the Director of Emergency Services and Public Information Officer should be scheduled at 2 to 4 hour intervals. Briefings for the Policy/Advisory Group should be scheduled on a 6 to 12 hour interval based on the situation. An Action Plan Meeting should be scheduled by the Planning Section Chief during each operational period. The Planning Section is responsible for coordinating all briefings and planning meetings. The Public Information Officer will schedule briefings for the news media on an as required basis (based on the tactical situation). Section Chiefs will prepare summaries for briefings and meetings to include:

- Cañada College solved problems
- Major new problems during previous 6 hours
- Anticipate problems and required support for the next operational period
- Assistance needed from other agencies and status of mutual aid
- Information developed by Section that should be passed to other EOC sections

## EOC ACTIVATION CHECKLIST

<u>Action</u>	<u>Assigned Responsibility</u>
1. Determine whether to activate EOC in consultation with the Crisis Action Team members	College President (Director of Emergency Services) Chief of College Police
2. Determine Staffing level and assign responsibility to call in EOC staff	College President (Director of Emergency Services) Chief of College Police
3. Set up EOC according to Sketches on Page 15	Emergency Preparedness Coordinator Police Watch Commander First Arrivals
4. Connect telephones/PCs/FAXs	Those present
5. Request briefing from Operations and/or Planning Section Situation Status Unit Leader	Senior person
6. Inform the City of Redwood City, San Mateo County, and other supporting agencies that EOC is operational and provide phone numbers	College President Operations Section Chief Planning Section Chief
7. Mount appropriate charts and maps, and assign responsibility for data collection and display	Each Unit
8. Have appropriate supplies available for each Section	Logistics Supply Unit Leader
9. Ensure EOC checklists are passed out to Section Chiefs	Director of Emergency Services College Chief of Police
10. Inspect generator and fuel stocks and ensure that generator is checked regularly	Director, Facilities Management

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**CAÑADA COLLEGE**

**PRIMARY EOC**

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**CAÑADA COLLEGE**  
**ALTERNATE EOC DIAGRAM**

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## CHAPTER TWO

### EMERGENCY OPERATIONS CENTER SECTION CHECKLISTS

#### SECTION CHECKLIST OVERVIEW

The section checklists provide a comprehensive set of EOC position checklists for the staff of the Emergency Operations Center.

#### Concept of Operations

The Section Chief is responsible for ensuring that each member of the section possesses and complies with their position checklist.

#### Checklist Organization

Each EOC section is organized to provide the Section Chief and Unit Leaders with the basic information they need to complete their responsibilities. The information provided in each section checklist includes an introduction of the section including:

- Purpose
- Overview
- Section Staff Responsibilities

The individual checklists provide information including:

- EOC Organization Chart
- Primary and Alternate Individuals
- Title of Supervising Agency/Individual
- Unit(s) Supervised
- Work Station
- Responsibilities
- Start-up Checklist
- General Operations Checklist
- Deactivation Checklist
- Reference Items

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## MANAGEMENT SECTION

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## MANAGEMENT SECTION CHECKLISTS

### PURPOSE

This section contains detailed information relating to the Emergency Operations Center (EOC), assigns specific responsibilities, and provides checklists for each member of the EOC staff. The EOC organization is based on the Standardized Emergency Management System (SEMS) and the Incident Command System (ICS) which provides the foundation for emergency response. It is the responsibility of the Director of Emergency Services and EOC Section Chiefs to ensure that each EOC Unit Leader possesses and reads their checklists prior to assuming their duties.

### OVERVIEW

The Management Section is responsible for overall emergency policy and coordination of the response through the joint efforts of government agencies and private organizations.

### MANAGEMENT SECTION STAFF

The Management Section is headed by the Director of Emergency Services. The Director of Emergency Service's primary role is to manage and coordinate EOC operations. The Cañada College College President will fill this position as the Director of Emergency Services during an emergency/disaster. The Vice President of Student Services shall serve as first alternate and the Vice Priesident of Instruction shall serve as second alternate to the Director of Emergency Services. The Director of Emergency Services, the General Staff (other Section Chiefs), and other staff/faculty members make up the EOC management team. The General Staff provide advice to the Director of Emergency Services on policy matters. They also assist the Director of Emergency Services in the development of overall strategy and tactics to mitigate the incident and formulate rules, regulations, proclamations and orders. The Management Section includes certain staff functions required to support the management function:

- Public Information Officer
- Liaison Officer
- Agency Representatives
- Emergency Management Coordinator

#### **Director of Emergency Services**

The Director of Emergency Service's primary role is to manage and coordinate EOC operations and is responsible for the overall Cañada College emergency response.

#### **Public Information Officer**

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

After receiving a briefing from the Director of Emergency Services, the PIO may coordinate with the local jurisdiction(s) to establish a Joint Information Center area for the media away from the EOC. The PIO will provide and coordinate 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 Director of Emergency Services.

**Liaison Officer**

The Liaison Officer manages or coordinates agency representatives (Checklists Included - but not shown on the organization chart due to variables in assignment) from outside jurisdictions, districts, utility companies, or agencies that may join the Cañada College EOC organization to coordinate response and recovery efforts.

**Agency Representative(s)**

An Agency Representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated full authority to make decisions on all matters effecting that agencies participation at the incident.

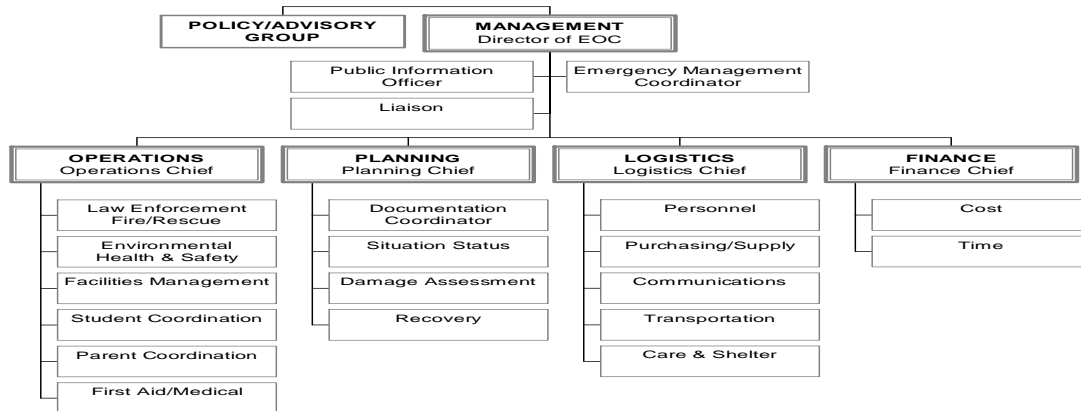
**Emergency Management Coordinator**

The Emergency Management Coordinator facilitates the overall functioning of the EOC, coordinates with other emergency management planning levels and agencies, and serves as an advisor to the Director of Emergency Services.

**Police Advisory Group**

The Policy Advisory Group provides oversight and policy direction for emergency operations.

## DIRECTOR OF EMERGENCY SERVICES



**Primary** College President  
**First Alternate** Vice President of Student Services  
**Second Alternate** Vice President of Instruction

**Reports To** Cañada College President and Board of Trustees

**Supervise** Public Information Officer  
 Emergency Management Coordinator  
 Liaison Officer  
 Operations Chief  
 Planning Chief  
 Logistics Chief

**Work Station** EOC Management Section

### Responsibilities

The Director of Emergency Service's primary role is to manage and coordinate EOC operations and to:

- Establish the appropriate staffing level for the Cañada College EOC and continuously monitor organizational effectiveness, ensuring that appropriate modifications occur as required.
- Exercise overall management responsibility for the coordination between the Cañada College response organizations. In conjunction with the Command (Management Section staff) and the General Staff (Section Chiefs), set priorities for Cañada College emergency response.
- Coordinate all sensitive information releases with the student body, faculty/ staff, and local jurisdiction(s) public information officer(s)
- Ensuring that inter-agency coordination is accomplished effectively.
- Authorize evacuation of cancellation of classes if necessary.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Director of Emergency Services by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Determine which EOC sections are needed, assign Section Chiefs (General Staff) as appropriate and ensure they are staffing their sections as required:
  - Operations Section Chief
  - Logistics Section Chief
  - Planning Section Chief
  - Finance Section Chief
  
- Determine which Management Section (Command Staff) positions are required and ensure they are filled as soon as possible:
  - Public Information Officer
  - Emergency Management Coordinator
  - Liaison Officer
  
- Brief command (Management Section staff) and General Staff (Section Chiefs) and coordinate staff activity
  
- Ensure planning meetings are conducted with Command and General Staff, and other key agency representatives are in attendance; direct the Planning Section Chief to follow EOC action planning procedures to establish organization objectives and priorities and develop the EOC Action Plan (refer to Chapter Three Tab One, "EOC Action Plan")
  
- Monitor General Staff activities to ensure that all appropriate actions are being taken
  
- Approve and authorize implementation of EOC Action Plan
  
- Provide briefings and coordinate major policy decisions with the Policy/Advisory Group (Cañada College President and Board of Trustees)
  
- Determine information needs and inform command and General Staff of needs
  
- Approve requests for mutual aid resources
  
- Authorize release of information to the news media, College faculty and staff, students, and parents/guardians of students
  
- Complete situation status report at end of shift

**Deactivation**

- Authorize demobilization of EOC sections and units when they are no longer required
- Notify the City of Redwood City and/or San Mateo County EOC(s) and other appropriate organizations of the planned demobilization of the Cañada College EOC, as appropriate
- Ensure that any open actions not yet completed will be handled after demobilization
- Deactivate the Cañada College EOC at the designated time, as appropriate
- Proclaim termination of the emergency response and proceed with recovery operations
- Direct the Command and General Staff to insure that all required forms, reports, and other documentation are submitted to the Planning Section prior to your departure
- If appropriate, direct all staff to complete and turn in an After Action Report (Chapter Three, Tab 2) to the Planning Section Chief
- Deactivate the Director of Emergency Services position and close out logs; return vest and equipment to their original location
- Clean up your work area before you leave
- Leave a forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT &amp; LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

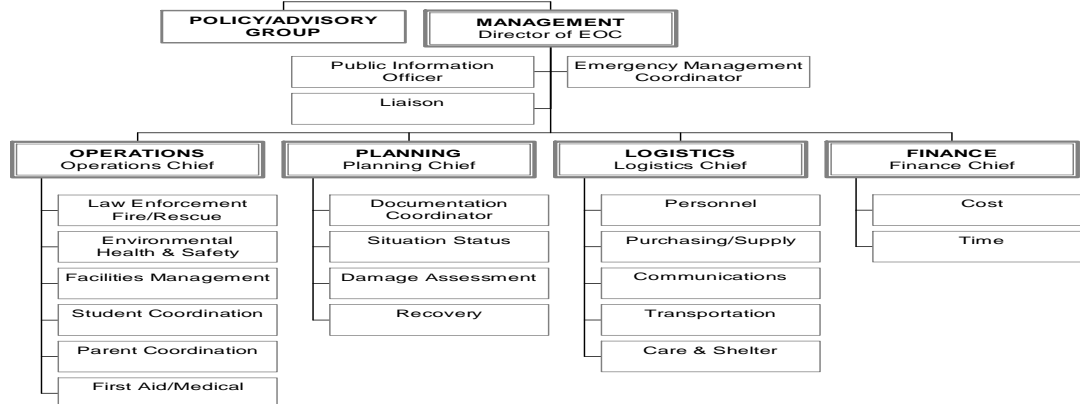
TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY

## PUBLIC INFORMATION OFFICER



<b>Primary</b>	Public Information Officer
<b>Alternate</b>	Cañada College Web Master
<b>Reports to</b>	Director of Emergency Services
<b>Supervise</b>	Public Information Unit
<b>Work Station</b>	EOC Management Section

### Responsibilities

The Public Information Officer (PIO), a member of the Command Staff, is responsible for the formulation and release of information about the incident to the faculty, staff, students of Cañada College, news media, and other appropriate agencies or organizations. (Chapter Three, Tab 8) The PIO's duties include the following responsibilities:

- Serve as the dissemination point for all Cañada College media releases
- Coordinate as necessary with local jurisdictions and field Incident Commanders to ensure that the faculty, staff, student body and their parents/guardians and the public at large receives complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status, and other information on emergency operations
- Review and coordinate all related information releases
- Maintain a professional relationship with the media representatives and hold periodic press conferences as required
- If the emergency requires response from other jurisdictions, districts or agencies request consideration for a Joint Information Center (JIC) to consolidate information gathering and dissemination
- Coordinate all media releases and VIP visits to the EOC with the Director of Emergency Services

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Public Information Officer by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information



**General Operational Duties**

- Obtain guidance from the Director of Emergency Services regarding the release of information
- Ensure the Director of Emergency Services approves all releases of sensitive information
- Arrange for necessary work space, materials, telephones, and staffing
- Coordinate public information activities with field level Incident Commander(s) their Public Information Officer(s) and local jurisdiction(s) PIO(s)
- Obtain copies of current Situation Status Reports and EOC Action Plans to keep current on the situation and emergency response
- Prepare initial information summary as soon as possible after arrival
- Consider establishment a Joint Information Center (JIC); coordinate with local jurisdiction(s)
- Provide accurate information to the news media; post information in the EOC, and other appropriate locations
- Ensure that a rumor control function is established and has a means of identifying false or erroneous information; develop a procedure to squelch such information
- Attend EOC planning meetings to keep current on events and update information releases
- Arrange for meetings between media and key incident personnel
- Provide escort service to the media and VIP's
- Respond to special requests for information
- Prepare a briefing sheet at the beginning of each shift on key information so that EOC staff can answer questions to other agencies or the public
- Ensure file copies are maintained for all information released
- Provide copies of all releases to the Director of Emergency Services

**Deactivation**

- Demobilize your unit in accordance with the EOB Action Plan
- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Public Information Officer position and close out logs when authorized by the Director of Emergency Services; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

(Note: Supporting documents for the PIO functions are contained in Chapter Three – Tab 8)

**Reference Items - Chapter Three**

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TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT & LOG

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TAB 5 - LOGISTICS REQUEST FORM

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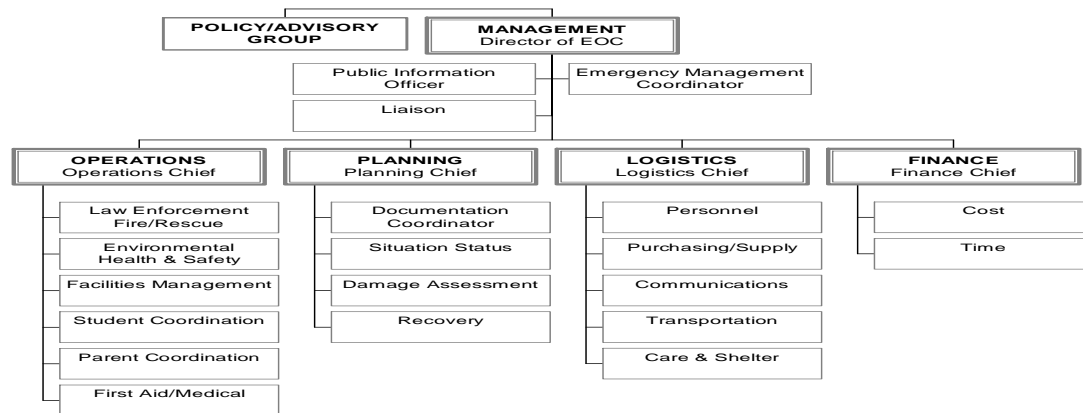
TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY

## LIAISON OFFICER



<b>Primary</b>	College Business Officer
<b>Alternate</b>	Academic Supervisor Services & University Center
<b>Supervise</b>	Agency Representatives as Appropriate
<b>Work Station</b>	EOC Management Section

### Responsibilities

The Liaison Officer, a member of the Command Staff, is the point of contact for the assisting and cooperating agency representatives. This includes agency representatives from fire agencies, law enforcement, public works, public utilities, state, and federal agencies, engineering organizations, volunteer agencies, or technical experts.

Multi-agency or inter-agency coordination is defined as the participation of agencies and disciplines involved at any level of the SEMS organization and working together in a coordinated effort. The goal is to facilitate decisions for overall emergency response activities including the sharing of critical resources and the prioritization of incidents. The specific duties of this position include meeting several responsibilities:

- Coordinate with agency representatives assigned to the EOC and handle requests from other agencies for sending liaison personnel to other EOC(s)
- Function as a central location for incoming Agency Representatives or provide work space and arrange for support as necessary
- Interact with other Sections and Units within the EOC to obtain information, assist in coordination, and ensure the proper flow of information
- Ensure that all developed guidelines, directives, actions plans and appropriate situation information is disseminated to agency representatives

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Liaison Officer by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Determine if outside liaison is required with other agencies:
  - Local/county/state/federal agencies
  - Volunteer organizations
  - Primate sector organizations
  - Utilities
  
- Serve as a point of contact for agency representatives reporting to the Cañada College EOC; make sure they complete the following duties:
  - Have signed into the EOC
  - Understand their assigned function
  - Know their work location
  - Understand EOC organization and floor plan
  - Have received and read their Agency Representative Checklist
  
- Brief the Director of Emergency Services on agency representatives working in the Cañada College EOC)
  
- 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 staff
  
- Compile list of agency representatives (agency, name, EOC phone) and make available to all Section and Unit Leaders
  
- Respond to requests from EOC staff for agency information; direct requesters to appropriate agency representatives
  
- Provide periodic update briefings to Agency representatives as necessary
  
- Respond to requests from incident personnel for inter-organizational contacts
  
- Monitor incident operations to identify current or potential inter-organizational problems

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Cost Unit Leader position and close out logs when authorized by the Director of Emergency Services; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

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TAB 2 - AFTER ACTION REPORT

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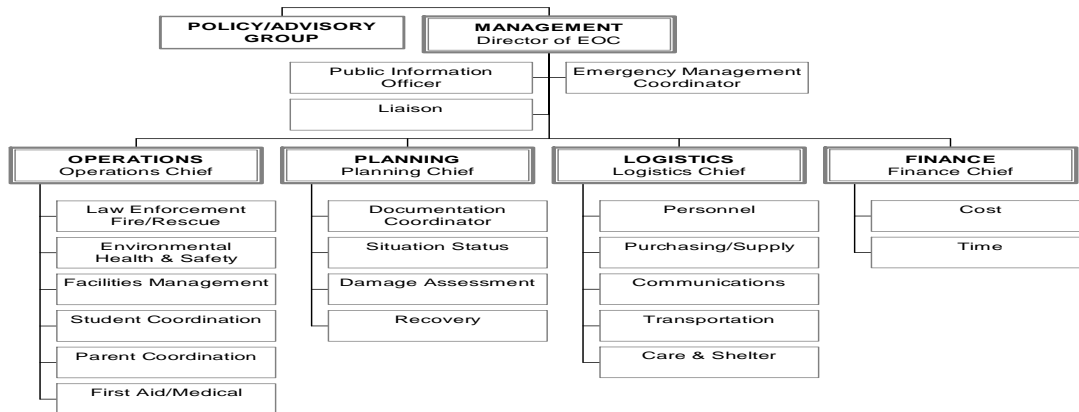
TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY

## AGENCY REPRESENTATIVE(S)



**Primary** Representatives from San Mateo County, the City of Redwood City, special districts, utility company(s), and other agencies responding to the Cañada College emergency

**Report to** Liaison Officer

**Supervise** Liaison Unit as appropriate

**Work Station** EOC Management Section

### Responsibilities

An Agency Representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated full authority to make decisions on all matters effecting that agencies participation at the incident. Agency Representatives report to the Liaison Officer, if that position is filled, or to the Director of Emergency Services. Specific responsibilities include the following duties:

- Interact with EOC staff to obtain information and assist in coordination of the response effort
- Ensure that all appropriate College guidelines, directives, actions plans, and situation information is disseminated to parent organizations

Possible agency representatives may include individuals from the following organizations:

- San Mateo County
- City of Redwood City
- School District
- Volunteer organizations
- Private sector organizations
- Utilities (not already represented)

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as an Agency Representative by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information



**General Operational Duties**

- Coordinate response operations between your parent organization and the Cañada College emergency response team
- Compile list of parent organization EOC phone numbers and make available to all EOC Section and Unit Leaders
- Respond to requests for parent organization information by directing the requestor to the appropriate representative
- Provide periodic update briefings on response efforts to both Cañada College EOC staff and your parent organizations
- Provide input on use of agency resources and response priorities
- Determine if any special reports or documents are required
- Report to your parent organizations dispatch or headquarters on prearranged schedule or commitments
- Ensure that all parent organization and/or equipment is properly accounted for and released prior to your departure
- Ensure that all required agency forms, reports, and documents are completed prior to your departure from the response; keep parent organizations up-to-date on the current Cañada College situation, priorities, and EOC Action Plan
- Provide information to Situation Status Unit (Planning Section) and other applicable Unit Leaders on parent organization situation and important information
- Determine if there are any communication problems in contacting your parent organization or other key agencies; provide information to the Communications Unit Leader in the Logistics Section

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Cost Unit Leader position and close out logs when authorized by the Director of Emergency Services; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT &amp; LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

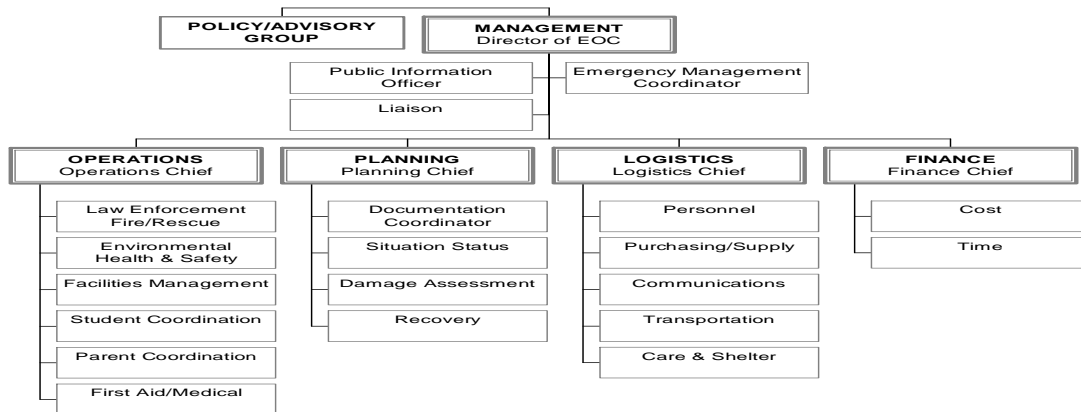
TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

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## EMERGENCY MANAGEMENT COORDINATOR



**Primary**                      College Business Officer

**Alternate**                    Academic Supervisor Services & University Center

**Reports to**                    Director of Emergency Services

**Supervise**                    N/A

**Work Station**                EOC Management Section

**Responsibilities**

The Emergency Management Coordinator facilitates the overall functioning of the EOC, coordinates with other emergency management planning levels and agencies, and serves as an advisor to the Director of Emergency Services. Specific duties of the Emergency Management Coordinator include the following responsibilities:

- Facilitate the overall functioning of the Cañada College EOC.
- Assist and serve as an advisor to the EOC Director of Emergency Services and General Staff as needed, providing information and guidance related to the internal functions of the EOC and ensure compliance with emergency plans and procedures.
- Assist the Liaison Officer to ensuring proper procedures are in place for directing Agency Representatives and conducting VIP/visitor tours of the EOC.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Emergency Management Coordinator by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Provide liaison with outside jurisdictions and internal departments
- Provide information and advice to the Director of Emergency Services, command and General Staff
- Maintain contact with the San Mateo County and City of Redwood City Emergency Management Coordinators
- Serve temporarily as a Section Chief or as any member of the Command Staff if assigned by the Director of Emergency Services
- Assist the Director of Emergency Services and the General Staff (Section Chiefs) with the following to develop an overall strategy:
  - Assessing the situation and defining the problem
  - Establishing objectives and priorities
  - Determining the need for evacuation
  - Estimating the incident duration
  - Determining if there is a need to make an emergency declaration
- Assist the Planning Section in the development, distribution, and execution of the EOC Action Plan
- Ensure efficient operating procedures within the EOC; assist any function in addressing issues that might arise
- Monitor performance of EOC personnel for signs of stress or under-performance; advise the Director of Emergency Services of condition
- Ensure that all documentation is being properly maintained by EOC personnel
- Facilitate periodic briefing sessions conducted by the Director of Emergency Services
- Advise the Director of Emergency Services of any issues that need to be addressed and responsibilities that need to be assigned
- Ensure that all necessary communications have been established
- Advise the Director of Emergency Services and Section Chiefs in shift change issues

**Deactivation**

- Assist the Planning Chief in the preparation of the After Action Report; coordinate the review and approval of the report by the Director of Emergency Services
- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Cost Unit Leader position and close out logs when authorized by the Director of Emergency Services; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

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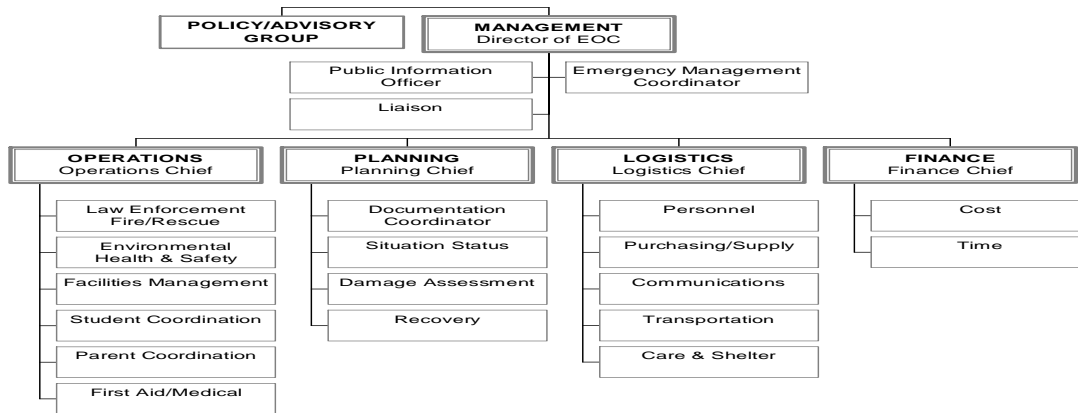
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## POLICY/ADVISORY GROUP



- Primary**                    Cañada College President and Board of Trustees
- Alternate**                Not Applicable
- Supervise**                Director of Emergency Services
- Work Station**            As directed by the Director of Emergency Services

NOTE:            The Director of Emergency Services must ensure that information on major events, decisions, sensitive releases of information, and emergency response actions are coordinated with the members of the Board of Trustees Policy/ Advisory Group.

### Responsibilities

The Cañada College President and Board of Trustees Policy/Advisory Group provides oversight and policy direction for emergency operations at Cañada College.

- Establish Cañada College executive level policies for management of emergency response operations and ensure that the Director of Emergency Services has clear direction.
- Support and coordinate a multi-agency, Cañada College disaster response efforts

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

**General Operations Checklist****Action Taken: Time/Date**

- Contact the Cañada College Director of Emergency Services (President) to receive a situation brief
- In consultation with the Cañada College Director of Emergency Services, review and approve emergency policies for managing the strategic aspects of the emergency
- In close coordination with the Cañada College Director of Emergency Services oversee the release of sensitive Cañada College statements or information
- Refer all requests for emergency information to the Cañada College public information officer
- Consider developing an emergency planning task force to discuss concerns and disseminate pre-event planning, response, and post-event recovery information
- Consider developing a mechanism to provide “faculty, staff and student aid” which can be utilized for information and assistance to individuals impacted by an emergency
- Encourage post-event discussions to identify areas of emergency response improvements

NOTE: The Policy/Advisory Group members should refrain from direct involvement with emergency operations center (EOC) or field response activities. Policy/advisory group members will obtain information updates from the Cañada College Director of Emergency Services.



## OPERATIONS SECTION

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## **OPERATIONS SECTION CHECKLISTS**

### **PURPOSE**

This section contains detailed information relating to the Emergency Operations Center (EOC), assigns specific responsibilities, and provides checklists for each member of the EOC staff. The EOC organization is based on the Standardized Emergency Management System (SEMS) and the Incident Command System (ICS) which provides the foundation for emergency response. It is the responsibility of Director of Emergency Services and EOC Section Chiefs to ensure that each EOC Unit Leader possesses and reads their checklists prior to assuming their duties.

### **OVERVIEW**

The Operations Section's primary responsibility is to manage the tactical operation of various response elements involved in the disaster/emergency. These elements may include but are not limited to the following persons:

- Law Enforcement and Fire/Rescue Unit Leader
- Environmental Health & Safety Unit Leader
- Facilities Management Unit Leader
- Student Coordination Unit Leader
- Parent Coordination Unit Leader
- First Aid/Medical Unit Leader
- Building Monitor(s)

### **OPERATIONS SECTION STAFF**

The Operations Section Chief is normally the Senior Law Enforcement Official for the College. The Operations Section Chief also may be designated by the Director of Emergency Services. The Operations Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized Units. The Operations Section Chief may activate additional Units as necessary to fulfill an expanded role.

#### **Operations Section Chief**

The Operations Section Chief is responsible for the management of all operations directly applicable to the primary mission. The Operations Section Chief activates and supervises organizational elements in accordance with the EOC Action Plan and directs its execution. The Operations Section Chief also requests or releases resources, makes expedient changes to the EOC Action Plan as necessary and reports such to the Operations Section Chief and EOC Section Chiefs. The Operations Section Chief is responsible for:

- Understanding the current situation
- Predicting probable resource needs
- Preparing alternative strategies for response management
- Managing and coordinating the College tactical response

**Law Enforcement and Fire/Rescue Unit**

The Law Enforcement Unit Leader is responsible for alerting and warning the College, faculty, staff and student body, coordinating evacuations, enforcing laws and emergency orders, establishing safe traffic routes, ensuring that security is provided at incident facilities, ensuring access control to damaged areas, light search and rescue, and ordering and coordinating appropriate mutual aid resources. The Unit Leader will also coordinate fire/rescue response with the local jurisdiction fire department(s). These fire departments are responsible for coordinating personnel, deploying fire equipment and resources committed to the fire and hazardous materials and Urban Search and Rescue (USAR) elements of incidents within their area of responsibility.

**Environmental Health and Safety Unit**

The Environmental Health and Safety Unit Leader is responsible for ensuring safe environmental working conditions with relation to hazardous materials on campus for Cañada College faculty, staff, students, and the public. During emergencies these responsibilities include hazardous materials response coordination. In case of a serious HAZMAT spill, the Environmental Health and Safety Unit Leader will coordinate with the responding HAZMAT Incident Commander to ensure the safety of Cañada College faculty, staff, students, the public, and the protection of the environment.

**Facilities Management Unit**

The Facilities Management Unit Leader is responsible for maintaining Cañada College facilities, utilities, and services as well as restoring those that are inoperable, damaged or destroyed.

**Student Coordination Unit**

The Student Coordination Unit Leader is responsible for the collection and dissemination of information relating to the safety and welfare of the students of Cañada College to include their status, location, and immediate plans.

**Parent Coordination Unit**

The Parent Coordination Unit Leader is responsible to establish and maintain timely information for the parents and guardians of students of Cañada College.

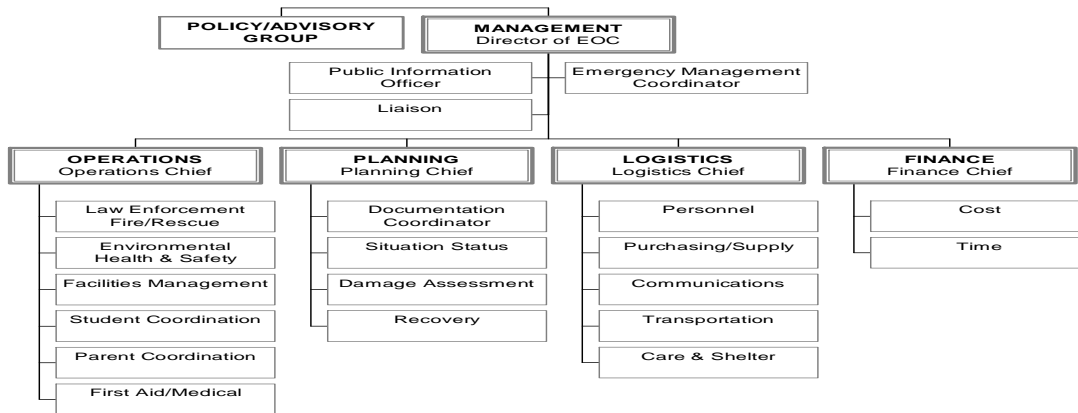
**First Aid/Medical Unit**

The First Aid/medical Unit Leader is responsible for providing emergency and supplemental first aid and medical support to the Cañada College faculty, staff and students in the situation where Emergency Medical Support (EMS) is delayed or overwhelmed.

**Building Marshal(s)**

Acting as a liaison between Management and the Emergency Operations Center, Building Marshals are responsible for the safety of individuals and property in their area of responsibility. Building Marshals will manage evacuations, check assigned areas, and coordinate emergency operations as necessary.

## OPERATIONS SECTION CHIEF



**Primary**                    Dean of Counseling and Matriculation

**Alternate**                    As Assigned by the EOC Director

**Reports to**                    Operations Section Chief

**Supervise**                    Law Enforcement and Fire/Rescue Unit Leader  
 Environmental Health and Safety Unit Leader  
 Facilities Management Unit Leader  
 Student Coordination Unit Leader  
 Parent Coordination Unit Leader  
 First Aid/Medical Unit Leader  
 Building Monitor(s)

**Work Station**                EOC Operation Section

**Responsibilities**

The Operations Section Chief, a member of the General Staff, is responsible for the management of all tactical operations directly applicable to the emergency response. The Operations Section Chief activates and supervises the Operations Units in accordance with the EOC Action Plan and directs its execution. The Operations Section Chief also requests or releases resources, makes expedient changes to the EOC Action Plan as necessary, and reports changes to the Director of Emergency Services and EOC Section Chiefs.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Operations Section Chief by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (Law Enforcement, Fire/Rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Provide briefing of the tactical situation to the Director of Emergency Services
- Activate and supervise Cañada College emergency response operations as required:
  - Law Enforcement/Fire Rescue Unit Leader
  - Environmental Health & Safety Unit Leader
  - Facilities Management Unit Leader
  - Student Coordination Unit Leader
  - Parent Coordination Unit Leader
  - First Aid/Medical Unit Leader
- Develop the Operations Section portion of the EOC Action Plan to include the identification of strategic objectives and priorities for each operational period
- Prepare work objectives for Section staff and make assignments
- Meet with other Section Chiefs to disseminate information and coordinate response efforts
- Establish and implement how each Operations Section Unit will support response based on organizational objectives and priorities as established in the EOC Action Plan
- Keep the Planning Section informed of incident intelligence and response operations
- Determine need and request additional resources; coordinate mutual aid of resources to other jurisdictions or agencies
- Manage the efficient release of tactical resources
- Report information about special activities, events, and occurrences to the Director of Emergency Services and Planning Section Chief
- Participate in all demobilization planning

**Deactivation**

- Demobilize the Operations Section in accordance with the EOC Action Plan
- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services and/or Planning Section Chief as appropriate prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Operations Section Chief
- Deactivate the Operations Section Chief position and close out logs when authorized by the Director of Emergency Services; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

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TAB 5 - LOGISTICS REQUEST FORM

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TAB 7 - EOC CHARTS AND REPORTS

TAB 8 - SITUATION STATUS REPORTS

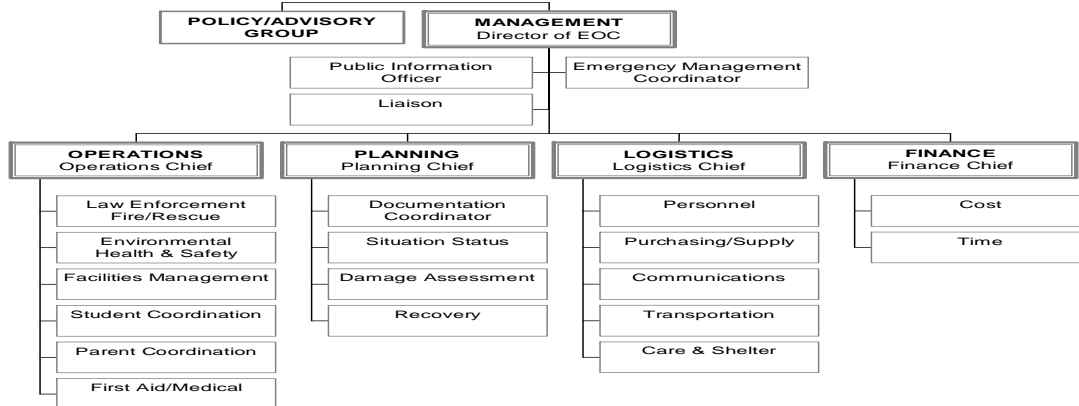
TAB 9 - EMERGENCY PUBLIC INFORMATION

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TAB 11 - RECOVERY



## LAW ENFORCEMENT AND FIRE/RESCUE UNIT LEADER



- Primary**                      Operations/Security
- Alternate**                      On-Duty Police Officer
- Reports to**                      Operations Section Chief
- Supervise**                      Law Enforcement Fire/Rescue Unit
- Work Station**                      EOC Operation Section

**Responsibilities**

The Law Enforcement Fire/rescue Unit Leader, a member of the Operations Section, provides law enforcement, "first response, "traffic control", evacuation, light search and rescue, and other related services. Additional responsibilities include alert and warn the faculty, staff and students, enforce emergency orders, provide security at incident facilities, ensure access control to damaged areas, order and coordinate appropriate mutual aid resources. The Law Enforcement and Fire/Rescue Unit Leader also acts as a liaison for fire/rescue operations that will be carried out by city, county or state fire departments.

NOTE: The responding fire agency may assign a fire liaison to the Cañada College EOC to manage and coordinate all fire or hazardous materials response efforts.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Law Enforcement/Fire Rescue Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (Law Enforcement, Fire/Rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Within capability coordinate management of law enforcement incidents; coordinate with city or county for law enforcement mutual aid
- Provide fire/rescue coordination with city, county or state fire departments for Cañada College
- Direct field responders to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.)
- Keep the Operations Section Chief advised of your Unit status and activity and any problem areas that currently need or will require solutions
- Provide periodic situation or status reports to the Operations Section Chief for updating information to the Planning Section
- Anticipate potential situation changes (i.e., severe earthquake after shocks) in all Unit planning; develop options for all plans and procedures requiring off-site communications
- Conduct and/or assist with light search and rescue operations
- Alert and notify the faculty, staff and student body of the pending or existing emergency
- Provide input to the Operations Section Chief on how the Law Enforcement/Fire Rescue Unit will meet objectives and priorities of the EOC Action Plan
- Provide security and access control for Cañada College Emergency Operations Center; resource staging areas, disaster areas, evacuated areas, and evacuation routes
- Assist (when possible) with security of other Incident Command Posts, shelters, evacuation reception areas, and mass feeding and lodging areas
- Manage evacuation efforts

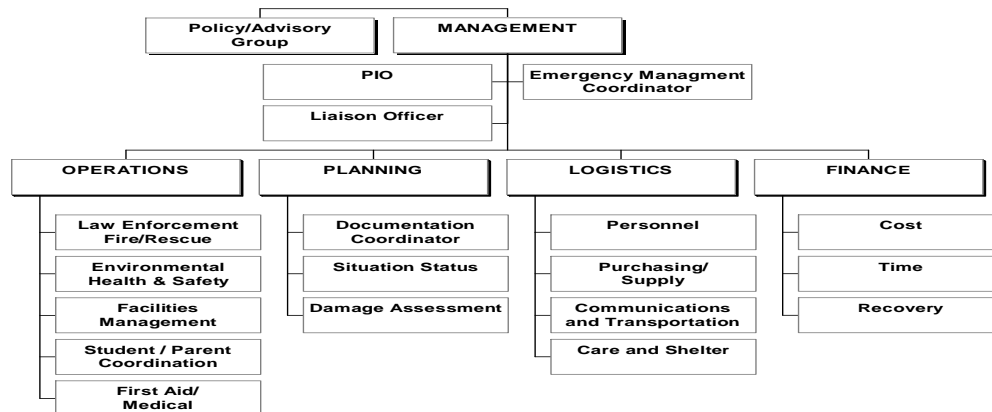
### **Deactivation**

- Demobilize Unit in accordance with the EOC Action Plan
- Ensure that all required forms or reports are completed and turned in to the Operations Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Operations Section Chief
- Deactivate the Law Enforcement/fire Rescue Unit Leader position and close out logs when authorized by the Operations Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

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## ENVIRONMENTAL HEALTH & SAFETY UNIT LEADER



- Primary**                      Science Technician
  
- Alternate**                    On site Science Technician or Instructor
  
- Report To**                    Operations Section Chief
  
- Supervise**                    Environmental Health & Safety Unit
  
- Work Station**                EOC Operation Section

**Responsibilities**

The Environmental Health and Safety Unit Leader is responsible for ensuring safe environmental working conditions relative to hazardous materials on campus for Cañada College faculty, staff, students, and the public. During emergencies these responsibilities include hazardous materials response coordination. In case of a serious HAZMAT spill the Environmental Health and Safety Unit Leader will coordinate with the responding HAZMAT Incident Commander to ensure the safety of Cañada College faculty, staff, students, the public, and the protection of the environment.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Environmental Health & Safety Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (Law Enforcement, Fire/Rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- If a hazardous material spill has occurred that is beyond your capability to safely manage, notify 9-1-1; coordinate the warning, evacuation, and isolation of the spill area (and appropriate surrounding area), and coordinate with law enforcement to deny entry into the danger zone
- Ensure that the HAZMAT Response Team has been notified and are responding
- If requested by the HAZMAT Incident Commander, assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required through local health department, shipper, manufacturer, CHEMTREC, etc.
- Develop a plan for your Unit operations in support of field operations
- Obtain regular briefings from field level Incident Commander(s)
- Direct field Units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.)
- Keep the Operations Section Chief advised of your Unit status and activity and on any problem areas that now need or will require solutions
- Provide periodic situation or status reports to the Operations Section Chief for updating information to the Planning Section
- Ensure that evacuation routes do not pass through hazard zones
- Monitor status of warning and evacuation
- Assist with the needs at the Incident Command Post (if established) as requested

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Operations Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Operations Section Chief
- Deactivate the Environmental Health & Safety Unit Leader position and close out logs when authorized by the Operations Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

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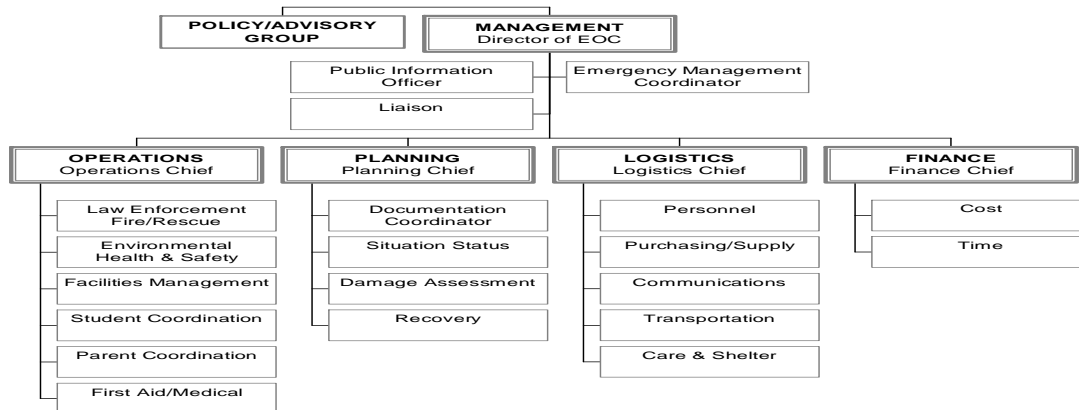
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## FACILITIES MANAGEMENT UNIT LEADER



**Primary**                      Facilities Operations Manager

**Alternate**                    On Duty Facilities Operations Supervisor

**Reports To**                  Operations Section Chief

**Supervise**                  Facilities Management Unit

**Work Station**              EOC Operation Section

**Responsibilities**

The Facilities Management Unit Leader is responsible for maintaining Cañada College facilities, utilities, and services as well as restoring those that are inoperable, damaged or destroyed. Emergency responsibilities include the following responsibilities:

- Ensure all Cañada College facilities are ready for use; coordinate repairs of problems that reduce or preclude operational capabilities
- Maintain liaison with all utility service providers (water, sewer, power and telephone)
- Provide engineering services and expertise for emergency repair or construction requirements
- Participate in damage assessment efforts
- Coordinate the use of construction materials, equipment, and labor needed for emergency operations

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Facilities Management Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (Law Enforcement, Fire/Rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Ensure all Cañada College facilities are ready for use; coordinate repairs of problems that reduce or preclude operational capabilities
- Maintain liaison with all utility service providers
- Provide situation status updates to the situation status Unit in the planning section
- Provide engineering services and expertise for emergency construction requirements
- Provide input to the Operations Section Chief on how your Unit will meet objectives and priorities of the EOC Action Plan
- Participate in initial "windshield" and detailed follow-on damage assessment efforts in coordination with the Damage Assessment Unit Leader of the Planning Section
- Coordinate with the City of Redwood City and/or San Mateo County for the use of private sector engineers and for obtaining construction materials, equipment, and labor needed for emergency operations
- Coordinate with the City of Redwood City and/or San Mateo County and/or the American Red Cross for use of College facilities for care and shelter operations
- In close coordination with the City of Redwood City and/or San Mateo County effect "turn over" inspections with the American Red Cross prior to the use of College facilities as Red Cross shelters
- Coordinate maintenance and cleaning operations with the American Red Cross during shelter operations

**Deactivation**

- Demobilize the Facilities Management Unit in accordance with the EOC Action Plan
- Ensure that all required forms or reports are completed and turned in to the Operations Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Operations Section Chief
- Deactivate the Facilities Management Unit Leader position and close out logs when authorized by the Operations Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT &amp; LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

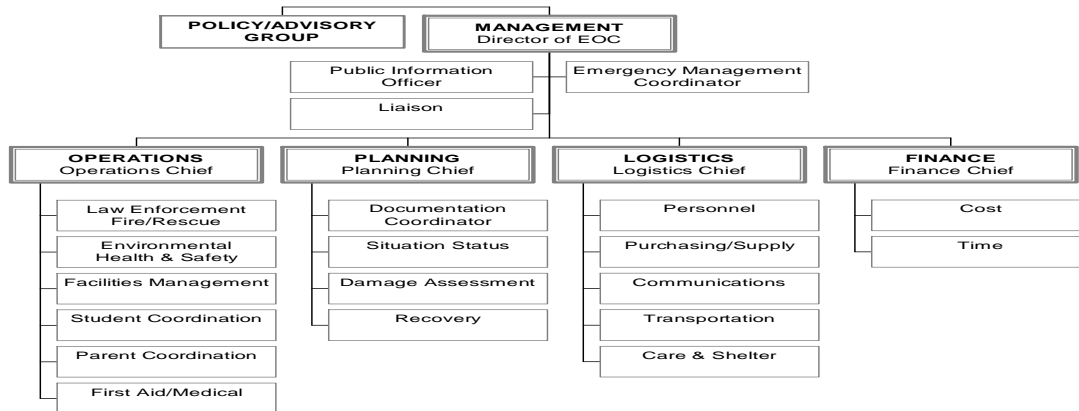
TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY

## STUDENT COORDINATION UNIT LEADER



- Primary**                      Student Services
  
- Alternate**                      As Assigned by the Operations Section Chief
  
- Report To**                      Operations Section Chief
  
- Supervise**                      Student Coordination Unit
  
- Work Station**                      EOC Operation Section

**Responsibilities**

The Student Coordination Unit Leader is responsible for the collection and dissemination of information relating to the safety and welfare of the students of Cañada College to include their status, location, and immediate plans.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Student Coordination Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (Law Enforcement, Fire/Rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Obtain emergency class rosters from the teachers to determine status and location of all students
- Prepare an initial information summary as soon as possible; identify killed, injured, or missing to the Operations Section Chief as soon as possible
- Coordinate with Operations Section Chief for search of missing students
- Upon approval of Operations Section Chief provide list of casualties or missing to the president for coordination with City of Redwood City and/or San Mateo County for notification of next of kin
- Make recommendation for release of students to Operations Section Chief; if students are released ensure record of time of departure, destination and other essential information is maintained
- Issue warnings that may affect students, faculty or staff through the public information officer about unsafe areas, structures and facilities
- Coordinate special information releases addressing rumors through the public information officer; identify them as such, and provide correct information, if available

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Operations Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Operations Section Chief
- Deactivate the Student Coordination Unit Leader position and close out logs when authorized by the Operations Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT &amp; LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

TAB 8 - SITUATION STATUS REPORTS

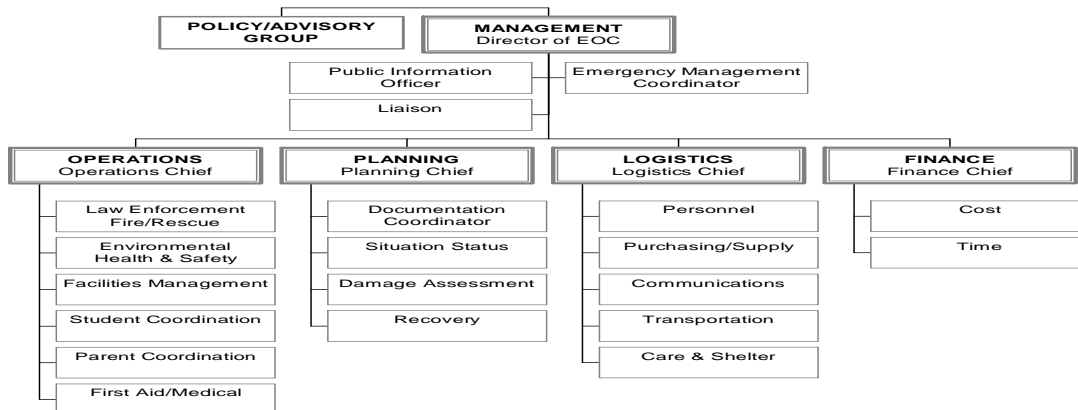
TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY



## PARENT COORDINATION UNIT LEADER



**Primary**                      Student Services

**Alternate**                    As Assigned by the Operations Section Chief

**Report To**                    Operations Section Chief

**Supervise**                    Parent Coordination Unit

**Work Station**                EOC Logistics Section

**Responsibilities**

In close coordination with the Student Coordination Unit Leader establish and maintain timely information for the parents and guardians of students of Cañada College

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Parent Coordination Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (Law Enforcement, Fire/Rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Obtain emergency class rosters from the Student Coordination Unit Leader
- Make recommendation for release of students to the Operations Section Chief; if students are released ensure record of time of departure and other essential information is maintained
- Coordinate with the Operations Section Chief and the Operations Section Chief for statements that will be provided to parents regarding students status
- Obtain list of killed, injured, or missing from the Student Coordination Unit Leader as soon as possible; establish procedures for the release of sensitive information with the Operations Section Chief and Operations Section Chief
- Coordinate special information releases addressing rumors through the public information officer
- Maintain a log noting information received and actions taken

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Operations Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Operations Section Chief
- Deactivate the Parent Coordination Unit Leader position and close out logs when authorized by the Operations Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT &amp; LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

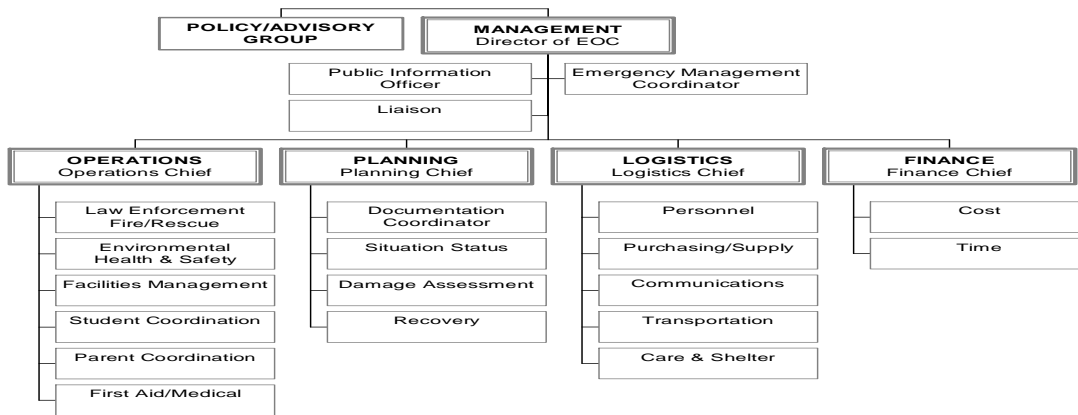
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## FIRST AID/MEDICAL UNIT LEADER



- Primary**                    Dean of Physical Education
  
- Alternate**                On Duty Physical Education Instructor
  
- Report To**                Operations Section Chief
  
- Supervise**                First Aid/Medical Unit
  
- Work Station**            EOC Operation Section

**Responsibilities**

The First Aid/Medical Unit Leader provides emergency first aid for the Cañada College faculty, staff and student body when normal Emergency Medical Services (EMS) and hospital support is not readily available due to the situation. Additionally, the First Aid/Medical Unit Leader coordinates with the City of Redwood City and/or San Mateo County for disaster stress related counseling.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the First Aid/Medical Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (Law Enforcement, Fire/Rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Determine number and location of casualties that require emergency first aid and/or hospitalization
- Respond to requests for medical aid; establish and operate first aid station(s) as appropriate
- Coordinate with the Personnel Unit in the Logistics Section to obtain additional health/medical personnel
- In coordination with the Communications / Transportation Unit Leader in the Logistics Section, coordinate transportation for injured persons to hospitals or other treatment facilities in the event that Emergency Medical Services (EMS) transportation resources are not available
- Coordinate with the Purchasing/Supply Unit Leader for the procurement of emergency medical supplies
- Establish and maintain a patient tracking system; keep the Operations Section Chief updated on status of injured victims
- In close coordination with City of Redwood City and/or San Mateo County arrange for critical incident stress counseling support for disaster victims
- In coordination with the Care and Shelter Unit in the Logistics Section, establish and staff a medical care station at Cañada College shelter(s)

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Operations Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Operations Section Chief
- Deactivate the First Aid/Medical Unit Leader position and close out logs when authorized by the Operations Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT & LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

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## BUILDING CAPTAIN

<b>Primary</b>	As Assigned by Attachment
<b>Alternate</b>	As Assigned
<b>Report To</b>	Law Enforcement Unit Leader or Operations Section Chief
<b>Supervise</b>	Area of Responsibility
<b>Work Station</b>	Area of Responsibility

### Responsibilities

Acting as a liaison between Management and the Emergency Operations Center, Building Marshals are responsible for the safety of individuals and property in their area of responsibility. Building Marshals will manage evacuations, check assigned areas, and coordinate emergency operations as necessary.

### Specific Duties Include:

- Familiarizing personnel (students and faculty and staff) with emergency procedures.
- Acting as liaison between management and their work area.
- Ensure that occupants have vacated the premise in the event of an evacuation and checking assigned areas.
- Know where their Designated Meeting Site is and communicating this information to occupants.
- Maintaining or developing a list of personnel in their area of coverage, so a head count can be made at their Designated Meeting Site.
- Ensuring that disabled persons and visitors are assisted in evacuating the building.
- Evaluating and reporting problems to the Emergency Coordinator after an emergency event.
- Post "Area Evacuation Plan" in their work areas, communicating plan to occupants, and updating the plan annually

### Emergency Procedures

*Refer to the Event Specific Checklist for detailed procedures.*

Whenever there is an imminent or an actual situation:

- ✓ Notify Campus Sheriff immediately at x2911 - College Sheriff will notify Fire Department.
- ✓ Activate the campus alarms.
- ✓ Evacuate staff & students from the problem area only.
- ✓ Notify the primary or secondary coordinator.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as a Building Marshal by putting on your EOC vest; check-in with your point of contact in Management Structure or the Emergency Operations Center (if activated)
- Obtain briefing from available sources (Law Enforcement, Fire/Rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response

**General Operational Duties**

- "Sweep" every room in your area to make sure that everyone has evacuated.
- Ensure that people follow the appropriate evacuation route, and that they are directed to a safe, post-evacuation meeting place.
- Account for all staff and visitors at the Designated Meeting Site.
- Identify yourself as the Building Marshals for your work area to the Emergency Coordinator and emergency responders.
- Notify Emergency Coordinator and emergency responders of any personnel who remain trapped in the building, are performing critical operations shutdown, or are unaccounted for.
- Be prepared to shut off piped gases and compressed gas cylinders at the valve, which may feed a fire. Only if trained to do so.
- Be aware of:
  - Disabled students, staff and visitors who may need to be alerted or assisted.
  - Laboratories & Maintenance Areas
  - Health Care Facilities
  - Location of emergency equipment

**Deactivation**

- Ensure that all required reports or information are turned in to the Operations Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Operations Section Chief
- Deactivate the Building Marshal position and close out logs when authorized by the Operations Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT & LOG

TAB 4 - UNIT LOG ICS 214

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TAB 6 - EOC MAPS

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**PLANNING SECTION**

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## **PLANNING SECTION CHECKLIST**

### **PURPOSE**

This section contains detailed information relating to the Emergency Operations Center (EOC), assigns specific responsibilities, and provides checklists for each member of the EOC staff. The EOC organization is based on the Standardized Emergency Management System (SEMS) and the Incident Command System (ICS) which provides the foundation for emergency response. It is the responsibility of the Director of Emergency Services and EOC Section Chiefs to ensure that each EOC Unit Leader possesses and reads their checklists prior to assuming their duties.

### **OVERVIEW**

The Planning Section is responsible for the collection, analysis and display of information relating to incident operation, to develop alternative tactical action plans, to conduct planning meetings and to prepare the EOC Action Plan for incidents which will require extended operational periods.

### **PLANNING SECTION STAFF**

The Planning Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized Units. The following Units may be established as the need arises:

- Documentation Coordinator Unit
- Situation Status Unit
- Damage Assessment Unit
- Recovery Unit

### **Planning Section Chief**

The Planning Section Chief is responsible for the overall supervision for the collection, analyzing, and displaying situation information; preparing periodic situation reports; preparing and distributing the EOC Action Plan and facilitating the action planning meeting; conducting advance planning activities; providing technical support services to the various EOC Sections and Units, and documenting and maintaining files on all EOC activities. Information is needed to:

- Understand the current situation
- Predict probable course of incident events
- Prepare alternative strategies for the incident

**Documentation Coordinator Unit**

The Documentation Coordinator Unit is responsible to review all Major Incident or Significant Information Reports for accuracy and legibility and to assign incident and report numbers to the documentation. The Documentation Coordinator Unit will coordinate the timely distribution of Major Incident or Significant Information Reports to all Sections Chiefs. Additionally, the Documentation Coordination Unit is responsible to maintain accurate and complete incident files, providing copying services for EOC personnel and preserving incident files for legal, analytical, historical and recovery purposes.

**Situation Status Unit**

The Situation Status Unit is responsible for the collection, organization, and analysis of disaster situation information. Additionally, the Unit is responsible to ensure that Situation Status Reports are developed for dissemination to EOC staff and to ensure that all maps, status boards, and other displays contain current and accurate information.

**Damage Assessment Unit**

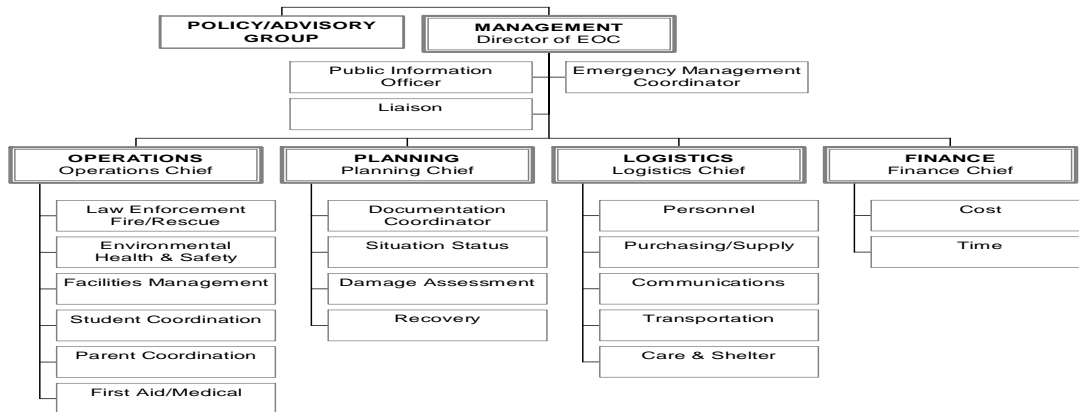
The Damage Assessment Unit is responsible for maintaining detailed records of damage assessment information.

**Recovery Unit**

The Recovery Unit is responsible to ensure that the Cañada College receives all emergency assistance and disaster recovery reimbursement for which it is eligible; conducts all initial recovery operations, and prepares the EOC organization for transition to a recovery operations organization.



## PLANNING CHIEF



- Primary** Vice President Instruction
- Alternate** Administrative Analyst to the Vice President of Instruction
- Report To** Director of Emergency Services
- Supervise** Documentation Coordinator Unit Leader  
 Situation Status Unit Leader  
 Damage Assessment Unit Leader  
 Recovery Unit Leader
- Work Station** EOC Planning Section

**Responsibilities**

The Planning Section Chief, a member of the General Staff, is responsible for the collection, analyzing, and display of situation information; preparing periodic Situation Status Reports; facilitating the Action Planning meeting and preparing and distributing the EOC Action Plan; conducting advance planning activities; providing technical support services to the various EOC Sections and Units, and documenting and maintaining files on all EOC activities. Emergency responsibilities include the following items:

- Collecting, analyzing, and displaying situation information.
- Preparing periodic Situation Reports.
- Preparing and distributing the EOC Action Plan and facilitating the Action Planning meeting.
- Conducting Advance Planning activities.
- Providing technical support services to the various EOC Sections and Units, and documenting and maintaining files on all EOC activities.
- Supervise the Planning Section.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Planning Section Chief by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Obtain briefing from the Director of Emergency Services
- Activate and supervise Cañada College Logistics Section emergency response operations including
  - Documentation Coordinator Unit Leader
  - Situation Status Unit Leader
  - Damage Assessment Unit Leader
  - Recovery Unit
- Ensure that Planning Section position logs and other necessary files are maintained
- Ensure that the Situation Status Unit is maintaining current information for the Situation Status Report
- Ensure that Major Incidents or Significant Event Reports and Unit Situation Status Reports are completed by the Operations Section and are accessible by the Situation Status Unit Leader
- Ensure that a Situation Status Report is produced and distributed to EOC Sections at least once, prior to the end of each operational period
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible
- Ensure that the Public Information Officer has immediate and unlimited access to all status reports and displays
- Conduct periodic briefings with Section staff and work to reach consensus among staff on Section objectives for forthcoming operational periods
- Facilitate the Director of Emergency Services' Action Planning meetings approximately two hours before the end of each operational period
- Ensure that objectives for each Section are completed and collected in preparation for the next Action Planning meeting
- Insure that the EOC Action Plan is completed and ready for distribution prior to the start of the next operational period\
- Work closely with each Unit within the Planning Section to ensure the Section objectives, as defined in the current EOC Action Plan are being addressed

**Deactivation**

- Demobilize the Planning Section in accordance with the EOC Action Plan
- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Planning Section Chief position and close out logs when authorized by the Director of Emergency Services; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

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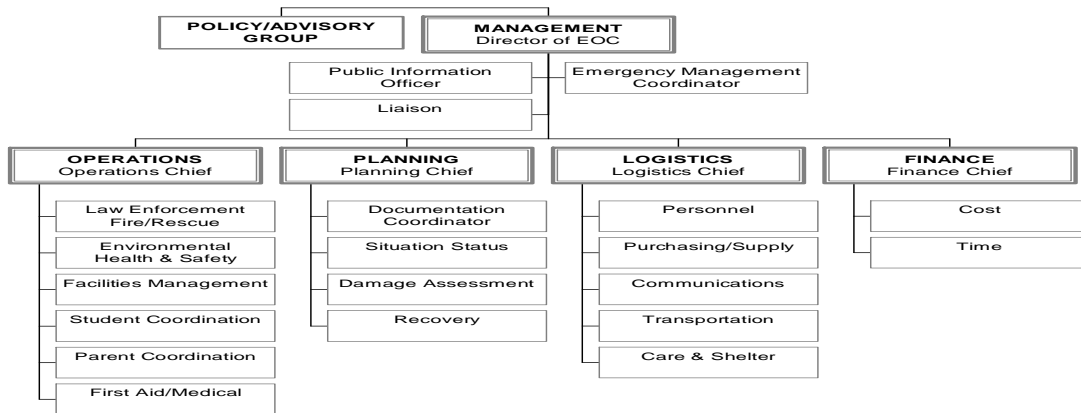
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**DOCUMENT COORDINATOR UNIT LEADER**



**Primary** Dean of Academic Services and University Center

**Alternate** As Assigned by the Planning Section Chief

**Report To** Planning Chief

**Supervise** Documentation Unit

**Work Station** EOC Planning Section

**Responsibilities**

The Documentation Coordinator Unit is responsible to review all Major Incident or Significant Information Reports for accuracy and legibility and to assign incident and report numbers to the documentation. The Documentation Coordinator Unit will coordinate the timely distribution of Major Incident or Significant Information Reports to all Sections Chiefs. Additionally, the Documentation Coordination Unit is responsible to maintain accurate and complete incident files, providing copying services for EOC personnel and preserving incident files for legal, analytical, historical and recovery purposes.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Documentation Coordinator Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Set up and maintain a Major Incident or Significant Information Report review process and distribution system in accordance with Chapter Three, Tab 3
- Provide instruction in completion and use the Major Incident or Significant Information Report to EOC staff
- Ensure that all Major Incident or Significant Information Reports are legible and accurate, that incident and report numbers are assigned, and that they are distributed to the Section Chiefs in a timely manner
- Meet with the Planning Section Chief to determine what EOC documentation should be maintained for official records (Note: for major emergencies all EOC documentation must be retained)
- Contact other EOC Sections and Units and inform them of the requirement to maintain official records; assist them as necessary in setting up a file records system
- Establish a system for collecting all Section and Unit journal/logs at completion of each operational period or at the end of the emergency

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Planning Section Chief
- Deactivate the Documentation Unit Leader position and close out logs when authorized by the Planning Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

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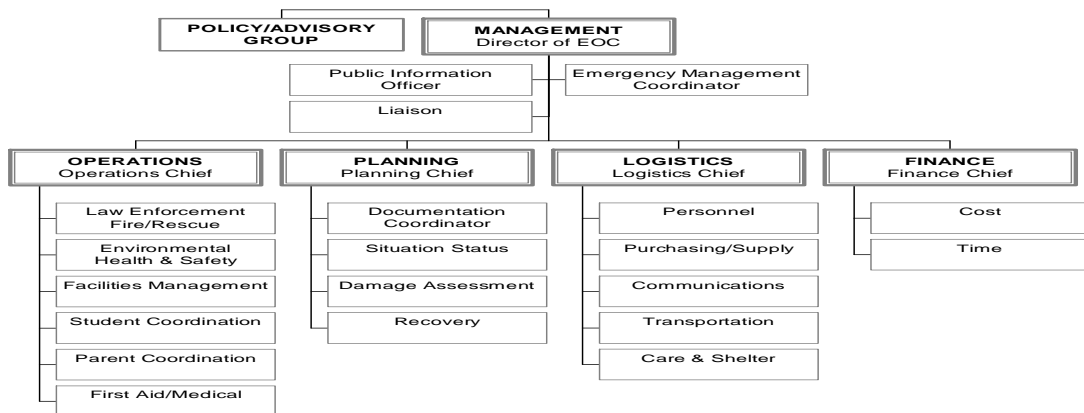
TAB 9 - EMERGENCY PUBLIC INFORMATION

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## SITUATION STATUS UNIT LEADER



**Primary** Events Coordinator

**Alternate** As Assigned by the Planning Section Chief

**Report To** Plans Chief

**Supervise** Situation Status Unit

**Work Station** EOC Planning Section

### Responsibilities

The Situation Status Unit is responsible for the collection, organization, analysis and display of disaster situation information. Additionally, the Unit is responsible to ensure that Situation Status Reports are developed for dissemination to EOC staff and to ensure that all maps, status boards, and other displays contain current and accurate information. Specific responsibilities include:

- Oversee the collection, organization, and analysis of disaster situation information.
- Ensure that information collected from all sources is validated prior to posting on status boards and maps.
- Ensure that situation status reports are developed for dissemination to EOC staff and other agencies/jurisdictions as required.
- Assist the Planning Section Chief in the development of the EOC Action Plan (Chapter Three, Tab 1 EOC Action Plan) for each operational period.
- Ensure that all maps, status boards and other displays contain current and accurate information.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Situation Status Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

### General Operational Duties

- In accordance with Chapter Three, Tab 5 and 6 oversee the collection, analysis and display on charts and maps the status of disaster events including the following information:
  - Location and nature of the disaster/emergency
  - Special hazards
  - Number of injured persons
  - Number of deceased persons
  - Road closures and disaster routes
  - Structural property damage (estimated dollar value)
  - Personal property damage (estimated dollar value)
  - Shelters, type, location and number of people that can be accommodated
- Provide for an authentication process in case of conflicting status reports on events
- Meet with the Planning Section Chief and the Director of Emergency Services to determine needs for Active Planning meetings and briefings; determine if there are any special information needs
- Meet with the Public Information Officer (PIO) of the Management Section to determine best methods for exchanging information and providing the PIO with Situation Status Unit information
- Provide information to the PIO of the Management Section for use in developing media and other briefings
- Identify potential problem areas relating to the emergency response, problems along evacuation routes; i.e., weight restrictions, narrow bridges, road sections susceptible to secondary effects of an incident, etc.
- In preparation for the Action Planning meeting, ensure that the meeting room is set up with appropriate equipment and materials (easels, markers, SITSTAT Reports, etc.).
- Prepare an evaluation of the disaster situation and a forecast on the potential course of the disaster event(s) at periodic intervals or upon request of the Planning Section Chief

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Planning Section Chief
- Deactivate the Situation Status Unit Leader position and close out logs when authorized by the Planning Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT &amp; LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

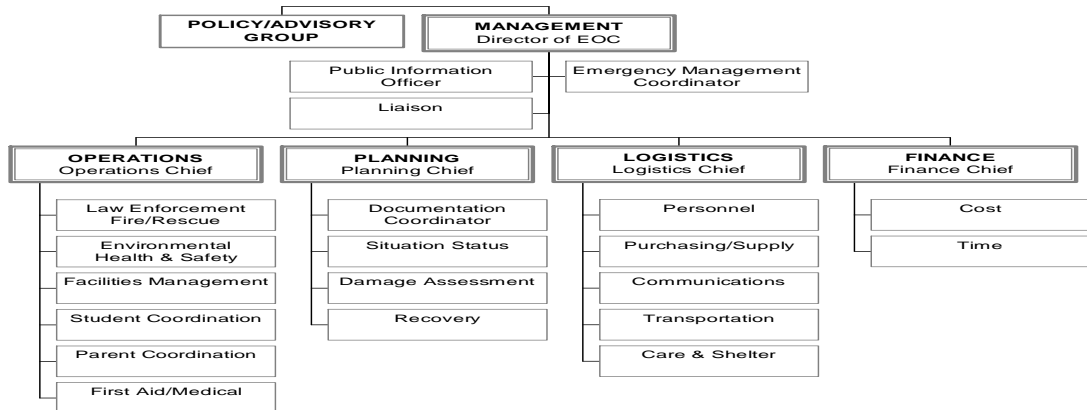
TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY

## DAMAGE ASSESSMENT UNIT LEADER



- Primary**                      Facilities Representative
- Alternate**                      On Duty Facilities Representative
- Report To**                      Plans Chief
- Supervise**                      Damage Assessment Unit
- Work Station**                      EOC Planning Section

**Responsibilities**

Maintain detailed records of damage assessment information and support the documentation process. Specific responsibilities include:

- Collect initial damage/safety assessment information from other Units within the Operations Section.
- Provide detailed damage/safety assessment information to the Planning Section, with associated loss damage estimates; utilize the Cañada College damage assessment procedures and forms (Chapter Three, Tab 9 - Damage Assessment Procedures).

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Damage Assessment Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Obtain initial damage/safety assessment information from the Law Enforcement/Fire Rescue Unit, Facilities Unit, and other Units and field responders as necessary (Chapter Three, Tab 9)
- Prepare the damage assessment information for a Preliminary Windshield Survey and provide to the Planning Section Chief for review, post appropriate information on charts
- Coordinate with the American Red Cross, utility service providers, and other sources for additional damage/safety assessment information
- Prepare detailed damage/safety assessment information, including estimate of value of the losses, and provide to the Planning Section
- Collect, record and total the type, location and estimate value of damage
- Document those structures requiring immediate destruction to ensure the public safety through inspection records, videos, photographs, etc.
- Clearly label each structure and/or facility inspected in accordance with ATC-20 standards and guidelines
- Display damage assessment information on EOC Charts and in written form to be retained at the end of the emergency by the Documentation Coordination Unit

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Planning Section Chief
- Deactivate the Damage Assessment Unit Leader position and close out logs when authorized by the Planning Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT & LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

TAB 8 - SITUATION STATUS REPORTS

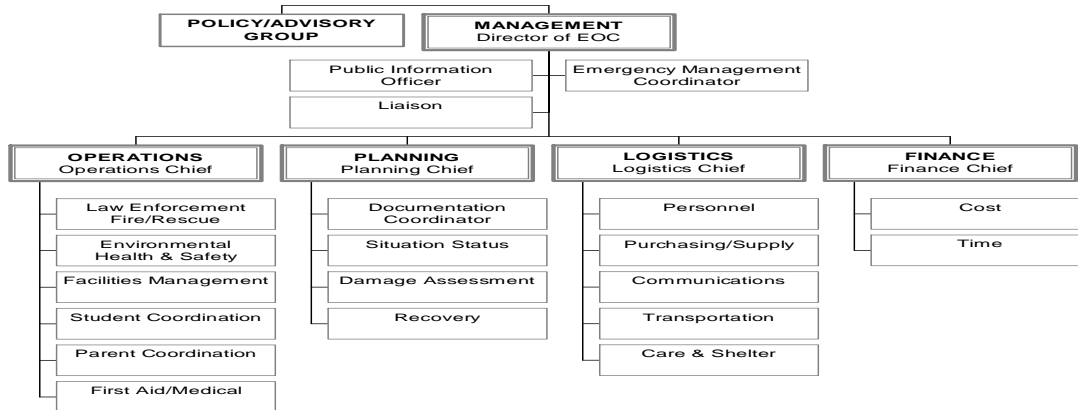
TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY



## RECOVERY UNIT LEADER



**Primary** Vice President of Instruction

**Alternate** Administrative Analyst to the Vice President of Instruction

**Report To** Planning Chief

**Supervise** Time Unit

**Work Station** EOC Planning Section

### Responsibilities

The Recovery Unit is responsible to ensure that the Cañada College receives all emergency assistance and disaster recovery reimbursement for which it is eligible; conducts all initial recovery operations, and prepares the EOC organization for transition to a recovery operations organization. Specific responsibilities include:

- Review applicable state and FEMA recovery funding programs to ensure that the institution receives all emergency assistance and disaster recovery reimbursement for which it is eligible. (Tab 10)
- Ensure the institution is prepared to participate jointly with state, FEMA and non-profit organizations to expedite disaster assistance to individuals, families, businesses, public entities and others
- Ensure that required and/or approved mitigation measures are carried out (Volume Two, Chapter Four)
- Consider taking advantage of disaster-caused opportunities to correct past poor land-use practices while ensuring that legal safeguards for property owners and the institution are observed

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Recovery Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Develop a plan for your unit in support of EOC and field operations as required; assign specific responsibilities
- Keep up to date on the situation and resources associated with your unit; maintain current status reports and displays
- Refer to Tab 10 for Recovery forms and instructions
- In coordination with state and FEMA officials and the PIO provide information to students, faculty and staff regarding FEMA teleregistration, or Disaster Application Centers (if established)
- As required, coordinate expansion of medical, mental health and outreach programs for students, faculty and staff
- Coordinate establishment of a Recovery Task Force
- In coordination with the Facilities Unit Leader monitor utility restoration
- In coordination with the Recovery Task Force, establish priorities for repairing and rebuilding the institution facilities
- Make recommendations to the Planning Section Chief and Director of Emergency Services for a long-term employment plan.
- In coordination with the Planning Section Chief and the Director of Emergency Services establish a Hazard Mitigation Tam and ensure required mitigation measures are undertaken
- Coordinate individual assistance programs for students, faculty and staff through the state and FEMA individual assistance programs
- Make recommendations to the Director of Emergency Services for appropriate short and long term recovery
- Coordinate closely with the Finance Section for fiscal documentation and recovery; (See Tab 10)

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Planning Section Chief
- Deactivate the Recovery Unit Leader position and close out logs when authorized by the Planning Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

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TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

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TAB 9 - EMERGENCY PUBLIC INFORMATION

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## **LOGISTICS SECTION CHECKLISTS**

### **PURPOSE**

This section contains detailed information relating to the Emergency Operations Center (EOC), assigns specific responsibilities, and provides checklists for each member of the EOC staff. The EOC organization is based on the Standardized Emergency Management System (SEMS) and the Incident Command System (ICS) which provides the foundation for emergency response. It is the responsibility of the Director of Emergency Services and EOC Section Chiefs to ensure that each EOC Unit Leader possesses and reads their checklists prior to assuming their duties.

### **OVERVIEW**

The Logistics Section's primary responsibility is to ensure the acquisition, transportation and mobilization of resources to support the response effort at the disaster sites, and the EOC. Additionally, if the severity of the emergency requires mass evacuations, the Logistics Section will coordinate with the City of Redwood City, San Mateo County, and the American Red Cross for the establishment of shelters and mass feeding capabilities for victims and/or responders dependents. Methods for obtaining and using facilities, equipment, supplies, services, and other resources will be the same as used during normal operations unless authorized by the Director of Emergency Services or emergency orders of the College President.

### **LOGISTICS SECTION STAFF**

The Logistics Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized Units. The following Units may be established as the need arises:

- Personnel Unit
- Purchasing/Supply Unit
- Communications Unit
- Transportation Unit
- Care and Shelter Unit

The Logistics Section Chief may activate additional Units as necessary to fulfill an expanded role.

**Logistics Section Chief**

The Logistics Section Chief is responsible to ensure the logistics function is carried out in support of the Cañada College EOC. This function includes providing communication services, and resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services, as well as arranging for food, lodging, and other support services as required. Information is needed to complete the following tasks:

- Understand the current situation
- Predict probable resource needs
- Prepare alternative strategies for procurement and resources management

**Personnel Unit Leader**

The Personnel Unit Leader is responsible for obtaining, coordinating and allocating all non-fire and non-law enforcement mutual aid personnel support requests received, providing additional workers for the EOC, and for managing EOC personnel issues and requests.

**Purchasing Supply Unit Leader**

The Purchasing/Supply Unit Leader is primarily responsible for ordering personnel, equipment and supplies, receiving and storing all supplies for the incident, maintaining an inventory of supplies, and servicing non-expendable supplies and equipment.

**Communications Unit Leader**

The Communications Unit Leader is responsible for developing plans and implementing operations for the effective use of incident communications resources. These responsibilities include the distribution of communications equipment to the Cañada College EOC and field and coordination with the City of Redwood City and/or San Mateo County. Additional responsibilities include the following duties:

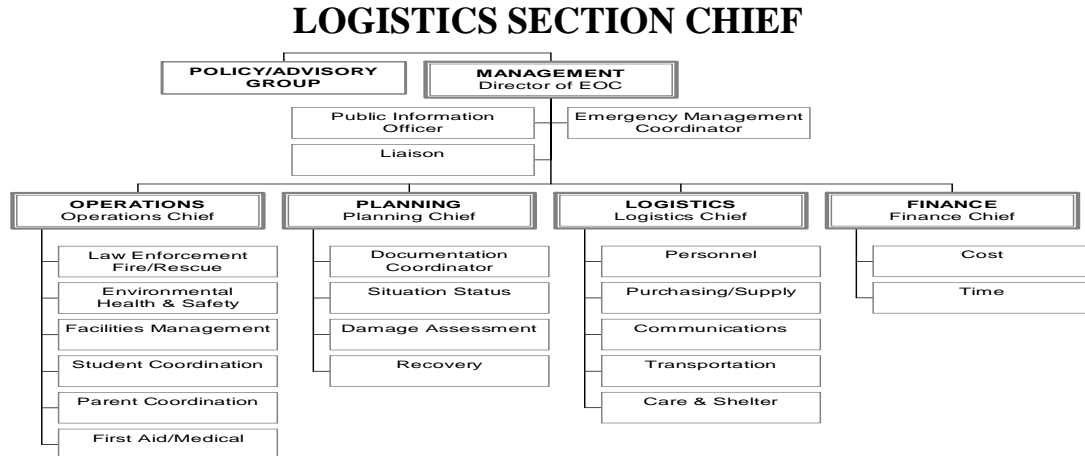
**Transportation Unit Leader**

The Transportation Unit Leader is responsible for developing plans and implementing operations for effective transportation response. These responsibilities include the management of Cañada College transportation resources for the movement of Cañada College faculty, staff and students.

**Care and Shelter Unit Leader**

The Care and Shelter Unit Leader is responsible for providing care and shelter for disaster victims and will coordinate efforts with city and county representatives and the American Red Cross and other volunteer agencies and for food and other hygiene support for responders (field and EOC). In addition, if required the College will provide shelter requirements for responder's dependents.





**Primary**                    Dean, Humanities

**Alternate**                As Assigned by the EOC Director

**Report To**                Director of Emergency Services

**Supervise**                Personnel Unit Leader  
                                  Purchasing/Supply Unit Leader  
                                  Communications Unit Leader  
                                  Transportation Unit Leader  
                                  Care and Shelter Unit Leader

**Work Station**            EOC Logistics Section

**Responsibilities**

The Logistics Section Chief, a member of the General Staff, is responsible to ensure the logistics function is carried out in support of the Cañada College EOC and field responders. This function includes providing communication services, and resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required. Additional responsibilities include the following duties:

- Establish the appropriate level of Unit staffing within the section, continuously monitoring the effectiveness of the organization and modifying as required.
- Ensure section objectives and priorities, as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
- Coordinate closely with the Operations Section Chief to establish priorities for resource allocation.
- Keep the EOC Director of Emergency Services informed of all significant issues relating to the Logistics Section.
- Supervise the Logistics Section.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Logistics Section Chief by putting on your EOC vest; check-in at the personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue incident commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Obtain briefing from the Director of Emergency Services
- Activate and supervise Cañada College Logistics Section emergency response operations including
  - Personnel Unit Leader
  - Purchasing/Supply Unit Leader
  - Communications Unit Leader
  - Transportation Unit Leader
  - Care and Shelter Unit Leader
- Assign work locations and preliminary work tasks to Logistics Section personnel
- Assemble and brief Logistics Section Unit Leaders
- Identify service and support requirements for planned and expected operations
- Coordinate and process requests for additional resources
- Participate in EOC Action Plan meetings and preparation of EOC Action Plan
- Review the EOC Action Plan and prepare for EOC logistics needs for next operational period
- Establish and implement the Logistics Section tasks in support of the EOC Action Plan objectives and priorities
- Direct the Communications and Transportation Unit Leaders to publish an incident communications plan and transportation plan if required
- Advise the Director of Emergency Services and other Section Chiefs on current service and support capabilities and any potential problems of logistics support
- Estimate future service and support
- Ensure general welfare and safety of Logistics Section personnel
- Participate in all demobilization planning

**Deactivation**

- Demobilize the Logistics Section in accordance with the EOC Action Plan
- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Logistics Section Chief position and close out logs when authorized by the Director of Emergency Services; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

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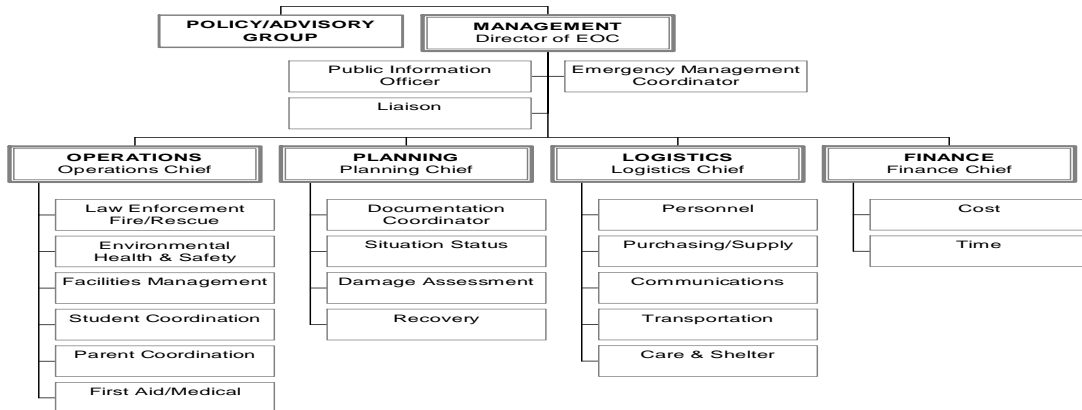
TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY

## PERSONNEL UNIT LEADER



**Primary**                      Dean, Business and Workforce Development

**Alternate**                    As Assigned by the Logistics Section Chief

**Report To**                    Logistics Section Chief

**Supervise**                    Personnel Unit

**Work Station**                EOC Logistics Section

**Responsibilities**

Obtain, coordinate and allocate all non-fire and non-law enforcement mutual aid personnel support requests received and manage EOC personnel issues and requests.

- Coordinate all personnel support requests received at the EOC including any category of personnel support requested from the EOC functional elements or from response elements in the field
- Identify sources and maintain an inventory of personnel support resources; request personnel resources from those agencies as needed
- Assign personnel within the EOC as needs are identified
- Coordinate volunteer support with city and/or county EOC Personnel Unit Leaders

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Personnel Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue incident commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Post and maintain the EOC Organization Chart with names of all current EOC response staff
- Receive and process all incoming requests for personnel support; identify number of personnel, special qualifications or training, location where needed and person to report to upon arrival, secure an estimated time of arrival for relay back to the requesting agency
- Develop a system for tracking personnel/volunteers processed by the Personnel Unit; maintain sign in/out logs; control must be established for the accountability of personnel used in the response effort
- Maintain information regarding:
  - Personnel/volunteers processed
  - Personnel/volunteers allocated and assigned by agency/location
  - Personnel/volunteers on standby
  - Special personnel requests by category not filled
- Develop a plan for communicating with those agencies having personnel resources capable of meeting special needs
- Ensure the organization, management, coordination and channeling of the services of individual citizens and volunteer groups during and following the emergency
- In coordination with the First Aid/Medical Unit in the Operations Section obtain health/medical personnel, e.g., nurses' aides, paramedics, Red Cross personnel and other trained volunteers to meet First Aid/Medical needs
- Request technical expertise resources not available within the Cañada College (hazardous materials, environmental impact, structural analysis, geotechnical information, etc.) through the mutual aid channels or the city and/or county emergency management coordinator

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Logistics Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Personnel Unit Leader position and close out logs when authorized by the Logistics Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

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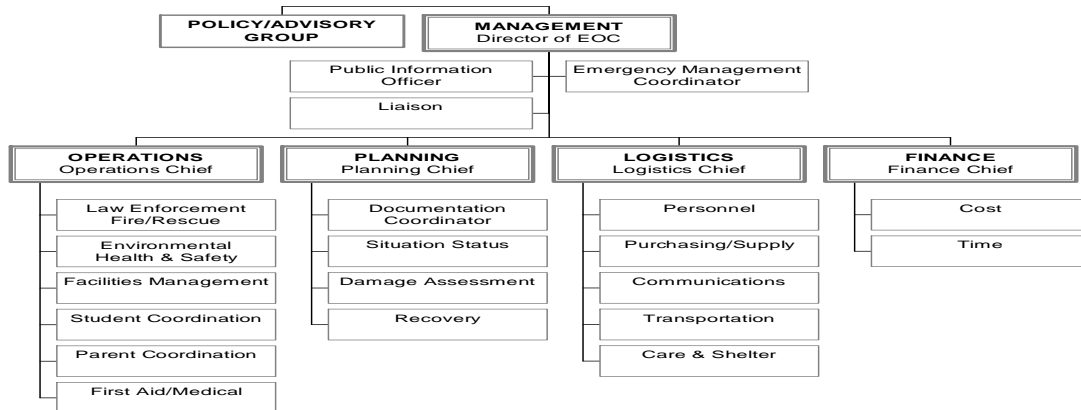
TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY



## PURCHASING/SUPPLY UNIT LEADER



**Primary** Business Office Representative

**Alternate** On Duty Business Office Representative

**Report To** Logistics Section Chief

**Supervise** Purchasing/Supply Unit

**Work Station** EOC Logistics Section

### Responsibilities

The Purchasing/Supply Unit Leader is primarily responsible for ordering equipment and supplies; receiving and storing all supplies for the incident; maintaining an inventory of supplies; and servicing non-expendable supplies and equipment. Additional responsibilities include the following duties:

- Oversee the procurement and allocation of supplies and material not normally provided through mutual aid channels.
- Coordinate procurement actions with the Finance Section.
- Coordinate delivery of supplies and material as required.
- Supervise the Purchasing/Supply Unit.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Purchasing/Supply Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue incident commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Meet and coordinate activities with Finance Section Chief and determine purchasing authority to be delegated to Purchasing/Supply Unit
- Review, verify, and process requests from other sections for resources
- Maintain information regarding;
  - Resources readily available
  - Logistics requests
  - Status of shipments
  - Priority resource requirements
  - Shortfalls
- Coordinate with other Units as appropriate on proper use of Logistics Request Form (Tab 4) and resources requests received from Operations Units to ensure there is no duplication of effort or requisition
- Determine if needed resources are available from the City of Redwood City and/or San Mateo County stocks, mutual aid sources or other sources; arrange for delivery if available
- In coordination with the Cost Unit Leader in the Finance Section issue purchase orders for needed items within authorized cost limits
- Notify the Logistics and Finance Section Chiefs of procurement needs that exceed delegated authority; obtain needed authorizations and paperwork
- Arrange for delivery of procured resources
- Identify to the Logistics Section Chief any significant resource request(s) which cannot be met through local action, if possible suggest alternative methods to solve the problem
- Establish contact with the appropriate Operations Section Units and Red Cross representatives(s) and discuss the food and potable water situation with regard to mass care shelters and mass feeding locations; coordinate actions as required
- Working with the Care and Shelter Unit establish a plan to obtain food for field and EOC feeding operations; coordinate with Operations Section to avoid duplication
- Continually update communications availability information with the Communications Unit; revise contact methods with suppliers as improved communications become available

- Review the situation reports as they are received; determine/anticipate support requirements; verify information where questions exist
- Establish and maintain disaster documentation and record tracking of disaster-related requests for expenditures of equipment, supplies, personnel, funds, etc.
- Provide and coordinate with the Transportation Unit Leader for the distribution of water, food, other consumables and essential supplies to all disaster operation facilities, including mass care shelters
- Coordinate resources with relief agencies (American Red Cross, etc.)
- Establish and maintain a chain-of-custody record for all accountable equipment

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Logistics Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Purchasing/Supply Unit Leader position and close out logs when authorized by the Logistics Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT &amp; LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

TAB 8 - SITUATION STATUS REPORTS

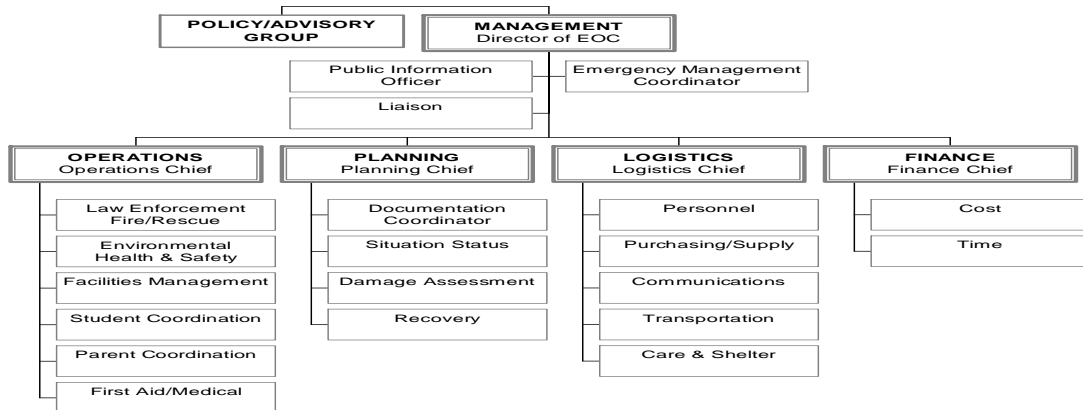
TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY

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## COMMUNICATIONS UNIT LEADER



- Primary**                      Public Information Officer
  
- Alternate**                      Cañada College Web Master
  
- Report To**                      Logistics Section Chief
  
- Supervise**                      Personnel Unit
  
- Work Station**                      EOC Logistics Section

**Responsibilities**

The Communications Unit Leader is responsible for developing plans and implementing operations for the effective use of incident communications resources. These responsibilities include the distribution of communications equipment to the Cañada College EOC and field and coordination with the City of Redwood City and/or San Mateo County. Additional responsibilities include the following duties:

- Ensure radio, telephone, computer resources, and services are provided to EOC staff as required.
  
- Develop and distribute a communications plan which identifies all systems in use and lists specific phone numbers and frequencies allotted for the event or disaster.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Communications Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue incident commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information



**General Operational Duties**

- Obtain briefing from the Logistics Section Chief
- Provide input to the Logistics Section Chief on how your Unit will meet the objectives and priorities of the EOC Action Plan
- Advise the Logistics Section Chief on communications capabilities and limitations
- Set up EOC telephone and radio systems
- Establish appropriate communications with Cañada College field responders
- Ensure communications systems are installed, tested, and maintained
- Ensure an equipment accountability system is established and maintained
- Ensure personal portable radio equipment or cell phones are distributed as required
- Provide technical information as required on:
  - Adequacy of communications systems currently in operation
  - Geographic limitation on communications systems
  - Equipment capabilities
  - Amount and types of equipment available
  - Anticipated problems in the use of communications equipment
- Establish and maintain a chain-of-custody record for all accountable equipment (cellular phones, radios, etc.)
- Recover equipment from relieved or released Units

**Deactivation**

- Demobilize the Communications Unit in accordance with the EOC Action Plan
- Ensure that all required forms or reports are completed and turned in to the Logistics Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Communications Unit Leader position and close out logs when authorized by the Logistics Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT & LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

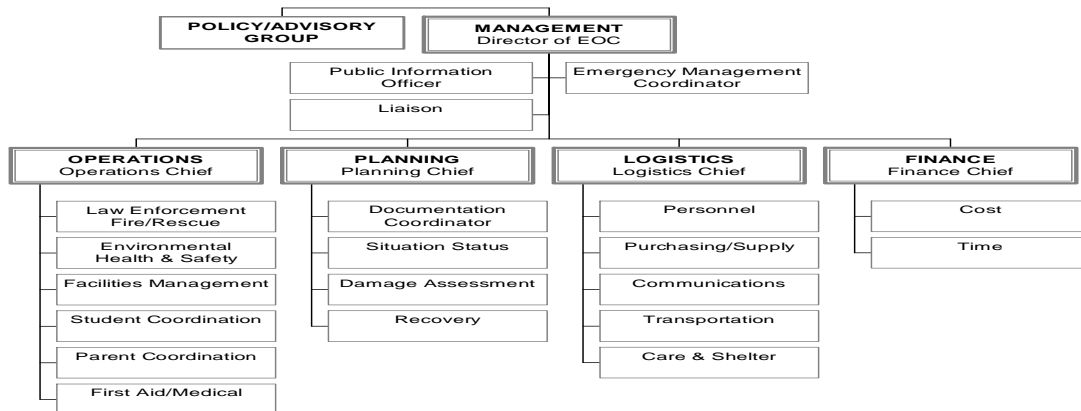
TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY

## TRANSPORTATION UNIT LEADER



- Primary**                      Facilities Representative
- Alternate**                      On Duty Facilities Representative
- Report To**                      Logistics Section Chief
- Supervise**                      Transportation Unit
- Work Station**                      EOC Logistics Section

### Responsibilities

The Transportation Unit Leader is responsible for developing plans and implementing operations for effective transportation response. These responsibilities include the management of Cañada College transportation resources for the movement of Cañada College faculty, staff and students. Additional responsibilities include the following duties:

- Develop and distribute a transportation plan which identifies transportation assets and schedules for the event or disaster.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Transportation Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue incident commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Obtain briefing from the Logistics Section Chief
- Provide input to the Logistics Section Chief on how your Unit will meet the objectives and priorities of the EOC Action Plan
- Advise the Logistics Section Chief on transportation capabilities and limitations
- Establish appropriate transportation support with Cañada College EOC and field responders
- Coordinate transportation requirements and scheduling with the City of Redwood City and/or San Mateo County as appropriate
- Coordinate transportation scheduling information with EOC Section Chiefs

**Deactivation**

- Demobilize the Transportation Unit in accordance with the EOC Action Plan
- Ensure that all required forms or reports are completed and turned in to the Logistics Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Transportation Unit Leader position and close out logs when authorized by the Logistics Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT & LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

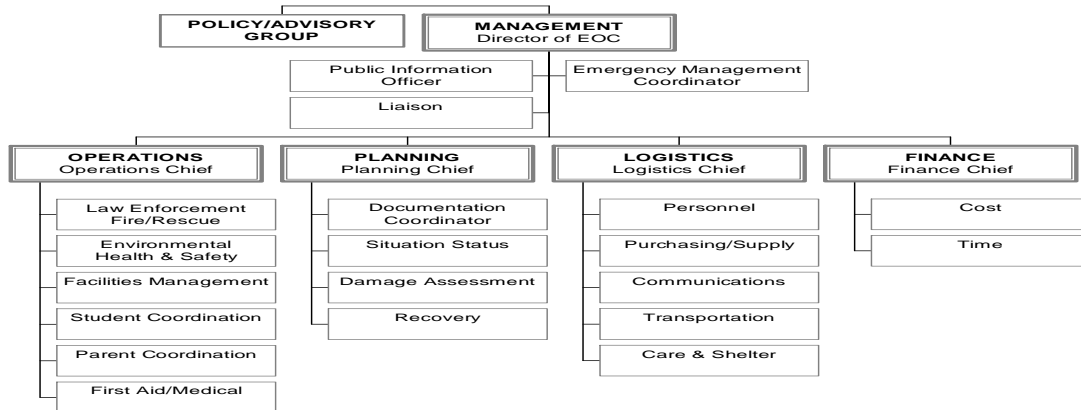
TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY

## CARE AND SHELTER UNIT LEADER



- Primary**                      Director, DSPS
  
- Alternate**                      Student Services Representative
  
- Report To**                      Logistics Section Chief
  
- Supervise**                      Care and Shelter Unit
  
- Work Station**                      EOC Logistics Section

**Responsibilities**

The Care and Shelter Unit Leader shall provide care and shelter for the faculty, staff, students, EOC and field responders and their dependents. In the event that the severity of the emergency causes area-wide mass evacuations the Care and Shelter Unit Leader shall coordinate with City of Redwood City and/or San Mateo County officials to ensure that plans are in place to open and operate evacuation centers and mass care facilities until, and if, the American Red Cross assumes responsibility. Thereafter, the Care and Shelter Unit will work closely with and support the American Red Cross and all other volunteer services agencies providing shelter related assistance to disaster victims.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Care and Shelter Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue incident commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information



**General Operational Duties**

- Determine the need for an evacuation center or mass care shelter on campus
- Provide care and shelter support (to include food, water and shelter for extended operations) for victims of the emergency
- If mass evacuations are required and sheltering needs are established that are beyond the Cañada College's capacity to manage, coordinate with the City of Redwood City and/or San Mateo County to contact the local chapter of the American Red Cross and request an ARC liaison for the Cañada College EOC. Note: The ARC liaison may be assigned to City of Redwood City and/or San Mateo County EOC only
- Ensure that city or county building and safety departments have inspected the shelter site prior to occupancy following an earthquake and after each significant aftershock
- Ensure shelter management teams are organized and facilities are ready for occupancy, meeting all health, safety and ADA standards
- Coordinate with the Personnel Unit to contact volunteer agencies and the City of Redwood City and/or San Mateo County staff to assist with mass care functions including basic first aid, shelter and feeding of evacuees and sanitation needs
- Coordinate with the Communications Unit Leader to provide communications where needed to link mass care facilities, the EOC and other key facilities
- Coordinate with the City of Redwood City and/or San Mateo County for the care of shelterees' animals
- Coordinate with the Transportation Unit Leader for transportation needs of shelter victims
- Ensure shelter managers provide activity reports each operational period to the EOC including requests for delivery of equipment and supplies, any Cañada College expenditures, damages, casualties and numbers and types of persons sheltered; the reporting period will be determined by the Logistics Section Chief

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Logistics Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Care & Shelter Unit Leader position and close out logs when authorized by the Logistics Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

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TAB 5 - LOGISTICS REQUEST FORM

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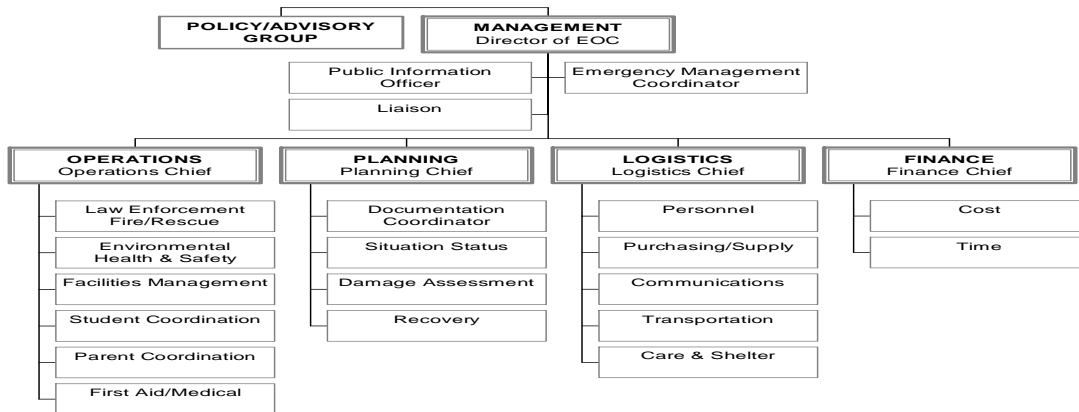
TAB 8 - SITUATION STATUS REPORTS

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### AMERICAN RED CROSS LIAISON



- Primary**                    Burlingame Chapter Red Cross Representative
- Report To**                Logistics Section Chief
- Supervise**                ARC Support Personnel as Assigned
- Work Station**            EOC Logistics Section

NOTE:                    This Checklist is provided in the event that the American Red Cross provides an ARC representative to manage Care and Shelter efforts for Cañada College

**Responsibilities**

The American Red Cross liaison is responsible for family service and referral, mass care, disaster welfare inquiry, and serves as liaison between county health leader(s) (Operations Section), the Care and Shelter and Personnel Unit Leader (Logistics Section), other volunteer agencies, and the American Red Cross Operations Director.

- In close coordination with the College, city(s) and county governmental agencies, identify and respond to care and shelter requirements and other relief requirements for the community supported by the ARC
- Serves as liaison between the College EOC and the American Red Cross Public Affairs Officer to encourage residents to go to the shelter nearest their residence

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the American Red Cross Liaison by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue incident commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Provide care and shelter support (food, water, and shelter) to victims of the emergency
- Serve as liaison between the Cañada College EOC and ARC public affairs for public information regarding evacuation centers
- Report ARC care and shelter activities (staffing, registration, shelter feeding, pertinent evacuee information, etc.) to the public information officer of the Management Section and to the ARC operations director
- If a need is determined by the ARC operations director, serve as liaison between the Personnel Unit of the Logistics Section and the ARC operations director to contact volunteer agencies and the City of Redwood City and/or San Mateo County staff to assist with mass care functions including basic first aid, shelter and feeding of evacuees and sanitation needs
- Facilitate communications between other volunteer agencies and the ARC operations director for emergency mass feeding operations
- Ensure ARC shelter managers make periodic activity reports to you including requests for delivery of equipment and supplies, damages, casualties and numbers and types of persons sheltered
- Serve as a liaison between the ARC Operations Director and the Purchasing/Supply Unit Leader to ensure adequate food supplies, equipment and other supplies to operate mass care facilities
- Serve as a liaison between the EOC and the ARC operations director with regard to the evacuation and relocation or shelter-in-place of any mass care facilities which may be threatened by any hazardous condition
- Serve as a liaison between the Communications Unit Leader and the ARC operations director to provide communications where needed to link mass care facilities, the EOC and other key facilities
- Coordinate with the Transportation Unit Leader of the Logistics Section the transportation needs of shelterees
- Report to the interested sections (Management, Operations, Logistics) with regard to the opening, relocating and closing of shelter operations; also coordinate the above with adjacent communities if needed

**Deactivation**

- Coordinate demobilization of mass care and/or sheltering operations
- Ensure that all required forms or reports are completed and turned in to the Logistics Section Chief prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Logistics Section Chief
- Deactivate the ARC Unit Leader position and close out logs when authorized by the Logistics Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

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## **FINANCE SECTION CHECKLISTS**

### **PURPOSE**

This section contains detailed information relating to the Emergency Operations Center (EOC), assigns specific responsibilities, and provides checklists for each member of the EOC staff. The EOC organization is based on the Standardized Emergency Management System (SEMS) and the Incident Command System (ICS) which provides the foundation for emergency response. It is the responsibility of the Director of Emergency Services and EOC Section Chiefs to ensure that each EOC Unit Leader possesses and reads their checklists prior to assuming their duties.

### **OVERVIEW**

The Finance Section's primary responsibility is to coordinate payment of emergency supplies and costs, to maintain disaster expenditure financial records and to track response staff time sheets throughout the event or disaster.

The Finance Section also coordinates with the Logistics Section Purchasing/Supply Unit Leader the negotiation and administration of vendor and supply contracts and procedures.

The extent of the disaster/emergency will determine the extent to which the Finance Section will mobilize. In a low-level emergency, only part of the section will mobilize. In a wide-spread disaster that isolates the College or requires expenditure of emergency funds the entire Section will mobilize.

### **FINANCE SECTION STAFF**

The Finance Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized Units. The following may be established as the need arises:

- Cost Unit
- Time Unit

The Finance Section Chief may activate additional Units to fulfill an expanded role if necessary.

#### **Finance Section Chief**

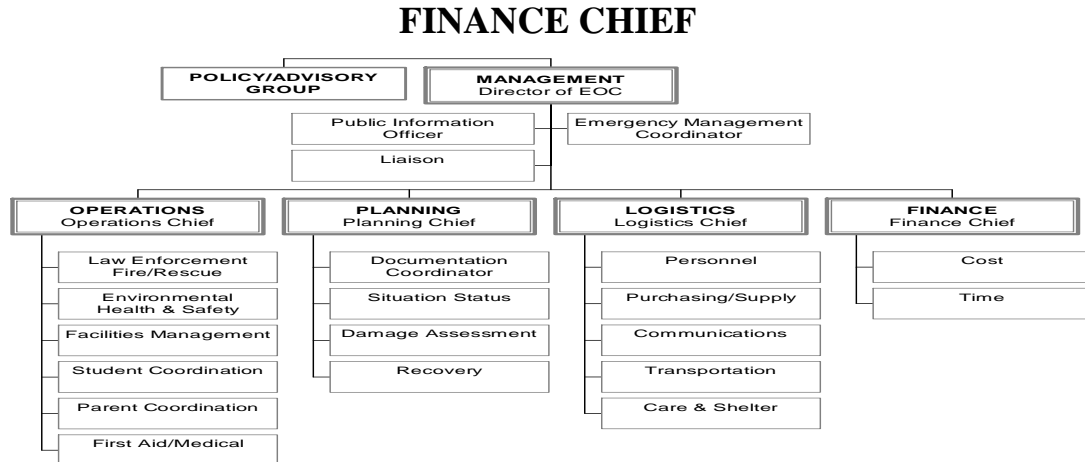
The Finance Section Chief, a member of the General Staff, is responsible for all financial management and cost analysis aspects of the incident and for supervising members of the Finance Section. Coordination of financial expenditures/procedures must be coordinated with both the Director of Emergency Services and the Logistics Section Chief.

**Cost Unit**

The Cost Unit Leader is responsible for administering payment and gathering all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements, and tracking expenditures. Accurate and timely documentation is essential to financial recovery.

**Time Unit**

The Time Unit Leader is responsible for personnel time recording.



**Primary** Business Officer

**Alternate** Director of Financial Aid

**Report To** Director of Emergency Services

**Supervise** Cost Unit  
Time Unit

**Work Station** EOC Finance Section

**Responsibilities**

The Finance Section Chief, a member of the General Staff, is responsible to ensure that all financial records are maintained throughout the event or disaster. Coordination of financial expenditures/procedures must be coordinated with the Director of Emergency Services and the Logistics Section Chief. Additional responsibilities include:

- Ensure that all financial records are maintained throughout the event or disaster.
- Ensure that all on-duty time is recorded for all College emergency response personnel.
- In close coordination with the Director of Emergency Services determine purchase order limits for the procurement function in Logistics.
- Ensure that all recovery documentation is accurately maintained during the response on the appropriate forms for later submission to the Federal Emergency Management Agency (FEMA) and/or the Governor’s Office of Emergency Services.
- Supervise the Finance Section.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Finance Chief by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
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  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Activate and supervise the Cañada College Finance Section emergency response operations including:
  - Cost Unit Leader
  - Time Unit Leader
  - Recovery Unit Leader
- Develop an operating plan for Finance Section
- Identify and order supply and support needs for Finance Section
- Establish and implement the Finance Section objectives and priorities in support of the EOC Action Plan
- Provide input in all Action Planning sessions on financial and cost analysis matters
- Ensure that all personnel time records are transmitted to supporting agencies according to policy
- Ensure that all obligation documents initiated at the incident are properly prepared and completed
- Keep the Director of Emergency Services of Emergency Services aware of the current fiscal situation and other related matters, on an on-going basis
- Ensure that the Time Unit tracks and records all College response staff time
- Meet with the Logistics Section Chief and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section
- In coordination with the Logistics Section, ensure that the Purchasing/Supply Unit processes purchase orders and develops contracts in a timely manner

**Deactivation**

- Demobilize the Finance Section in accordance with the EOC Action Plan
- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Director of Emergency Services
- Deactivate the Finance Section Chief position and close out logs when authorized by the Director of Emergency Services; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

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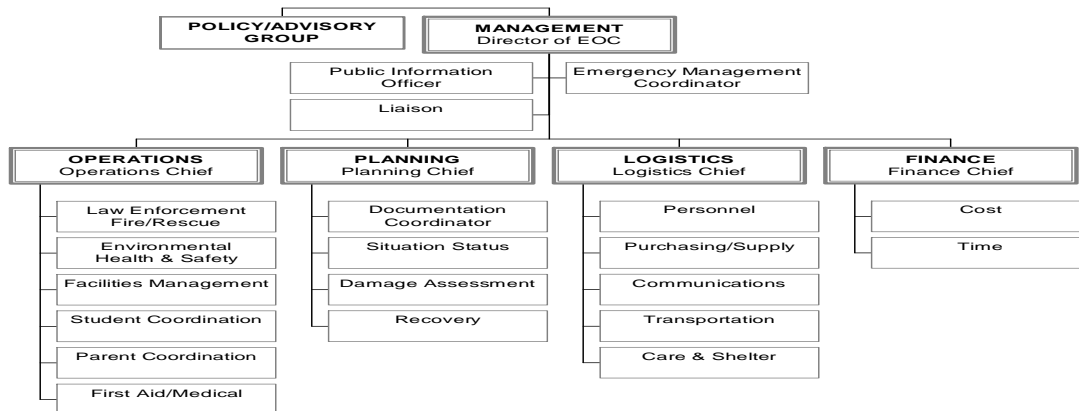
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### COST UNIT LEADER



**Primary** Business Office Representative

**Alternate** As Assigned by the Finance Section Chief

**Report To** Finance Chief

**Supervise** Cost Unit

**Work Station** EOC Finance Section

**Responsibilities**

The Cost Unit Leader is responsible for the management of all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures. Ensure that all records identify scope of work and site-specific work location. Additional responsibilities include the following duties:

- Establish and manage accounting system to support EOC and field operations.
- Coordinate use of purchase orders or other instruments of payment with Logistics Section Chief.
- Coordinate vendor contracts not previously addressed by existing approved vendor lists.
- Coordinate with Purchasing/Supply Unit and Finance Section Chief on all matters involving the need to exceed established purchase order limits.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Cost Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
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  - Requests filled or denied
  - Other important information



**General Operational Duties**

- Obtain briefing from Finance Section Chief; clearly establish spending limit authorities and procedures
- In coordination with the Finance Section Chief coordinate payment procedures and disseminate information to the Purchasing/Supply Unit Leader in the Logistics Section
- In coordination with the Finance Section Chief establish and disseminate information relating to contracting for services
- Obtain and record all cost data
- Prepare incident cost summaries
- Provide input to the Finance Section Chief on how your Unit will meet objectives and priorities of the EOC Action Plan
- Make recommendations for cost savings to Finance Section Chief
- Ensure that all records identify scope of work and site-specific work location
- Maintain cumulative incident cost records
- Ensure that all cost documents are accurately prepared
- Complete all records prior to demobilization
- Provide reports to Finance Section Chief

**Deactivation**

- Demobilize the Cost Unit in accordance with the EOC Action Plan
- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Finance Section Chief
- Deactivate the Cost Unit Leader position and close out logs when authorized by the Finance Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

TAB 3 - MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT & LOG

TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

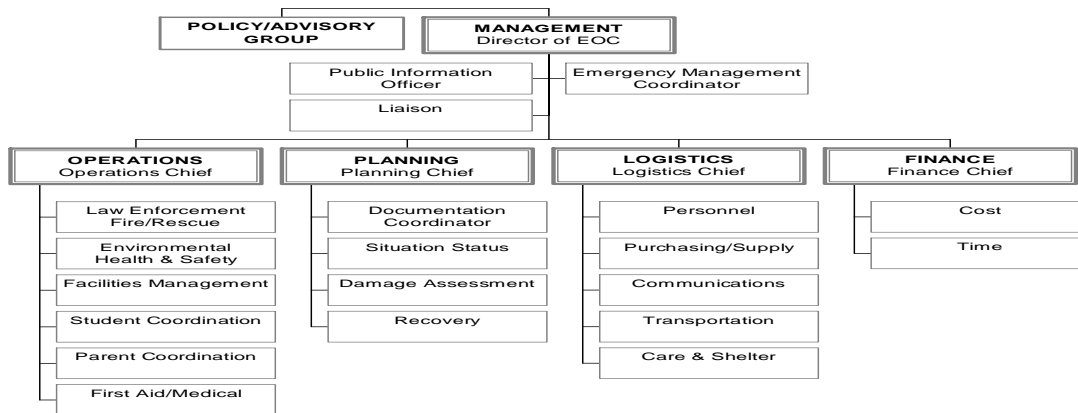
TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

TAB 10 - DAMAGE ASSESSMENT

TAB 11 - RECOVERY

### TIME UNIT LEADER



**Primary** Business Office Representative

**Alternate** As Assigned by the Finance Section Chief

**Report To** Finance Chief

**Supervise** Time Unit

**Work Station** EOC Finance Section

**Responsibilities**

The Time Unit Leader tracks hours worked by the Cañada College responder staff, volunteers, contract labor, mutual aid and all others. Ensure that daily personnel time recording documents are prepared in compliance with College time management policy. Specific responsibilities include:

- Track, record, and report all on-duty time for personnel working during the event or disaster.
- Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted to the budget and payroll office.

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

**Start-Up Checklist****Action Taken: Time/Date**

- Identify yourself as the Time Unit Leader by putting on your EOC vest; check-in at the Personnel Unit (Logistics Section) and print your name on the EOC Organization Chart
- Obtain briefing from available sources (law enforcement, fire/rescue Incident Commander, key staff, etc); assess situation and formulate appropriate response objectives and priorities
- Acquire work materials and set-up your work station
- Clarify issues regarding assignment and authority
- Coordinate staffing to support 24 hour operations (if required)
- Keep informed on the situation and response objectives and priorities
- Respond aggressively to the emergency, but consider safety in all actions
- Anticipate potential situation changes; develop options for response and staffing
- Use face-to-face communications with other staff in the EOC whenever possible
- Open and maintain a chronological (time and date) Unit Log ICS 214 (Tab 4). Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services and FEMA. Accurately document the following data:
  - Time on duty and assignments
  - Major Incident or Significant Events
  - Decisions, actions taken and justification
  - Names and phone numbers of key contacts
  - Requests filled or denied
  - Other important information

**General Operational Duties**

- Determine specific requirements for the time recording function
- Coordinate time tracking with the Personnel Unit of the Logistics Section
- Initiate, gather, or update time reports from all personnel, to include volunteers assigned to each shift; ensure that time records are accurate and prepared in compliance with College policy
- Obtain complete personnel rosters from the Personnel Unit; rosters must include all EOC Personnel as well as personnel assigned to the field level
- Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them
- Establish a file for each employee or volunteer within the first operational period; to maintain a fiscal record for as long as the employee is assigned to the response
- Keep the Finance Section Chief informed of significant issues affecting the Time Unit

**Deactivation**

- Ensure that all required forms or reports are completed and turned in to the Director of Emergency Services prior to your release and departure
- Be prepared to provide input to the After Action Report (Tab 2)
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the Finance Section Chief
- Deactivate the Time Unit Leader position and close out logs when authorized by the Finance Section Chief; return vest and equipment to their original location
- Leave forwarding phone number where you can be reached

**Reference Items - Chapter Three**

TAB 1 - EOC ACTION PLANS

TAB 2 - AFTER ACTION REPORT

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TAB 4 - UNIT LOG ICS 214

TAB 5 - LOGISTICS REQUEST FORM

TAB 6 - EOC MAPS

TAB 7 - EOC CHARTS AND REPORTS

TAB 8 - SITUATION STATUS REPORTS

TAB 9 - EMERGENCY PUBLIC INFORMATION

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**VOLUME TWO, CHAPTER THREE**  
**EMERGENCY OPERATIONS CENTER DOCUMENTATION**  
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**TAB 1****EOC ACTION PLANS****Overview**

The action planning process is an essential tool used by jurisdictions in managing major emergency situations. If the emergency organization is to have a well-planned and executed approach to resolving the problems posed by the disaster, the organization must remain focused and unified in its efforts. The action planning process is a key element to ensure that the entire organization will be focused and acting as a unified, coordinated body. If the organization is going to move forward in a unified manner, there must be a clear understanding of the objectives, time frame must be used (operational period), and the way individual unit efforts must be part of the overall organizational efforts.

For the organization to continue its efforts, it is important that common organizational objectives are maintained and pursued. These objectives are set by the Management Section of the ICS organization. For the Management Section to draft appropriate objectives, it must have a good understanding of the current situation and some idea of where the situation is going. They need to know not only what has happened in the last operational period, but also what is likely to occur in the next and future operational periods. This information should be provided by the Planning Section in the form of a situation status report. The situation status report must contain all key information and illustrate the outcomes expected.

After conferring with the Management Section and General Staff (with detailed requirements from the Operations Section Chief), the Management Section shall determine the strategic objectives for the next operational period. This short list of organizational objectives must be verifiable and measurable.

Once the objectives are set, they should be communicated to the other EOC Section by the Section Chief. Sections should consider tactical actions to address the problems identified in the situation status report based on the objectives set by the Management Section.

The Logistics Section should determine their support for the Operations Section's efforts to meet the established strategic objectives. Additional considerations are to anticipate equipment and supply procurement and personnel acquisition. The Finance Section must determine its support for the Operations Section's efforts to meet the established strategic objectives and establish specific cost tracking and contracting methods.

The Planning Section must consider their ongoing efforts to produce and post situation status reports as well as support the action planning process throughout future operational periods. This will require continual briefing and rotation of staff in key information gathering roles in the EOC.

**Importance of Written Action Plans**

Written Incident Action Plans are a significant tool and provide vital information:

- A clear statement of objectives and actions
- A basis for measuring work effectiveness and cost effectiveness
- A basis for measuring work progress and providing accountability
- Documentation of planned event flow

**Operational Periods**

Operational periods can be of various lengths but are usually no longer than 24 hours. The length of the operational period is based on a number of issues:

- Length of time needed to achieve tactical objectives.
- Availability of fresh resources
- Future involvement of additional resource
- Environmental considerations (e.g., light, weather)
- Safety considerations

**Essential Elements in the Written Action Plan**

For an Action Plan to be effective it must include a number of essential elements. These elements are listed below:

- Statement of Objectives - statement of expected achievement(s); objectives must be attainable, measurable, and flexible
- Organization - elements of the ICS organization that will be active and in place for the next operational period
- Tactics and Assignments - the tactics and operations for achieving the objectives; tactics normally are set by the Operations Section; resource support and acquisition of necessary personnel and materials are accomplished by the Logistics and Finance Sections
- Supporting Material - includes maps, weather information, special information, the communications plan, medical plan, and any other special data

**Responsibilities for Action Planning**

The Planning Section Chief is responsible for developing the Incident Action Plan in large events. The section will provide a great deal of support in the construction of the plan. The situation status unit will provide a situation status report at the beginning of the action planning meeting.

**Sequence of Activities in the Action Planning Process**

1. The Planning Section will present a formal current situation status report. This report should include all key categories and be based on the situation status forms.
2. The Operations, Planning, Logistics, and Finance Section Chiefs brief the EOC director of emergency services on their present situations and make recommendations on specific objectives for the next operational period.

3. The Management Section, after considering the recommendations from the various Section Chiefs, will define the organizational priorities for the next operational period (short-term) as well as the intermediate objectives. This should include no more than four or five broad objectives and represent the strategic objectives of the organization. Objectives should be measurable and verifiable. (Example: water issue short term goal is providing bottled drinking water for those who need it while the intermediate goal is restoration of water purification and delivery systems)
4. The Planning Section posts the objectives as determined by the Management Section.
5. The Operations Section will then address tactical actions for the problems identified in the Situation Status report - based on the Management Section's priorities. Each branch must develop tactical plans. The liaison agencies should address their support to the overall objectives of the jurisdiction while keeping in mind that they will also employ the same process for their own organizational objectives.
6. The Logistics Section determines their requirements for obtaining the needed personnel, supplies, and materials to support the Operations Section in the pursuit of the organizational objectives.
7. The Finance Section determines their requirements for paying, documenting, and recovering the funds for personnel, supplies, and materials to support the Operations Section in the pursuit of the organizational objectives.
8. The Planning section continues to capture the information necessary to produce reliable and current situation status reports, project future needs and outcomes, facilitate the action planning process and meetings, and finally, to maintain a document record of the emergency and response efforts.
9. The Policy/Advisory Group (if available) should review and approve the Action Plan.

### **The Action Plan Meeting**

This meeting is critical and there may be a tendency for these meetings to last longer than necessary unless they are kept on track and with focus. The Planning Section Chief will be responsible for running the action planning meeting. There are some important tenants for this meeting:

- All participants must come prepared
- Strong leadership must be evident
- Agency representatives must be able to commit resources for their agencies
- Cell phones off; pagers on vibrate only, no interruptions

**Sequence and Summary of Activities by Section**

- |    |            |  |
|----|------------|--|
| 1. | Planning   | Presents the Situation Status Report   |
| 2. | Management | Sets objectives  |
| 3. | Planning   | Posts objectives for organization's use  |
| 4. | Operations | Determines tactics to achieve objectives   |
| 5. | Logistics  | Determines its support for operations  |
| 6. | Finance    | Determines its support for operations  |
| 7. | Planning   | Prepares Action Plan (document); continues collecting, analyzing, and displaying information and continues action planning process |
| 1. | Management | Provides brief to policy/advisory group and coordinates any policy issues; approves Action Plan for dissemination                  |
| 2. | Planning   | Disseminates plan to all sections, departments, districts, agencies, tribes, and other interested parties                          |

To assist in the completion of the Action Plan, a fill-in-the-blank document format is used. The planning section should distribute the appropriate Action Plan page to the Section Chiefs for completion.

**TAB 2****AFTER ACTION REPORT****After Action Report Overview**

The completion of after-action reports is a part of the required ICS reporting process. At Cañada College the Planning Section Chief is responsible for the completion of the After-Action Report. Section Chiefs will provide appropriate section information to assist in the completion of the report.

**Use of After-Action Reports**

After-action reports are made available to all interested public safety and emergency management organizations and serve the following important functions:

- A source for documentation of response activities.
- Identification of problems/successes during emergency operations.
- Analysis of the effectiveness of the components of ICS.
- Describe and define a plan of action for implementation of improvements.

The ICS approach to the use of after-action reports emphasizes the improvement of emergency management at all levels. The After-Action Report provides a vehicle for not only documenting system improvements, but also can, if desired, provide a work plan for how these improvements can be implemented.

It may be useful to coordinate the After-Action Report process when multiple agencies/ jurisdictions are involved in the same emergency. Jurisdictions are encouraged to work together in the development of after-action reports when appropriate and feasible. For example, an operational area may take the lead in coordinating the development of an After-Action Report which involves several jurisdictions. If appropriate, jurisdictional reports may become part of an overall operational area report.

The Cañada College After Action Report will be completed in two parts:

- After Action Report Questionnaire
- After Action Written Comments

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**AFTER ACTION REPORT QUESTIONNAIRE – CAÑADA COLLEGE**

Event Name: \_\_\_\_\_

Due By: \_\_\_\_\_

**Section A.**

1. THIS FORM IS FOR (check one):
- Cañada College Department
  - Cañada College EOC Director of Emergency Services

2. Completed by \_\_\_\_\_  
Name (print)

Department/Organization

Phone Number

**Section B.**

QUESTION	YES	NO	N/A
1. Were procedures established and in place for response to the disaster?			
2. Were procedures used to organize initial and ongoing resources?			
3. Was the ICS used to manage field response?			
4. Were all SEMS sections used?			
5. Was Unified Command considered or used?			
6. Was your EOC activated?			
7. Was the EOC organized according to SEMS?			
8. Were sub-functions in the EOC assigned around the five SEMS functions?			
9. Were response personnel in the EOC trained?			
10. Were action plans used in the EOC?			
11. Were action planning processes used at the field response level?			
12. Was coordination performed with volunteer agencies (such as American Red Cross)?			
13. Was an Operational Area EOC activated?			
14. Was Mutual Aid requested and received?			
15. Were the EOC mutual aid efforts coordinated?			
16. Was a multi-agency or inter-agency group established at the EOC level?			
17. Was communication established and maintained between agencies?			
18. Was public warning completed according to procedure?			
19. Was there coordination with the media regarding the disaster and public safety?			

**Section C.****AFTER ACTION REPORT QUESTIONNAIRE FOR**

---

(Disaster Name)

20. What response actions were taken by your agency? Include such things as mutual aid, number of personnel, equipment and other resources.
21. As you responded, was there any part of SEMS/ICS that did not work for your agency? If so, how would/did you change the system to meet your needs?
22. As a result of your response to this incident, are any changes needed in your plans and procedures? If so, please explain.
23. As a result of your response to this incident, can you identify any specific areas not covered in the current SEMS Approved Course of Instruction?
24. If applicable, what recovery activities have you taken to date? Include such things as damage assessment surveys completed, hazard mitigation efforts undertaken, claims filed, and reconstruction activities.

**AFTER ACTION WRITTEN COMMENTS**

ISSUE: Identify the Basic Issue. Example: Communications Problems.

DISCUSSION: Identify the situation and problems associated with the Issue.

RECOMMENDATION: Provide recommendations to correct the problem identified in the Issue and Discussion.

ISSUE:

DISCUSSION:

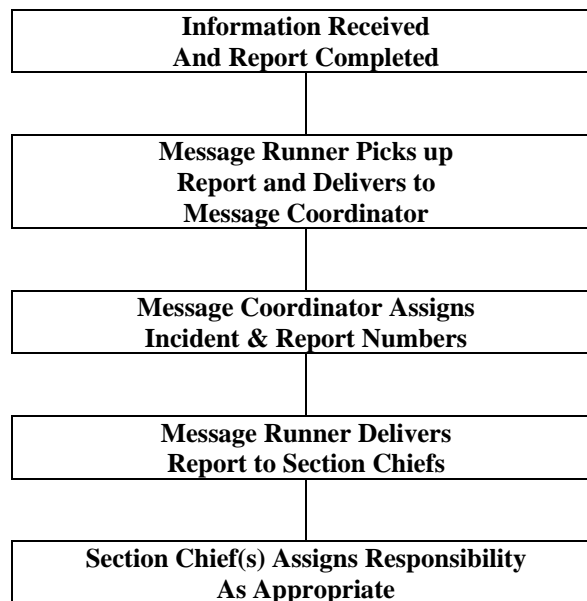
RECOMMENDATION:

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**TAB 3****MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT****Overview**

Information will reach the EOC through many different channels: public safety communications, telephone, government radio, amateur radio, commercial broadcasts, runners, etc. One of the primary functions of the EOC is to collect, analyze, and disseminate important information relating to major incidents or important information - to facilitate a coordinated response from the five EOC sections. Major incidents or significant events are those occurrences that require the deployment of jurisdiction resources and require tracking for response management or cost recovery purposes.

The following EOC Major Incident or Significant Information Report should to be used by the staff to establish consistent incident numbers and to disseminate incident information throughout the EOC relating to major incidents or significant events. To reduce the amount of EOC documentation, the Major Incident or Significant Information Report should not be used for passing non-essential information. Also, the Major Incident or Significant Information Report should not be used for requesting supplies or equipment - use the Logistics Request Form.



**Major Incident or Significant Information Report Receipt Instructions**

Priority Box	Check the appropriate box to assign the priority of the report on the top line of the report. Priority classifications are as follows: <ul style="list-style-type: none"><li>• Life Threatening – lives endangered, immediate response required</li><li>• Urgent – timely operational response required</li><li>• Non-Urgent – routine data and logistics form</li></ul>
Report #	<b>DO NOT FILL IN THIS BLOCK.</b> The report number will be provided by the message coordinator in the Plans Section.
Incident #	<b>DO NOT FILL IN THIS BLOCK.</b> The incident number will be provided by the message coordinator in the Plans Section if it applies to a new incident.
Date	Print the date of receipt of form in the date block at the top of the report.
Time	Print the time of receipt of the report in the time block. Use military time or include the terms AM or PM to clearly identify the correct time.
Name of person completing this report	Print the name of the individual who received the information and filled out the report.
EOC Position	Print the EOC position of individual who filled out the report.
EOC Phone No.	Print the phone number of the individual who filled out the report.
Information Source Name	Print the name of the individual who provided the information.
Agency	Print the agency of the individual who provided the information.
Information Source Phone No.	Print the phone number of the individual who provided the information.
Fax No.	Print the Fax number of the individual who provided the information (if available).
Gov't Radio Freq.	Print the Government Radio Frequency of the individual who provided the information (if the information was received over the government radio).
Other Radio Freq.	Print the Radio Frequency of the individual who provided the information (if the information was received over another source radio).

Comp. Description of event      Print the text of the information in this block. Ensure that the information is complete, and clearly legible on all five copies of the report. After completing this section of the report, place the document in the section outgoing message basket for pickup by the message runner. **DO NOT WRITE ANYTHING BELOW THIS SECTION UNTIL AFTER THE REPORT IS RECEIVED BY THE PLANNING SECTION AND RETURNED TO THE SECTION CHIEF.**

(NOTE: If the document reports a life or property threatening situation, take immediate action to coordinate with the appropriate Unit Leader to respond to the situation.)

### Message Center Coordinator Instructions

Review each Major Incident or Significant Information Report to ensure that it is complete and legible. If a report does not meet these requirements return the message for correction to the person who completed the message.

Incident #      If the document reports a new incident (requiring response or tracking by any EOC Section), assign the next sequential Incident Number. If the report provides additional information on a previously reported incident, assign the initial incident number. Therefore, if you had four separate reports concerning a fire at 123 Main Street, they would all have the same incident number, but different report numbers.

Report #      Assign report number to incoming reports in order received. The report numbers are similar to a check book check numbering system. Each report receives the next sequential number.

### Logging Report In Section Report Log

Establish and maintain a Major Incident or Significant Information Report Log to capture key information for future reference. The Major Incident or Significant Information Report Log should be brief and only provide enough information to identify the main point of the report.

### MAJOR INCIDENT OR SIGNIFICANT INFORMATION REPORT CONTROL LOG

RPT #	INCIDENT #	INCIDENT	ACTION		INFO / NOTES
1	1	FIRE 123 MAIN ST	OPS		CMD & PLNS
2	N/A	FIRE UPGRADED TO 2 <sup>ND</sup> ALARM	OPS		CMD & PLNS

### Report Distribution

The Message Runners will make four additional copies of the report on the copy machine and distribute a copy of the report to each of the five Section Chiefs.

**Section Chief Instructions**Review of Report - No Action Required

Upon receipt of the report from the Message Coordinator runner, the Section Chief will review the report. If the nature of the report has no impact or requirement for the Section then the Chief will write NAR (no action required) in the Comprehensive Description of Action by EOC Section Chiefs and Taken by the EOC Section Unit Leader. Log the report in the Section Report Log, and place the report in the folder.

Review of Report - Action Required or Information should be noted

Upon receipt of the Report the Section Chief will review the information and verbally assign action (as required) to the Section's Unit Leaders.

Comprehensive Description of Action Assigned by EOC Section Chiefs and taken by EOC Unit Leaders	This section is completed by the Unit Leader and describes the action taken in response to the information and direction from the Section Chief. The Unit Leader should coordinate the response with other Sections as appropriate. When the action is complete and appropriate remarks are documented, place the report in the Section Major Incident or Significant Log. The Section Logs will be given to the documentation Unit Leader in the Planning Section upon completion of the emergency.
--	--



**TAB 4****INDIVIDUAL LOG (ICS 214)****EOC UNIT LOG**

The EOC Unit Log (ICS 214) is utilized by each EOC Response Team Member to record essential information. Precise information is essential to meet requirements for reimbursement by the California Office of Emergency Services (OES) and FEMA. Accurately document the following data:

- Time on duty and assignments
- Major Incident or Significant Events
- Decisions, actions taken and justification
- Names and phone numbers of key contacts
- Requests filled or denied
- Other important information

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**TAB 5****LOGISTICS REQUEST FORM****Logistics Request Form Overview**

The Logistics Request form may be used to request assistance (other than law enforcement or fire which utilizes their own mutual aid request channels) in a disaster - personnel, equipment, supplies, or facilities. The document is used for tracking logistics requests within an EOC or as a tool to make requests between jurisdictions. Requests for resources should not be forwarded to other jurisdictions until it has been determined that the requested items/personnel/equipment cannot be obtained within the original jurisdiction. It is the Logistics Section Chief's responsibility to ensure that all local options to fill the request have been exhausted prior to forwarding the request to another jurisdiction.

The form can be transmitted between jurisdictions by FAX or if telephone lines are unusable, by ARES or RACES.

**COMPLETING THE LOGISTICS REQUEST FORM****Priority Block**

Ensure that priority of the request is indicated: Life Threatening, Urgent or Non-urgent. This will ensure the request receives the appropriate attention.

**Completed by Requesting Unit Leader (U. L.) Block**

Completed by the Requesting Agency Department to identify the Incident Number (if assigned).

**Completed by the Logistics Section Block**

Completed by the Logistics Section to identify the Local Request #. These blocks can be used to help track the request when a large number of requests have been received or are anticipated.

**Date/Time of Request**

Print the Date and Time of the completion of the Logistics Request Form.

**Requesting Agency/Department**

Print the name of the agency/department requesting the "goods and services".

**Requester Name**

Print the name of the individual who originally requested the resources.

**Requestor Phone Number**

Print the phone number of the individual who originally requested the resources. If the individual used a radio provide the frequency number.

**EOC Point of Contact**

Print the name and EOC Position of the individual who is completing this document.

**When Needed**

Identify the time/date of requested delivery of the resources requested.

**Why needed? To do what?**

What is the resource going to be used for? Important information to the receiver of the request, especially if substitutions have to be made.

**How Long?**

How long will the resource be needed (if applicable). Important information if the resource will be used to fill other tasks.

**Delivery Location**

Where the goods and services are to be delivered.

**Deliver to**

Name of individual to whom the resources are to be delivered.

**Phone Number**

Phone number of the individual to whom the resources are to be delivered.

**Misc. Info (Best access route etc.)**

Complete this block to assist in the delivery of the resources. This is especially important if normal routes are closed due to flooding, etc.

**Approved by Section Chief (Name)**

The requesting Section Chief should approve all logistics requests for resources.

**Logistics Section Point of Contact**

The Logistics Section Point of Contact should be either the Logistics Section Chief or Unit Leader who will process the request.

**Qty Block**

Identify quantity of item(s) requested.

**Description**

Identify name of item requested.

**Vendor Name**

If known, identify the Vendor Name.

**Contact**

If known, identify the Vendor Point of Contact's Name.

**Phone**

If known, identify the Vendor Point of Contact's phone number.

**Unit Price**

If applicable and known, identify the unit cost of the item requested.

**P.O. or Credit Card**

If applicable and known, identify the Purchase Order number or Credit Card number.

**FOLLOW-UP INFORMATION****(Filled out by the Logistics Section Personnel Filling Request)****Request received Date/Time**

Identify the Date/Time that the request was received by the Logistics Section.

**Received by**

Identify the name of the individual who received the Logistics Request Form and who will be filling the request.

**Action Taken ( / ) Filled \_\_\_\_\_ Rejected \_\_\_\_\_**

Check the appropriate block relating to accepting the request

**Forwarded to (agency)**

Identify the name of the agency who will be filling the request.

**Contact**

Identify the name of the individual at the agency who will be filling the request.

**Phone No.**

Identify the phone number of the name of the individual at the agency who will be filling the request.

**Fax No.**

Identify the FAX number (if known) of the name of the individual at the agency who will be filling the request.

**Method of delivery**

Identify the method of delivery of the resources.

**Estimated arrival**

Identify the estimated time of delivery of delivery of the resources.

**Mission/Control #**

Identify the Mission/Control Number (if known) of the agency filling the request.

**Cost**

Identify the total cost of the resources requested.

**Remarks**

Identify additional important information as appropriate.

**Notified requestor of order status by ( /) Copy\_\_\_\_\_ Phone call\_\_\_\_\_ Date/Time \_\_\_\_\_**

Check the appropriate block relating to how you notified the requestor of the status of the request.

**DELIVERY CONFIRMATION**

**(Filled out by Logistics Personnel Filling Request)**

**Delivery Date/Time**

Identify the Date/Time that the resources were delivered.

**Received by**

Identify the name of the individual to whom the resources were delivered.

**Verified by**

Identify the name of the individual who can verify that the resources were delivered.

**Remarks**

Identify important remarks as appropriate.

**Cost Tracking**

Identify cost tracking information as appropriate.

**TAB 6**

**EOC MAPS**

**EOC MAP Overview**

The maps placed on the EOC walls provide a tool to graphically identify the location of the “Active Incidents”, essential facilities or resources, open or closed routes (roads) and other significant depictions to assist responders to visualize the tactical situation. Maps should be maintained in the Operations, Planning and Logistics Sections and may also be utilized in Management and Finance Sections.

Active incidents depictions on the map should coincide with the information listed in the section “INCIDENT CHART”.

<b>EOC OPERATIONS SECTION</b>				
<b>LAW ENFORCEMENT FIRE/RESCUE INCIDENT CHART</b>				
<b>INC NUM</b>	<b>DATE/TIME OF REPORT</b>	<b>DESCRIPTION</b>	<b>LOCATION</b>	<b>IC/LEAD AGENCY</b>
€	May 19/10:45 AM	3 Alarm Fire	Chemistry Dept.	Btln Chf Jones

Accordingly the depiction “€” should be placed at estimated location of the chemistry department on the Operations Section fire map and on the Planning Section map. The “€” should be large enough to enable an individual to read it from approximately 10 feet away. It can be placed on the map by grease pencil or on a POST IT note. When the response to incident number “€” is over (fire out and units redeployed) it should be removed from both the map and the chart. Remember, the charts and maps track “Active” incidents only.

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**TAB 7**

**EOC CHARTS AND REPORTS**

**EOC CHARTS AND REPORTS OVERVIEW**

**EOC Section Chart**

The 18x36 inch laminated charts placed on the EOC walls provide a tool to identify the location of “active incidents”. EOC charts should be maintained in the Operations, Planning and Logistics Sections.

Active incidents depictions on the EOC chart should coincide with the information depicted on the section “map”.

The correct depiction of a three alarm fire at 123 Main Street which was called in at 10:45 AM on May 19 would be as depicted below:

<b>EOC OPERATIONS SECTION FIRE/RESCUE INCIDENT CHART</b>				
<b>INC NUM</b>	<b>DATE/TIME OF REPORT</b>	<b>DESCRIPTION</b>	<b>LOCATION</b>	<b>IC/LEAD AGENCY</b>
€	May 19/10:45 AM	3 Alarm Fire	Chemistry Dept.	Deployed Unit 11 BtlN Chf Jones

Note 1: The Incident Number is provided by the documentation coordinator located in the Planning Section and the incident commander would be provided by dispatch or through direct contact with the incident commander by phone or radio.

Note 2: If law enforcement and public works units have responded to incident “€” appropriate information should be placed on their unit charts also.

The relevant information should be depicted on the Operations Section fire map and on the Planning Section map. The information should be large enough to enable an individual to read from approximately 10 feet away. The information can be placed on the chart by a dry-erase marker. **DO NOT USE A PERMANENT MARKER.** When the response over (fire out and units redeployed) the information should be removed from both the map and the chart. Remember the charts and maps track “Active” incidents only.

**EOC Section Report**

An 8X11 inch document titled an INCIDENT REPORT is used to retain a master record of ALL the “Incidents” the unit responded to during the operational period. The INCIDENT REPORT looks similar to the INCIDENT CHART but is a piece of paper on the desk. One additional difference is it also has a place to identify the number of the document located on the bottom left corner of the page. When the “Incident” is over the information is NOT removed from the INCIDENT REPORT. This document becomes a permanent record of responses and is useful for tracking all the Incidents and must be retained and turned over to the Documentation Unit Leader at the end of each Operational Period.

<b>EOC OPERATIONS SECTION FIRE/RESCUE INCIDENT CHART</b>				
INC NUM	DATE/TIME OF REPORT	DESCRIPTION	LOCATION	IC/LEAD AGENCY
€	May 19/10:45 AM	3 Alarm Fire	Chemistry Dept.	Deployed Unit 11 BtlN Chf Jones
£	May 19/11:35 AM	1 Alarm Fire	365 First St.	BtlN Chf Smith

**TAB 8****SITUATION STATUS REPORTS****Situation Status Reports Overview**

Situation status reports should be completed by Section Chiefs and Unit Leaders to provide a record of the events and existing situation of their respective section/unit. The situation report can be used to fill the following tasks:

- Fill-in-the-blank document completed on an “as required” basis to formalize a written report of the existing situation
- End-of-shift situation report for replacement Section Chief/Unit Leader
- Situation report for jurisdiction-to-jurisdiction updating

Situation status reports should at the minimum be completed at the end of each Operational period (work shift) to capture key information and to provide a starting point for the replacement Section Chief/Unit Leader. Providing a comprehensive and accurate report is essential. Situation status reports, like all other EOC documents, must be retained and should be turned over to the documentation Unit Leader when the Section Chiefs/Unit Leaders no longer need them.

Exhibit 1 - Management Section Situation Report

Exhibit 2 - Law Enforcement Fire/Rescue Situation Report

Exhibit 3 - Environmental Health & Safety Situation Report

Exhibit 4 - Facilities Management Situation Report

Exhibit 5 - Logistics Section Situation Report

Exhibit 6 - Care and Shelter Situation Report

Exhibit 7 - Finance Section Situation Report

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## TAB 9

### EMERGENCY PUBLIC INFORMATION

#### Emergency Public Information Overview

Information dissemination in emergency situations is critical. Not only for the responders and support personnel but for the Cañada College staff, student body, and the public. The need for accurate timely information will occur as a result of the following situations:

- The Cañada College staff, student body, and general public will demand information about the emergency situation and instructions on proper survival/response actions.
- The media will demand information about the emergency. The local media, particularly radio, will perform an essential role in providing emergency instructions and status information to the public. Depending on the severity of the emergency, or the media's conception of the severity of the emergency, regional and national media will also demand information and may play a role in reassuring (or alarming) distant relatives of disaster victims.
- Depending on the severity of the emergency, telephone communication may be sporadic or impossible. Local and regional radio/television stations without emergency power may also be off the air.
- Demand for information will be overwhelming if sufficient staff is not provided and if staff is not trained.

This enclosure describes the Cañada College, City of Redwood City, and San Mateo County emergency public information (EPI) organization and outlines procedures for:

- The rapid dissemination of accurate instructions and information to the public during periods of emergency
- Response to media inquiries and calls from the public
- Establishment of a media center near the Emergency Operating Center (EOC) for use by Representatives of the print and electronic media
- Establishment of an on-scene public information team at the site of an incident

The Cañada College PIO emergency public information organization will coordinate with the San Mateo County or City of Redwood City PIOs or alternate(s). The organization may be divided into four elements:

- Emergency Information/Rumor Control Section
- Non-emergency Information/Visitor Control Section
- On-Scene Public Information Team
- Administrative Support Section

### Public Information Officer Responsibilities:

- Rapidly release emergency instructions and information to the public through all available means.
- Receive all calls coming into the Emergency Operating Center (EOC) over the public access lines. Respond to those from the public and the media and relay calls to other EOC staff as appropriate.
- Obtain periodic situation updates from EOC staff members and maintain section status boards and maps. Make situation reports and provide hard copy of news releases to the City of Redwood City and/or San Mateo County PIOs.
- Monitor broadcast and print media to ensure accurate and complete information. Contact media to correct errors.
- Track all rumors by zip code in order to target individual communities to insure accurate and complete information. Contact media to correct errors.
- Prepare news releases as requested by the Lead Public Information Officer.
- Update recorded telephone messages or the Cañada College website hourly or as situation changes.

### Communications

The Cañada College PIO will rely on commercial telephone for disseminating information to the media and responding to direct public inquiry. Cañada College should ensure that sufficient telephone circuits are installed in the emergency information/rumor control section to handle incoming calls.

The PIO should arrange for at least one unlisted, outgoing line (not in rotary) for his/her exclusive use during disasters. (The PIO may choose instead to request that the telephone company institute line load control, i.e., switch certain lines to outgoing only, during disasters.) The telephone/fax machine will be used to coordinate with PIOs in other affected jurisdictions and at other government levels.

Should telephones be out of service or unavailable (as will be the case of the on-scene PIO team), ham radio operators may be used for communicating EPI messages. Provisions for this support should be made in advance and a list of trained and registered operators maintained.

The Emergency Digital Information System (EDIS) will also be used as a backup for normal communications with the media. The county may activate, or request activation of, local EAS stations following established EAS procedures.

**Emergency Public Information Priorities****Lifesaving/Health Preservation Instructions**

- What to do (and why)
- What not to do (and why)
- Information (for parents) on status and actions of schools (if in session)
- Hazardous/contaminated/congested areas to avoid
- Curfews
- Road, bridge, freeway overpass, and dam conditions, and alternate routes to take
- Evacuation routes, instructions, arrangements for persons without transportation
- Location of mass care/medical/coroner facilities, food, safe water
- Status of hospitals
- First aid information
- Fire fighting instructions
- Emergency telephone number (otherwise request people not use the telephone)
- Instructions/precautions about utility use, sanitation, turning off utilities
- Essential services available - hospitals, grocery stores, banks, pharmacies, etc.
- Weather hazards (if appropriate)
- Law Enforcement instructions - coordinate with the Operations Section Chief relating to both EOC and field incident security requirements

**Emergency Status Information**

- Additional information that the public should know include items such as:
- Media and public hotline numbers
- Description of the emergency situation including number of deaths and injuries, property damage, persons displaced
- Description of government and private response efforts (mass care, medical, search and rescue, emergency repair, debris clearance, flood/fire fighting, etc.)
- Any of the above priority 1 information in summary form on a "nice to know" rather than "vital to know and act upon" basis
- Status of local and Governor's Proclamation, Presidential Declaration
- Where people should call/report to volunteer
- How people in other areas can obtain information about relatives/ friends in the disaster area (coordinate with Red Cross on release of this information)
- How disaster victims can locate family members

**Other Useful Information**

Usually this type of information will be released in the post-emergency period because of lack of time and other priorities:

- State/federal assistance available
- Disaster Application Center opening dates/times
- Historical events of this nature
- Charts/photographs/statistics from past events
- Human interest stories/Acts of heroism
- Historical value of property damaged/destroyed
- Prominence of those killed/injured

**Modes of dissemination of information**

Local commercial radio is the most rapid means of communicating emergency information to the public. However, EPI may need to be disseminated in a number of ways, including:

- Local News Wire Services
- Regional commercial radio stations whose signals reach the stricken area (if local stations are off the air)
- Television stations (including cable)
- Newspapers
- Special EPI supplements to newspapers
- Leaflets distributed by volunteers
- Public safety loudspeakers
- Personal contact
- Email/school web sites

**Air Access**

Federal Aviation Administration Regulation 91.137 covers temporary flight restrictions during incidents/disasters and sets forth procedures which pilots of media and other aircraft must follow. Permission to fly over incident sites may be denied if such flights will pose a significant safety hazard to the general public. (Exhibit 1)

Exhibit 1 - Emergency Public Information Staff

Exhibit 2 - Federal Aviation Regulations (FAR) Part 91, Subpart - B Flight Rules Section 91.137  
Temporary Flight Restrictions

Exhibit 3 - Emergency Alert System



**EXHIBIT 1**

**EMERGENCY PUBLIC INFORMATION STAFF**

Name	Office	Work Phone	Home Phone	Fax
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Mutual Aid/Other Contacts

Foreign and Sign Language Translators

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**EXHIBIT 2****Federal Aviation Regulations (FAR)****Part 91, Subpart B – Flight Rules****Section 91.137 Temporary Flight Restrictions**

(a) The administrator will issue a Notice to Airmen (NOTAM) designating an area within which temporary flight restrictions apply and specifying the hazard or condition requiring their imposition, whenever he determines it is necessary in order to meet the following objectives:

- (1) Protect persons and property on the surface or in the air from a hazard associated with an incident on the surface;
- (2) Provide a safe environment for the operation of disaster relief aircraft; or
- (3) Prevent an unsafe congestion of sight-seeing and other aircraft above an incident or event which may generate a high degree of public interest.

The Notice to Airmen will specify the hazard or condition that requires the imposition of temporary flight restrictions.

(b) When a NOTAM has been issued under paragraph (a) (1) of this section, no person may operate an aircraft within the designated area unless that aircraft is participating in the hazard relief activities and is being operated under the direction of the official in charge of on scene emergency response activities.

(c) When a NOTAM has been issued under paragraph (a) (2) of this section, no person may operate an aircraft within the designated area unless at least one of the following conditions are met:

- (1) The aircraft is participating in hazard relief activities and is being operated under the direction of the official in charge of on scene emergency response activities.
- (2) The aircraft is carrying law enforcement officials.
- (3) The aircraft is operating under the ATC approved IFR flight plan.
- (4) The operation is conducted directly to or from an airport within the area, or is necessitated by the impracticability of VFR flight above or around the area due to weather, or terrain; notification is given to the Flight Service Station (FSS) or ATC facility specified in the NOTAM to receive advisories concerning disaster relief aircraft operations; and the operation does not hamper or endanger relief activities and is not conducted for the purpose of observing the disaster.
- (5) The aircraft is carrying properly accredited news representatives and, prior to entering the area, a flight plan is filed with the appropriate FAA or ATC facility specified in the Notice to Airmen and the operation is conducted above the altitude used by the disaster relief aircraft, unless otherwise authorized by the official in charge of on scene emergency response activities.

(d) When a NOTAM has been issued under paragraph (a) (3) of this section, no person may operate an aircraft within the designated area unless at least one of the following conditions is met:

- (1) The operation is conducted directly to or from an airport within the area, or is necessitated by the impracticability of VFR flight above or around the area due to weather or terrain, and the operation is not conducted for the purpose of observing the incident or event.
- (2) The aircraft is operating under an ATC approved IFR flight plan.
- (3) The aircraft is carrying incident or event personnel or law enforcement officials.
- (4) The aircraft is carrying properly accredited news representatives and, prior to entering the area, a flight plan is filed with the appropriate FSS or ATC facility specified by the NOTAM.

(e) Flight plans filed and notifications made with an FSS or ATC facility under this section shall include the following information:

- (1) Aircraft identification, type and color.
- (2) Radio communications frequencies to be used.
- (3) Proposed times of entry of and exit from the designated area.
- (4) Name of news media or organization and purpose of flight.
- (5) Any other information requested by ATC.

Key Contacts for implementation of FAR 91.137:

Reno Flight Service Station (775) 784-5048

Oakland ARTC Center (510) 745-3000  
5125 Central Avenue  
Fremont, CA 94536

Western-Pacific Duty Officer (310) 725-3300  
P.O. Box 92007  
Worldway Postal Center  
Los Angeles, CA 90009

## EXHIBIT 3

### CALIFORNIA EMERGENCY ALERT SYSTEM

#### **California Emergency Alert System**

The EAS is only for WARNING of an imminent threat to life or property. The Emergency Alert System (EAS) replaced the 1963 Emergency Broadcast System on January 1, 1997 --- the same time the New Year's Floods hit California. Cable television industry participation followed later. Some major features of the EAS include the ability for stations to automatically rebroadcast a warning without human intervention and a clear text warning for TV. Participation in the EAS by the nation's broadcasters is voluntary EXCEPT in the event of a National emergency; i.e., the only EAS message they MUST carry is the warning of a National emergency by or for the White House. Besides the never-used White House or Federal activation of the EAS, there are three primary participants in the EAS:

- The broadcasters (AM, FM, and TV stations and the CATV industry).
- The National Weather Service for weather-related warnings.
- State and local emergency management agencies for civil emergencies.

#### **Emergency Digital Information Service (EDIS)**

The Emergency Digital Information Service voluntarily supplements the Emergency Alert System (EAS). Typical EDIS messages are WARNINGS and WATCHES from the National Weather Service, any WARNING and EAS ACTIVATION REQUESTED message from an office of emergency services, earthquake reports from the USGS, emergency public information (EPI) and announcements from any authorized source. In short, the EDIS is effective because it (a) always goes to a stand-alone printer that (b) usually displays only "hard news." EDIS was jointly created by the San Francisco Bay Area television industry and the State Office of Emergency Services telecommunications division as the result of the 1989 Loma Prieta earthquake.

The primary clients of EDIS are TV stations. The digital messages can program their character generators to provide clear text on the screen with the minimum of TV station staff labor; i.e., no one has to re-type the messages. The secondary clients of the EDIS are offices of emergency services, radio broadcast stations, newspapers, news bureaus, fire and police stations, volunteers in government service, public safety communications centers, communications centers serving the hearing impaired, security firms, corporations, private individuals and others. The EDIS, in a "demonstration" or "beta test" mode since its inception, is not funded by any government. State OES Telecommunications and broadcast participants have worked together on a voluntary basis and with second-hand transmitters and hardware. All that is required to receive EDIS transmissions in real time are three items that can be acquired for \$200 to \$500: a radio receiver, a digital terminal node controller, and a printer. A computer is not required. State OES provides installation and operating instructions. The areas served by EDIS as of March 1997 were the San Francisco Bay area, the central valley from about Chico to Merced, the greater Los Angeles area, and the San Diego area. Expansion plans were implemented in July 1999. County OES agencies can and should access the EDIS whenever they activate the Emergency Alert System (EAS) so that their message can be promptly delivered to every TV station within range of an EDIS transmitter. Access to the EDIS by State and authorized local government officials is done by any computer with a telephone modem or via the OASIS satellite system. The more information provided the media reduces the number of call-ins to agencies that can often ill afford the time and the telephone congestion. The EDIS has proven to have a positive affect in this regard.

The State Office of Emergency Services actively promotes the use of the EDIS by the local emergency services offices uploading messages and the primary and secondary clients who download those messages.

**TAB 10****DAMAGE ASSESSMENT PROCEDURES****Overview**

The phrase "damage assessment" is used to describe several distinct activities conducted at different times and for different purposes after disaster impact.

**Objectives**

The objectives of damage assessment are:

- To determine nature/extent of damage for proper prioritization and resource allocation
- To provide information during or after an emergency or disaster and detailing the situation, location, and extent and nature of damage
- To provide information to determine priorities and requirements for deployment of resources and personnel in an affected area
- To determine need and types of federal/state assistance
- To document and support requests for assistance

**Preliminary Damage Survey**

Damage assessment is critical in the early stages of a major emergency or disaster in order to know where resources are most needed and to document the need for an emergency declaration to secure outside assistance. The Cañada College Damage Assessment Unit Leader will perform a preliminary (Windshield) damage assessment.

**Disaster Survey Team**

The Damage Assessment Unit Leader has the responsibility for organizing, calling up, and directing the district disaster survey team. The Damage Assessment Unit Leader is also responsible for providing copies of damage assessment summary reports to the Planning Section Chief and/or Director of Emergency Services.

While in the field, all survey team members should wear clearly identifiable uniforms, vests, or the like and carry identification, so that they are easily distinguishable as being on official business.

The survey team is required to complete a rapid initial survey of the damage area within 10 hours of the on-set of a response phase of an emergency operation. The initial survey shall be followed by a more complete survey completed within 72 hours following the event.

**Exhibits**

Exhibit 1 - Preliminary Windshield Survey Form

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**PRELIMINARY WINDSHIELD SURVEY**

This form is used to record and report the preliminary damage assessment.

<b>DATE/TIME</b>	Identify Date and Time form completed.
<b>NAME / PHONE</b>	Identify Name and Phone Number of individual completing or responsible for form.
<b>DESCRIPTION OF DAMAGE</b>	Identify extent of damage.
<b>DAMAGED</b>	Check block if property is damaged. Check if less than 75% of structure affected, loss of utilities, or other impact.
<b>DESTROYED</b>	Check block if property is destroyed. More than 75% of structure affected.
<b>URGENT</b>	Check block if URGENT Operations Section attention is required at location.
<b>ESTIMATED VALUE</b>	Provide Cost Estimate if you can reasonably determine.
<b>NOTES</b>	Can the facility still operate (even at reduced capacity)?

## TAB 11

### RECOVERY

#### Overview

The Cañada College is at risk from a number of hazards that have the potential for causing extensive property damage. In the event that such damage occurs, planned damage assessment and recovery procedures are essential for returning the community to normal after a major emergency or disaster.

The Stafford Act authorizes federal disaster assistance to individuals and to governmental entities in the aftermath of a major emergency or disaster and outlines the types of assistance that may be made available. The majority of federal disaster assistance programs are administered by state agencies.

Federal assistance is governed by the Stafford Act and 44 CFR, part 206.

#### Assumptions

- Adopting and enforcing land use regulations can reduce much of the structural damage, which would otherwise result from a disaster.
- We must be prepared to deal with a major emergency or disaster until outside help arrives.
- Timely and accurate damage assessment to private and public property forms the basis for requesting state and federal assistance for citizens (Individual Assistance or IA) and for repairs to infrastructure (Public Assistance or PA) and should be a vital concern to local officials following a disaster.
- State and federal assistance may be requested to assist citizens or government entities. State assistance is typically in the form of operational support such as equipment, manpower, or technical assistance. Federal assistance, if approved, will generally be in the form of financial reimbursement and will require considerable paperwork and take some time to deliver.
- Volunteer organizations will be available to assist citizens in meeting some basic needs, but they cannot provide all needed assistance.

Damage assessment and recovery operations may commence while some emergency response activities are still underway.

#### Purpose

The purpose of this Tab is to define the operational concepts, organizational arrangements, responsibilities, and procedures to accomplish the tasks required for the local government and its citizens and businesses to recover from a major emergency or disaster.

**Explanation of Terms**

- CFR Code of Federal Regulations
- DEM Division of Emergency Management
- DFO Disaster Field Office
- DRC Disaster Recovery Center
- DSO Disaster Summary Outline
- EMC Emergency Management Coordinator
- FEMA Federal Emergency Management Agency
- JIC Joint Information Center
- IA Individual Assistance
- PA Public Assistance
- PDA Preliminary Damage Assessment
- PIO Public Information Officer
- PW Project Worksheet
- RLO (DEM) Regional Liaison Officer
- SBA Small Business Administration
- SOP Standard Operating Procedure

**Definitions**

Individual Assistance - Financial or housing assistance provided to citizens or businesses that suffer losses in a disaster. The housing assistance is only for citizens.

Public Assistance - Financial assistance to repair facilities and infrastructure provided to governments, public institutions, and certain private non-profit agencies that provide essential services of a governmental nature.

Stafford Act - The Robert T. Stafford Disaster Relief and Emergency Assistance Act.

Primary and Secondary Agents - The individuals who will be representing the jurisdiction in the grant process.

Project Worksheet - A FEMA document that lists the specifications of an approved PA project.

## Concept of Operations

Our disaster recovery program will be conducted in five steps:

Pre-Emergency Preparedness - Prior to an emergency, recovery plans and procedures plus training of individuals who will manage recovery operations must be completed.

Initial Damage Assessment - An initial damage assessment is required to support our request for state and federal assistance. This assessment will be conducted as soon as possible; often while some emergency response activities are still underway. Local damage assessment teams will carry out the initial assessment under the direction of the Damage Assessment Unit Leader of the Planning Section. During this phase, the County/City Manager of a jurisdiction adhering to this plan should declare a local state of disaster, as such a declaration allows local officials to invoke emergency powers to deal with the disaster and is required to obtain state and federal disaster recovery assistance.

Requesting Assistance - State and federal disaster assistance must be requested in a letter to the Governor, which must be accompanied by a Disaster Summary Outline (DSO) reporting the results of the initial damage assessment and the local disaster declaration. Based on the information contained in the DSO and other information, the Governor may issue a state disaster declaration for the affected area and may request that the President issue a federal disaster declaration.

Short Term Recovery Activities - Prior to a federal disaster or major emergency declaration, state disaster response and recovery assistance, which typically consists of equipment, personnel, and technical assistance, may be deployed as soon as it is requested through the Division of Emergency Management. During the initial stages of recovery, state agencies and volunteer groups may assist disaster victims with basic needs, such as temporary shelter, food, and clothing. A local donations management program may be activated to distribute donated goods and funds to disaster victims and assign volunteer workers to assist victims and local government.

Post-Declaration Recovery Programs - Recovery programs authorized by the Stafford Act and other statutes begin when the President issues a disaster or major emergency declaration or other types of disaster declarations are issued.

## Damage Assessment

An extensive detailed damage assessment is the basis of most recovery programs at the state and federal levels. The County with the assistance of the cities adhering to this plan is responsible for compiling the necessary information regarding the loss of life, injuries, and property damage. Appraised value information should be obtained from the County Planning Department.

The Damage Assessment Unit Leader will manage the damage assessment function by organizing, training, and employing a Damage Assessment Team composed of local personnel.

## Damage Assessment Teams

There will be two types of damage assessment teams. PA teams will survey damage to government property and private non-profit organizations. IA teams will assess impact on citizens and businesses. Each team will have a designated team leader who will compile and report team findings to the Damage Assessment Unit Leader.

## PA Team

This team will assess damage to publicly owned property. Damage will be reported in terms of dollars and impacts in the following categories:

- Emergency services
- Debris removal and disposal
- Roadways and bridges
- Water control facilities
- Buildings, equipment, and vehicles
- Publicly owned utilities
- Parks and recreational facilities

## IA Team

This team will survey damage to homes and businesses.

- Homes - The Site Assessment - Housing Losses of the DSO form, included in Appendix 1 to this provides a matrix used to report the following information:1.

1. Damage to homes will be categorized by:

- Type of housing unit: single family, mobile homes, multi-family units.
- Type of damage: destroyed, major damage, minor damage, affected.

2. For each type of housing unit, an estimate of average percent of units covered by insurance must be provide

- Businesses - The Site Assessment - Business Losses section of the DSO (see Appendix 1) should be used to report business damages to the state officials.

1. In addition to the information on the DSO, the following should also be obtained using the Site Assessment-Business Losses form. The following information will be needed should our jurisdiction not qualify for FEMA assistance.

1. Business name and address
2. Owner's name and phone number
3. Type of business
4. Estimated dollar loss
5. Amount of anticipated insurance
6. Value of business



7. Fair replacement value of
8. Contents
9. Structure
10. Land
11. Number of employees
12. Number of employees for which unemployment insurance is carried
13. Estimated number of days out of operation
14. Percent of uninsured loss

### **Requests for Assistance**

Requests for assistance should be forwarded to the County and/or State within 10 days of the disaster to allow state officials adequate time to prepare the necessary documentation required for a declaration. The County/City Manager should:

- Prepare a letter to the Governor requesting assistance (samples are included in the *Disaster Recovery Manual*) and attach:
  1. A DSO for incorporated areas of the county, if such areas suffered damage.
  2. A consolidated DSO reflecting data from all cities and unincorporated areas that suffered damage.
  3. A disaster declaration for the county if unincorporated areas suffered damage.
  4. See guidance on preparing a disaster declaration.
  5. All letters from mayors with their attached DSOs and disaster declarations.
- Forward the foregoing to the County and/or DEM. Fax a copy of the package and send the original documents by mail.
- DEM will review the information submitted, coordinate with the Governor's Office regarding the request, and maintain contact with the County/City Manager as the request is processed.

If local damages appear to exceed the state and local capability to recover, DEM will contact the FEMA regional office and arrange for federal, state, and local personnel to conduct a preliminary damage assessment. If the results of that assessment confirm that the severity of the disaster is beyond state and local capabilities and federal assistance appears warranted, the Governor will forward a request for assistance to the President through FEMA.

## **Post-Declaration Emergency Programs**

### **Presidential Declaration**

When a federal disaster declaration is issued, federal recovery programs are initiated, state and federal recovery staffs are deployed and recovery facilities are established. A DFO staffed by state and federal personnel will normally be established in the vicinity of the disaster area to administer recovery programs. One or more DRCs staffed by state and federal agency personnel may be established to assist disaster victims in obtaining assistance; mobile DRCs may also be employed.

### **Individual Assistance**

- The FEMA Teleregistration System is activated so that disaster victims may register by phone for federal disaster assistance.
- Federal, state, and local personnel conduct follow-up damage assessments.
- State and federal Outreach programs for disaster victims are initiated.
- Individual assistance activities for citizens and businesses may continue for months.

### **Public Assistance**

- Public assistance is provided to repair or rebuild public facilities affected by a disaster, including buildings, state or local roads and bridges, water supply and sewage treatment, flood control systems, airports, and publicly-owned electric utilities. Public assistance is also available to repair or rebuild schools and public recreation facilities.
- As reconstructing infrastructure may require demolition and site cleanup, design and engineering work, the letting of bids, and a lengthy construction period, public assistance programs typically continue over a period of years.
- Virtually all federal public assistance program are on a cost share basis. The federal government picks up a large percentage of the costs, but local government must cover the remainder. Hence, it is particularly important to maintain complete and accurate records of local response and recovery expenses.

### **Other Assistance**

#### **SBA Assistance**

If the emergency situation does not meet the criteria for a Presidential disaster declaration, assistance in the form of loans may be available from the SBA. Limited assistance may also be available from several state programs.

### **Agricultural Declarations**

The Governor is authorized to make agricultural disaster declarations for weather-related crop losses. When such declarations are made, farmers and ranchers become eligible for an emergency loan program.

## **Recovery Document Procedures**

### **Why Document Disaster Costs**

- Federal Funding may be available
- State Funding may be available
- It is good business
- Can be a planning tool
- Single Audit Act (PL 98-502 as amended)

### **Two Ways to Complete Work**

- By Force Account
- By Contract

### **Who Documents Cost?**

- Central Record Keeper - Appointed in advanced, trained on procedures and forms (computer version or manual version)
- Field Responders - Supervisors, trained on procedures and forms (manual version)

### **Recording in the Field**

- Work disaster related
- Separate record for each work site
- Employees working two or more sites
- Equipment working two or more sites

### **Project Worksheets**

- Jurisdiction may write
- FEMA/State may write or assist
- Approval - Several weeks

**From the Get Go**

- Start record keeping
- Separate files for each work site (3 damaged streets - 3 files)
- Develop scope of work
- Develop project worksheet
- Project approval
- Combine files as needed

**Donated Resources**

Volunteer Labor - Record the same as paid employees. There is no reimbursement for volunteer labor but credit possible to offset Non-Federal cost share. Valued at same rate as paid workers for similar work.

Donated Equipment - Record the same as Force equipment. There is no reimbursement for donated equipment but credit possible to offset Non-Federal cost share. Value determined by FEMA Equipment Rates.

Donated Materials - Record the same as purchased materials. There is no reimbursement for donated materials but credit possible to offset Non-Federal cost share. Value at current commercial rate. Materials donated by Federal Agencies are not eligible.

**Force Account Labor**

- Permanent and temporary
- Reassigned employees
- Must be on payroll
- Document for each work site individually
- Only disaster related work
- Overtime - use established jurisdiction policies and practices

**Pay Records – Use Force Account Labor Summary Record**

- Identify Pay Period
- Employee Name
- Job Classification
- Number of hours per day
- Total hours per pay period
- Rate of Pay - Regular and overtime
- Total earning

**Force Account Benefits**

- Often Overlooked - Calculate in advance
- FICA
- Retirement
- Health Insurance
- Life & Disability Insurance
- Worker's Compensation
- Unemployment Insurance

**Fringe Benefits Calculation**

- Normal Year - (52 weeks x 5 workdays x 8 hours/day = 2080)
- Basic Hourly Rate - (Yearly salary / 2080 = hourly rate)
- Vacation / sick leave time - (# days x 8 / 2080 = percent)

**Other Fringe Benefits**

- Retirement - Percentage matched by employer
- Social Security & Unemployment Insurance
- Insurance - Varies by employer
- Worker's Compensation - Varies by employer

**Force Account Equipment**

- Equipment owned
- Only actual operating time eligible
- Standby time not eligible
- Operator time on labor record
- Separate records for each work site
- Schedule of Equipment Rates at [www.fema.gov/r-n-r/fin\\_eq\\_rates.htm](http://www.fema.gov/r-n-r/fin_eq_rates.htm)

**Rented Equipment**

- Only actual operating time eligible
- Standby time not eligible
- Indicate if rate with or without operator
- Without operator - operator on labor record
- Separate records for each site

**Rental Invoice**

- Type of Equipment
- Date and hours used
- Rate per hour
- With or without operator
- Total Cost
- Vendor Name
- Invoice Number

**Materials and Supplies**

- Take from stock - Invoice of original purchase or replacement purchase invoice
- Purchased - Purchase invoice
- Document use for each work site

**Contract Work**

- Scope of Work to be done
- Contract bid advertisement
- List of bidders
- Contract bids
- Proof work to lowest bidder

**Low Bid Not Accepted**

- Document why bid not acceptable
- Award to next lowest bidder t meet terms

**Contracts Not Reimbursable**

- Dates on Documents within the allowable time period
- Dates agree with project and final inspection dates

**General Document Requirements**

- Dates on Documents within the allowable time period
- Dates agree with project and final inspection dates

**Cost Overruns**

- Large Projects - Case by case basis
- Small Projects - related to total net
- Report to state EMA – ASAP
- Alternate projects require FEMA approval

**References**

- Public Assistance Policy Digest (FEMA 321, October 1998)
- Public Assistance Guide (FEMA 322, October 1999)
- 44CFR, Part 206, Subparts C and G-L
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (P.L. 93-288)
- [www@fema.gov](http://www@fema.gov)

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