

**APPENDIX 4  
EOC ACCESS, IDENTIFICATION, CREDENTIALING  
AND COMMON OPERATIONAL PRACTICES**

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### **ACCESS AND IDENTIFICATION**

When the EOC is activated, only essential personnel shall be allowed access. Personnel must be able to show proper identification and a legitimate reason for entry. Persons entering the EOC must wear appropriate ID badges or passes. The following procedures apply:

1. Upon reporting to the EOC, personnel must check with Security at the EOC Entrance and identify themselves and their EOC function or purpose; Security will verify authorization with EOC Manager.
2. Once the person is cleared, Security or a Clerical Support staff will ask them to sign in on either the EOC Staff Roster or Visitor Roster and will issue an EOC badge or a Visitor pass. Identification must be worn and clearly visible while in the EOC.
3. Members of the media, visitors and guests must be escorted by a Public Information Officer or designated EOC staff member. Media access must be cleared with the EOC Manager prior to entry.
4. When leaving the EOC at the end of a shift or upon completion of business, they shall sign out on the appropriate Roster and turn in their ID.
5. While on break those outside the facility who are temporarily leaving with the intent to return soon shall not be required to sign out nor turn in their ID. However, the above procedures shall be followed each time a person goes on/off duty.
6. When off duty or no longer on official business, EOC staff and visitors shall leave the EOC proper.
7. Unauthorized persons shall not be allowed in the EOC at any time and if necessary, shall be escorted out by Security. Any person not wearing proper ID or directly involved in EOC operations should be brought to the attention of Security or the EOC Manager.

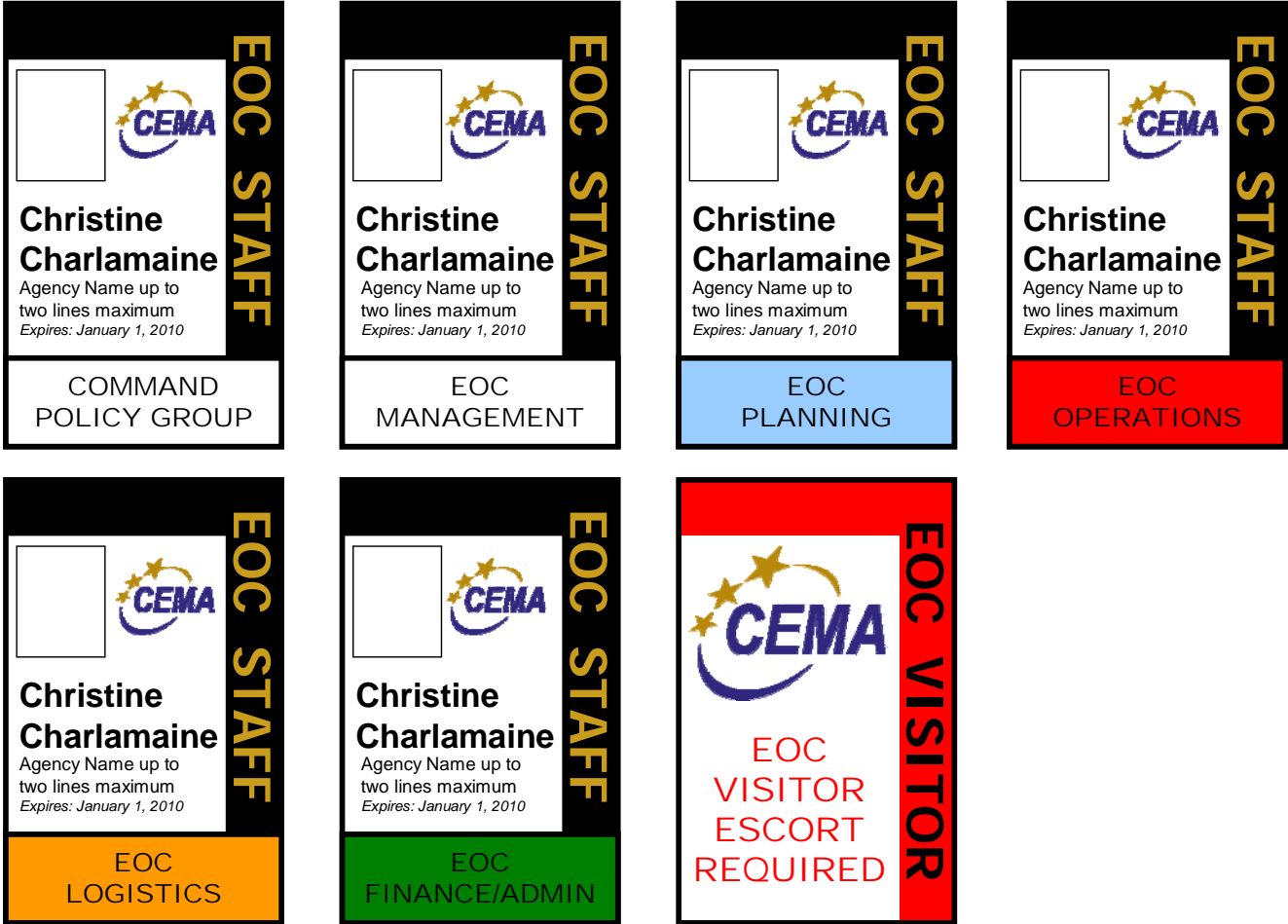
### **EOC COLOR CODING**

In conjunction with the application of common terminology, it is essential to have a common identification system for facilities and personnel filling EOC positions. The following identifying colors for specific functions should be used by all entities assigned responsibility in the EOC.

<b>COLOR DESIGNATION</b>	<b>SECTION OR AREA</b>
<b>White</b>	<b>Command and Management</b>
<b>Blue</b>	<b>Planning</b>
<b>Red</b>	<b>Operations</b>
<b>Orange</b>	<b>Logistics</b>
<b>Green</b>	<b>Finance</b>

Color identification will be displayed on the EOC Badge and may also take the form of a vest or armband. These identifiers do not preclude any personnel from wearing agency insignia or uniform and are used only for section identification within the EOC.

**EOC BADGES**



## **EOC COMMON OPERATIONAL PRACTICES**

During activations, the EOC is frequently a high stress and intensity environment. It is necessary to establish minimum rules and regulations to facilitate a cooperative working environment. This list is not all-inclusive and may be modified as the situation warrants.

1. EOC staff is expected to follow their own agency's reporting relationships and chain-of-command. Cooperation and adherence to general EOC instructions and directives is essential.
2. Due to each workstation being supplied with a laptop computer, open containers of drink are strictly prohibited at individual workstations.
3. When the EOC is activated, only authorized personnel will be allowed to enter. Off-duty staff will not loiter in the area. Visitors shall be met outside the EOC.
4. EOC staff will sign in and out at the entrance to the EOC when going on & off duty and obtain and wear an EOC ID badge at all times.
5. EOC Staff members must check in with the EOC Manager upon arrival and shift change/departure.
6. EOC staff members are expected to inform their agencies of any relevant information, situation reports, updates or requests for assistance.
7. Telephones are for official business.
8. Personal entertainment items such as radios, tape players, cameras, camcorders and electronic games must be used with headphones and must not interfere with other EOC staff members.
9. Courtesy of others is expected at all times. Inappropriate, socially unacceptable or offensive behaviors or statements are prohibited. EOC staff should also be mindful of noise that could interfere with others.
10. EOC staff members are expected to keep workstations and surrounding area in safe, clean and good working order. Unsafe conditions or maintenance problems should be reported to the EOC Manager.
11. Dress codes are subject to individual agency requirements. Comfortable clothing is encouraged but a professional appearance is expected.
12. EOC staff will not abandon their workstations or job assignments without proper relief. If a workstation must be left temporarily unattended, the surrounding EOC staff should be first notified and a "Post it" note left at the workstation.
13. Rumors or other unconfirmed reports will not be disseminated. A Public Information Officer or the EOC Operations Officer should be contacted for clarification or confirmation of unconfirmed reports.
14. Only authorized EOC staff or Public Information Officers should talk to the media. Media questions or inquiries must be directed to these officials.

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