

# **APPENDIX 10**

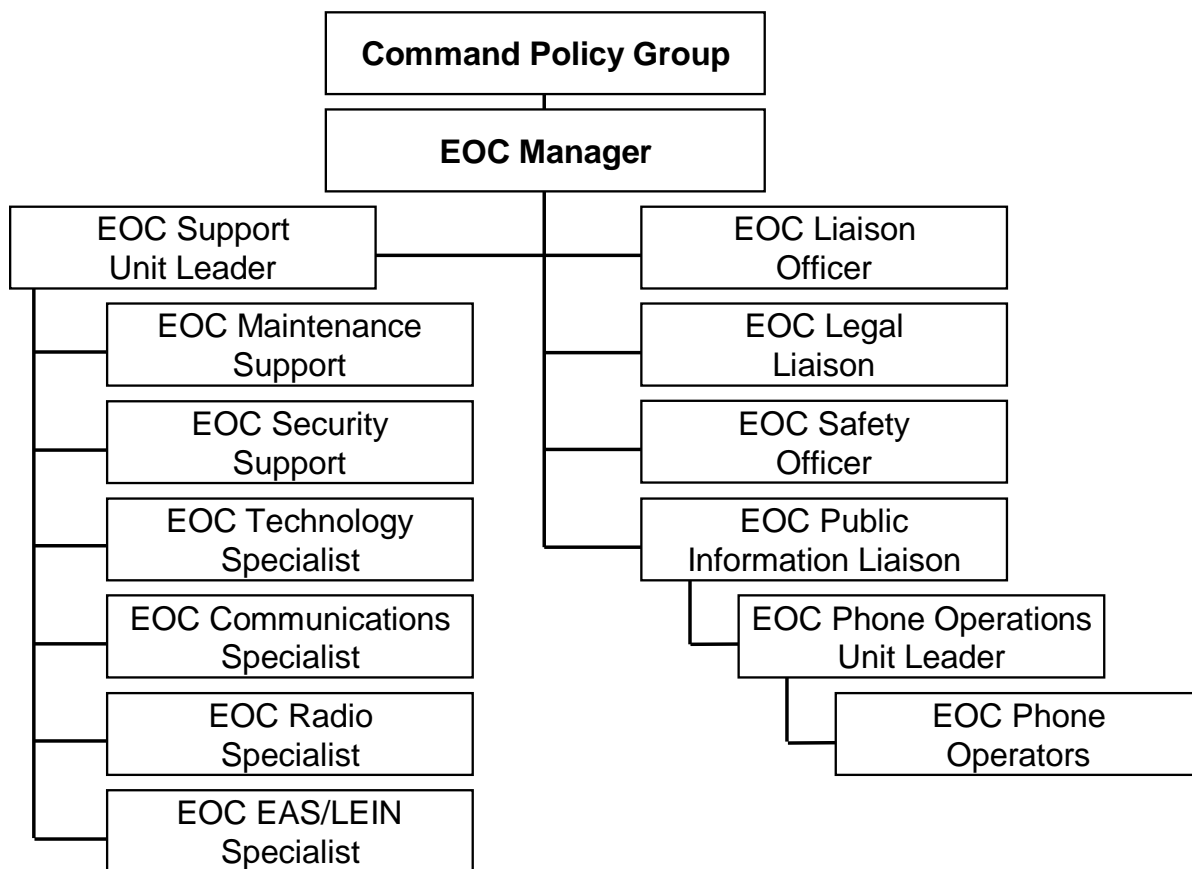
# **EOC COMMAND STAFF**

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The EOC Command Staff serves as the primary and supportive positions required to oversee the general operation of the EOC and to coordinate implementation of incident objectives set by the Command Policy Group. The EOC Manager serves as the lead coordinator for all EOC Command and General Staff functions. The EOC Manager has responsibility to the Command Policy Group. The EOC Manager function is performed by the CEMA Director and CEMA Assistant Director.

Supportive positions directly contribute to the successful operation of the EOC and are a part of the EOC Command function, reporting directly to the EOC Manager. These positions coordinate critical supportive EOC elements and liaison with external groups to ensure a cohesive information management system.

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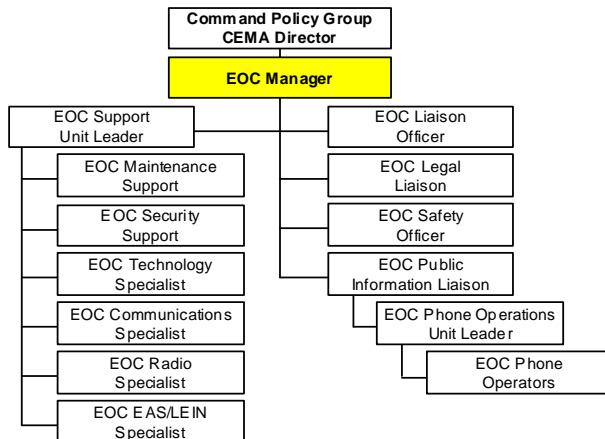
## EOC MANAGER

### REPORTS TO:

- Command Policy Group

### POSITIONS REPORTING TO THE EOC MANAGER:

- EOC Support Unit Leader
- EOC Liaison Officer
- EOC Legal Liaison
- EOC Safety Officer
- EOC Public Information Liaison
- EOC Operations Section Chief
- EOC Logistics Section Chief
- EOC Planning Section Chief
- EOC Finance/Administration Section Chief



### POSITION COORDINATOR:

- CEMA Director

### MINIMUM TRAINED STAFF:

- 3 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 1
- Level 1 EOC Activation 1

### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300. This position is also required to complete IS-800 and ICS-400.
- Maintain an operational knowledge of Chatham County's EOP Organization and ESF structure.

### GENERAL RESPONSIBILITIES:

This position, a member of the EOC Command Section, facilitates execution of directives developed by the Command Policy Group, coordinates all facets of the Emergency Operations Center, and serves as the direct liaison between the EOC and CPG. Specific duties include:

- Immediately notify the Chief Elected Official of significant emergency situations that could affect the county.
- When directed by the Chief Elected Official or when circumstances dictate, notify all tasked organizations, inform them of the situation, and direct them to take the actions appropriate for the situation (report to EOC, scene of the emergency, stand by, etc.) in accordance with their organization's SOP.

- The EOC Manager has overall management responsibility for the coordination between emergency response and supporting agencies in the EOC.
- In conjunction with Management Section, set priorities for response efforts in the affected area.
- Provide support to Local Authorities and agencies and ensure that all actions are accomplished within the established priorities.
- Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
- Ensure that inter-agency coordination is accomplished effectively within the EOC.
- Direct, in consultation with the EOC Public Information Officer, appropriate emergency public information actions using the best methods of dissemination. Approve the issuance of press releases, and other public information materials as required.
- Liaise with Elected Officials.
- Ensure risk management principles and procedures are applied for all activities.
- Ensure risk management principles and procedures are applied to all activities.

**GENERAL PREPAREDNESS / PRE-ACTIVATION:**

- Maintain a “go-kit” of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County’s EOP.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required to support.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain and/or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - Messages received
  - Actions taken
  - Decisions
  - Requests: justification, documentation and completion
  - EOC personnel, time on duty, and assignments
  - Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.
- Ensure an EOC organization and staffing chart is posted and that arriving staff are assigned appropriately

- Schedule the initial EOC Action Planning meeting and direct the Planning Section Chief to prepare the agenda.
- Consult with the Liaison Officer and General Staff to determine what representation is needed at the EOC from other agencies.
- Assign the Liaison Officer to coordinate outside agency response to the EOC.
- Plan for support of mobilization sites, staging areas, and distribution points

**OPERATIONAL PHASE:**

- Maintain a position log and other relevant forms.
- Monitor General Staff activities to ensure all appropriate actions are being taken.
- Establish operational priorities and management timelines.
- Ensure EOC Command Staff has sufficient administrative support.
- Ensure general health and welfare of all EOC staff. Authorize and coordinate additional support as needed.
- Mediate and resolve any personnel conflicts.
- In conjunction with the EOC Public Information Officer, conduct media activities, review media releases, information bulletins and advisories, etc. for final approval, following established procedures.
- Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.
- Consult with the Planning Section Chief to prepare priorities and objectives for the EOC Incident Action Planning meetings.
- Convene the initial EOC Incident Action Planning meeting; ensure that all Section Chiefs, necessary staff members, and other key agency representatives are in attendance.
- Approve EOC Management Section Briefing agendas.
- Ensure that appropriate planning procedures are followed.
- Approve and authorize implementation of all Incident Action Plans.
- Conduct periodic briefings with the EOC Command Staff to ensure response priorities and objectives are current and appropriate.
- Establish and maintain contact with other EOCs, jurisdictions, and other emergency response organizational levels as appropriate.
- Document all decisions.
- Approve resource requests not included in the Incident Action Plan, as required.
- Conduct periodic briefings for Elected Officials, their representatives, and/or dignitaries and staff.
- In coordination with the Liaison Officer, prepare to brief Elected Officials on the potential for a declaration of a “Local State of Emergency”, and provide guidance on related procedures.
- Ensure Local Authorities are informed of the declaration of a “State of Emergency” if declared by the Governor.
- Coordinate message flow within the EOC.
- Distribute plans and reports to the state and ESFs.
- Coordinate operations and situational reporting with the State EOC
- Assign in writing, delegation powers, if any, under the declaration.
- Assign special projects to the EOC Assistant Manager, as necessary.
- Coordinate the reception of GEMA personnel.
- Plan for transition to JFO and recovery operations

**Operational Period Objectives Meeting:**

- Review/update key decisions
- Develop and/or review incident objectives
- Develop and/or review key procedures
- Develop and/or review Command and General Staff tasks
- Review, document, and/or resolve any open actions

**Command and General Staff Briefing:**

- Prepare review of key decisions, priorities, constraints, and limitations
- Prepare discussion of incident objectives
- Prepare review of key procedures
- Assignment or review of functional tasks and open tasks

**Tactics Meeting:**

- Ensure Section Chiefs, Safety Officer, and Situation Unit Leader are aware of individual responsibilities and prepared for the meeting

**Planning Meeting and IAP Development:**

- Provide review of incident objectives
- Approve work plan for next shift

**Operations Briefing:**

- Approve Incident Action Plan
- Prepare motivational remarks for close of meeting

**Shift Change and Transfer of Responsibility:**

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Authorize demobilization of Sections, Branches and Units when no longer required.
- Ensure that any open actions not yet completed will be handled after demobilization.
- Ensure that all required forms or reports are completed prior to demobilization and forward to Planning's Documentation Unit.
- Ensure that an EOC After Action Report is prepared in consultation with the Planning Section and the EOC Management Section.
- Assist in the transition of direction and control from the EOC to the JFO.
- Operate ESF #5 cells in both the EOC and JFO, as required.
- Proclaim termination of the emergency response and proceed with recovery operations.
- Demobilize the EOC when the emergency event no longer requires the EOC activated. Ensure all other facilities and support agencies are notified of demobilization.
- Ensure that any operations not yet completed are handled and assigned after

demobilization.

- Organize and facilitate staff debriefings and coordinate critical incident stress debriefings.
- Organize and coordinate staff recognition initiatives for time and expertise staff contributed towards EOC operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.

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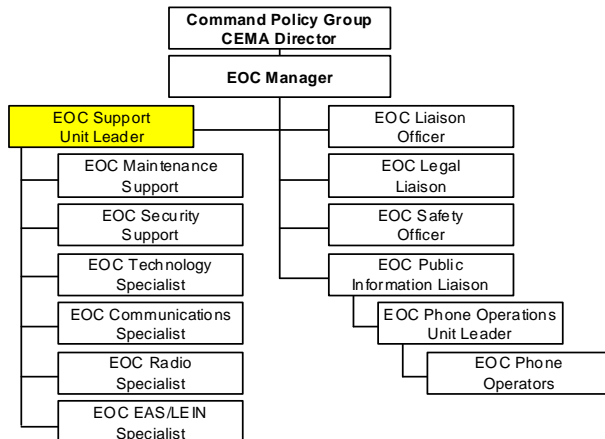
## EOC SUPPORT UNIT LEADER

### REPORTS TO:

- EOC Manager

### POSITIONS REPORTING TO THE EOC SUPPORT UNIT LEADER:

- EOC Maintenance Support
- EOC Security Support
- EOC Technology Specialist
- EOC Communications Technical Specialist
- EOC Radio Specialist
- EOC EAS / LEIN Specialist



### POSITION COORDINATOR:

- CEMA EM Specialist – EOC Readiness

### MINIMUM TRAINED STAFF:

- 3 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 1
- Level 1 EOC Activation 1

### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300. This position is also required to complete IS-800 and ICS-400.
- Familiarity with NIMS & ICS structure.
- Working knowledge of HTML or WebEOC Board Building
- Information Technology knowledge, skills, and abilities
- Prior experience working in the WebEOC

### GENERAL OVERALL RESPONSIBILITIES:

This position, a member of the EOC Command Staff, facilitates and coordinates issues with the WebEOC, all items under Information Technology (computers & networking), communications (phones & radios), and serves as sole point of contact for ALL technology driven functions of the EOC. Specific duties include:

- Provide support to the position's direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Add / Delete New Users in the WebEOC

- Add /Modify boards as needed by the EOC Staff.
- Coordinate workstation issues with Technology Specialists: IT, Radio, LEIN and Phone.

**GENERAL PREPAREDNESS / PRE-ACTIVATION:**

- Maintain a “go-kit” of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County’s EOP.
- Maintain the WebEOC through out the year with updates to the software as well as updates to the Operating System of the server.
- Coordinate with ESFs on updating WebEOC boards.
- Coordinate with support services for IT and Communications needs.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Ensure family members know you are activated and how to contact you.
- Meet with EOC Command Staff for goals / objectives during the operational period.
- Meet with EOC Technology Specialists.
- Log into the WebEOC using the Administrator Login.
- Create new Event.
  - o Use the name from the EOC Command Staff Meeting.
  - o Log out and back into system under new event.
  - o Create new users and Reset Lost Passwords
    - New users will be created at the beginning of an operational period. EOC Staff should be arriving 30 minutes prior to their assigned work time. At this time, the new user request should be made so it can be handed to the WebEOC Administrator prior to shift work.
    - After at least 15 minutes following a shift change has passed and no new add users requests has come to their attention, the WebEOC Administrator can continue to work on the WebEOC Boards.
  - o Repair any broken WebEOC boards.
  - o Create New WebEOC Boards
    - This job responsibility can take the longest time to resolve. Perform other job duties before creating new WebEOC boards.
- Coordinate Technological needs, IT or Phone, in the EOC.
- Coordinate Radio Communication needs or issues in the EOC
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - o Messages received
  - o Actions taken
  - o Decisions
  - o Requests: justification, documentation and completion
  - o EOC personnel, time on duty, and assignments
  - o Expenditures

- Read and comply with EOC Safety Policy.
- Support operational and functional meetings as required.

***Shift Change and Transfer of Responsibility:***

- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Ensure that all users are logged out of the event.
- Log in as the WebEOC Administrator and archive the event.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.

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## EOC MAINTENANCE SUPPORT

### REPORTS TO:

- EOC Support Unit Leader

### POSITIONS REPORTING TO THE EOC MAINTENANCE SUPPORT:

- None

### POSITION COORDINATOR:

- CEMA EM Specialist – EOC Readiness

### MINIMUM TRAINED STAFF:

- 3 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 1
- Level 1 EOC Activation 1

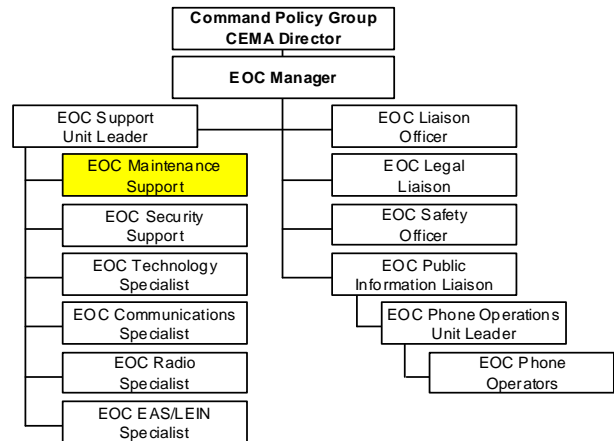
### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300.
- Maintain an operational knowledge of Chatham County's EOP Organization and ESF structure.

### GENERAL RESPONSIBILITIES:

This position, a member of the Support Staff Section, facilitates all necessary maintenance issues for the EOC physical structure, coordinates building and facility operations issues not related to the incident, and serves as the point of contact for any building or facility related concerns. Specific duties include:

- Immediately notify the direct report of significant emergency situations affecting or potentially affecting the County.
- When directed by the position's direct report or when circumstances dictate, notify all tasked organizations, inform them of the situation, and direct them to take the actions appropriate for the situation (report to EOC, scene of the emergency, stand by, etc.) in accordance with their organization's SOP.
- Provide support to the position's direct report to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Ensure risk management principles and procedures are applied to all activities.



**GENERAL PREPAREDNESS / PRE-ACTIVATION:**

- Maintain a “go-kit” of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County’s EOP.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - o Messages received
  - o Actions taken
  - o Decisions
  - o Requests: justification, documentation and completion
  - o EOC personnel, time on duty, and assignments
  - o Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.

**OPERATIONAL PHASE:**

- Establish and maintain a position log and other necessary files.
- Work closely with the Deputy EOC Director, IT Branch Coordinator, and other sections in determining facilities and furnishings required for effective operation of the EOC.
- Arrange for continuous maintenance of acquired facilities, ensuring that utilities and restrooms are operating properly.
- Keep inventory lists Respond to any requests for building maintenance, ensure building facilities are in working order.

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.
- Complete all logs and documentation and forward to Documentation Unit.
- Ensure that all expenditures and financial claims have been coordinated with the Finance/Administration Section.
- Provide input towards the EOC After Action Report.

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## EOC SECURITY SUPPORT

### REPORTS TO:

- EOC Support Unit Leader

### POSITIONS REPORTING TO THE EOC SECURITY SUPPORT

- None

### POSITION COORDINATOR:

- CEMA EM Specialist – EOC Readiness

### MINIMUM TRAINED STAFF:

- 5 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 1
- Level 1 EOC Activation 1

### TRAINING REQUIREMENTS:

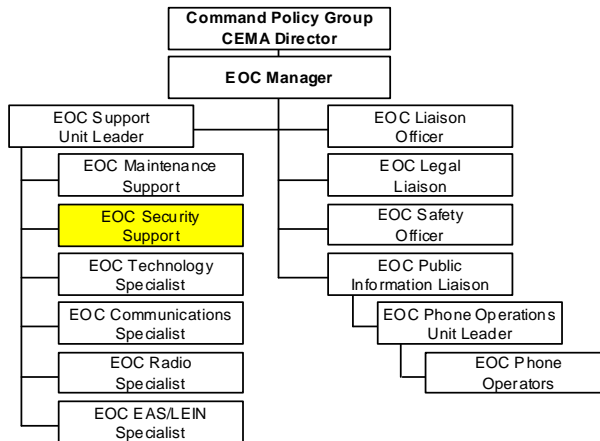
- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300.
- Maintain an operational knowledge of Chatham County's EOP Organization and ESF structure.

### GENERAL RESPONSIBILITIES:

This position, a member of the Support Staff Section, facilitates security measures within the EOC site, coordinates security and safety related issues to the EOC activation site, and serves as the point of contact for all safety and security issues within the EOC.

Specific duties include:

- Immediately notify the direct report of significant emergency situations affecting or potentially affecting the EOC.
- When directed by the position's direct report or when circumstances dictate, notify all tasked organizations, inform them of the emergency situation, and direct them to take the actions appropriate for the situation (report to EOC, scene of the emergency, stand by, etc.) in accordance with their organization's SOP.
- Provide support to the position's direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Ensure risk management principles and procedures are applied to all activities.



**GENERAL PREPAREDNESS / PRE-ACTIVATION:**

- Maintain a “go-kit” of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County’s EOP.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - o Messages received
  - o Actions taken
  - o Decisions
  - o Requests: justification, documentation and completion
  - o EOC personnel, time on duty, and assignments
  - o Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.
- Perform a risk identification and analysis of the EOC site and operations. Oversee that security checkpoints have been established at all EOC entrances to allow only authorized personnel access to the EOC, including staff sign-in and identification procedures.
- Monitor set-up procedures for the EOC ensuring that proper safety regulations are adhered to.

**OPERATIONAL PHASE:**

- Ensure appropriate security measures have been established to allow for only authorized access to the EOC facility and documentation.
- Coordinate with EOC Support Branch to obtain assistance for any special safety requirements. Monitor security checkpoints and EOC facility access.
- Address any security issues with the EOC Director recommending improvements where necessary.

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.

- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.

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## EOC TECHNOLOGY SPECIALIST

### REPORTS TO:

- EOC Support Unit Leader

### POSITIONS REPORTING TO THE EOC TECHNOLOGY SPECIALIST

- None

### POSITION COORDINATOR:

- CEMA EM Specialist – EOC Readiness

### MINIMUM TRAINED STAFF:

- 6 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 1
- Level 1 EOC Activation 1

### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300.
- Experience working in a Public Safety environment.
- Experience in networking.
- Experience with troubleshooting and repairing PCs or Laptops.

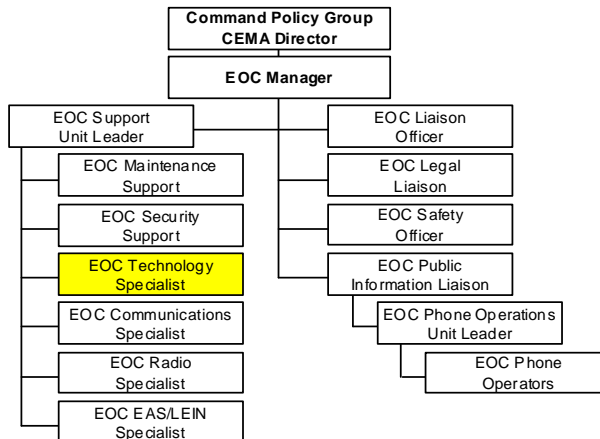
### GENERAL RESPONSIBILITIES:

This position, a support member of the EOC Support Unit Leader, facilitates and coordinates issues involving Information Technology (computers & networking), and serves as a supporting staff member for any technology driven function of the EOC. Specific duties include:

- Provide support to the position's direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Troubleshooting PCs and Laptops
- Troubleshooting Networking Issues
- Coordinates support with the EOC Phone Technical Specialist for issues with the Satellite system at the Annex EOC.

### GENERAL PREPAREDNESS / PRE-ACTIVATION:

- Maintain a "go-kit" of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an



- operational knowledge of NIMS, ICS and Chatham County's EOP.
- Maintaining an operational knowledge of the County's LAN & WAN.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - Messages received
  - Actions taken
  - Decisions
  - Requests: justification, documentation and completion
  - EOC personnel, time on duty, and assignments
  - Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.
- Meet with EOC Support Unit Leader for goals / objectives during the operational period.
- Coordinate Technological need(s).

**OPERATIONAL PHASE:**

- Maintain and insure proper functioning of all technology equipment for the EOC.
- Maintenance and operation of cyber security.
- Serve as a Subject Matter Expert for internet and networking (LAN/WAN/WI-FI)
- Ensure accountability for all technology related equipment for the EOC.
- Ensure proper maintenance of all technology related equipment for the EOC.

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.

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## EOC COMMUNICATIONS SPECIALIST

### REPORTS TO:

- EOC Support Unit Leader

### POSITIONS REPORTING TO THE EOC COMMUNICATIONS SPECIALIST:

- None

### POSITION COORDINATOR:

- CEMA EM Specialist – EOC Readiness

### MINIMUM TRAINED STAFF:

- 6 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 1
- Level 1 EOC Activation 1

### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300.
- Experience working in a Public Safety environment.
- Experience with networking.
- Experience with troubleshooting and repairing the County's Phone System.

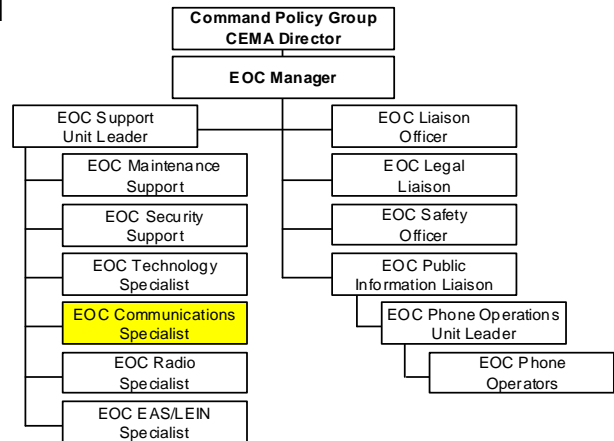
### GENERAL RESPONSIBILITIES:

This position, a support member of the EOC Support Unit Leader, facilitates and coordinates issues with phone communications, and serves as a supporting staff member for any phone communication function of the EOC. Specific duties include:

- Provide support to the position's direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Troubleshooting phone issues
- Troubleshooting Satellite Phone issues.
- Coordinates support with the EOC IT Technical Specialist for issues with the Satellite system at the Annex EOC.

### GENERAL PREPAREDNESS / PRE-ACTIVATION:

- Maintain a "go-kit" of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an



operational knowledge of NIMS, ICS and Chatham County's EOP.

- Maintain familiarity with the Chatham County Phone System.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - Messages received
  - Actions taken
  - Decisions
  - Requests: justification, documentation and completion
  - EOC personnel, time on duty, and assignments
  - Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.
- Meet with EOC Support Unit Leader for goals / objectives during the operational period.
- Coordinate Phone need(s).

**OPERATIONAL PHASE:**

- Maintain and insure proper functioning of all phone equipment for the EOC. .
- Serve as a Subject Matter Expert for phone equipment
- Ensure accountability for all phone and communications related equipment for the EOC.
- Ensure proper maintenance of all phone and communications related equipment for the EOC.

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.

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## EOC RADIO SPECIALIST

### REPORTS TO:

- EOC Support Unit Leader

### POSITIONS REPORTING TO THE EOC COMMUNICATIONS SPECIALIST

- None

### POSITION COORDINATOR:

- CEMA EM Specialist – EOC Readiness

### MINIMUM TRAINED STAFF:

- 3 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 1
- Level 1 EOC Activation 1

### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300. Experience working in a Public Safety environment.
- Experience with networking.
- Knowledge of radio equipment.
- Experience with troubleshooting and repairing the County's Radio Network.

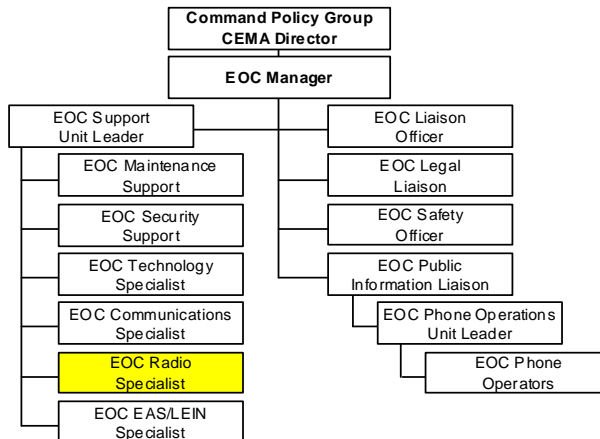
### GENERAL RESPONSIBILITIES:

This position, a support member of the EOC Support Unit Leader, facilitates and coordinates issues with radios, and serves as sole point of contact for any radio driven function of the EOC. Specific duties include:

- Provide support to the position's direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Troubleshoot / Fix / Replace radio technology as needed.

### GENERAL PREPAREDNESS / PRE-ACTIVATION:

- Maintain a "go-kit" of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County's EOP.
- Maintain familiarity with the Chatham County Radio Network.



**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - o Messages received
  - o Actions taken
  - o Decisions
  - o Requests: justification, documentation and completion
  - o EOC personnel, time on duty, and assignments
  - o Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.
- Meet with EOC Support Unit Leader for goals / objectives during the operational period.
- Coordinate Radio Communications needs or issues within the EOC.

**OPERATIONAL PHASE:**

- Provide briefing to EOC Support Unit Leader on the following information.**
  - o Current communications status and activity.
  - o Current equipment status.
  - o Any unusual communications situations.
- Maintain message log of transmissions.**
- Maintain list of frequency assignments and radio designator.**

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.

- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.

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## EOC EAS/LEIN SPECIALIST

### REPORTS TO:

- EOC Support Unit Leader

### POSITIONS REPORTING TO THE EOC EAS/LEIN SPECIALIST:

- None

### POSITION COORDINATOR:

- CEMA EM Specialist – EOC Readiness

### MINIMUM TRAINED STAFF:

- 3 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 0-1
- Level 1 EOC Activation 1

### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300.
- Experience in a media broadcasting environment, and speaking on air.

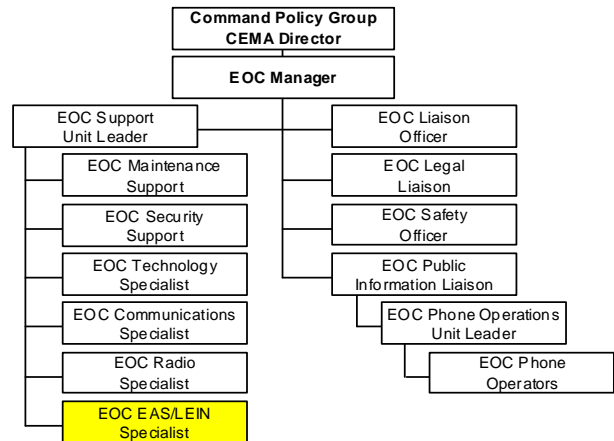
### GENERAL RESPONSIBILITIES:

This position, a support member of the EOC Support Unit Leader, facilitates and coordinates messages that are delivered over the LEIN system, and serves as a leading support staff for the LEIN System. Specific duties include:

- Provide support to the position's direct report to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Produce clear spoken messages over the LEIN System.
- Coordinate with CEMA PIO for messages that are broadcast over the LEIN System
- When possible, coordinate with the LP1 & LP2 site to make sure the LEIN System is broadcasting over the radio.

### GENERAL PREPAREDNESS / PRE-ACTIVATION:

- Maintain a "go-kit" of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County's EOP.
- Maintaining familiarity with the LEIN System.



**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - o Messages received
  - o Actions taken
  - o Decisions
  - o Requests: justification, documentation and completion
  - o EOC personnel, time on duty, and assignments
  - o Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.
- Meet with EOC Support Unit Leader for goals / objectives during the operational period.
- Coordinate EAS/LEIN need(s).

**OPERATIONAL PHASE:**

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.

- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Continue deactivation responsibilities for this position as required.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.

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## EOC LIAISON OFFICER

### REPORTS TO:

- EOC Manager

### POSITIONS REPORTING TO THE EOC LIAISON OFFICER:

- Agency Representatives / Liaisons

### POSITION COORDINATOR:

- CEMA EM Specialist – Volunteer Coordinator

### MINIMUM TRAINED STAFF:

- 5 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 0-1
- Level 1 EOC Activation 1

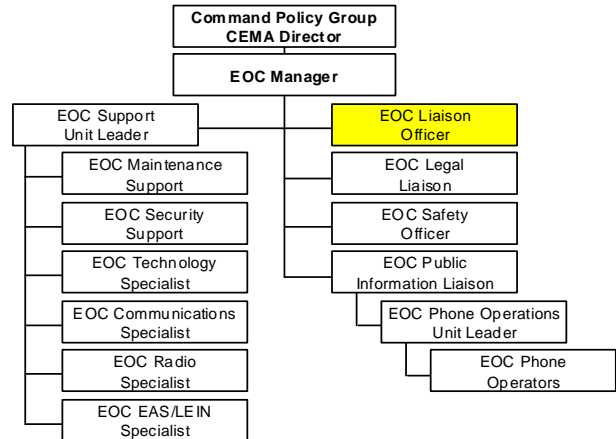
### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300. This position is also required to complete IS-800 and ICS-400.
- Maintain an operational knowledge of Chatham County's EOP Organization and ESF structure.

### GENERAL RESPONSIBILITIES:

This position, a member of the Command Section, facilitates interagency activities, coordinates the activities of all government and non-governmental organizations, and serves as the point of contact for all agencies assigned to the EOC. Specific duties include:

- Immediately notify the direct report of significant emergency situations affecting or potentially affecting the County.
- When directed by the position's direct report or when circumstances dictate, notify all tasked organizations, inform them of the situation, and direct them to take the actions appropriate for the situation (report to EOC, scene of the emergency, stand by, etc.) in accordance with their organization's SOP.
- Provide support to the position's direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Ensure risk management principles and procedures are applied to all activities.



**GENERAL PREPAREDNESS / PRE-ACTIVATION:**

- Maintain a “go-kit” of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County’s EOP.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - o Messages received
  - o Actions taken
  - o Decisions
  - o Requests: justification, documentation and completion
  - o EOC personnel, time on duty, and assignments
  - o Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.
- Establish contact with other agency representatives.
- Monitor incident operations to identify current or potential inter-organizational issues
- Ensure incoming agency representatives are fully briefed on the incident.

**OPERATIONAL PHASE:**

- Act as a point of contact for all agencies assigned to the EOC.
- Maintain a list of assisting and supporting agency and their respective representatives.
- Provide incident status information to assisting and supporting agencies.
- Participate in planning meetings and provide current resource status, including limitations and capabilities of assisting agencies.
- Act as a point of contact for assisting agencies.

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.

- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.
- Release representatives from assisting and coordinating agencies.
- Prepare a list of assisting and coordinating agencies and their representatives for EOC Director so that individuals and/or agencies may be recognized for their efforts during the EOC activation.
- Notify EOC Manager of any open tasks.

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## EOC LEGAL LIAISON

### REPORTS TO:

- EOC Manager

### POSITIONS REPORTING TO THE EOC LEGAL LIAISON:

- None

### POSITION COORDINATOR:

- CEMA Assistant Director

### MINIMUM TRAINED STAFF:

- 3 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 0-1
- Level 1 EOC Activation 1

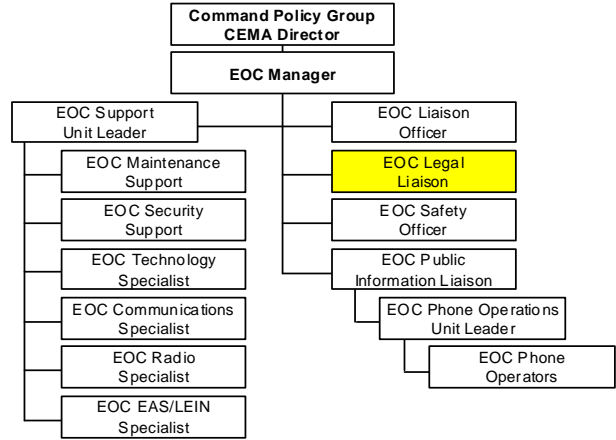
### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300. This position is also required to complete IS-800 and ICS-400.
- Maintain an operational knowledge of Chatham County's EOP Organization and ESF structure.

### GENERAL RESPONSIBILITIES:

This position, a member of the Command Staff Section, facilitates legal compliance of EOC decisions, coordinates liaison functions between the EOC and Municipal and County Legal Counsel, and serves as a legal advisor on all aspects of the EOC involvement. Specific duties include:

- Immediately notify the direct report of significant emergency situations affecting or potentially affecting the County.
- When directed by the position's direct report or when circumstances dictate, notify all tasked organizations, inform them of the situation, and direct them to take the actions appropriate for the situation (report to EOC, scene of the emergency, stand by, etc.) in accordance with their organization's SOP.
- Provide support to the position's direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Ensure risk management principles and procedures are applied to all activities.



**GENERAL PREPAREDNESS / PRE-ACTIVATION:**

- Maintain a “go-kit” of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County’s EOP.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - o Messages received
  - o Actions taken
  - o Decisions
  - o Requests: justification, documentation and completion
  - o EOC personnel, time on duty, and assignments
  - o Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.

**OPERATIONAL PHASE:**

- Obtain briefing from EOC Manager.
- Assist in the composition of any disaster declaration.
- Provide interpretation of the EOC actions under the various state, municipal, and local disaster ordinances, statutes, and regulations.
- Provide specific direction to Planning and Finance Sections in regard to documentation and claim processing.
- If requested, review for legal advice any press releases or public statements prior to their release.
- Review emergency contracts and procurements as requested by the EOC Manager.
- Maintain Unit Log.

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.

- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.

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## EOC SAFETY OFFICER

### REPORTS TO:

- EOC Manager

### POSITIONS REPORTING TO THE EOC SAFETY OFFICER:

- None

### POSITION COORDINATOR:

- ESF-8 Primary Coordinator

### MINIMUM TRAINED STAFF:

- 4 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 0-1
- Level 1 EOC Activation 1

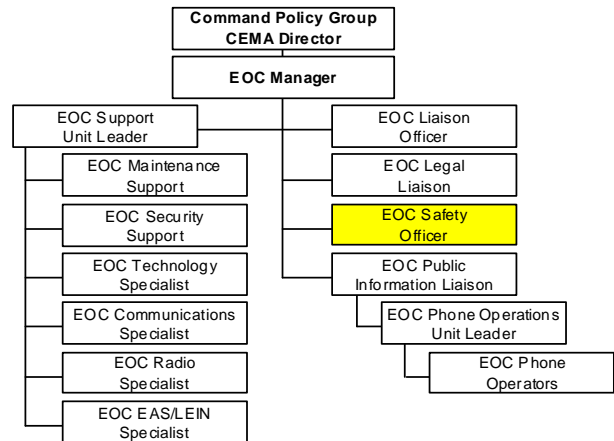
### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300. This position is also required to complete IS-800 and ICS-400.
- Maintain an operational knowledge of Chatham County's EOP Organization and ESF structure.

### GENERAL RESPONSIBILITIES:

This position, a member of the Command Section, facilitates the overall safety status of all responders, coordinates accountability and safety efforts across jurisdictions, functional agencies and support organizations, and serves as the ultimate authority on all safety related issues. Specific duties include:

- Immediately notify the direct report of significant emergency situations affecting or potentially affecting the County.
- When directed by the position's direct report or when circumstances dictate, notify all tasked organizations, inform them of the situation, and direct them to take the actions appropriate for the situation (report to EOC, scene of the emergency, stand by, etc.) in accordance with their organization's SOP.
- Provide support to the position's direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Ensure risk management principles and procedures are applied to all activities.
- Provides warnings and recommends appropriate protective actions to personnel within



the EOC.

- Coordinates with ESF 6 on providing critical incident stress debriefings to personnel as necessary.

**GENERAL PREPAREDNESS / PRE-ACTIVATION:**

- Maintain a “go-kit” of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County’s EOP.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - Messages received
  - Actions taken
  - Decisions
  - Requests: justification, documentation and completion
  - EOC personnel, time on duty, and assignments
  - Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.
- Establish a system and procedures for coordinating safety efforts across jurisdictions, functional agencies, and with private sector and non-government organizations
- Perform a risk identification and analysis for the EOC site, as related to the EOC and its operation.
- Tour the entire facility area and determine the scope of ongoing and future operations.
- Monitor set-up procedures for the EOC and related EOC ensuring that proper safety regulations are adhered.
- Ensure that security check points have been established at all EOC entrances to allow only authorized personnel access to the EOC, including staff sign-in and identification procedures.

**OPERATIONAL PHASE:**

- Determine staffing requirements to meet 24-hour operational periods (two 12-hour shifts); request additional personnel as required.

- Ensure that all unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Request additional resources through the Logistics section or established ordering procedures, as needed.
- Anticipate situations and problems before they occur; based upon the existing and forecast situation determine future requirements.
- Monitor the overall safety status of the county response and provide feedback/recommendations to the EOC and ESF managers concerning safety awareness throughout the operation
- Provides immediate notification to the EOC Director of injuries involving loss of life, limb, or eyesight to response personnel
- Serves as the initial point of contact for an medical emergencies occurring within the EOC
- Provides warnings and recommends protective actions to personnel within the EOC regarding any hazard which may impact personnel safety
- Coordinate with Finance/Administration on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.
- Participate in planning meetings.
- Attend planning meeting to advise on safety matters.
- Identify potentially hazardous situations associated with suggested plans.
- Ensure that personnel, equipment time records, and record of expendable materials consumed are provided to the EOC Manager at the end of each operational period.
- Coordinate risk management activities with the county and special districts as required.
- Coordinate with the Personnel unit of the Logistics section to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- Identify and document risk and liability issues; keep Planning Section Chief advised at all times.
- Gather and organize evidence that may assist all EOC organizations in legal defense that may be more difficult to obtain later
- Conduct interviews and take statements to investigate major risk management issues.
- Assist the EOC Manager in reviewing press releases, public alerts, warnings and public information materials from a risk management perspective.
- Evaluate situations and advise the EOC Manager of any conditions and actions that might result in liability, e.g., oversights, improper response actions.

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.

- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.

## EOC PUBLIC INFORMATION LIAISON

### REPORTS TO:

- EOC Manager

### POSITIONS REPORTING TO THE EOC PUBLIC INFORMATION LIAISON:

- EOC Phone Operations Unit Leader
- EOC Phone Operators

### POSITION COORDINATOR:

- CEMA EM Specialist – External Affairs

### MINIMUM TRAINED STAFF:

- 3 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 1
- Level 1 EOC Activation 1

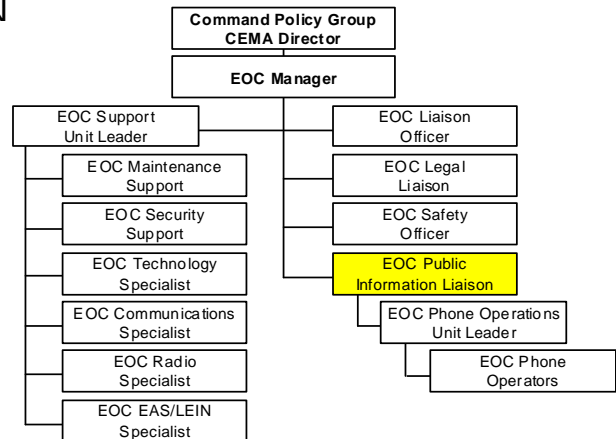
### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300.
- This position is also required to complete IS-800 and ICS-400.
- Maintain an operational knowledge of Chatham County's EOP Organization, the EOC Staff Manual and ESF structure.
- IS-00250 Emergency Support Function 15 (ESF15)
- Basic Public Information Officer Course through GA Public Safety Training Facility

### GENERAL OVERALL RESPONSIBILITIES:

This position, a member of the EOC Command Section, facilitates information management with the Phone Operations Unit Leader and EOC Staff, coordinates liaison functions with the Lead PIO and serves as the main conduit between the JIC and the EOC to ensure PIO information distributed by the JIC is coordinated within the EOC and distributed to the Phone Operations Unit Leader. Specific duties include:

- Immediately notify the direct report of significant emergency situations affecting or potentially affecting the County.
- When directed by the position's direct report or when circumstances dictate, notify all tasked organizations, inform them of the situation, and direct them to take the actions appropriate for the situation (report to EOC, scene of the emergency, stand by, etc.) in accordance with their organization's SOP.
- Provide support to the position's direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position



- specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Ensure risk management principles and procedures are applied to all activities.
- Facilitate information dissemination and coordination between the JIC and EOC Manager.
- Ensure information distribution is coordinated from the JIC to EOC Staff.
- Provide regular updates to the JIC of significant EOC actions and activities.
- Assist the Lead PIO in coordinating all media and VIP visits to the EOC.
- Coordinate information adjustments with Phone Operations Unit.
- Collect and coordinate management of information, including rumor control, between the Phone Operations Unit, EOC Manager and Lead PIO or JIC.

**GENERAL PREPAREDNESS / PRE-ACTIVATION:**

- Maintain a “go-kit” of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County’s EOP.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - o Messages received
  - o Actions taken
  - o Decisions
  - o Requests: justification, documentation and completion
  - o EOC personnel, time on duty, and assignments
  - o Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.
- Identify yourself as the EOC Public Information Liaison.
- Review your position responsibilities as established by this checklist.

**OPERATIONAL PHASE:**

- Establish Liaison communication with the EOC Manager, Lead PIO and the EOC Public Information Unit Leader.

- Determine JIC needs of the EOC and coordinate with the EOC Manager and EOC General Staff.
- Determine EOC needs of the JIC and coordinate with Lead PIO.
- Interact with EOC Sections to provide and obtain information relative to public information operations.
- As required, periodically prepare briefings for EOC Staff.
- Coordinate all media request with the Lead PIO and/or JIC.
- Keep up to date on the situation and resources associated with your position; maintain current status reports and displays.
- On behalf of the Lead PIO and JIC, establish an operating procedure with the Communications unit of the Logistics section for use of telephone, fax, radio, and data systems; make any priorities or special requests known.
- Review situation reports as they are received; verify information where questions exist.
- Monitor position activities and adjust phone operations staffing and organization to meet current needs; use face-to-face communication in the EOC or JIC whenever possible and document decisions and policy.
- Ensure that personnel, equipment, time records, and a record of expendable materials consumed are provided to the EOC Manager at the end of each operational period.
- Brief relief at shift-change time; ensure that in-progress activities are identified and follow-up requirements are known.
- Ensure that all EOC Staff are aware that release of information must be coordinated through the EOC Public Information Liaison and the Chief PIO.
- Ensure that a rumor control process is established with phone operations staff to include the means for identifying false or erroneous information and the process for forwarding that information through the chain of command to the JIC.
- Support information dissemination from the JIC to the phone operations staff regarding public information to include locations for obtaining food, shelter, supplies, health services, etc.
- Review briefing sheet prepared by the Chief PIO at the beginning of each shift and communicate with EOC Manager, EOC Staff and EOC Phone Operations Unit to ensure dissemination of appropriate and verified information to the public to include shelter locations, water distribution sites, DRCs, etc.
- Monitor broadcast media and coordinate information management activities with EOC Manager and Chief PIO.
- Ensure file copies are maintained for all information released.
- Provide copies of all releases to the EOC Manager, Phone Operations Unit and EOC General Staff.

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Follow Generic Checklist - Deactivation Phase.
- Actions that may be taken after the impact of an emergency:
  - Monitor JIC information and telephone inquiries for accuracy and respond as appropriate to correct rumors.
  - Ensure distribution of printed material to EOC Staff.
  - Compile chronology of events.
- Ensure all required forms or reports are completed and submitted to EOC Manager and Chief PIO as required.
- Be prepared to provide input to the After Action Report.
- Determine what follow-up to your assignment might be required before you leave; communicate the information to the EOC Manager.
- Return EOC Credentials and check out with reception.

## EOC PHONE OPERATIONS UNIT LEADER

### REPORTS TO:

- EOC Manager

### POSITIONS REPORTING TO THE EOC PHONE OPERATIONS UNIT LEADER

- EOC Phone Operators

### POSITION COORDINATOR:

- CEMA EM Specialist – Volunteer Coordinator

### MINIMUM TRAINED STAFF:

- 5 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 0-1
- Level 2 EOC Activation 1
- Level 1 EOC Activation 1

### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300.
- Maintain an operational knowledge of Chatham County’s EOP Organization and ESF structure.

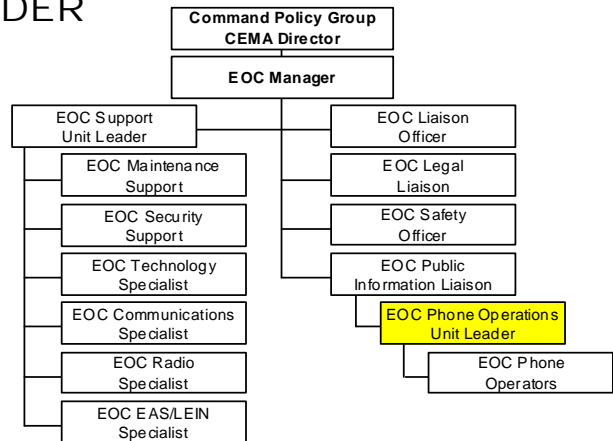
### GENERAL RESPONSIBILITIES:

This position, a member of the Support Staff Section, facilitates communications, coordinates phone operations, and serves as a central responsible entity for all phone operations in the EOC. Specific duties include:

- Immediately notify the direct report of significant emergency situations affecting or potentially affecting the County.
- When directed by the position’s direct report or when circumstances dictate, notify all tasked organizations, inform them of the situation, and direct them to take the actions appropriate for the situation (report to EOC, scene of the emergency, stand by, etc.) in accordance with their organization's SOP.
- Provide support to the position’s direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Ensure risk management principles and procedures are applied to all activities.

### GENERAL PREPAREDNESS / PRE-ACTIVATION:

- Maintain a “go-kit” of personal items and bring to the EOC when activated.



- Maintain a family/pet preparedness plan.
- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County's EOP.
- Verify that appropriate equipment and supplies are assembled.
- Establish and test the appropriate location and equipment for phone operations.
- Provide for the establishment of the phone message routing process.
- Notify EOC Manager when phone operations are functional.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Determine appropriate staffing levels based on EOC activation and planned action. Notify additional staff as required.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - o Messages received
  - o Actions taken
  - o Decisions
  - o Requests: justification, documentation and completion
  - o EOC personnel, time on duty, and assignments
  - o Expenditures
- Confirm position specific priorities based on current status report.
- Assist as required to develop an overall strategy.
- Support operational and functional meetings as required.
- Ensure that necessary equipment is available and in working order.

**OPERATIONAL PHASE:**

- Oversee phone operations and maintain direct supervision of phone operations personnel.
- Coordinate activities of phone operations personnel.
- Maintain message log for all messages received.
- Maintain unit log.
- Maintain a master file of all General Message Forms (ICS Form 213)

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- Discuss continued staffing requirements and arrange as required.
- If leaving EOC, check out with reception and direct report.

- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.
- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has position contact information in case EOC needs to re-establish operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.
- Ensure that all phone equipment is returned in working order to logistics staff.

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## EOC PHONE OPERATOR

### REPORTS TO:

- EOC Phone Operations Unit Leader

### POSITIONS REPORTING TO THE EOC PHONE OPERATOR:

- None

### POSITION COORDINATOR:

- CEMA EM Specialist – Volunteer Coordinator

### MINIMUM TRAINED STAFF:

- 25 persons

### STAFFING REQUIREMENTS PER OPERATIONAL PERIOD:

- Level 3 EOC Activation 2-4
- Level 2 EOC Activation 4-6
- Level 1 EOC Activation 6-10

### TRAINING REQUIREMENTS:

- All EOC Staff are required to attend annual EOC Staff training.
- All EOC Staff are required to complete IS-100, IS-200, IS-700 and ICS-300. Maintain an operational knowledge of County's EOP Organization and ESF structure.

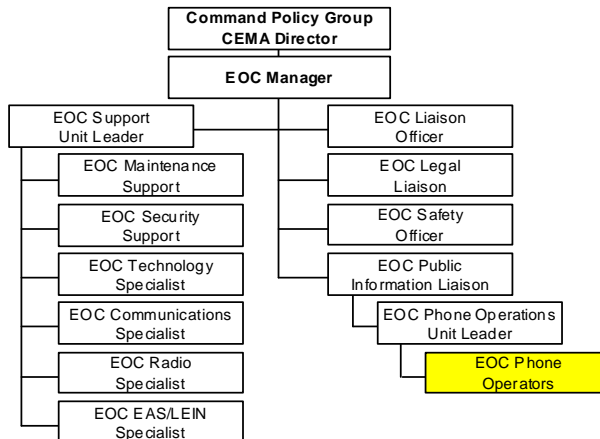
### GENERAL RESPONSIBILITIES:

This position, a member of the Support Staff Section, facilitates communications, coordinates the intake and distribution of EOC phone messages, and serves as a direct link for the public and area agencies to the EOC. Specific duties include:

- Immediately notify the direct report of significant emergency situations affecting or potentially affecting the County.
- When directed by the position's direct report or when circumstances dictate, notify all tasked organizations, inform them of the situation, and direct them to take the actions appropriate for the situation (report to EOC, scene of the emergency, stand by, etc.) in accordance with their organization's SOP.
- Provide support to the position's direct support to ensure all actions are accomplished within the established priorities.
- Establish/arrange appropriate staffing for this position and continuously monitor position specific effectiveness to ensure appropriate modifications occur as required.
- Ensure inter-agency coordination is accomplished effectively.
- Ensure risk management principles and procedures are applied to all activities.

### GENERAL PREPAREDNESS / PRE-ACTIVATION:

- Maintain a "go-kit" of personal items and bring to the EOC when activated.
- Maintain a family/pet preparedness plan.



- Attend annual EOC Staff training and ensure NIMS compliance by maintaining an operational knowledge of NIMS, ICS and Chatham County's EOP.

**ACTIVATION PHASE:**

- Respond immediately to appropriate EOC location and determine operational status.
- Check in with Reception and obtain appropriate security credentials.
- Check in with direct report or next higher report if direct report not available.
- Obtain briefing from available sources.
- Ensure family members know you are activated and how to contact you.
- Review position checklist and ensure position compliance. Clarify any issues regarding authority, staffing, assignments, expectations, etc.
- Read and comply with EOC Safety Policy.
- Open, maintain or continue a Position Specific Event Log; maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster to include:
  - o Messages received
  - o Actions taken
  - o Decisions
  - o Requests: justification, documentation and completion
  - o EOC personnel, time on duty, and assignments
  - o Expenditures
- Confirm position specific priorities based on current status report.

**OPERATIONAL PHASE:**

- Determine the proper message routing procedure.
- Process all General message forms (ICS Form 213) by receiving the message, assigning message control numbers, and logging all General Message forms.
- Forward all message forms to appropriate individuals and/or sections.
- Maintain master file for all utilized General Message Forms.
- Perform other duties as assigned by the EOC Phone Operations Manager.

***Shift Change and Transfer of Responsibility:***

- Prepare and submit a position Sitrep to your direct report.
- Fully brief your relief on past actions, open actions and planned actions.
- Ensure relief fully understands open actions, deadlines and expectations.
- If leaving EOC, check out with reception and direct report.
- If arriving to EOC, check in with reception and direct report.

**DEACTIVATION PHASE:**

- Receive authorization from direct report to demobilize position and cancel future staffing considerations.
- Ensure any open actions will be handled by the appropriate entity after demobilization.
- Ensure all required forms or reports are completed prior to demobilization and forward to direct report or the Planning Section as required.
- Ensure a position specific EOC After Action Report is prepared in consultation with direct report and the Planning Section.
- Log off WebEOC and shut down laptop or PC.

- Clean workstation and organize paperwork and notebooks.
- Ensure direct report has contact information in case EOC re-establishes operations.
- Check out with direct report or next higher report if direct report is not available.
- Return EOC Credentials and check out with reception.

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