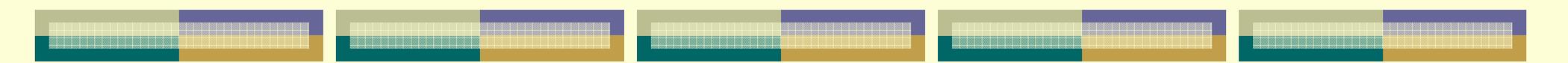


SEMS EOC COURSE

Chapter One Visuals

**OES / CSTI
2003**



EOC Course Overview:

● Chapter One:

- General EOC Principles and Applications

● Chapter Two:

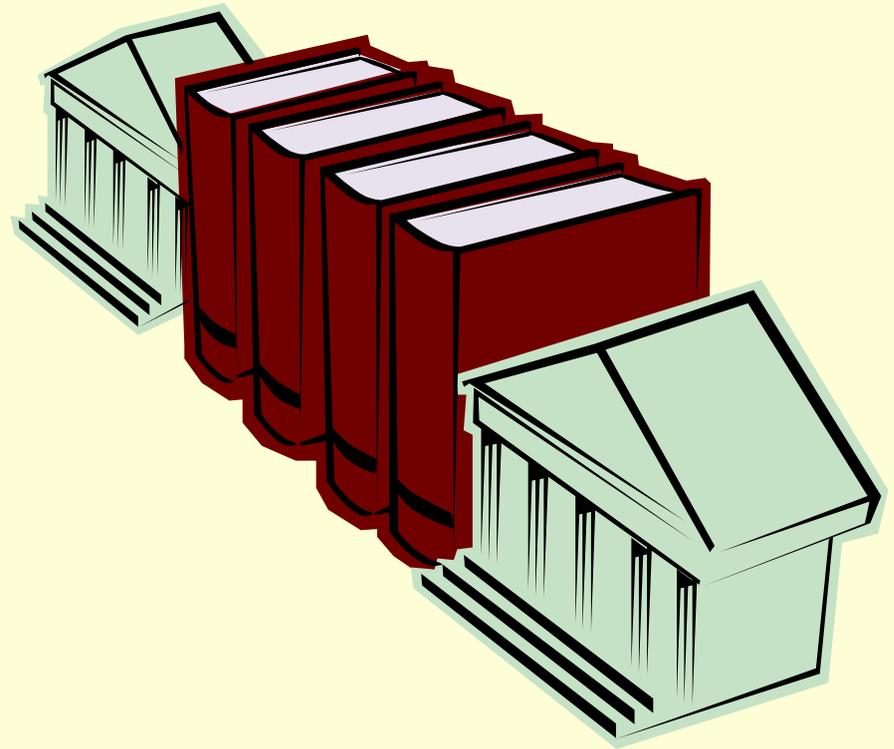
- EOCs at each SEMS level, and coordination between SEMS levels

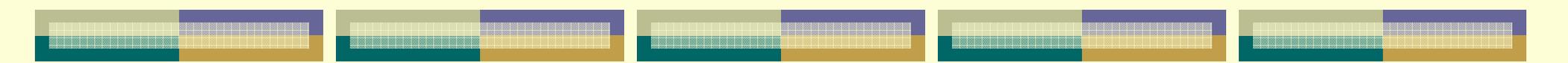
● Chapter Three:

- Functional Handbooks and Checklists

Emergency Service Act:

- **Government Code:
§8550 *Et Seq.***
- **Requires
preparation for
disasters**
- **Confers
emergency powers
during disasters.**



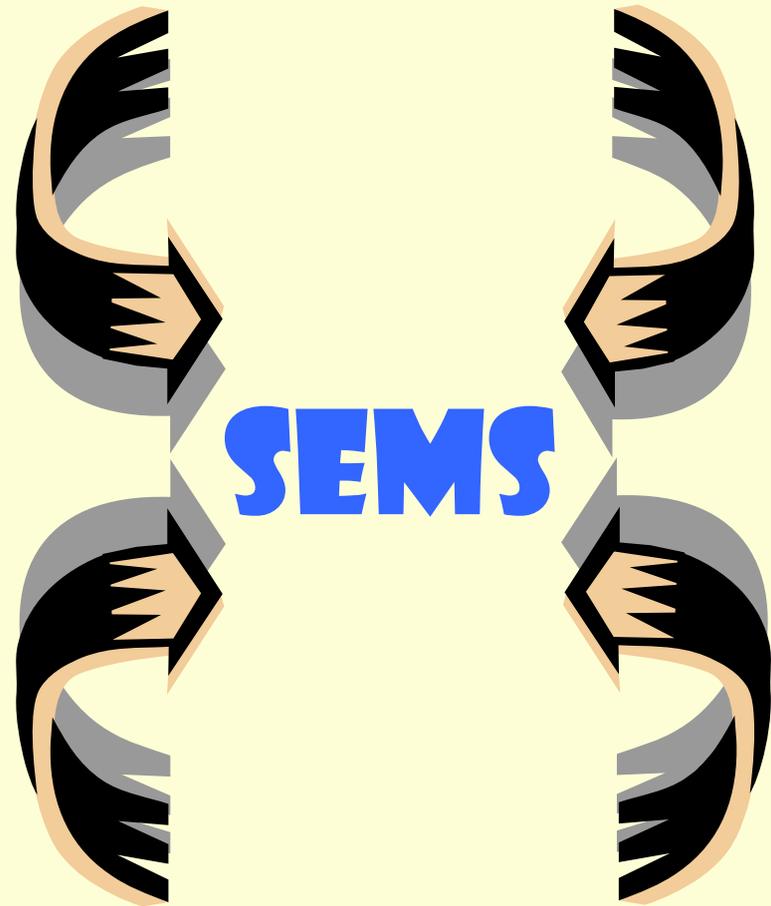


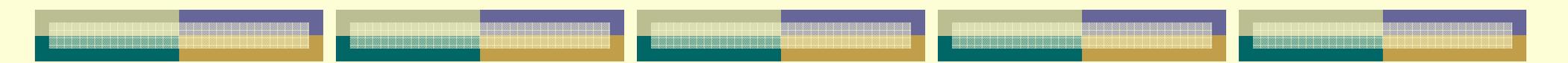
Background:

- **Senate Bill 1841 (Petris) – Government Code §8607.**
- **SEMS Regulations effective 1994**
- **SEMS required to be in place by December 1, 1996.**

Major Components of SEMS:

- Incident Command System
- Inter-agency Coordination
- Master Mutual Aid Systems
- Operational Areas





Five SEMS Functions in the EOC:

- **Management**
- **Operations**
- **Planning Intelligence**
- **Logistics**
- **Finance Administration**

EOC Glossary of Terms:

Emergency Operations Center:

- **Location from which “Centralized Emergency Management can be performed”**

Department Operations Center:

- **Single discipline operations center**
- **May be utilized at any level above the Field Response Level**

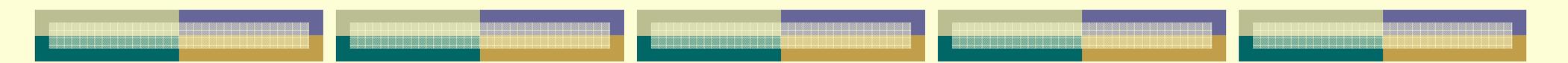
EOC Glossary of Terms:

● EOC Action Plan:

- Contains the priorities and objectives to be accomplished.
- Establishes time-frames for these objectives to be accomplished (operational periods)

● Inter-agency Coordination:

- Agencies working together to facilitate decision-making.
- Is required at all SEMS levels.



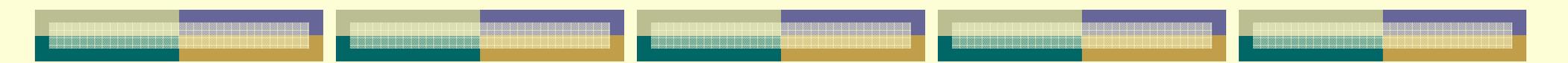
EOC Glossary of Terms:

Mutual Aid:

- **Sharing resources between jurisdictions based on need.**
- **Formal mutual aid systems and agreements exist for law enforcement, fire, and other disciplines.**

Incident:

- **Event requiring action by emergency response personnel**
- **Endangers life, property or environment.**
- **May require local proclamation of an emergency.**



EOC Glossary of Terms:

Emergency:

- **Conditions of extreme peril to safety of persons and property.**
- **May consist of multiple incidents.**
- **Defines a condition, such as a “Local Proclamation of Emergency.”**

Disaster:

- **Single or multiple incidents.**
- **Extraordinary threat to life and property.**

Incident Characteristics:



- How would you characterize an “Incident”?

Disaster Characteristics

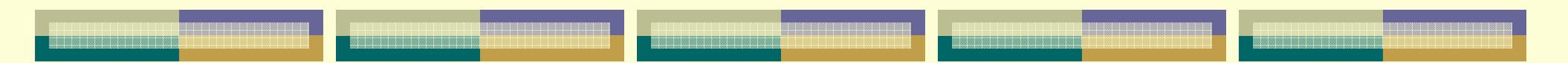


● How would you characterize a “disaster”?

The Challenge of Managing Disasters:

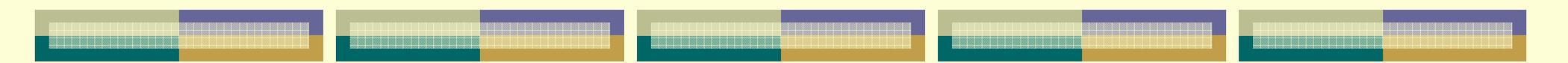
- Focus on your experiences with disaster management.
- What went right?
- What went wrong?





Incident and Disaster Management Have Common Goals:

- **Save Lives**
- **Care for casualties**
- **Limit further threats to life, property, or the environment**
- **Reassure and care for the public**
- **Restore the affected area to normal**



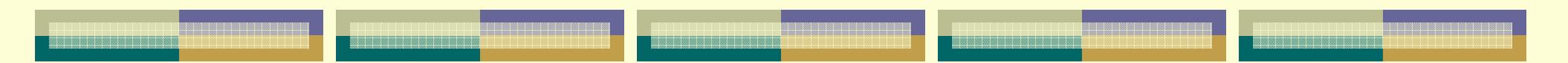
Phases of Emergency Management:

Mitigation:

- Steps taken to reduce the potential harm from a foreseeable event.

Some Examples of Mitigation:

- Retrofitting buildings or facilities
- Abating hazards
- Restrictive land use ordinances



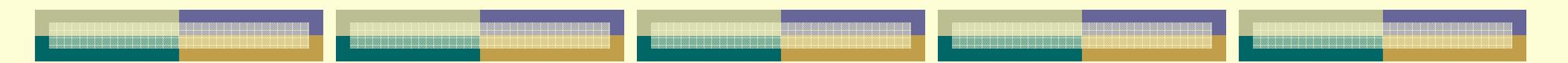
Phases of Emergency Management:

Preparedness:

- Steps taken to prepare people and organizations to respond to disasters.

Some Examples of Preparedness:

- Training & Exercises
- Planning
- Resource acquisition



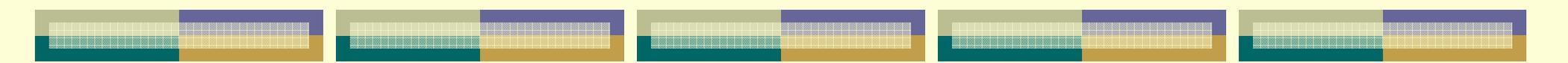
Phases of Emergency Management:

Response:

- Actions taken in direct response to a disaster.

Some Examples of Response:

- Rescues & evacuations
- Containment of hazardous spills
- Care and shelter of affected populations.



Phases of Emergency Management:

Recovery:

- **Actions necessary to return the affected area to normal.**
- **Planning for recovery begins during the response phase.**

Emergency Planning Phases:



● Pre-emergency:

- Mitigation & Preparedness

● Emergency:

- Response

● Post-emergency:

- Recovery

The EOC During the Pre-emergency Phase:

- EOC develops plans, procedures, and protocols.
- EOC addresses facility and resource needs
- EOC trains and prepares its staff



The EOC During the Emergency Phase:

- EOC provides “centralized coordination” for the overall emergency response.



The EOC During the Post-emergency Phase:

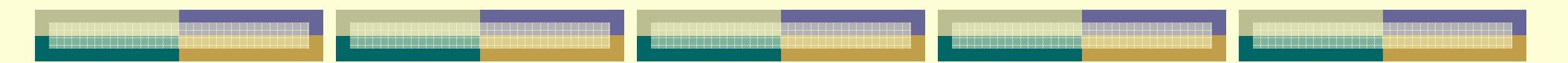
- EOC can be utilized to direct and coordinate the overall recovery operation.



Principles of Management:

- **Planning**
- **Organizing**
- **Leading**
- **Evaluating**
- **Improving**





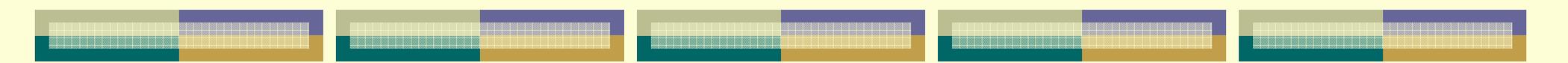
Management Principles Defined:

Planning:

- **Activity taken in advance to ensure an effective operation**

Organizing:

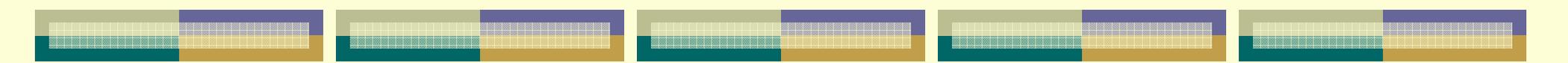
- **Ensuring that assignments are known and understood**
- **Ensuring that systems and procedures are in place.**



Management Principles Defined:

Leading:

- **Coordinating, communicating, guiding, supervising, motivating**
- **Delegation of authority:**
 - **Uses the skills and talents of others**
 - **Minimizes delays in completing tasks**
 - **Facilitates staff development**
 - **Provides a more meaningful work environment**



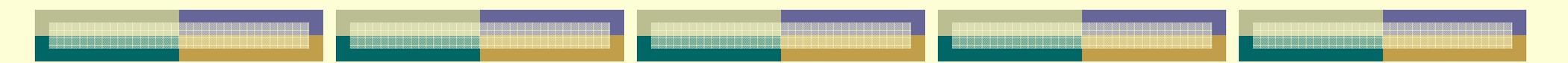
Management Principles Defined:

Evaluating:

- A dynamic process
- EOC Action Planning
Objectives are used to evaluate EOC effectiveness

Improving:

- Based on an objective analysis of evaluation
- Developing and implementing changes relative to people, facilities, and resources



Keys to Successful Disaster Management:

- **Delegation**
- **Clearly defined reporting relationships**
- **Disaster Plan in place**
- **S.O.P.s (Checklists)**
- **Staff training and exercises**
- **Use of SEMS**
- **Well-designed and equipped EOC**

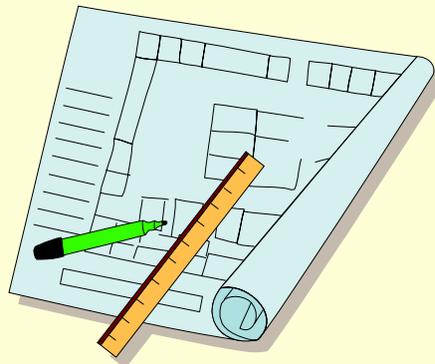
The Emergency Operations Center:

- Design Considerations
- Effective Utilization
- Activation Criteria
- Mutual Aid Relationships

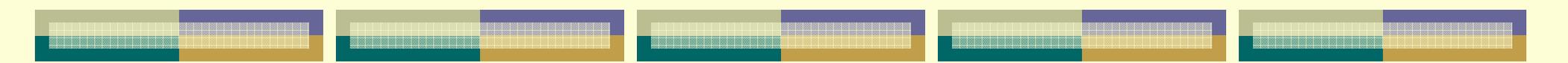


EOC Design Considerations:

- No established design standards
- Good design will enhance the effectiveness of the EOC



- Things to consider:
 - SEMS Functional Relationships?
 - # of staff required?
 - Facility size, location, condition?
 - Auxiliary power supply?
 - Other considerations?



Activation Guidelines:

● **Some Basic Considerations:**

- **Nature, scope, and duration of the emergency?**
- **Have other EOCs activated and at what level?**
- **What SEMS Functions will be needed to support the overall response?**

Levels of EOC Activation:

● Level One:

- Minimum activation
- EOC Director, Section Coordinators, Situation Assessment Unit

● Level Two:

- May be tailored to a specific event
- 5 SEMS Functions as needed

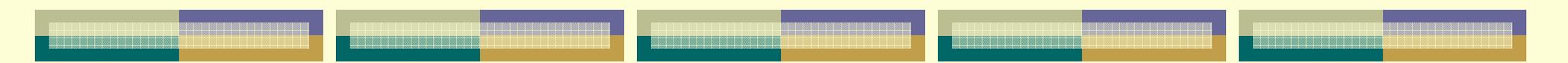
● Level Three:

- Full activation
- Full staffing
- Agency representatives
- Usually in response to a major emergency

Basic EOC Requirements:

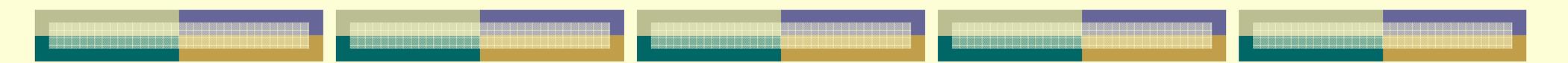


- **Activation in 1 hour or less**
- **Facility survivability**
- **Safe access**
- **5 SEMS Functions utilized**
- **Accommodation for agency representatives**



More Requirements:

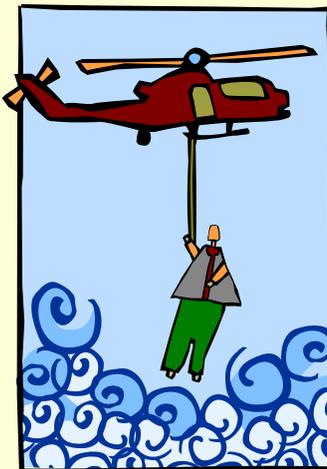
- **EOC performs a “coordination role”**
- **Is not involved in tactical decisions, unless dictated by local policy**
- **Establishes and maintains communication with DOCs and Incident Commands**
- **Develops primary situation and damage assessment information**



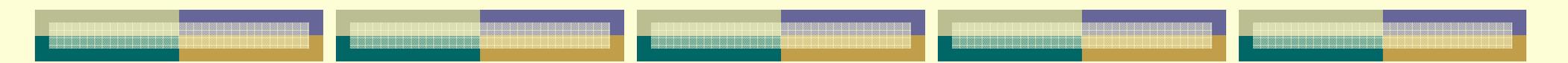
More Requirements:

- **Sets overall policy and priorities**
- **Should be the primary location for media releases and public information**
- **Coordination of initial recovery activities**

EOC Uses Basic Principles From ICS



- **5 Primary Functions**
- **Management by Objectives**
- **Unity of Command**
- **Span of Control**
- **Action Planning**



Management By Objectives:

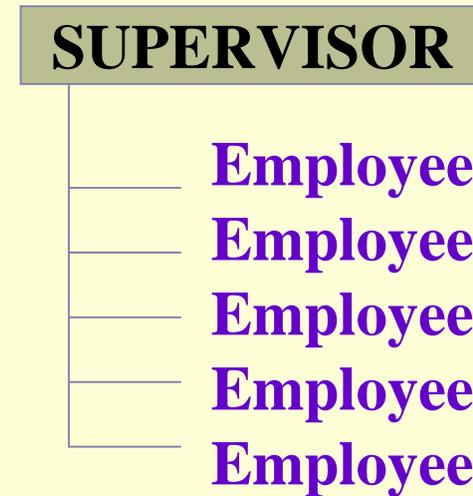
- **Provides structure for the EOC Action Plan**
- **Sets strategic objectives and operational priorities**
- **Defines authority relationships**
- **Assists in identifying future actions and resource needs**

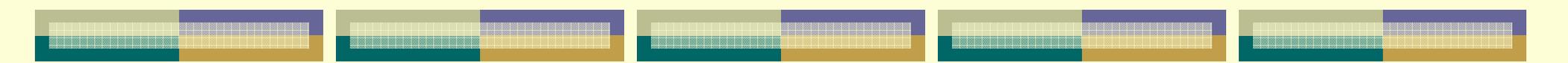
Unity of Command:

- **Management Unity is a preferred term for the EOC**
- **Overall responsibility rests with the EOC Director**
- **Authority may be delegated to Section Coordinators**
- **Deactivate EOC elements not needed**
- **EOC Director is responsible for any function not delegated**

Span of Control:

- Ratio of subordinates reporting to one supervisor
- 3-7 is recommended
- Complexity of the task at hand is a factor
- Deputy positions can ease span of control problems





The EOC Action Plan:

Purpose:

- Provides Direction
- Assigns responsibility
- Instills accountability
- Measures progress
- Updated for each operational period

Plan Components:

- Heading / Event information
- Overall Priorities
- Organization Chart
- Function specific objectives
- Status of completion

Inter-agency Coordination:

Communication, Coordination, and Cooperation:

- Between disciplines
- Between jurisdictions
- Between different levels of government



Inter-agency Groups in the EOC:



- **Agency representatives who have a “vest” in the response**
- **Can provide information and insight for prudent decision-making**

Mutual Aid in the EOC

Formal Mutual Aid Systems in California:

- Fire and Rescue
- Law Enforcement
- Medical / Health
- Emergency Services

- May operate outside the EOC through formal mutual aid channels, or....
- May be coordinated through the EOC
- EOC must be kept informed of mutual aid status