ANNEX A

EMERGENCY OPERATIONS CENTER PROCEDURES

A. Reporting To The Emergency Operation Center (EOC)

When reporting to the EOC all personnel are required to sign in at the EOC Sign In computer located at the Finance and Administration Section. After signing in, all personnel will obtain a Position Task Book and an EOC Phone Book for their assigned position and report to their assigned workstation.

At the assigned workstation and at the beginning of each shift all personnel will cleanse their work area equipment using disinfecting wipes. Disinfecting wipes are available at each individual pod. Disinfecting equipment such as telephones, desks, keyboards and mice will minimize the spread of germs and help create a healthy work environment.

Personnel will ensure that an adequate amount of supplies are on hand, log on to their individual work station computer, and accomplish the tasks outlined in their Position Task Books.

B. Maintaining Logs

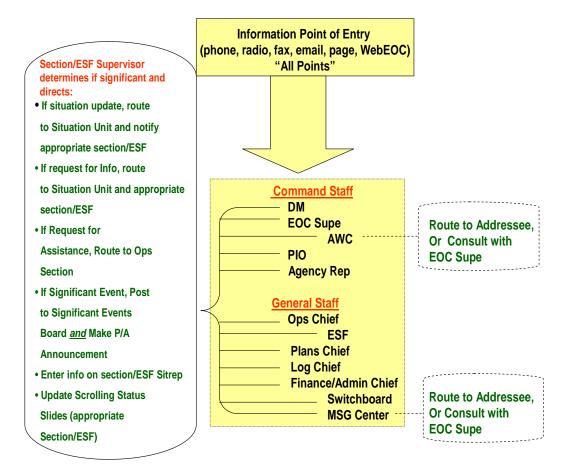
- 1. There are three basic methods that will be used within the EOC to record and archive information. They are:
 - a. Activation Binder A master notebook(s) that collects and compiles all documents and records pertaining to the event. This binder is developed by the SEOOs and maintained in the Alert & Warning Center (A&WC).
 - b. Electronic Panel Boards Staff may use electronic panel boards to record notes, sketch outlines, maintain contact numbers, etc. As is the case with other logs, important information that may be captured on the panel boards must be copied and submitted for archival into the activation binder at the completion of the event.
 - c. Individual Log using WebEOC Logs are available within WebEOC for staff to enter both routine and significant activities regarding an event. See the appendices section for instructions on the use of WebEOC.
- 2. In all cases, logs and panel boards should be maintained in a neat and concise fashion.
- 3. Each person maintaining a log will accurately identify the date and time of entry and place their initials in the column following each entry.
- 4. At the end of all activations the information recorded in WebEOC or e-mail will be archived by the Telecommunications Branch and provided to the State Emergency Operations Officer (SEOO) on compact disk (CD) to be stored in the Activation Binder. Paper copies of all other materials that are not able to be stored on CD will be provided to the EOC Supervisor and also stored in the activation binder.

C. EOC Information Flow and Staff Situational Awareness

Today's technology has expanded the ability of individuals to quickly access information through the use of personal phones, Blackberries, pagers, email, etc. Although these

are welcome tools that should be used, EOC staff must be sensitive to the fact that the abundance of information that may be gained through so many sources can make the routing and sharing of information very challenging. Therefore it is incumbent upon the leadership of the organization to foster an environment that will ensure information is channeled and shared appropriately.

The following chart illustrates how information may be received and the responsibility of the organizations leadership to direct how it will be shared.



Washington State EOC Information Flow & Staff Situational Awareness Concept

D. EOC Information Routing

- 1. Information Routed for General Dissemination
 - a. The Message Center will be the central processing point for the receipt and distribution of all hard copy information. All hard copy documents, such as those received or transmitted via fax, will be date/time stamped by the Message Center and logged in accordance with the procedures outlined in centers Position Task Book.
 - b. Incoming information that is appropriate for distribution will be scanned and distributed from the Message Center to selected positions via email. Hard copy information that cannot be scanned will be date/time stamped; logged and placed into the position distribution boxes that are located at the

- Message Center. All staff will check their distribution box's periodically for information.
- c. The Deputy EOC Supervisor will determine distribution (action and information) for incoming messages received through the Message Center or Radio Amateur Communications Electronic Service (RACES) Room. (see below message routing form)

EOC MESSAGE ROUTING FORM

EOC Message Routing Form Message Center and RACES Room Instructions: On receipt of an incoming message, attached the incoming message to the EOC Message Routing Form and provide it to the Deputy EOC Supervisor to determine the appropriate recipient and to provide additional instructions, if necessary. **SECTION** Initials Instructions - back if necessary Disaster Manager EOC Supe/Dep EOC Supe Operations Logistics Admin/Finance ESF 1 - Transportation ESF 2 - Telecommunications ESF 3 - Public Works/Engineering ESF 4 - Firefighting ESF 6 - Mass Care, Housing & Human Services ESF 8 - Public Health and Medical Services ESF 9 - Search and Rescue ESF 10 - Hazardous Materials ESF 11 - Agriculture and Natural Resources ESF 12 - Energy ESF 13 - Public Safety and Security ESF 14 - Long Term Recovery ESF 15 - External Affairs ESF 20 - Defense Support to Civil Authorities **SEOO** RACES Room Message Center

d. The Message Center function resides under the Finance and Administration Section of the EOC organization. Within the Message Center, the Message Logger will log all incoming and outgoing messages, and distribute messages as indicated by the Deputy EOC Supervisor.

- e. When a message or any other form of document or overlay needs to be transmitted by facsimile, the author/ originator will complete a facsimile header sheet and process the document through the Message Center.
- 2. Information Routed for Coordination

Information that is routed for the purpose of coordinating or verifying information prior its distribution will be processed using a coordination sheet. Examples of documents that are typically accompanied by a coordination sheet are press releases.

Example Coordination Sheet

Washington State Military Department Emergency Management Division					
	Coordination Sh				
Review and return	Activation #:	Evercise #			
	Activation #.				
News Release					
DraftF	inal Assigned by	Assigned to: _			
Review/Approval		Initial	Time		
Production	News Writer, JIC				
	News Writer, PIO				
	Other				
PIO Review	Info Team Leader				
	PIO Lead or PIO Asst Lead				
	Other				
EOC Review	EOC Sup or Deep Sup				
	Planning Section				
	Operation Section				
	Other				
Aganay Basiass	ESE				
Agency Review	BsrsDisaster Manager				
rillal Review	Disaster Manager		·		

3. Information Routed for Approval

Information that is routed for the purpose of coordinating a decision or to obtain approval for a particular product will be processed using the staff summary (green sheet). Examples of documents typically accompanied by a staff summary are proclamations of emergency or decision packages relating to hazard zone re-entry recommendations

Example Staff Summary

EMD STAFF SUMMARY					DATE: (enter date)		
FROM: Planning Section Chief THROUGH: Operations Section Chief, PIO Manager, Logistics Section Chief, Finance & Admin Section Chief, EOC Supervisor TO: Disaster Man					ager		
SUBJECT: (Describe the topic/reason for the proclamation and include the activation #)				DEADLINE: (enter deadline)			
Proclamation to	SON FOR ACTION: be forwarded to Governor's	Office for signature.					
Attachment 1, T Attachment 2, T Attachment 3, E Additional attack	FACTS/DISCUSSION: Attachment 1, Transmittal EMD to TAG Attachment 2, Transmittal TAG to Governor's Chief of Staff Attachment 3, Draft Proclamation of Emergency Additional attachments/studies may be included. ESFs/Agencies should coordinate with their Policy and PIO staff as appropriate						
COORDINATION (initial appropriate block)							
UNIT/SECTION	CONCUR	NON-CONCUR	DATE	UNIT/SECTION	CONCUR	NON-CONCUR	DATE
DOH				DOT			
FISH & WILD				WSDA			
WSP				N GUARD			
				JAG/Legal			
RECOMMENDA	ATION: Sign the attached m	emorandum and forward t	o the TAG's Office	. e.			
APPROVING A	UTHORITY ACTION: Plans	Section forward to Govern	or's Chief of Staff	upon approval			
APPROVED: DISAPPROVED APPROVED AS SEE ME:	 D: S CHANGED: 	COMMENTS:					

E. EOC Operational Rythm

1. Meeting Coordination Schedule

EOC briefings are conducted during key times to ensure information is shared between members of the EOC staff and that the overall efforts are directed towards accomplishing established priorites.

The following Meeting Coordinating Schedule Chart illistrates an example of the times that may be established for meetings and briefings. It also lists times that key activities will occure. The Planning Section is responsible for the development and display of the Meeting Coordination Schedule with guidnace from the EOC Supervisor and Disaster Manager (DM) Although these time are subject to change based on mission requirements, every effort should be made to accommodate the schedule to allow proper coordination of effort amoung the sections.

Example Meeting Coordination Schedule

Meeting or Activity	Location	Time	Attendee/s
DM Action Plan Priorities Validation	Policy Room	0300	DM, EOC Sup, Planning Chief
Satrap Input	EOC	0400	All – Situation as of 0400
EOC Action Plan Approval	Policy Room	0530	DM and Section Chiefs
Shift Change Briefing	EOC	0700	All
Local Jurisdiction Conference Call	Policy Room	0900	DM, EOC Sup, Section Chiefs
EOC Update Briefing	EOC	1000	All
EOC Update Briefing	EOC	1400	All
Planning Meeting for XXX Operational Period	Rm 215	1500	EOC Sup, Section Chiefs
Counties Conference Call	Policy Room	1600	EOC Sup, Section Chiefs
Sitrep Input	EOC	1600	All – Situation as of 1600
JOC Status Update	JOC – Bldg 17	1800	Deputy EOC Sup
Shift Change Briefing	EOC	1900	All
EOC Update Briefing	EOC	2100	All

2. Shift Change and Update Briefings

Depending on activity levels, Shift Change and EOC Update Briefings will normally occur during the following hours:

0700 and 1900 hrs - Shift Change Briefing

1000 and 2200 hrs - EOC Update Briefing

1400 and 0200 hrs - EOC Update Briefing

The EOC Supervisor or Deputy EOC Supervisor will orchestrated the Shift Change and Update Briefings using a series slides. When called upon, all Section Chiefs and Emergency Support Functions (ESF) will brief information that is relevant to their particular functional areas. Special emphasis will be placed on the accomplishment of objectives identified in the EOC Action Plan (EOCAP).

The following are examples of the slides that will be displayed during the EOC Shift Change and Update Briefings.



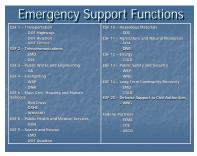


EOC Supervisor

EOC Supervisor

Planning Section Chief







Operations Section Chief

ESFs

Logistics Section Chief







Admin/Finance Sec Chief

ESF 15, Public Affairs

Disaster Manager

Example Shift Change and Update Briefing Slides

3. EOC Rotational Briefing:

The EOC Rotational Briefing is designed to enable all EOC staff, as well as anyone else visiting the EOC, to view important, up to date information without needing to wait for the schedule Update Briefings to occur. Each Section Chief and all ESFs are required to update and maintain their assigned slides with up to date information. The sides, which are accessed through WebEOC, are set to continuously roll with a viewing time set for 5 to 8 seconds for each slide. Each section and ESF has the capability to change his or her slides at any time without the show being taken off line. Once the slides are updated and have been saved, changes will take affect during the next rotational cycle. This process saves time by reducing the amount of update briefings that are needed and allows anyone entering the EOC to quickly gain an understanding of the current situation.

The following are examples of the types of information that will be displayed on the rotating slides and the sections that are responsible for maintaining them. Instructions on the development of the slides can be found in WebEOC.



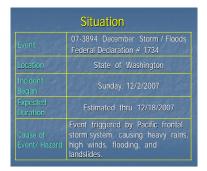
EOC Supervisor



EOC Supervisor



Planning Section Chief



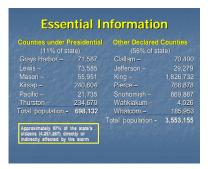
Planning Section Chief



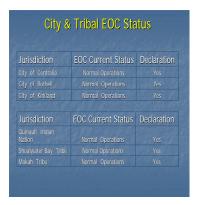
Planning Section Chief



Planning Section Chief



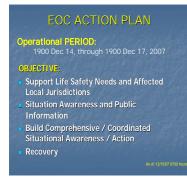
Planning Section Chief



Planning Section Chief



Planning Section Chief



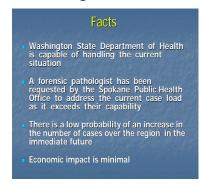
Operations Section Chief



Planning Section Chief



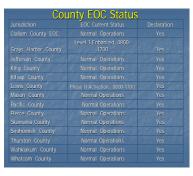
Planning Section Chief



Planning Section Chief



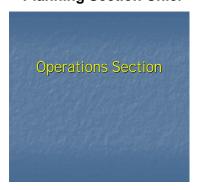
Operations Section Chief



Planning Section Chief



Planning Section Chief

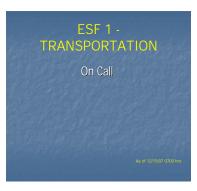


Operations Section Chief

		100000	
Jurisdiction	# of Requests	Jurisdiction	# of Requests
Clallam	4215	Thurston	9
Grays Harbor	38	Wahkiakum	2
King	57166	Tribes	29
Kitsap	4	State Agencies	14
Lewis	49	Federal Agencies	
Mason	15		
Pacific	14	Others	5
# Cancelled	59	# being worked	20
# Completed	97	1256816	
# Rejected	8	Total Requests	184

Operations Section Chief







Operations Section Chief

ESF 1



ESF 2



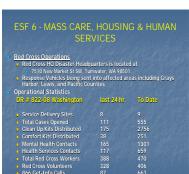
Not Activated

Lewis County

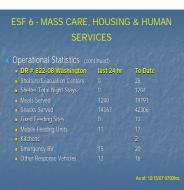
Bethel Church 132 Kirkland Road, Chehalis, WA 98532

Sundsy, 10 a.m. to 5 p.m. Monday thru Saturday, 8 a.m. to 5 p.m. 99541 Open Daily: 10 a.m. to 5 p.m. Coastal Community Action Center, 117 E. 3rd Street, Aberdeen, WA 98520

ESF 3



ESF 4



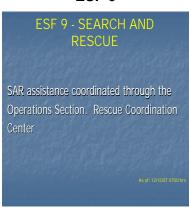
ESF 6



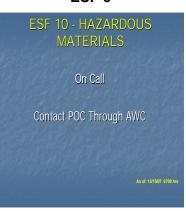
ESF 6



ESF 6

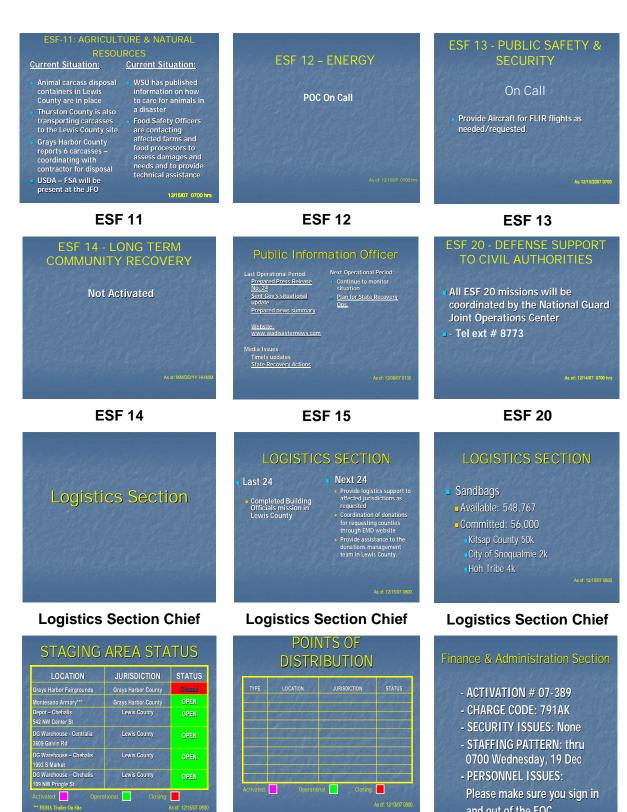


ESF 6



ESF 10

ESF 8 ESF 9



Logistics Section Chief

Logistics Section Chief

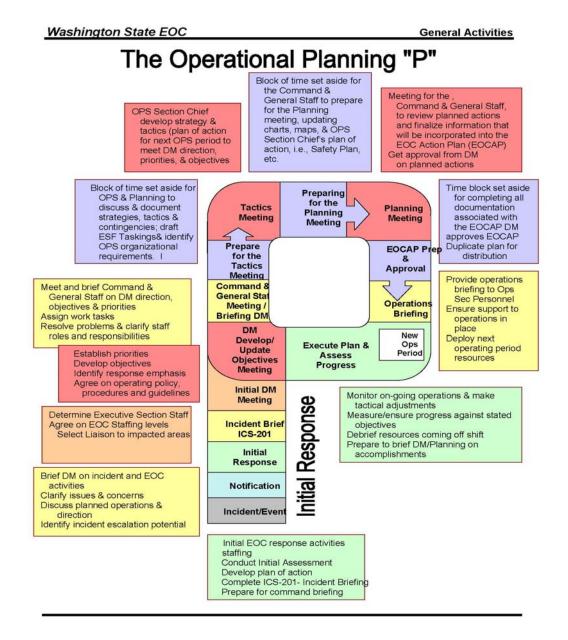
Finance Section Chief

and out of the EOC.

F. The Planning "P"

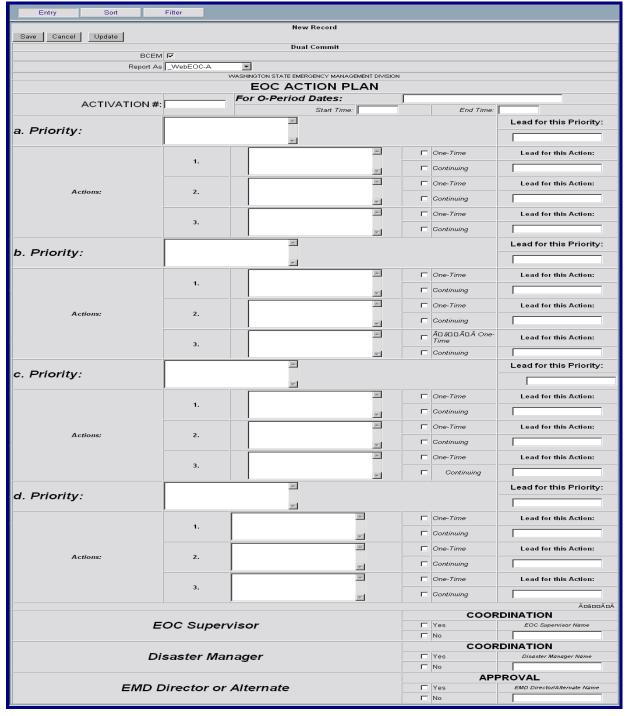
For operations extending beyond a single operational period the state EOC will accomplish activities based on priorities established through the use of an EOCAP. To aid in that process an EOCAP approved by the DM will be developed through the use of the Operational Planning "P" concept (see below).

Using the Operational Planning "P" concept will assist in identifying and prioritizing attainable objectives, enable Section Chief's and other key participants' to plan work activities according to an established rhythm or pattern and allow the identification of required tasks in support of overarching objectives



G. EOC Action Plan

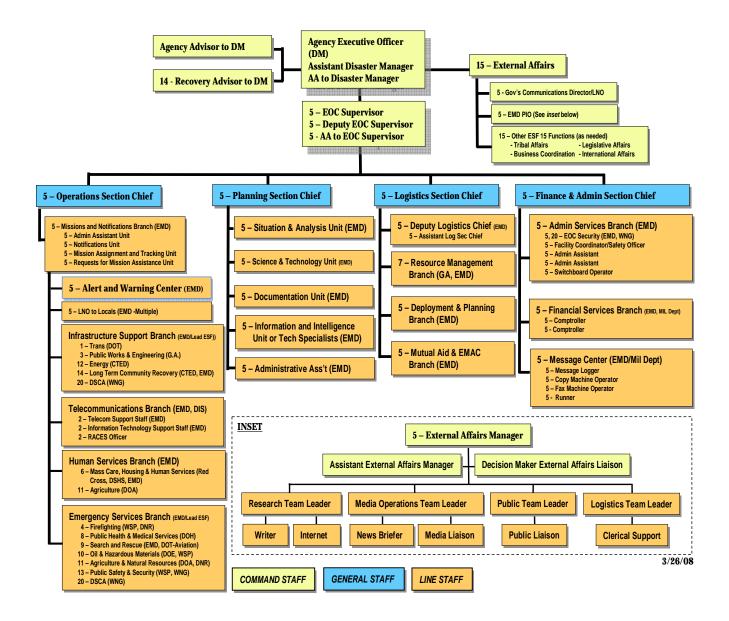
Once approved by the DM, the EOCAP identifies overarching objectives that must be accomplished during established operational periods. The EOCAP further lists the tasks or actions that must be performed in order to accomplish the objectives and identifies which of the ESFs or functional areas are responsible for their completion (Lead).



Sample EOC Action Plan (WebEOC)

H. EOC Organization Chart

The EOC Organization Chart identifies the positions that are typically filled during a full activation and the Emergency Support Functions that are responsible for staffing them. Since the level of EOC participation is dependent upon the size and complexity of a given event, full representation by all ESFs are not always required. ESFs are activated based on the need for their particular services.



Organizational Chart (ICS 207)

I. EOC Staffing Pattern

The EOC Staffing Pattern lists the positions that will be filled during a given activation and identifies the individual names of the personnel and times that the positions will be filled. Patterns are maintained for the entire length of activation but as a minimum will be initially established for at least 72 hours, regardless of the anticipated duration of the activation.

Example Staffing Pattern

Staffing Pattern	Day 1 Tuesday, May 9	Day 1 Tuesday, May 9	Day 2 Wed., May 10
otaning i attorn	till 1900	1900 - 0700	0700 - 1900
Agency Executive Officer (DM)			
Assistant Disaster Manager			
Admin Assistant			
Public Affairs			
Gov's Office PIO LNO			
PIO Manager			
RESEARCH TEAM LEADER			
Writer/Reporter			
Internet			
MEDIA OPERATIONS TEAM LEADER			
Media Phones			
Press Briefing			
PIO LOGISTICS LEADER			
Clerical Support			
EOC Supervisor			
Deputy EOC Supervisor			
Admin. /AV Tech.			
Alert and Warning Center			
Planning Section Chief			
Administrative Assistant			
ANALYSIS BRANCH			
SCIENCE & TECHNOLOGY BRANCH			
DOCUMENTATION BRANCH			
Logistics Section Chief			
DEPUTY LOGISTICS CHIEF			
Admin Support			
RESOURCES MANAGEMENT BRANCH			
DEPLOYMENT & PLANNING BRANCH			
MUTUAL AID & EMAC BRANCH			
Operations Section Chief			
Notifications Unit			
Assignment and Tracking Unit			
Request for Assistance Unit			
Administrative Assistance Unit			
Finance & Administration Section Chief			
ADMIN SERVICES BRANCH			
EOC Security	Dogo A 15		April 11, 2009