



## GLOSSARY

**Action Plan** - Objectives reflecting event strategy and specific actions for next operational period

**Agency Representative** - Individual from assisting/cooperating agency who has authority to make decisions for their agency

**Assisting Agency** - Agency directly contributing tactical or service resources to the incident

**Cooperating Agency** - Agency that supports the incident or supplies assistance other than tactical resources

**Critical Resource** - Resources that are in high demand and low in supply.

**Department Operations Centre (DOC)** - A support/coordination facility representing a single discipline or department

**Emergency Operations/Coordination Centre (EOC/ECC)** - A designated facility established by an agency or jurisdiction to coordinate their overall response and support

**Incident Commander (IC)** - An individual responsible for the management for incident operations at the site level

**Incident** - A single distinct occurrence which requires response action to prevent or minimize loss.

**Incident Command Post (ICP)** - Location at which the primary site command functions are executed

**Incident Command System (ICS)** - A management system for command, control and coordination of emergency response

**Mutual Aid Agreement** - Agreement between agencies/jurisdictions in which they agree to assist one another by providing resources

**Operational Period** - A period of time scheduled for execution of a given set of actions as specified in the action plan

**Unified Command (UC)** - A unified team effort which allows agencies with jurisdictional responsibility to manage an incident by establishing a common set of objectives

## EOC RESPONSIBILITIES

- Policy & Strategic Direction
- Site-Support/Consequence Mgmt
- Info Collection, Evaluation & Display
- Coordination of Agencies & Operations
- Resource Management
- Internal & External Communications

## INFORMATION ANALYSIS

- Analyze all incoming information:
- What needs to be acted on?
  - Who is responsible for action?
  - Who is to be consulted during planning?
  - Who is to be informed on outcome?
  - When does it need to be completed?
  - How should info/actions be recorded?
  - What info needs to be displayed?

## STANDARD RESPONSE GOALS

1. Safety & Health of Responders
2. Save Lives
3. Reduce Suffering
4. Protect Public Health
5. Protect Critical Infrastructure
6. Protect Property
7. Protect the Environment
8. Reduce Economic & Social Losses

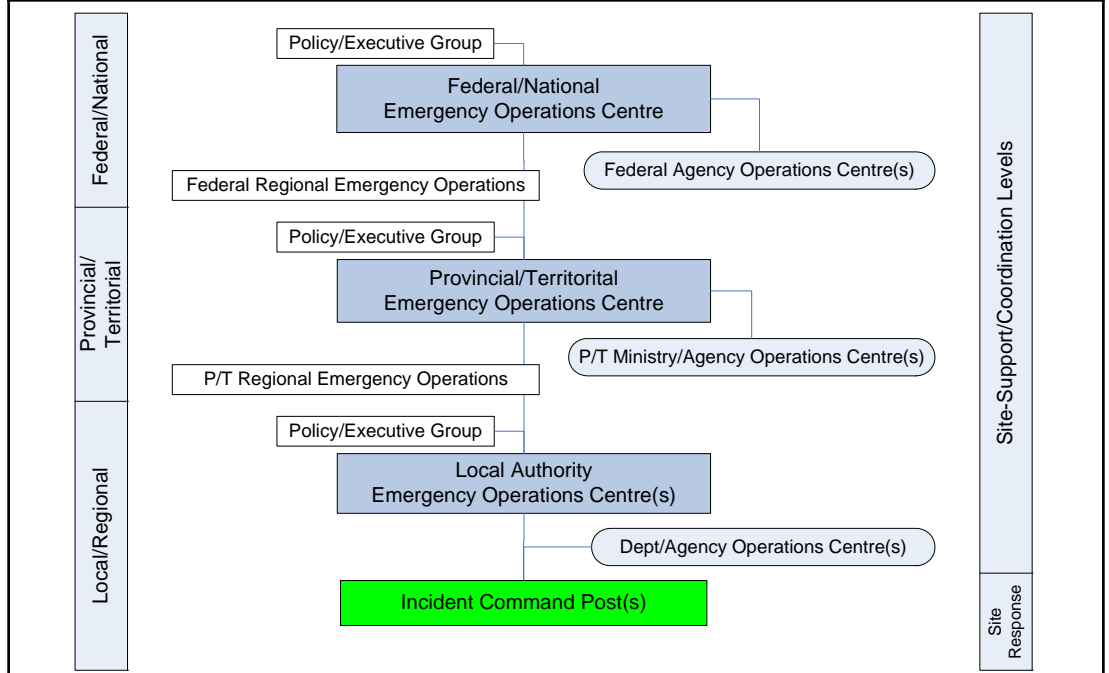
## INITIAL ACTION PLANNING/PRIORITIES

| Initial Priorities/Objectives   | Responsible      |
|---|------------------|
| 1. Activate EOC: <ul style="list-style-type: none"> <li>o Implement Staffing Plan</li> <li>o Assign Functions</li> <li>o Set-up Facility &amp; Initiate Processes</li> </ul>                | All, Logistics   |
| 2. Establish Contact with: <ul style="list-style-type: none"> <li>o Responders/Lower Level EOC's</li> <li>o Higher Levels of Response</li> <li>o Supporting/Cooperating Agencies</li> </ul> | Ops, Liaison     |
| 3. Build Situational Awareness: <ul style="list-style-type: none"> <li>o Obtain Status Reports, SitReps, Responder Briefings...</li> <li>o Collect event/community data</li> </ul>          | Ops, Plans       |
| 4. Determine Future Priorities/Action Plan: <ul style="list-style-type: none"> <li>o Conduct EOC Mgmt Team Briefing</li> <li>o Communicate/Post Priorities to EOC</li> </ul>                | Mgmt Team, Plans |

## ACTIVATION CHECKLIST - Upon arrival:


- Sign-in when entering EOC
- Check-in with Personnel Unit in Logistics
- Check-in with Liaison Officer, if outside agency
- Participate in facility orientation & safety briefing
- Report to assigned supervisor for specific job responsibilities
- Obtain function-specific briefing
- Review position checklist & other support documents
- Set-up/replenish your workstation & request/obtain necessary resources
- Establish position log documenting key activities, significant decisions, actions & enquiries

## LEVELS OF RESPONSE



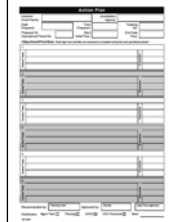
# EOC PROCESSES AND DOCUMENTATION

### POSITION LOG ALL



- Used by all functions to record key activities, significant decisions, actions, enquiries
- Remain with function
- Indicate "closed" when no further action required
- Factual entries, not opinions
- Initial entries, when more than one person in role
- Number pages and keep complete
- Review with replacement personnel

### EOC ACTION PLAN PLAN



- Completed by Planning, input from Mgmt Team
- Validation required from Mgmt Team and approved by EOC Director
- Lists Priorities/Objectives - "What" the EOC is doing to satisfy the "Standard Response Goals"
- List Objectives/Priorities in order of importance
- Further describes Tasks - "How" personnel will be addressing the priorities/objectives that are listed
- Based on upcoming Operational Period

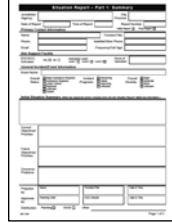
### INCIDENT REPORT OPS



Used by Operations to track incoming incident details and updates, includes:


- Type of Incident
- Location of Incident
- Details of what happened
- Responding Agencies
- Deaths, Injured, Damage or Potential Damage
- Situation Forecast
- Public Information/Media Requirements

### SITUATION REPORT PLAN



- Completed by Situation Unit in Planning
- Used to capture and share situational information
- Input from many functions required
- Provides a summary of situational information
- Usually completed every 12 or 24 hours
- Commonly shared with higher/lower level EOCs and cooperating/assisting agencies
- Limited and authorized distribution only


### STATUS REPORT ALL



Used by functions to report on status of activities, includes:

- Current Situation (incidents, actions taken, resource status...)
- Outstanding Issues/Challenges/Problems
- Anticipated Priorities/Activities (for future operational periods)
- Other Comments/Issues (e.g., media information, public information bulletins, safety tips...)

### RESOURCE REQUEST OPS/LOG



- All site requests vetted by EOC Operations
- Ops fills requests within Operations from other Branches when resources readily available
- Logistics acquires items not readily available through Operations
- Requests provided to Log with necessary approval
- Priority/precedence level identified by initiator
- Requests tracked by Logistics and initiator
- Critical resources allocated by established priorities

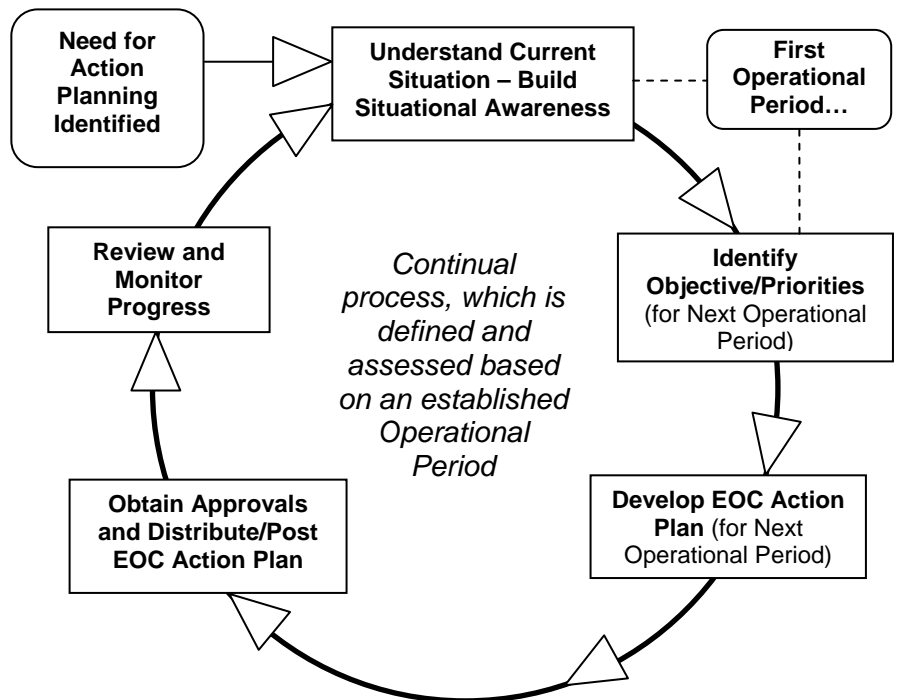
# EOC ACTION PLANNING PROCESS

### OPERATIONAL PERIODS

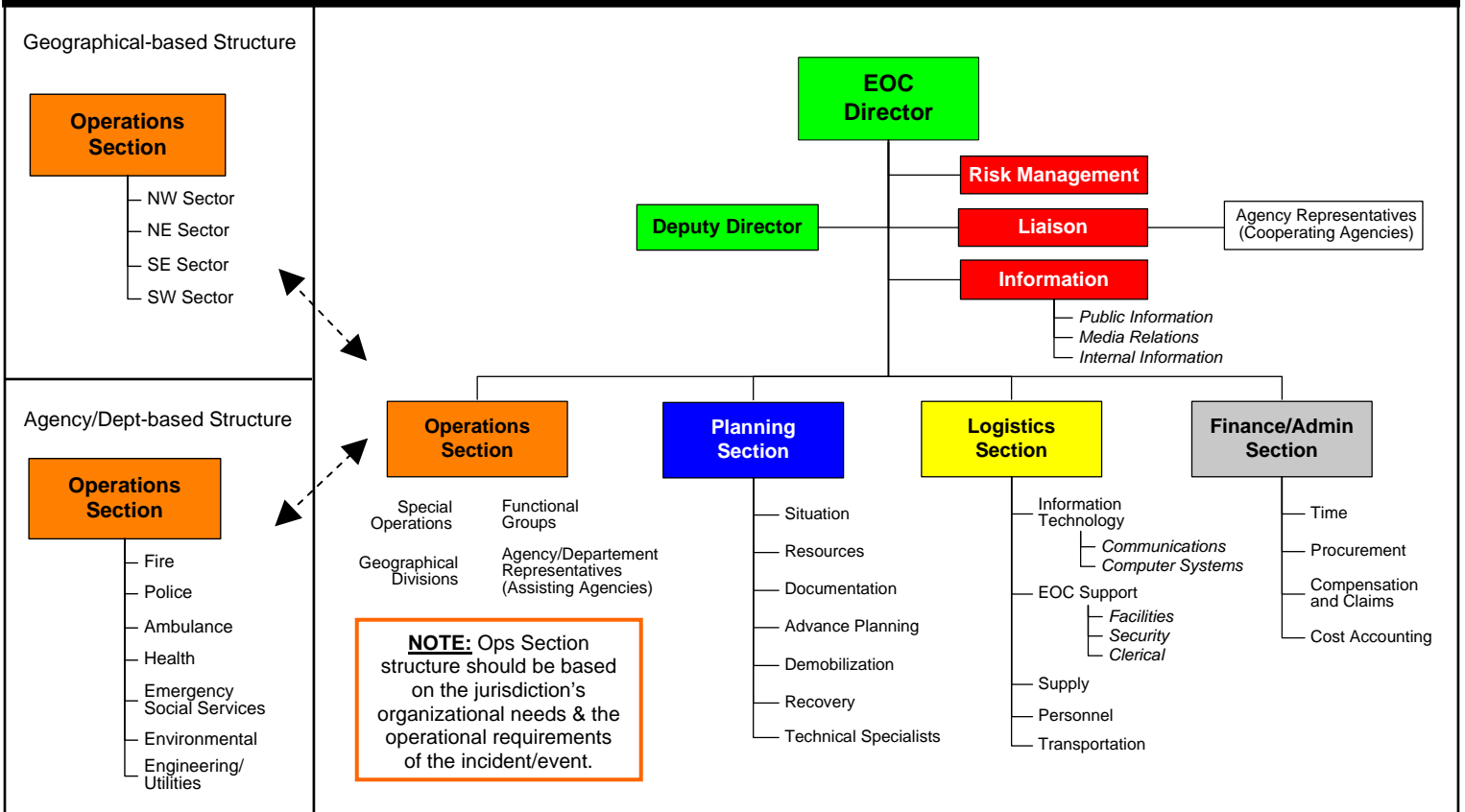
- Length of time to achieve a given set of objectives
- Determined by EOC Mgmt Team
- Initially 1 - 2 hrs for critical/life safety issues
- Ongoing length varies depending on objectives/priorities
- Commonly 8 to 12 hrs in length
- Not to exceed 24 hours
- Sequentially numbered
- Time period identified

### MGMT TEAM BRIEFING AGENDA

| Agenda Items                   | Responsible  |
|--------------------------------|--------------|
| 1. Old Business                | Planning     |
| 2. Status Reports/Updates      | Mgmt Team    |
| 3. Resource Priorities         | Mgmt Team    |
| 4. Probabilities & Predictions | Planning     |
| 5. Public Info & Media         | Info Officer |
| 6. Action Plan Priorities      | EOC Director |
| 7. New Business                | Mgmt Team    |



# EOC ORGANIZATIONAL STRUCTURE



## MANAGEMENT TEAM – Roles and Responsibilities

| MANAGEMENT STAFF   |   |  |  |   |
|--|---|--|--|---|
| DIRECTOR   | DEPUTY  | RISK MGMT  | LIAISON  | INFORMATION   |
| <ul style="list-style-type: none"> <li>Overall authority/responsibility for EOC</li> <li>Provides leadership to Mgmt Team</li> <li>Ensures/approves EOC objectives</li> <li>Communicates with Policy Group</li> <li>Initiates Mgmt Team Briefings</li> </ul> | <ul style="list-style-type: none"> <li>Assumes duties of EOC Director in their absence</li> <li>Ensures efficient internal information/communication processes</li> <li>Facilitates resolution of internal staffing/personnel challenges</li> </ul> | <ul style="list-style-type: none"> <li>Monitors EOC safety</li> <li>Maintains link with Safety Officers as applicable</li> <li>Identifies/analyses liability/loss exposures</li> <li>Assesses unsafe situations &amp; halts operations if necessary</li> <li>Recommends safety modifications to ops</li> </ul> | <ul style="list-style-type: none"> <li>Ensures required agencies are in EOC</li> <li>Primary contact with external agencies, other EOCs</li> <li>Assists EOC Director with activities (e.g. briefings, meetings)</li> <li>Maintains regular contact with cooperating agencies</li> </ul> | <ul style="list-style-type: none"> <li>Establishes/maintains media contacts</li> <li>Coordinates info for release</li> <li>Coordinates media interviews</li> <li>Liaises with other IOs</li> <li>Prepares public info materials</li> <li>Prepares EOC messaging sheets</li> </ul> |

## GENERAL STAFF

| POLICY GROUP   | OPERATIONS   | PLANNING   | LOGISTICS  | FINANCE  |
|--|--|--|--|--|
| <ul style="list-style-type: none"> <li>Provides overall policy direction</li> <li>Authorizes "declaration"/policy directives</li> <li>Provides direction on public information activities</li> <li>May act as official spokesperson</li> </ul> | <ul style="list-style-type: none"> <li>Communicates with site(s), field personnel &amp; DOCs</li> <li>Supports site ops</li> <li>Implements plans/strategies</li> <li>Deploys/tracks EOC-issued site resources</li> <li>Coordination of multi-agency/department responses</li> </ul> | <ul style="list-style-type: none"> <li>Collects, evaluates, displays info</li> <li>Develops Action Plans &amp; SitReps</li> <li>Conducts long-term/advanced planning</li> <li>Recommends alternative actions</li> <li>Maintains overall resource and event status</li> </ul> | <ul style="list-style-type: none"> <li>Provides technology/comms support</li> <li>Arranges/manages facilities</li> <li>Establishes transport resources</li> <li>Arranges responder/personnel support</li> <li>Orders/supplies requested resources</li> </ul> | <ul style="list-style-type: none"> <li>Monitors response and recovery costs</li> <li>Monitors expenditure process</li> <li>Coordinates compensation &amp; claims</li> <li>Supports contracts &amp; procurement</li> <li>Tracks personnel time</li> <li>Analyzes &amp; estimates overall costs</li> </ul> |

# EOC DATA TABLES AND DISPLAYS

| <b>Event/Incident Display</b> – Key event/incident information for display to EOC personnel          |                        |                     |                                    |                   |                      |                    |                            | <b>PLAN</b>    |
|--|------------------------|---------------------|------------------------------------|-------------------|----------------------|--------------------|----------------------------|----------------|
| INCIDENT #   | DATE & TIME            | PRIORITY            | TITLE/DESCRIPTION                  |                   |                      | CURRENT STATUS     | OUTSTANDING ACTIONS/ISSUES |                |
| <b>Resource Tracking Display</b> – High-level resource tracking info for display to EOC personnel    |                        |                     |                                    |                   |                      |                    |                            | <b>PLAN</b>    |
| RESOURCE TYPE  | RESOURCE ID/ CALL SIGN | LOCATION/ASSIGNMENT |                                    |                   | CURRENT STATUS       | COMMENTS/NOTES     |                            |                |
| <b>Resource Request Tracking Table</b> – Used by Log/Ops to track resource requests                  |                        |                     |                                    |                   |                      |                    |                            | <b>LOG</b>     |
| REQUEST #  | DATE RECEIVED          | TIME RECEIVED       | PERSON REQUESTING                  | CONTACT INFO      | RESOURCE DESCRIPTION | QTY                | CURRENT STATUS             | COMMENTS/NOTES |
| <b>Media Enquiry Tracking Sheet</b> – Used by Information Officer to track media enquiries           |                        |                     |                                    |                   |                      |                    |                            | <b>IO</b>      |
| TIME   | MEDIA OUTLET           | REPORTERS NAME      | CALLBACK NUMBERS                   | REQUEST/QUESTIONS |                      |                    | CALL STATUS/ACTIONS TAKEN  |                |
| <b>Position Log</b> – Used by all functions to record key actions, decisions, request, enquiries.... |                        |                     |                                    |                   |                      |                    |                            | <b>ALL</b>     |
| DATE   | TIME                   | TO/FROM             | ACTION/DECISION/ENQUIRY            |                   |                      | FOLLOW-UP REQUIRED |                            |                |
| <b>Expenditure Tracking Report</b> – Used by all functions to track expenditures                     |                        |                     |                                    |                   |                      |                    |                            | <b>FIN</b>     |
| ORDER DATE   | VENDOR/SUPPLIER        | LOCATION OF USE     | GOODS OR SERVICES RECEIVED/PURPOSE |                   |                      | ESTIMATED COST     | PAYMENT METHOD             |                |

## MEDIA STATEMENTS

When making media statement, EXPRESS:

- Concern** – About health & well-being of those involved
- Action** – Steps/processes being taken to help people
- Commitment** – The goal is to support those impacted

- Avoid blocking cameras or saying “no comment”
- Stick to the facts – no opinions/ speculation
- If you don’t know, offer to find answer
- Don’t comment on investigations of others
- Only disclose personal/confidential info if authorized
- Don’t forget the local media – they will be with you for the long haul!
- Remember, you have the right to end the interview

### Helpful Phrases

- “The most important point is...”  
 “That is a matter for...”  
 “Before we wrap up, I’d like to emphasize...”  
 “That depends. One thing for certain is...”  
 “That would be speculation. What I can tell you is...”  
 “That is true; however, it’s important to remember...”

## ADVANCED PLANNING

| TIME PERIOD   | PROBABILITIES & PREDICTIONS   | ISSUES/ CONCERNS  | RECOMMENDED ACTIONS/PLANS  | FUNCTION/ AGENCY RESPONSIBLE  | ANTICIPATED RESOURCES  |
|---|---|---|--|---|--|
| Consult with Ops & EOC Mgmt Team to determine suitable time periods (e.g., 6, 12, 24, 72 hrs) | Based on collective experience, evidence and available information, what are the probabilities and predictions as the event unfolds during the specified time period? | What specific issues or concerns do you anticipate will arise over the designated time periods? | What are the specific actions or plans that are necessary in order to address the issues & concerns that have been identified? | What agency, function or department is responsible for implementing the action/plan? If more than one, what are their specific obligations? | What equipment, personnel and/or supplies will be required to carry out the recommended actions/plans? |

## DEMobilIZATION CHECKLIST

- Identify/bring forward demobilization issues related to your assigned function
- Ensure incomplete/open actions in position log are reassigned
- Complete/forward all original documentation to Documentation Unit in Planning
- Advise Finance Section of outstanding financial commitments/details
- Return borrowed or acquired equipment/supplies
- Clean-up/organize your work area
- Prepare to participate in post-operational debriefs and/or After Action Report
- Participate in exit interview/debrief
- Close-out position log, forward to Documentation Unit in Planning
- Sign-out of EOC

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To order additional Quick Reference Guides, contact:  
**JIBC Emergency Management Division**  
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 New Westminster, BC V3L 5T4  
 604-528-5800  
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