



# Emergency Operations Centre Manual

August 2013

**To Activate the EOC Go to Page 13**

Emergency Plan Created by:

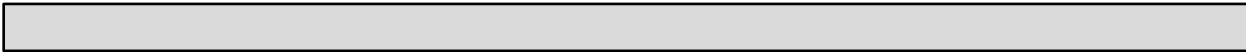
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## District of Sooke Emergency Operations Centre Manual



One of the most important components for coordinating the response to a disaster is the establishment of an Emergency Operations Centre (EOC) with all of the key decision makers around the table. The Emergency Operations Centre (EOC) is a physical facility designated for the gathering, analysis and dissemination of disaster information. It is also the facility in which decisions and policies governing the emergency response are planned and implemented. The Emergency Operations Centre (EOC) must identify and use available resources - especially human and financial - to help deal with the disaster. The Emergency Operations Centre (EOC) will normally be activated at the request of the emergency response agencies which are at the site of the precipitating event or incident.

This document was commissioned as part of a project to develop and implement robust emergency management processes at the District of Sooke. This is a companion document to the *District of Sooke Emergency Response and Business Continuity Plan*.

### Circulation List

Volume #	Department/ Agency	Name
Original #1	Sooke Emergency Planning Committee Coordinator	Steve Sorensen

### Amendments

Change No.	Subject	Page	Date	Inserted by
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Errors & omissions should be directed to the District of Sooke Emergency Planning Coordinator.



# District of Sooke Emergency Operations Centre Manual



FORWARD ..... 2  
 Circulation List..... 2  
 Amendments..... 2

1.0 INTRODUCTION ..... 4

2.0 EMERGENCY RESPONSE & RECOVERY STRUCTURE ..... 4  
 2.1 BCERMS Response Levels..... 4  
 2.3 Role of the Emergency Operations Centre (EOC) ..... 5  
 2.4 EOC Responsibilities..... 5  
 2.5 EOC Primary Functions..... 6  
 2.6 EOC Organizational Structure – The Concept of Operations ..... 6  
 Figure 1. District of Sooke Emergency Operations Centre Organizational Structure. .... 7

3.0 EOC OPERATING GUIDELINES ..... 8  
 3.1 Operational Periods ..... 8  
 3.2 Duty Cycles ..... 8  
 3.3 Documentation ..... 9  
 3.4 Stress Management ..... 9

4.0 DISTRICT of SOOKE EMERGENCY OPERATIONS CENTRE ..... 10  
 4.1 When to Activate the EOC ..... 10  
 4.2 Location of Emergency Operations Centre (EOC) ..... 10  
 4.3 EOC Supplies & Equipment ..... 11  
 4.4 EOC Emergency Communications..... 11

5.0 FIVE STEP EOC ACTIVATION PROCESS..... 13  
 Table 1. Emergency Operations Centre Activation Matrix ..... 14  
 Figure 2. EOC Activation Call-out Groups ..... 15  
 Table 2. District of Sooke EOC Role Assignments ..... 16



## District of Sooke Emergency Operations Centre Manual

### 1.0 INTRODUCTION

The purpose of this Manual is to provide guidance for the management, operation and staffing of the Emergency Operations Centre (EOC) during response and recovery. It outlines the authority and procedures for activating the EOC along with Easy EOC™ cards for quickly initiating the core EOC functional roles and comprehensive response procedure checklists for all EOC staff.

The companion document, the *District of Sooke Emergency Response and Business Continuity Plan*, provides supporting information such as an Emergency Management Overview Algorithm, All-hazard Emergency Response Algorithm, DoS department and partner profiles, critical forms, critical policy & procedure and recovery contingency strategies, which may be required by EOC staff to effectively make decisions while operating the EOC. The *DoS Emergency Management Process* algorithm in the *District of Sooke Emergency Response and Business Continuity Plan*, directs the reader to this *DoS Emergency Operation Manual* for EOC related information when required. This cross reference between the two documents provides for an integrated set of emergency response/recovery and business continuity resources.

The authority for DoS to utilize ICS and BCERMS and create this support document is provided in provincial legislation/regulation and in the DoS Bylaw No. 137 (Sept 2003).

### 2.0 EMERGENCY RESPONSE & RECOVERY STRUCTURE

#### 2.1 BCERMS Response Levels

The British Columbia Emergency Response Management System (BCERMS) is mandated for application in all ministries, municipalities and non-government agencies. This comprehensive emergency management system ensures a coordinated and organized response to all emergencies and disasters. BCERMS utilizes an “All Hazards” approach based on the Incident Command System (ICS) and is designed to provide a common organizational and response structure between partner agencies. ICS is a model for command, control and coordination of emergency response and provides a way of coordinating the efforts of agencies and resources toward safely responding, controlling and mitigating any type of emergency incident. The Incident Command System (ICS) described within this *District of Sooke (DoS) Emergency Operations Centre Manual* is consistent with the ICS operations utilized by all provincial and local government Emergency Operation Centres and Incident Command structures.

There are four levels of response within the BCERMS model:

##### Site Response Level

At the site level, resources are applied to solve problems presented by an emergency incident using the Incident Command System (ICS). Response on-site, at the scene of the incident, is directed by a single or unified Incident Command Post. Most incidents are managed at the site level.



## District of Sooke Emergency Operations Centre Manual

### Site Support Level – Emergency Operations Centre (EOC)

Responders at the site of a larger incident may require additional coordination, support and policy direction, which can be provided by an Emergency Operations Centre. Support is provided by the EOC to the site, through the on-site Incident Commander.

Under BCERMS, the site support level uses the principles of ICS and provides for the following:

1. Common terminology for titles, organization functions and resources;
2. Modular organization that expands or contracts based on the type and size of an incident;
3. The EOC staff is built from the top down with responsibility and performance placed initially with the Incident Commander and as the need exists, operations, planning, logistics and finance/administration may be organized as separate branches, each with several units;
4. Incident action plans identify objectives and strategies made by the Incident Commander based on the requirements of the jurisdiction and covers the tactical and support activities required for a given operational period;
5. In the case of unified command, the incident objectives must adequately reflect the policy and needs of all the jurisdictional agencies;
6. Manageable span of control within ICS is a limitation on the number of emergency response personnel who can effectively be supervised or directed by an individual supervisor, which ordinarily ranges between three and seven personnel;
7. Pre-designated emergency facilities are identified within ICS (ie. location of the EOC);
8. Comprehensive resource management is the identification, grouping, assignment and tracking of resources;
9. Integrated communications are managed through the use of a common communications plan and an incident-based communications centre.

### Provincial Regional Emergency Operations Centre (PREOC)

The PREOC coordinates, facilitates and manages information, policy direction and provincial resources to support local authorities and provincial agencies responding to an emergency. The REOC communicates with the site level EOC only, not the Incident Commander at the site.

## 2.2 Role of the Emergency Operations Centre (EOC)

The majority of emergency incidents are managed at the site, by a site Incident Commander. An EOC is a pre-designated location set up separately from the incident, where DoS leadership gathers to support the incident responders. The EOC is managed by the EOC Commander to provide support to the site Incident Commander and the response activities. The EOC is a management resource used to strengthen the organization's regular management capacity during times of major incident, emergency or disaster.

## 2.3 EOC Responsibilities

- Policy & strategic direction
- Site support & consequence management
- Information collection, evaluation and distribution



## District of Sooke Emergency Operations Centre Manual

- Coordination of agencies and/or departments
- Resource Management
- Communications – internal and external
- Public information and warnings

### 2.4 EOC Primary Functions

The EOC is organized around 5 major functions:

1. Management Team - Responsible for overall management and coordination of site support activities, through the joint effort of government and partner organizations. Direct, order and/or control resources through legal agency or delegated authority. Management shall assess problems, determine priorities, develop an action plan and assign tasks.
2. Operations – Responsible for coordinating the tactical response of all jurisdictional field operations in support of the emergency response in accordance with the Incident Action Plan.
3. Planning – Responsible for collecting, compiling, evaluating, documenting and disseminating situation information about the incident. Provides status information to Management Team, Operations and Logistics, anticipates and forecasts future resource needs, develops the EOC's action plan & situation reports and maintains all EOC documentation.
4. Logistics – Responsible for ensuring the EOC is operational and providing EOC facilities, services, personnel, equipment and materials in support of the emergency.
5. Finance/Administration – Responsible for managing all financial and cost aspects of the emergency, documentation of costs and assists in the management of cost reimbursement applications.

### 2.5 EOC Organizational Structure – The Concept of Operations

The EOC is established around incident command functions and principles, based on a modular design that allows expansion and contraction to meet the needs of the event/incident. Depending on the available personnel and the specific event/incident requirements, an activated section/branch/unit may be staffed or the responsibility may be delegated to another appropriate functional role. Only the required functions are staffed and any non-activated functions are the responsibility of the next highest functional role.

It is important to note that not all functions are required for all incidents. Only those functions that are required to effectively handle the incident need to be staffed. Each Section Chief is responsible for ensuring that all necessary elements that fall under their section are addressed. In a small-scale incident, the Incident Commander (IC) may manage all functions at a site Incident Command Post. As the management requirements of the incident grow the IC can activate any or all of the EOC Management Team and EOC functions. The EOC Management Team Consists of the EOC Commander, Management Officers and the Section Chiefs (See Fig. 1 DoS Emergency Operations Centre Organizational Structure). The number of EOC positions can also be reduced as the emergency needs become fewer.

The responsibilities of the EOC Management Team are as follows:

- Manage the EOC such that multi-agency support is provided to a site or multiple sites;
- Interface with other agencies requiring information;

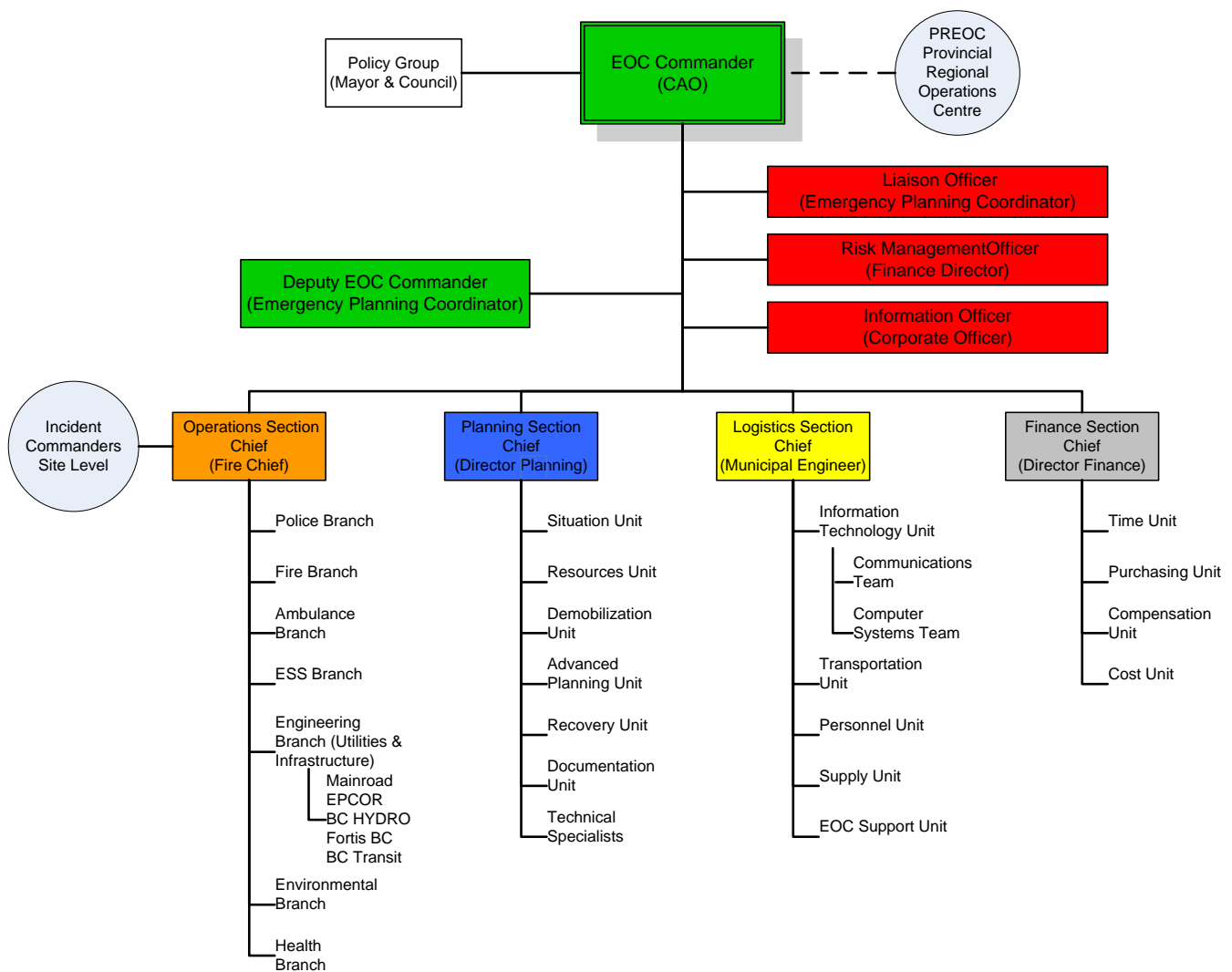


## District of Sooke Emergency Operations Centre Manual

- Coordinate with the next senior BC Emergency Response Management System (BCERMS) level [ie. Emergency Management BC – Provincial Regional Emergency Operations Centre (PREOC)];
- Control and manage the flow of information into and out of the EOC; and
- Ensure that the concepts of risk management are applied throughout the organization.

The minimum EOC activation requires an EOC Commander and the Emergency Program Coordinator/ Liaison Officer. When more assistance is required, then addition management team positions are filled. (See page 14 & 15 for District of Sooke EOC activation levels.)

**Figure 1. District of Sooke Emergency Operations Centre Organizational Structure.**





## 3.0 EOC OPERATING GUIDELINES

### 3.1 Operational Periods

An operational period is a length of time scheduled for execution of a given set of operational actions as specified in the Response Contingency Plan. Operational periods can be of varying length although not usually over 24 hours. The EOC Commander will, on the advice of the Planning Section Chief, decide on the length of the present operational period and the next one (and the one after that if deemed advisable). Considerations for length of operational period are such issues as:

- the time until sunset or sunrise (whichever is next)
- the time until the arrival of critical resource support
- the closing of the school day
- high road traffic times
- time of high tide or low tide (whichever is next)
- time of predicted arrival or departure of a tsunami or predicted weather event
- the state of fatigue of crews, including EOC staff

Unless otherwise directed by the EOC Commander, the default first operational period for the District of Sooke will be four hours measured from the time of the initial advisory of an event being received by the EOC Commander. In the absence of other direction, the next operational period will be from the end of the first four hours until sunset or sunrise whichever is next.

### 3.2 Duty Cycles

The EOC once activated may operate 24 hours/day using 8 and 9 hour shifts. It may be stood down for periods or operate with very much reduced staff at night or during other periods determined to be of lower intensity. These duty shifts are recommended in order to provide for a minimum half hour overlap at shift change.

It is recommended that shift change times should take into consideration the start and stop times (ie not 4am) and therefore the 1<sup>st</sup> and 2<sup>nd</sup> shift may be longer than the recommended 8 & 9 in order to develop an appropriate schedule. For continuity and decision making the EOC Commander may be required to remain available at all times until the crisis is over. The preferred option is for the EOC Commander to turn over to another designated individual for alternate shifts.

It is important to ensure that there is provision being made at the outset (first operational period) for a relief shift. During the first operational period, some excellent staff must be sent home to rest so they can relieve the first group. There is a tendency for the first activated staff to just stay on. This is dangerous both to responders and the public and presents real financial and legal risks to the DoS, as those who are making decisions are unfit for this responsibility by virtue of stress and fatigue. The maximum length of time any Sooke responder, contractor, mutual aid individual under the command of the DoS EOC or EOC staff member is permitted to stay on duty is 12 hours from the time he/she last has 7 hours of unbroken sleep.





### 3.3 Documentation

It is vital that all actions and decisions are documented throughout the EOC activation. Documentation is key to cost recovery and litigation. Each activated EOC functional role must initiate and maintain an activity/decision log and utilize the prepared forms and display templates provided in Appendix 3.

Each EOC role checklist (Appendix 2) indicates the forms that must be utilized by each EOC staff member.

### 3.4 Stress Management

Emergencies are stressful. Functioning with heightened levels of adrenaline and other stimulants allows individuals to keep going at an exhilarating pace, amidst constant turmoil and endless secondary crises arising from the primary event. Care of the caregiver is essential to the well-being of each member of the Emergency Operations Centre (EOC) and the entire operation. Please be mindful of this and keep watch on your team-mates for signs of fatigue or extreme stress. If the need arises, peer counselling assistance, critical incident stress debriefing and onward counselling are available.

It is important to understand that stress reaction is completely natural and honourable and not at all to be either feared or felt ashamed of. Also, a stress reaction may be felt suddenly, with no warning and be quite strong. Sudden flares of anger or tears are very usual and healthy responses to stress. Often there are gradual responses to stress or individuals are concerned that they not "appear weak" so push themselves beyond the point where it is wise to continue.

Nobody is exempt from stress. Those who deny it at the time are setting themselves up for a crash later on or for gradual degenerative emotional health. Personal care of oneself and ones team-mates will go a long way in reducing the effects of stress and of providing meaningful support in times of stress. Physical fitness is important. Balanced diet is also important. Staying away from alcohol, recreational drugs and coffee is strongly recommended during and recently after the period of stress.



## 4.0 DISTRICT of SOOKE EMERGENCY OPERATIONS CENTRE

### 4.1 When to Activate the EOC

Any response agency perceiving a need for site support, enhanced coordination and/or support to the agencies responding to any emergency may activate the Emergency Operations Centre (EOC) through their most senior agency representative available. The senior representative would in turn contact the DoS Emergency Program Coordinator (EPC), the Emergency Operations Centre Commander (EOCC) or 911 Fire Dispatch to request activation of the DoS EOC. The Emergency Program Coordinator or the Fire Dispatcher will immediately contact the appropriate Emergency Operations Centre Commander (EOCC). When the Chief Administrative Officer (CAO) or the person who will assume duties as Emergency Operations Centre Commander (EOCC) on behalf of the CAO receives news of an emergency, he/she may authorize activation of the Emergency Operations Centre (EOC) and call back of staff.

*The DoS EOC will be activated following the 5 step procedure starting on page 14.*

### 4.2 Location of Emergency Operations Centre (EOC)

The Emergency Operations Centre (EOC) location to be activated will be determined by the Emergency Program Coordinator in conjunction with the Emergency Operations Centre Commander (EOCC) based on:

- a) Level of Response (1, 2 or 3)
- b) Jurisdiction
- c) Nature and location of event

An Emergency Operations Centre (EOC) can be established at any one of the following locations:

- Sooke Municipal Hall, 2205 Otter Point Rd.:
  1. Municipal Office space and meeting rooms on the main floor;
  2. Fire Hall #1 Training Room on the second floor;
  3. Council Chambers on the third floor.
- If the Sooke Municipal Hall is unusable as the Sooke EOC, the Sooke Fire Hall #2 at 2021 Goodridge Road may be utilized as an EOC.
- Joint Juan de Fuca electoral area/District of Sooke activation may be facilitated at the following locations:
  - Renfrew Community Centre;
  - East Sooke Community Centre;
  - Shirley Point Community Hall;
  - Otter Point Fire Hall;
  - Willis Point Fire Hall.

It is presumed that Sooke Municipal Hall will be the EOC for the general area, potentially to Port Renfrew and to the borders of the Cowichan Valley Regional District.



## District of Sooke Emergency Operations Centre Manual

### 4.3 EOC Supplies & Equipment

When activating the Emergency Operations Centre (EOC), the EOC Commander has called for the municipal offices, fire department training room and/or the council chambers to be transformed into an Emergency Operations Centre.

Boxes of emergency food (72 hour capacity), office supplies, additional telephones, computers, forms, logs, events display boards and other materials and equipment necessary for the Emergency Operations Centre (EOC) are readily accessible. See Appendix 5 for EOC supply lists.

### 4.4 EOC Emergency Communications

#### Introduction

Experience has taught that, in general, an Emergency Operations Centre (EOC) will receive four types of information:

- Management/Policy related
- Situation Reports
- Resource Requests
- General Information

This information will come from a variety of sources: site(s); dispatch centre(s); emergency support services (ESS) headquarters and/or reception centre(s); internal departments, external agencies; and Emergency Management BC (formerly PEP). Because the flow of information into and out of the Emergency Operations Centre (EOC) is usually high, the process for receipt, dissemination, distribution and reply to the information are the responsibility of the Communications Team of the Logistics Section. (See Figure 1. District of Sooke Emergency Operations Centre Organizational Structure page 7.)

#### EOC Communications Tools

All official Emergency Operations Centre (EOC) communications will be by way of a 3 part message form (see EOC 416 Form: EOC Internal message Form - Appendix 3). The intent of this process is to ensure that the appropriate documentation and records are maintained.

The use of electronic communications tools, telephones and commercial radios may be restricted to a communications room adjacent to the Emergency Operations Centre (EOC). Each agency, ascertaining the need for a direct communications link to their agency members, will provide a Second In Command (2IC) and/or administrative support person to work in the communications area thereby ensuring that the designated Emergency Operations Centre (EOC) responder (agency rep) within each section is free to work with fellow section members.

When normal communications tools are inoperable, the Amateur Radio Emergency Communications (ARES) Team will be activated and utilize amateur radio equipment located in the Amateur Radio Room space, adjacent to Fire Hall #1. The ARES volunteer group will be responsible for amateur radio traffic as required, utilizing regionally developed amateur radio policy and procedure and the following identifying information:

See the *DoS Emergency Response and Business Continuity Plan - Appendix 3* for the District of Sooke Emergency Amateur Radio Profile.



## District of Sooke Emergency Operations Centre Manual

### EOC Information Process

When a message is received, it is the responsibility of the Communications Team to:

- Assess the message precedence;
- Log receipt of message (see EOC 414 Form: EOC Position Log - Appendix 3);
- Pass the yellow copy of each message to the Planning Section Documentation Unit for posting;
- Direct the white copy to the appropriate Emergency Operations Centre (EOC) function Section Chief or Emergency Operations Centre Commander.

### Information Precedence

During any emergency, some messages will be more important than others. In order that more important messages get through quickly, all messages will be assigned one of three different message precedence or importance ratings.

In an emergency, a message originator may consider his or her message should carry the highest priority and mark the message accordingly. Do NOT do this. Good judgement when assigning message precedence is very important to the smooth flow of messages and the quick transmission or reception of truly important messages. Follow these definitions as closely as possible.

Emergency: This is a message literally with life and death urgency. It will be sent before ANY other traffic. It means that the station sending the message is threatened by grave and imminent danger, and requires immediate assistance, or is aware that an aircraft, ship, other vehicle or person is threatened by grave and imminent danger and requires immediate assistance. It is our equivalent of "distress" traffic.

Priority: This is for important messages that must be delivered as soon as possible but are not of life and death urgency. Priority messages will be handled as soon as all immediate/emergency precedence traffic has been handled. This is our equivalent of "urgency" traffic.

Routine: Most messages in times of non-disaster are routine messages. Routine messages will be handled last or not at all if the network is busier with higher precedence traffic. Messages relating to the health and welfare of an individual will be categorized as routine and handled last or not at all when circuits are busy with higher priority traffic.

### Information Flow

When a message is delivered to the appropriate Section Chief or the Emergency Operations Centre Commander, he/she will:

- Read the white copy message and then direct the white copy to the appropriate section staff member for action and/or response;
- Decide who else needs this information (both internal and external) using the following considerations: Any impact on the decision making process? Does it impact situation reporting? Resources? Further information required? Is it Public Information related?
- The Section member will prepare the appropriate response using a message form;
- The message will be routed to the Section Chief for review, initialing and retention of pink copy;
- The yellow copy will be passed to the Planning Section (Documentation Unit) for posting/filing;
- The white copy will be passed to the Logistics Section (Communications Team) for transmission and filing.



## 5.0 FIVE STEP EOC ACTIVATION PROCESS

### STEP 1: Contact the EOC Commander for authorization

- Chief Administrative Officer (CAO) or designate **authorizes EOC activation**
- Chief Administrative Officer (CAO) or designate **authorizes call back of staff.**

**EOC MAY BE ACTIVATED UNDER ANY OF THE FOLLOWING CONDITIONS:**

- Declaration of a State of Local Emergency
- Resources coordination required because of limited local resources or significant need for outside resources
- Significant number of people at risk- At the request of site commanders

### STEP 2: Determine the level of EOC activation required

- **Select from the three levels of District of Sooke EOC activation** as outlined in *Table 1. EOC Activation Matrix* on page 15.
  - **EOC Level 1:** A small local situation confined to one area/site in the District of Sooke (DoS) that does not affect DoS-wide services, population or traffic; or a forecasted event where advance planning is required. Site response may only be required with virtual or minimal EOC activation.
  - **EOC Level 2:** A moderate to major situation affecting multiple jurisdictions, populations, and/or geographic areas and requiring a coordinated response, with partial EOC activation.
  - **EOC Level 3:** A catastrophic situation that involves widespread damage and/or disruption of services to the municipality and/or the region, with full EOC activation.

**Note:** Level 4 Response is the activation of the Provincial Regional EOC (PREOC) – a region wide EOC that coordinates the response of all local governments, departments and outside agencies during a region wide disaster that involves widespread damage in addition to disruption of services.

**Note:** Level 5 Response is the activation of the Provincial Emergency Coordination Centre (PECC) by the Attorney General - utilized when additional support and resources from Federal Government and/or other Provinces is required.



## District of Sooke Emergency Operations Centre Manual

**Table 1. Emergency Operations Centre Activation Matrix**

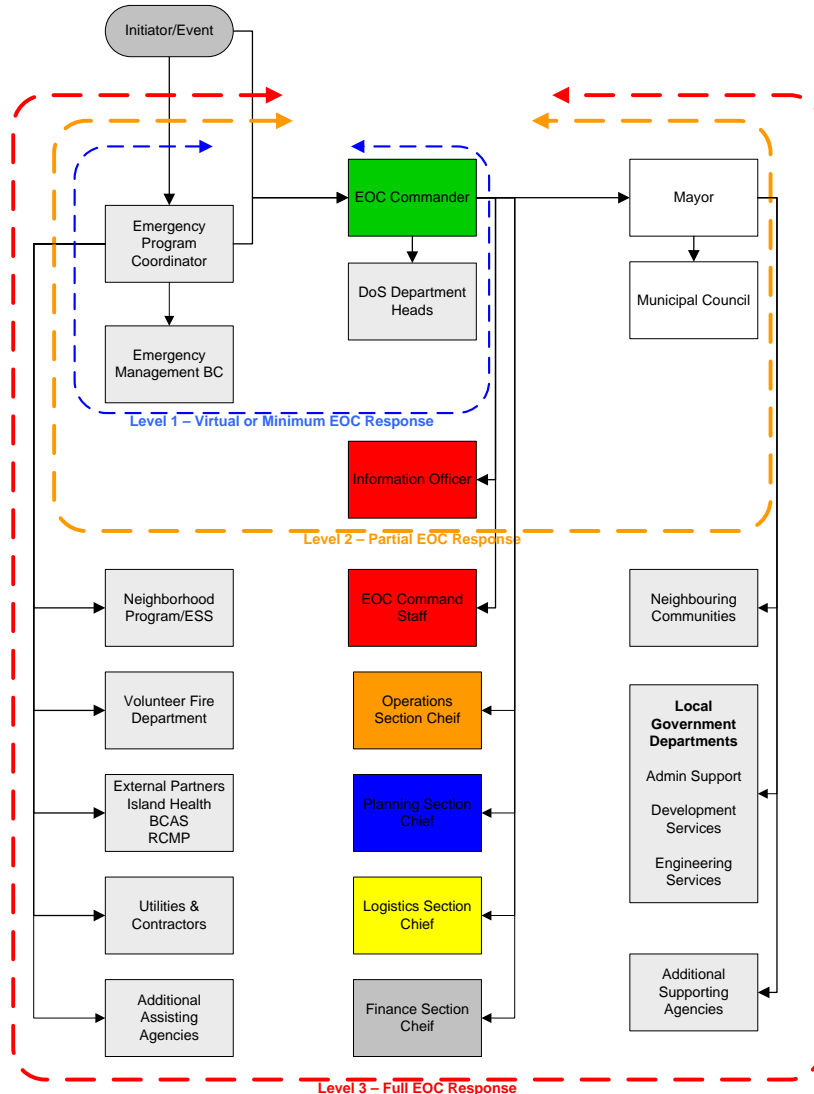
		Examples	EOC Staffing	Executive Policy Group
Low ← Frequency → High	High ← Severity → Low	<b>Level 1 – Small Local</b> <ul style="list-style-type: none"> <li>• Localized chemical spill</li> <li>• Plumbing failure</li> <li>• Building power outage</li> <li>• Local security concern</li> <li>• Minor earthquake</li> <li>• Bomb threat</li> </ul>	<b>Site Response +/- Virtual or Minimum EOC</b> <ul style="list-style-type: none"> <li>• EOC Commander</li> <li>• Liaison Officer</li> </ul>	<ul style="list-style-type: none"> <li>• EMBC</li> <li>• DoS Department Heads</li> </ul>
		<b>Level 2 – Local Moderate to Major</b> <ul style="list-style-type: none"> <li>• Building / forest fire</li> <li>• Major chemical spill</li> <li>• Extended power or utility outage</li> <li>• Shooting/hostage incident</li> <li>• Natural gas leak</li> <li>• External emergency that affects DoS</li> <li>• Disease outbreak</li> <li>• Suspicious package</li> <li>• Moderate earthquake</li> <li>• Civil disorder</li> </ul>	<b>Partial EOC Activation</b> <ul style="list-style-type: none"> <li>• EOC Commander</li> <li>• Liaison Officer</li> <li>• Information Officer</li> </ul>	<ul style="list-style-type: none"> <li>• EMBC</li> <li>• Mayor</li> <li>• Municipal Council</li> <li>• DoS Department Heads</li> </ul>
		<b>Level 3 - Catastrophic</b> <ul style="list-style-type: none"> <li>• Major earthquake</li> <li>• Tsunami</li> <li>• Severe storm</li> <li>• Water system compromised</li> <li>• Extended regional power or natural gas outage</li> <li>• Pandemic</li> <li>• Significant interface fire</li> </ul>	<b>Full EOC Activation</b> <p>Level 2 EOC staff (as above) plus the following:</p> <ul style="list-style-type: none"> <li>• All EOC positions</li> <li>• External partners as needed (Island Health, RCMP, BC Ambulance)</li> <li>• Utilities representatives as needed (BC Hydro, Fortis BC, etc.)</li> <li>• Contractors as needed (Mainroad, EPCOR)</li> <li>• Neighborhood Programs/Emergency Support Services</li> <li>• Additional assisting agencies as needed</li> <li>• Volunteer Fire Department</li> <li>• External Partners (T'Sou-ke First Nation representative)</li> </ul>	Level 2 Executive plus the following: <ul style="list-style-type: none"> <li>• Local Government</li> <li>• Neighboring Communities</li> <li>• Supporting Agencies</li> </ul>



**STEP 3: Identify the EOC staff required**

- Ensure authorization has been received from CAO to call back staff to the EOC.
- **Identify the staff required for the level of EOC activation selected.** See Fig 2. EOC Activation Call-out Groups.
- **Determine specific individual staff members to be called.** See Table 2. DoS EOC Role Assignments
  - The staffing of the EOC will depend on the availability of personnel at the time of the incident.
  - Staff may be asked to fill a role that is somewhat unfamiliar to them.

**Figure 2. EOC Activation Call-out Groups**





## District of Sooke Emergency Operations Centre Manual

**Table 2. District of Sooke EOC Role Assignments**

EOC Function	Accounting Assistant	Ambulance Station Chief	Assistant Fire Chief	Building Clerk	Chief Administration Officer	Corporate Officer	Deputy Finance Director	Development Services Clerk	Engineer	Engineering Tech	Finance Director	Fire Chief/ EPC	GIS Supervisor	Mayor & Council	Municipal Engineer	Parrks & Environ. Svcs Coord.	Planning Director	Planning Admin Assistant	Planner II (#1)	Planner II (#2)	RCMP Officer in Charge	Senior Engineering Tech	System/Database Specialist	Island Health
<b>Policy Group</b>														X										
<b>EOC Commander</b>					X																			
Deputy Commander			X																					
Risk Management Liaison										X														
Information Officer						X																		
<b>Operation Section Chief</b>												X												
Police Branch																						X		
Fire Branch												X												
Ambulance Branch		X																						
Health Branch																								X
ESS Branch			X																					
Environmental Branch															X									
Engineering Branch																						X		
<b>Planning Section Chief</b>																	X							
Situation Unit																			X					
Resources Unit																		X						
Documentation Unit																		X						
Advanced Planning Unit																			X					
Demobilization Unit																				X				
Recovery Unit																				X				
Technical Specialist Unit													X											
<b>Logistics Section Chief</b>															X									
Information Tech Unit																							X	
EOC Support Unit				X																				
Supply Unit								X																
Personnel Unit							X																	
Transportation Unit									X															
<b>Finance Section Chief</b>											X													
Time Unit	X																							
Purchasing Unit							X																	
Compensation Unit	X																							
Cost Unit						X																		

Note: This is simply a suggestion for EOC staffing, not a rule. Utilize whoever is available until someone more experienced is available. The Role Checklists in Appendix 2 will assist any staff member to fill any role as required.





## District of Sooke Emergency Operations Centre Manual

### STEP 4: Determine message for staff call back to EOC

- **Determine the location of the EOC.**
- **Create a consistent message to be provided for EOC staff call in**, with the following suggested wording:

"This is (THE CALLERS NAME).

We have an emergency situation as follows: (BRIEF DESCRIPTION OF THE INCIDENT).

The (INITIATOR NAME) has requested the activation of the Emergency Operations Centre at (EOC LOCATION) and your immediate attendance to the Emergency Operations Centre (EOC) is required."

### STEP 5: Initiate the call back of staff to the EOC

- **Call back the required staff** using the Contact Lists in Appendix 6.
- The calls must be placed quickly for maximum effectiveness.
- Emergency Operations Centre (EOC) members may be tasked to call one or two other persons, depending on the nature and scale of the incident.
- Should it be obvious to Emergency Operations Centre (EOC) Responders, because of the nature of the emergency, that their services will be necessary, they should report immediately to the Emergency Operations Centre (EOC) and bring their personal Grab 'n Go bag