

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Table of Contents

Part 2

SECTION 1: EMERGENCY OPERATIONS CENTER (EOC) ORGANIZATION AND GENERAL RESPONSIBILITIES1-1

- 1.1 EOC Concept of Operations1-1
- 1.2 EOC Location and Description1-2
- 1.3 Displays1-2
- 1.4 Communications1-2
- 1.5 EOC Management1-3
- 1.6 EOC Diagram1-4
- 1.7 EOC Organizational Structure1-5
- 1.8 EOC Activation Policy1-5
- 1.9 When to Activate1-6
- 1.10 Who Can Activate1-6
- 1.11 How to Activate1-6
- 1.12 Generic Responsibilities and Checklists1-9
 - 1.12.1 EOC Activation1-9
 - 1.12.2 Shift Start-up1-9
 - 1.12.3 Ongoing Activities1-9
 - 1.12.4 Shift Completion1-10
 - 1.12.5 Demobilization1-10

SECTION 2: MANAGEMENT SECTION2-1

- 2.1 Management Section Overview2-1
- 2.2 Management Section Position Checklists2-2
 - 2.2.1 Disaster Director2-2
 - 2.2.2 EOC Manager2-5
 - 2.2.3 Public Information Officer (PIO)2-8
 - 2.2.4 Safety Officer2-11
 - 2.2.5 EOC Security Officer2-13
 - 2.2.6 Liaison Officer2-16
- 2.3 Management Section Support Documentation2-19
 - 2.3.1 Governor’s Orders and Regulations2-19
 - 2.3.2 City Proclamation2-26
 - 2.3.3 California Master Mutual Aid Agreement2-28

SECTION 3: OPERATIONS SECTION3-1

- 3.1 Operations Section Overview3-1
- 3.2 Operations Section Position Checklists3-3
 - 3.2.1 Operations Section Chief3-3
 - 3.2.2 Fire and Rescue Branch Director3-7
 - 3.2.3 Law Enforcement Branch Director3-11
 - 3.2.3.1 Animal Control Unit Leader3-15

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

3.2.4	Public Works Branch Director.....	3-18
3.2.4.1	Utilities Unit Leader	3-21
3.2.5	Building & Safety Branch Director	3-24
SECTION 4: PLANNING AND INTELLIGENCE SECTION		4-1
4.1	Planning and Intelligence Section Overview.....	4-1
4.2	Planning and Intelligence Section Position Checklists.....	4-3
4.2.1	Planning and Intelligence Chief	4-3
4.2.2	Situation Unit Leader	4-7
4.2.3	Display Processors.....	4-10
4.2.4	Field Observers	4-12
4.2.5	Damage Assessment Unit Leader.....	4-15
4.2.6	EOC Action Plan Unit Leader	4-18
4.2.7	Agency Representatives.....	4-20
4.2.8	Documentation Unit Leader	4-23
4.2.9	Message Center Unit Leader.....	4-25
4.2.10	Technical Specialists	4-28
4.2.11	Demobilization Unit Leader	4-30
SECTION 5: LOGISTICS SECTION		5-1
5.1	Logistics Section Overview.....	5-1
5.2	Logistics Section Position Checklists.....	5-3
5.2.1	Logistics Section Chief	5-3
5.2.2	Communications Unit Leader	5-7
5.2.3	Mass Care Unit Leader.....	5-10
5.2.4	Radio Amateur (RACES) Unit Leader	5-12
5.2.5	Food Unit Leader.....	5-14
5.2.6	Supply Unit Leader	5-17
5.2.7	Ground Support Leader.....	5-20
5.2.8	Resource Tracking Leader	5-23
5.2.9	Personnel Unit Leader.....	5-26
5.2.10	Medical / Health Unit Leader	5-29
5.2.11	Computer / Fax Unit Leader	5-32
5.3	Utilization of Volunteers.....	5-35
SECTION 6: FINANCE AND ADMINISTRATION SECTION		6-1
6.1	Finance and Administration Section Overview	6-1
6.2	Finance and Administration Section Position Checklists	6-2
6.2.1	Finance and Administration Section Chief.....	6-2
6.2.2	Time Unit Leader	6-6
6.2.3	Claims Unit Leader	6-8
6.2.4	Cost Unit Leader.....	6-10
6.2.5	Recovery Unit Leader.....	6-12
SECTION 7: SUPPORTING DOCUMENTS		7-1

List of Figures

Figure 1-1 - EOC Diagram, Level 3 Activation, Covell Building1-4
Figure 1-2 - EOC Detailed Organization Chart1-5

SECTION 1: EMERGENCY OPERATIONS CENTER (EOC) ORGANIZATION AND GENERAL RESPONSIBILITIES

1.1 EOC Concept of Operations

Day-to-day operations are conducted from departments and agencies that are widely dispersed throughout the City. An EOC is a location from which centralized emergency management can be performed during a major emergency or disaster. This facilitates a staff and representatives from organizations who are assigned emergency management responsibilities. The level of EOC staffing will vary with the specific emergency situation.

An EOC provides a central location of authority and information, and allows for face-to-face coordination among personnel who must make emergency decisions. The following functions are performed in the City of Hemet's EOC:

- Managing and coordinating emergency operations.
- Receiving and disseminating warning information.
- Developing emergency policies and procedures.
- Collecting intelligence from, and disseminating information to, the various EOC representatives, and, as appropriate, to county and state agencies, military, and federal agencies.
- Preparing intelligence/information summaries, situation reports, operational reports, and other reports as required.
- Maintaining general and specific maps, information display boards, and other data pertaining to emergency operations.
- Continuing analysis and evaluation of all data pertaining to emergency operations.
- Controlling and coordinating, within established policy, the operational and logistical support of departmental resources committed to the emergency.
- Maintaining contact and coordination with support DOCs, other local government EOCs, and the Riverside County Operational Area.
- Providing emergency information and instructions to the public, making official releases to the news media and the scheduling of press conferences as necessary.

1.2 EOC Location and Description

The EOC is located at 510 E. Florida Avenue (Covell Building). The EOC is not dedicated and needs to be set up prior to use. The EOC is divided into five SEMS functions: Management, Operations, Planning and Intelligence, Logistics and Finance and Administration. Emergency power is provided by a diesel generator.

An Alternate EOC is located at 305 E. Devonshire Avenue (Simpson Center). The alternate EOC will be activated only when the primary EOC is damaged, inaccessible, and/or evacuation of EOC staff members becomes necessary. When the use of an alternate EOC becomes necessary, those occupying the primary EOC will be asked to relocate to the alternate EOC site. If the primary EOC is unusable before its activation, staff members will be asked to report to the alternate EOC site. The Logistics Section will arrange for relocation of EOC staff members to the alternate EOC. Direction and control authority will be transferred from the primary EOC to an alternate EOC when necessary by the Disaster Director. All Section Coordinators will advise their emergency response field forces of the transition to the alternate EOC.

1.3 Displays

Because the EOCs major purpose is accumulating and sharing information to ensure coordinated and timely emergency response, status boards for tracking emergency activities will be made available for use in both the primary and alternate EOCs. The Planning and Intelligence Section is responsible for coordinating display of information and should maintain display devices so that other Sections can quickly comprehend what actions have been taken, and to track the damage in the City resulting from the disaster.

At the onset of any disaster, a significant events log should also be compiled for the duration of the emergency situation. Key disaster related information will be recorded in the log; i.e., casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc. The posting of the significant events log is the responsibility of the Planning and Intelligence Section.

1.4 Communications

Communications are provided in the EOC and include phone lines, data lines and City government radios. The Logistics Section is responsible for communications.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

1.5 EOC Management

The EOC and alternate EOC facility management is the responsibility of the Emergency Services Coordinator and includes maintaining the operational readiness of the primary and alternate EOCs.

Positions assigned to the EOC will advise/brief City decision makers of the emergency situation and recommend actions to protect the public, i.e., alerting and warning the public, evacuation of risk area, activation of shelters, request for state and federal assistance, etc.

The Director of Emergency Services/Disaster Director will have the primary responsibility for ensuring that the City Council is kept apprised of the situation and will bring all major policy issues to the Council for review and decision.

1.6 EOC Diagram

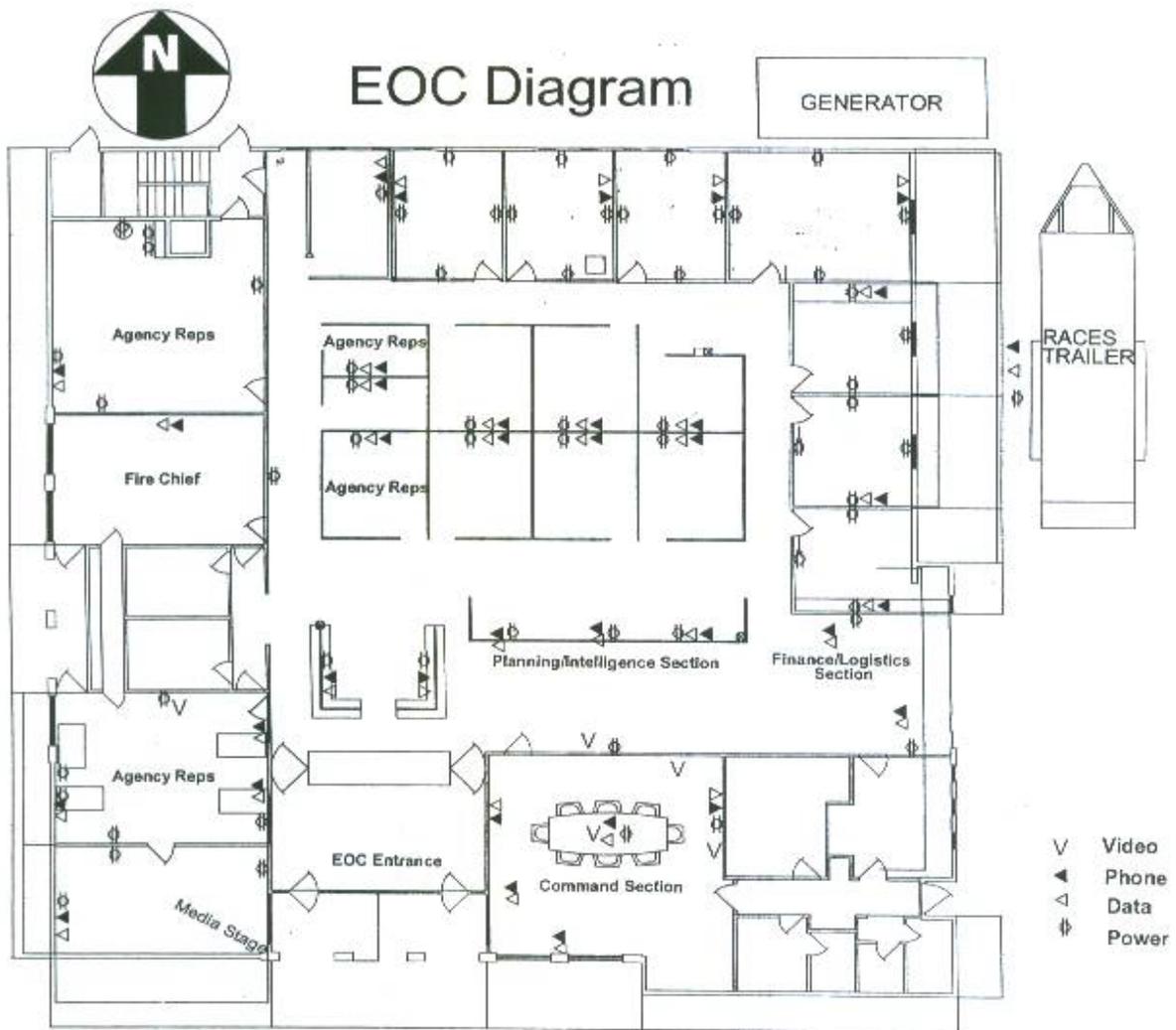


Figure 1-1 - EOC Diagram, Level 3 Activation, Covell Building

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

1.7 EOC Organizational Structure

Figure 1-2 on the following page depicts the EOC organizational structure.

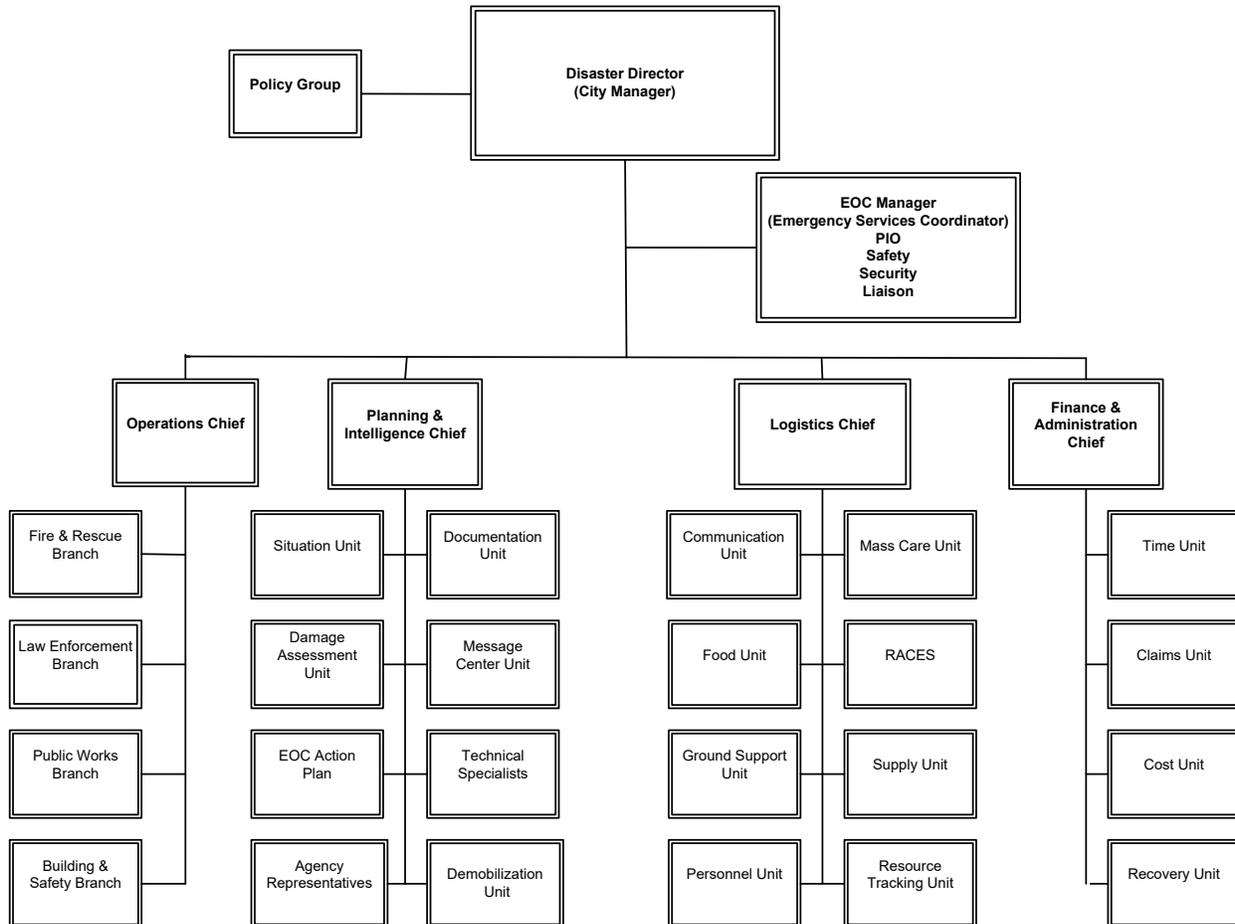


Figure 1-2 - EOC Detailed Organization Chart

1.8 EOC Activation Policy

Activation of the local government level means that at least once local government official implements SEMS as appropriate to the scope of the emergency and the local government's role in response to the emergency.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

The local government level is activated when field response agencies need support.

The local official(s) implementing SEMS may function from the EOC or from other locations depending on the situation. Activated EOCs may be partially or fully staffed to meet the demands of the situation.

The Riverside County Operational Area should be notified by the Emergency Services Coordinator or the person activating the EOC when the City of Hemet's EOC is activated.

1.9 When to Activate

- A significant earthquake causing damage in the City or neighboring jurisdiction.
- An uncontrolled release or failure of the Diamond Valley Reservoir or Lake Hemet Dam.
- An impending or declared "State of War Emergency".
- An emergency situation that has occurred or might occur of such a magnitude that it will require a large commitment of resources from two or more City departments over an extended period of time. Examples include a major hazardous material incident, civil disturbance, aircraft disaster, or severe weather conditions.

1.10 Who Can Activate

The following individuals, either acting as the Disaster Director or on behalf of the Disaster Director, or their appointed representatives are authorized to activate the EOC:

- City Manager
- Assistant City Manager
- Chief of Police
- Fire Chief
- Public Works Director
- Emergency Services Coordinator

1.11 How to Activate

During normal business hours of 8:00 a.m. to 5:00 p.m.: Depending on the type and severity of event, the City Manager or designated representative will coordinate with the Department Head specific to that type of event (e.g., earthquake – Fire Chief; civil unrest – Police Chief; flood – Public Works Director) to determine appropriate level of EOC activation.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

After normal business hours: Information about an event will most likely be received in the Police/Fire dispatch 911 system. Dispatch will initiate the Emergency Call Down list. A pager all-call is initiated. Also, calls from dispatch go to the Police Watch Commander, the on-duty Fire Battalion Chief, the on-call Public Works Supervisor, and Department Heads of the situation. The Department Head (depending on the type of event) who becomes the Operations Chief, notifies the City Manager and they jointly determine if it is appropriate to activate the EOC and to what level. The Department Head who becomes the Operations Chief also determines if other departments will be needed to support the operation and makes the appropriate notifications.

In both situations above, if activation of the EOC is deemed appropriate, the Emergency Services Coordinator will begin the set-up process. Following is the Level of Activation chart. This chart is to be used as a guide only and may be modified as the situation dictates.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Event/Situation	Activation Level	Minimum Staffing
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment	One	Disaster Director or Operations Chief Other Designees
Severe weather issuances		
Significant incidents involving two or more departments		
Earthquake with damage reported	Two	Disaster Director or Operations Chief Section Coordinators, Branches and Units as appropriate to situation. Liaison/Agency Representatives as appropriate
Earthquake Advisory/Prediction Level Two or Three		
Major wind or rain storm		
Two or more large incidents involving two or more departments		
Wildfire affecting developed area		
Major scheduled event		
Severe hazardous materials incident involving large-scale or possible large-scale evacuations		
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment		
Major City or regional emergency-multiple departments with heavy resource involvement	Three	All EOC positions
Earthquake with damage		
Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment		

1.12 Generic Responsibilities and Checklists

The following sub-sections contain checklists that may be used by all positions in the EOC. Position-specific checklists are contained in the following sections describing the responsibilities for the individual positions.

1.12.1 EOC Activation

The following activities must be performed by each EOC staff member upon activation of the EOC.

- Receive assignment and briefing from your immediate superior as designated by the EOC organization chart.
- Determine your personal operating location and set up as necessary.
- Report to the Disaster Director, EOC Manager, your Section Chief, or your Branch Director as appropriate.
- Review this checklist and your specific position checklists.
- Put on your position identifier (vest or name tag).
- Open and maintain an Activity Log by documenting all actions and decisions. Turn Activity Log(s) into the Planning and Intelligence Chief when completed and/or at the end of shift.

1.12.2 Shift Start-up

Each EOC staff member at the start of each shift must perform the following activities:

- Sign into the EOC on the EOC logbook.
- Put on your position identifier (vest or name tag).
- Report to your Section Chief or Branch Director for any updates or assignments.
- Review relevant reports to get an updated assessment of the situation as it applies to your staff position.
- If applicable, receive a debriefing from the staff member that you are relieving.

1.12.3 Ongoing Activities

All EOC members should perform the following activities as part of their normal operations:

- Participate in all applicable Section and Branch meetings.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Obtain copies of all emergency action plans.
- Maintain all required records and documentation to support the After-Action Report and the history of the incident:
 - Messages received
 - Actions taken
 - Decision justification and documentation
 - Requests filled
- Refer all contacts with the media to the Public Information Officer (PIO).
- Work with your Supervisor and Section Chief if you require additional staffing for your function.
- Request additional resources as needed (computer, phone lines, fax, printer, etc.) through the appropriate Section Unit.
- Observe and assist staff that exhibit signs of stress or fatigue. Report concerns to the appropriate Section Chief or Disaster Director.
- Participate in a Critical Incident Stress Debriefing session when conducted.

1.12.4 Shift Completion

Each EOC staff member upon completion of their shift must perform the following activities:

- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to the Cost Unit of the Finance and Administration Section.
- Ensure that all required forms or reports are completed prior to your release and departure.
- Thoroughly brief your relief on the current situation for your position. Ensure that in-progress activities are identified and follow-up requirements are known.
- Leave forwarding phone number where you can be reached.

1.12.5 Demobilization

The following activities must be performed by each EOC staff member upon notice that the EOC or his/her Section of the EOC is being demobilized.

- Ensure that all required forms and reports are completed prior to your release and departure.
- Close out your activity logs and ensure that all relevant status boards are current.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Determine what follow-up actions to your assignment might be required and ensure that any open actions not yet completed will be handled after demobilization.
- Provide input to the After-Action Report as directed by your Supervisor.
- Ensure staff cleans up work areas and returns facility to normal.
- Leave forwarding phone number where you can be reached.
- Determine what follow-up to your assignment might be required before you leave.
- Participate in a Critical Incident Stress Debriefing session and also ensure that all staff and volunteers attend one.

SECTION 2: MANAGEMENT SECTION

2.1 Management Section Overview

The Management Section is responsible for overall command and administration of the incident. Management also includes certain support staff functions required to support the management function. The Management Section consists of the following positions although not all of the positions may be filled depending on the nature or extent of the emergency situation.

Disaster Director. The Disaster Director, also known as the Director of Emergency Services, is the City Manager, Assistant City Manager or his/her designated representative. The Disaster Director has overall responsibility for the management of the operation.

EOC Manager. The Emergency Services Coordinator is the EOC Manager. He/she provides guidance, supervision and management of the EOC working environment and associated systems.

Public Information Officer (PIO). The Public Information Officer acts as an advisor to the Disaster Director and coordinates City public information activities. The Public Information Officer ensures that the media and citizens are fully informed on all aspects of the emergency.

Safety Officer. The Safety Officer acts as an advisor to the Disaster Director. He/she watches over all aspects of the emergency organization to ensure the safety of all personnel involved. The Safety Officer is responsible for correcting unsafe operations and for working with all Sections to protect the safety of all emergency services workers both in the field and in the EOC.

EOC Security Officer. The EOC Security Officer is responsible for providing 24 hour security for all EOC facilities and controls personnel access to facilities in accordance with policies established by the Disaster Director.

Liaison Officer. The Liaison Officer serves as the initial point-of-contact for outside agencies and jurisdictions. Responsible for representing the City and its response to the emergency to outside groups and agencies.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

2.2 Management Section Position Checklists

2.2.1 Disaster Director

POSITION TITLE: Disaster Director

Primary: City Manager

Alternate: Assistant City Manager

You report to: Mayor or City Council

You supervise: EOC Manager, Public Information Officer (PIO), Safety Officer, EOC Security Officer, and General Staff: Operations Section Chief, Planning and Intelligence Section Chief, Logistics Section Chief, Finance and Administration Section Chief.

Work station: Management Section

Position Overview

The Disaster Director serves as Director of Emergency Services for the City and is responsible for the overall management of the Emergency Operation Center and the City's emergency management organization.

Responsibilities

- Serve as Director of Emergency Services for the City; declare local emergencies; establish organization objectives, make rules, regulations, and orders; maintain contact with County EOC and neighboring cities; coordinate development of the EOC Action Plan.
- Establish the appropriate level of organization, and continuously monitor the effectiveness of that organization. Make changes as required.
- Exercise overall management responsibility for the coordination of the response efforts within the affected areas. In conjunction with the General Staff, set priorities for response efforts, and ensure that all agency actions are accomplished within the priorities established.

Initial Actions

- Upon notification of an emergency or a damaging earthquake, ensure that the City's EOC is activated.
- Obtain briefing from whatever sources are available.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Determine need, and establish, if necessary, a Deputy Director position.
- Determine appropriate level of activation based on situation as known.
- Request additional personnel support as needed for the organization.
- Ensure that Section Chiefs (General Staff) are in place as soon as possible and are staffing their respective Sections.
- Ensure the management function is staffed as soon as possible at the level needed (PIO, Liaison, etc.).
- Ensure that telephone and/or radio communications with other facilities are established and tested.
- Schedule the first planning meeting.
- Confer with Operations Section Chief and other General Staff to determine what representation is needed at the EOC from other agencies.
- Monitor Section level activities to assure that all appropriate actions are being taken.
- In conjunction with the PIO, conduct news conferences and review media releases as required. Establish procedure for information releases and press briefings.
- Ensure that the Liaison Officer is providing for and maintaining positive and effective interagency coordination.
- Hold action planning meeting of Section and Branch Coordinators, Agency Representatives (as required) and key staff.
- Keep the Mayor, City Council and the County EOC informed of all major problems and decisions.

Intermediate Actions

- Be prepared to report to the County EOC in conjunction with SEMS regulations and MACS.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.
- Ensure that all departments and agencies are sharing information. This will help to eliminate the duplication of efforts.

Extended Actions

- Complete a management situation report at the end of each operational period or upon request of the Planning and Intelligence Section Chief. This report will be

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

utilized to pass to your relief at the end of the work shift and in preparation of the 24 hour and 7 day Action Plans.

- Document all actions and decisions on an activity log.
- Thoroughly brief your relief upon shift change.
- Direct staff to take actions to restore normal City operations as soon as practicable.

Demobilization

- Authorize deactivation of Sections, Branches, or Units when they are no longer required.
- Deactivate the EOC and close out logs when emergency situation no longer requires activation.
- Notify adjacent facilities and other EOCs as necessary of planned time for deactivation.
- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Ensure that all required forms or reports are completed prior to EOC deactivation.
- Be prepared to provide input to the After-Action Report.
- Proclaim termination of the emergency and proceed with recovery operations.
- Deactivate the Disaster Director position and close out logs.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

2.2.2 EOC Manager

POSITION TITLE: EOC Manager

Primary: Emergency Services Coordinator

Alternate: As Assigned

You report to: Disaster Director

You supervise: NA

Work station: Management Section

Position Overview

The EOC Manager is responsible for the activation of the EOC.

Responsibilities

- Activation of the EOC, insure there is a smooth transition from initial notification of an incident to full activation of the EOC.
- Provide guidance, supervision and management of the EOC working environment and associated systems.
- Ensure information and communication support is in place and functioning.
- Manage the administrative function of operating an EOC.
- Arrange for staffing of the EOC.
- Train the EOC support staff.

Initial Actions

- Maintain a log noting messages received; releases published; interviews granted; and other activities. Maintain record of personnel on duty.
- Brief administrative and management procedures at initial briefing.
- Determine the initial situation.
- Make initial notification to Disaster Director of situation (if not already done).
- Determine the level of activation required. This should consist as a minimum a limited Planning and Intelligence Section activation to collect information.
- Follow the initial activation checklist for the EOC.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Establish a sign-in control roster for all personnel in EOC.
- Develop an EOC organization chart and post for everyone to view.
- Establish the PIO function and media access function as soon as possible.
- Establish a documentation function.
- Provide access and working space to responding EOC representatives.
- Assume the duties of the Planning and Intelligence Section Chief until his/her arrival.
- Assist in the preparation and presentation of initial briefings.
- Have the Facilities Unit Leader evaluate the EOC systems for adequacy (water, ventilation, sanitation, electrical, fuel, etc.).
- Make checklists available to appropriate EOC positions.
- Determine and mark EOC layout (entrance, exit, break areas, security, etc.) as appropriate to level of activation. Give copy to Security.

Intermediate Actions

- Request additional EOC logistics and support as needed.
- Act as initial liaison for incoming agency representatives.
- Monitor the submission of reports to County EOC.
- Brief incoming EOC shift manager on status of situation and any unresolved issues.

Extended Actions

- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the EOC Manager position and close out logs when authorized by the Disaster Director.
- Leave forwarding phone number where you can be reached.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

2.2.3 Public Information Officer (PIO)

POSITION TITLE: Public Information Officer

Primary: As Assigned

Alternate: As Assigned

You report to: Disaster Director

You supervise: Public Information Support Personnel

Work station: Management Section

Position Overview

The PIO is specially trained to serve as the point of contact for the media and other organizations seeking information on the emergency response. The mission of this position is to inform the public, provide briefing materials to government officials, and manage the influx of media personnel.

Responsibilities

- Prepare and coordinate emergency public information; maintain close contact with media representatives; organize periodic press conferences as required; issue information releases; provide rumor control; advise Disaster Director regarding media issues.
- Serve as the dissemination point for all media releases within the affected area. Other agencies wishing to release information to the public should coordinate through the Public Information function.
- Coordinate as necessary to ensure that the public within the affected area receives complete, accurate, and consistent information about lifesaving procedures, health preservation instructions, emergency status and other information, and relief programs and services.
- Review and coordinate all related information releases.

Initial Actions

- Receive assignment and briefing from the Disaster Director.
- Maintain a log noting messages received; releases published; interviews granted; and other activities. Maintain record of personnel on duty.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Determine 24 hour staffing requirements and request addition support as required.
- Determine the need for Field Information Officers. Make required personnel assignments as staff arrives at the EOC.
- Secure guidance from the Disaster Director regarding the information available and proper release under the initial conditions.
- Interact with other Branches to provide and obtain information relative to public information operations.
- Coordinate with the Situation Unit and define areas of special interest for public information action. Identify means for securing the information as it is developed.
- Develop a news briefing schedule and post on building doors. Arrange for preparation of briefing materials as required.
- Contact other public information officers by whatever communications are available and determine which radio and TV stations are operational.

Intermediate Actions

- Monitor television and radio transmissions whenever possible.
- Maintain an up-to-date picture of the situation for presentation to media. Use to develop follow-up news releases and rumor control.
- Determine requirements for support to the emergency public information function at other EOC levels.
- Assist in making arrangements with adjacent jurisdictions, etc. for media visits.
- Coordinate content for State Emergency Advisory System (EAS) releases. Provide this information through appropriate EAS links. Monitor EAS releases.
- As required, periodically prepare briefings for the jurisdictional executives or elected officials.
- Ensure that a rumor control function is established as necessary, and has the means for identifying false or erroneous information. Develop procedures to be used to squelch such information.
- Ensure that file copies are maintained of all information released.
- Provide copies of all releases to the Disaster Director.
- Keep the Disaster Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations as appropriate.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Conduct shift change briefings in detail. Ensure that in-progress activities are identified and follow-up requirements are known.

Extended Actions

- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Thoroughly brief your relief upon shift change.
- Participate in a Critical Incident Stress Debriefing session and ensure all PIO staff also attends.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Emergency Public Information Officer Section and close out logs when authorized by the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

2.2.4 Safety Officer

POSITION TITLE: Safety Officer

Primary: Safety Officer

Alternate: As Assigned

You report to: Disaster Director

You supervise: NA

Work station: Management Section

Position Overview

The Safety Officer acts as an advisor to the Disaster Director and the EOC Manager.

Responsibilities

- Ensure safe working conditions for all emergency personnel, both in the field and in the EOC. Advise Disaster Director regarding safety issues.
- Ensure that all facilities used in support of EOC operations have safe operating conditions.
- Monitor all EOC and related facility activities to ensure that they are being conducted in as safe a manner as possible under the circumstances which exists.
- Stop or modify all unsafe operations.

Initial Actions

- Receive assignment and briefing from the Disaster Director.
- Maintain a log noting messages received; releases published; interviews granted; and other activities. Maintain record of personnel on duty.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Tour the entire EOC area and determine the scope of on-going operations.
- Evaluate conditions and advise the Disaster Director of any conditions and actions which might result in liability, e.g., oversights, improper response actions, etc.
- Study the facility to learn the location of all fire extinguishers, fire hoses, and emergency manual pull stations.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Be familiar with particularly hazardous conditions in the facility.
- If the event which caused the activation of the EOC is an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks, including safe entry to and exit from buildings.

Intermediate Actions

- Coordinate with Security to obtain assistance for any special safety requirements.
- Coordinate with Finance and Administration Section on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.
- Keep the Disaster Director informed of all actions taken.
- Request additional Safety staff from the Disaster Director and/or arrange to use temporary hires, as necessary.

Extended Actions

- Continue to monitor safety conditions.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing session and ensure all Safety staff also attends.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Safety Officer position and close out logs when authorized by the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

2.2.5 EOC Security Officer

POSITION TITLE: EOC Security Officer

Primary: Police Volunteers

Alternate: As Assigned

You report to: Police Chief

You supervise: NA

Work station: EOC Entrance/Exits

Position Overview

The EOC Security Officer is responsible for providing 24 hour security for all EOC facilities.

Responsibilities

- Provide 24 hour security for all EOC facilities.
- Control personnel access to facilities in accordance with policies established by the Disaster Director.

Initial Actions

- Receive briefing from the Disaster Director.
- Maintain a log noting messages received; releases published; interviews granted; and other activities. Maintain record of personnel on duty.
- Determine operating location and set-up as necessary.
- Clarify any issues regarding your authority and assignment and what others in the EOC organization do.
- Determine what security requirements currently are and establish if additional staffing is needed.
- Determine needs for special communications. Make needs known to Communications Unit.
- Assist in sealing off any danger areas. Provide EOC access control as required.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Intermediate Actions

- As requested, provide special security for any critical facilities, supplies or materials.
- Provide executive security as appropriate or required.
- Provide security input and recommendations as appropriate to conditions to Disaster Director.

Extended Actions

- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Security Officer position and close out logs when authorized by the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

EOC Access Instructions

(Police representative remove this page and provide to EOC Guard, along with the latest copy of Hemet EOC Staff Alerting Roster).

No unauthorized personnel will be permitted in the EOC. **At no time is the media permitted into the EOC without express permission from the Disaster Director or his/her designee.**

Other authorized personnel could be:

1. City employees such as secretaries, extra radio operators, and the like. They should possess a City I.D. card. They will be vouched in by their Supervisor, other City Official, or the Emergency Services Coordinator.
2. Radio amateur volunteers (RACES). They all possess RACES I.D. cards. They will be vouched in by Communications, other City Official, or the Emergency Services Coordinator.
3. State and federal officials, possibly Red Cross, gas, electric and phone officials, visiting VIPs, and the like. They will be vouched in by the City Manager or his/her representative, or the Emergency Services Coordinator.

The object of all this is most important – to assure that the EOC remains a working area in which the City's problems can be solved, not a milling pandemonium of visitors, which can happen if utmost care is not taken with entry procedures. It goes without saying, that those individuals attempting to gain illegal entry into the EOC will use every means to do so.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

2.2.6 Liaison Officer

POSITION TITLE: Liaison Officer

Primary: As Assigned

Alternate: As Assigned

You report to: Disaster Director

You supervise: Agency Representatives

Work station: Management Section

Position Overview

The Liaison Officer serves as the initial point-of-contact for outside agencies and jurisdictions. Responsible for representing the City and its response to the emergency to outside groups and agencies.

Responsibilities

- Responsible for overseeing all liaison activities. These include coordinating Agency Representatives assigned to the EOC as well as handling requests from other agencies for sending liaison personnel to other EOCs.
- The Liaison Officer will function as a central location for incoming Agency Representatives and will provide work space and arrange for support as necessary.
- The Liaison Officer will interact with other Sections and Branches within the EOC to obtain information, assist in coordination, and to ensure the proper flow of information.
- The Liaison Officer ensures that all developed guidelines, directives, action plans and appropriate situation information is disseminated to Agency Representatives.

Initial Actions

- Receive assignment and briefing from the Disaster Director.
- Maintain a log noting messages received; releases published; interviews granted; and other activities. Maintain record of personnel on duty.
- Clarify any issues regarding your authority and assignment and what others in the organization do.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Ensure that the Agency Representatives from your jurisdiction are in place or enroute to the EOC.
- Ensure that field Agency Representatives have been assigned to other facilities as necessary.
- Establish communications with Agency Representatives as soon as possible.
 - Red Cross
 - Salvation Army
 - Hemet Unified School District
 - Southern California Gas Company
 - Southern California Edison
 - Pacific Bell
 - Others
- Contact all on-site Agency Representatives. Make sure:
 - They have signed into the EOC
 - Understand their assigned function
 - Know where their work location is located
 - Understand EOC organization and procedures
- Determine if outside liaison is required with other agencies such as:
 - Volunteer Organizations
 - Private Sector Organizations
- Request additional personnel to fill these needs as required.
- Brief Agency Representatives on current situation, priorities and action plan.
- Request Agency Representatives contact their agency, determine level of activation of agency facilities and obtain any intelligence or situation information that may be useful to the EOC.

Intermediate Actions

- Respond to requests for liaison personnel from other agencies.
- Determine if there are any communication problems in contacting external agencies. Provide information to the Communications Unit.
- Know the working location for any Agency Representative assigned directly to a Branch, for example, Southern California Edison assigned to Public Utilities.
- Compile list of Agency Representatives and make available (Agency, Name, EOC phone) to all Section and Branch Coordinators. These are made available through the Planning and Intelligence Section.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Respond to request from Sections and Branches for Agency information. Direct requesters to appropriate Agency Representatives.
- Provide periodic update briefings to Agency Representatives as necessary.

Extended Actions

- Release Agency Representative no longer required in the EOC after coordination with the Disaster Director and the rest of the General Staff.
- Thoroughly brief your relief upon shift change.
- Participate in a Critical Incident Stress Debriefing session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Liaison Officer position and close out logs when authorized by the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

2.3 Management Section Support Documentation

2.3.1 Governor's Orders and Regulations

State of Emergency

The following orders and regulations may be selectively promulgated by the Governor during a State of Emergency. These orders are extracted from the California Emergency Plan.

Order 1 (Employment)

IT IS HEREBY ORDERED that the period of employment for State Personnel Board emergency appointments, as provided in Section 19120 of the Government Code and State Personnel Board Rules 301-303, be waived for positions required for involvement in emergency and/or recovery operations. The requirements and period of employment for such appointments will be determined by the Director, California Office of Emergency Services, but shall not extend beyond the termination date of said State of Emergency.

Order 2 (Medical Supplies)

IT IS HEREBY ORDERED that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, all drugs and medical supply stocks intended for wholesale distribution shall be held subject to the control and coordination of the Department of Health Services, Food and Drug Section. Authority imparted under this Order, and specific to the proclaimed emergency shall not extend beyond the termination date of said State of Emergency.

Order 3 (Salary Payment)

IT IS HEREBY ORDERED that during the proclaimed State of Emergency appropriate parts of Sections 18020-18026 of the Government Code and State Personnel Board Rules 130-139 be waived to permit cash compensation to personnel whose work is designated by the Director, California Office of Emergency Services, as essential to expedite emergency and recovery operations for all time worked over the employee's regular workweek, at a rate of 1-1/2 times the regular rate of pay. The Director, Office of Emergency Services will also designate the beginning and ending dates for such overtime for each individual involved. This waiver shall not extend beyond the termination date of said State of Emergency.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Order 4 (Bonding)

IT IS HEREBY ORDERED that, in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, the provisions of Sections 3247-3258 of the Civil Code relating to state contracting bonding requirements for the performance of heavy rescue, debris removal, expedient construction, preparation of mobile home sites, and related activities are suspended. This suspension shall not extend beyond the termination date of said State of Emergency.

Order 5 (Temporary Housing)

IT IS HEREBY ORDERED that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, those zoning, public health, safety, or intrastate transportation laws, ordinances, regulations, or codes which the Director, California Office of Emergency Services, determines impair the provision of temporary housing be suspended for a time not to exceed 60 days, after the proclaimed State of Emergency and authorization by the President upon the declaration of a Major Disaster for the Temporary Housing Program as prescribed in Section 404 of Public Law 93-288 and Section 8654(a) of the Government Code.

Order 6 (Petroleum Fuels)

IT IS HEREBY ORDERED that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, distribution of intra-state petroleum stocks including those in refinery storage, major distribution installations and pipeline terminals, shall be held subject to the control and coordination of the Energy Resources Conservation and Development Commission. Petroleum stocks may be prioritized and diverted for use into a disaster area or in support of disaster mitigation operations. Any and all actions taken shall be at the discretion and judgment of the State Fuel Allocator, California Energy Commission, for use in disaster mitigation. Such actions shall be coordinated with and prioritized by the Director, Office of Emergency Services, but shall not extend beyond the termination date of said State of Emergency.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Order 7 (Banking)

IT IS HEREBY ORDERED that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designed by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, all banks will take emergency operating actions pursuant to Section 1916 of the Financial Code. Actions taken under this Order, and specific to the proclaimed emergency, shall not extend beyond the termination date of said State of Emergency.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

State of War Emergency

The following orders and regulations may be selectively promulgated by the Governor during a State of War Emergency. These orders are extracted from the California Emergency Plan.

Order 1 (Orders and Regulations in Effect)

IT IS HEREBY ORDERED that the following orders and regulations, numbered 2 through 12, having been duly made in advance of a State of War Emergency, approved by the California Emergency Council, and filed with the Secretary of State and the county clerk of each county, shall take full effect upon the existence of a State of War Emergency and shall remain in full force and effect until amended or rescinded or until termination of said State of War Emergency. (See Section 8567(a), (b), and (d), State Emergency Services Act.)

Order 2 (Warning)

IT IS HEREBY ORDERED that, immediately upon the existence of a State of War Emergency, all counties, cities and counties, and cities of the state will immediately sound the indicated warning signal and/or take all other appropriate actions to warn residents. The warning signals necessary to effectuate this action shall be those prescribed by the Federal Government for this purpose.

Order 3 (Authority and Implementation Under State of War Emergency)

IT IS HEREBY ORDERED that the Director of the Office of Emergency Services is authorized and directed to act on behalf of the Governor and in the name of the State of California in implementing and operating the California War Emergency Plan; and he is authorized to assume command and control of operations within the state in accordance with such plan, insofar as adherence to such plan is adequate, and to deviate from such plan, as directed by the Governor or to the extent and in such manner as he may deem necessary for the protection of life, property, and resources of or within the state against unforeseen circumstances or hazards which, by reason of their character or magnitude, are beyond the scope of such plan; and

IT IS FURTHER ORDERED that the Director of the Office of Emergency Services is authorized to delegate such powers as are herein granted, or as authorized under Article 5 of the California Emergency Services Act, to personnel of his office as he may deem necessary, and such personnel may act on behalf of and in the name of the Director of the Office of Emergency Services in carrying out any authority so delegated.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Order 4 (Personnel)

IT IS HEREBY ORDERED that all public employees or persons holding positions of responsibility in the State or in accredited local emergency organizations, and all registered disaster service workers, and all unregistered persons impressed into service during a State of War Emergency by a person having the authority to command the aid of citizens in the execution of his duties, are hereby declared to be members of the Statewide War-Emergency Organization; and

IT IS FURTHER ORDERED that all officials of local political subdivisions of the State and all registered disaster service workers who perform duties in the State of Regional emergency operations headquarters are hereby declared to be personnel of the State War-Emergency Organization for the period of the State of War Emergency, subject to the direction of the Governor, the Director of the Office of Emergency Services, and/or the Manager of the regional headquarters to which such persons are assigned or attached; and

IT IS FURTHER ORDERED that all officials and registered disaster service workers heretofore designated as Coordinators or as staff personnel of Operational Area organizations, which have been ratified by the California Emergency Council, are hereby declared to be personnel of the State War-Emergency Organization.

Order 5 (War Powers)

IT IS HEREBY ORDERED that the governmental functions for the protection of lives, property, and resources of the State and of every political subdivision thereof shall continue in full force and effect, and all duly constituted officials of the State and of every political subdivision thereof shall continue to discharge their responsibilities and shall comply with, enforce, and assume the responsibility for implementing such regulations and orders not inconsistent with or contradictory to rules, regulations, or orders issued by the President of the United States or the Commanding General, Sixth United States Army, as are now or may hereafter be promulgated by the Governor, in accordance with approved plans and procedures.

Order 6 (Sales Restrictions)

IT IS HEREBY ORDERED that, in accordance with national and state policy, as reflected in the General Freeze Order, Part A, California Emergency Resources Management Plan, all retail sales and transfers of consumer items are prohibited for a period of at least five days following the onset of a State of War Emergency, except for the most essential purposes as determined by federal, state, or local authorities and except for essential health items and perishables in danger of spoilage.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Order 7 (Alcohol Sales)

IT IS HEREBY ORDERED that the sale of alcoholic beverages shall be discontinued immediately.

Order 8 (Petroleum Sales)

IT IS HEREBY ORDERED that all petroleum stocks for California distribution, including those in refinery storage, major distributing installations, and pipe line terminals, shall be held subject to the control of the State Petroleum Director; and

IT IS FURTHER ORDERED that, following the period of prohibition of sales imposed by ORDER No. 6, retail outlets for petroleum products shall operate in accordance with rules and regulations prescribed by the State Petroleum Organization as outlined in Part B-VII of the California Emergency Resources Management Plan.

Order 9 (Food Sales)

IT IS HEREBY ORDERED that all wholesale food stocks, including those under the control of processors, wholesalers, agents and brokers, be held subject to the control of the State Food Director, except that:

- (1) Fresh fluid milk, fresh vegetables, and bread are not subject to this order; and
- (2) Supplies necessary for immediate essential use, on the basis of 2,000 calories per person per day, of persons in homes or in mass care centers, restaurants, hotels, hospitals, public institutions, and similar establishments feeding approximately 100 persons or more per day, may be obtained from wholesale and/or retail sources upon approval by local authorities operating in accordance with existing state and federal food supply policies; and

IT IS FURTHER ORDERED that, following the period of prohibition of sales imposed by ORDER No. 6, retail outlets for food stocks shall operate in accordance with rules and regulations prescribed by the State Food Organization as outlined in Part B-III of the California Emergency Resources Management Plan.

Order 10 (Medical Supplies)

IT IS HEREBY ORDERED that all drugs and medical supply stocks in California, intended for wholesale distribution, shall be held subject to the control of the Chief, State Emergency Medical and Health Organization; and

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

IT IS FURTHER ORDERED that, following the period of prohibition of sales imposed by ORDER No. 6, retail outlets for drugs and medical supplies shall operate in accordance with rules and regulations prescribed by the State Emergency Medical and Health Organization as outlined in Part B-IV of the California Emergency Resources Management Plan.

Order 11 (Banking)

IT IS HEREBY ORDERED that all banks will take emergency operating actions pursuant to Sections 1915 and 1916 of the Financial Code.

Order 12 (Rent Control/Rationing)

IT IS HEREBY ORDERED that, pursuant to the California Emergency Resources Management Plan, Part B-II, Economic Stabilization, and in conjunction with the lifting of the General Freeze Order as referred to in Order No. 6, price and rent control and consumer rationing will be invoked and administered by the State Economic Stabilization Organization. Rationed items may include those identified in the list of essential survival items contained in Part A, California Emergency Resources Management Plan, and such other items as may be in short supply.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

2.3.2 City Proclamation

A Local Emergency may be proclaimed by the City Council or by the City Manager as specified by Chapter 3105 of the City of Hemet Municipal Code.

The City Council must terminate the emergency declaration at the earliest possible date that conditions warrant.

The Declaration of a Local Emergency provides certain legal immunities for emergency actions taken by City of Hemet employees. This provides protection for the City and the employees.

The proclamation of a Local Emergency provides the City Council with the legal authority to:

- If necessary, request that the Governor proclaim a State of Emergency and/or request a Presidential declaration.
- Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries.
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements.
- Request State agencies and other jurisdictions to provide mutual aid.
- Require the emergency services of any local official or employee.
- Requisition necessary personnel and materials from any local department or agency.
- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use.
- Impose penalties for violation of lawful orders.

A sample Local Emergency proclamation is shown on the following page:

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

**PROCLAMATION DECLARING THE EXISTENCE OF A LOCAL
EMERGENCY UNDER GOVERNMENT CODE SECTION 8630 AND
CHAPTER 3105 OF THE HEMET MUNICIPAL CODE**

WHEREAS, Chapter 3105 of the Hemet Municipal Code authorizes the City Council to proclaim the existence of a "Local Emergency," and delegates such authority to declare such an emergency to the City Disaster Council if the City Council is not session, and;

WHEREAS, that conditions of extreme peril to the safety of persons and property have arisen with the City of Hemet caused by _____, and;

WHEREAS, the aforesaid conditions of extreme peril warrant and necessitate the proclamation of a Local Emergency,

NOW THEREFORE, IT IS HEREBY PROCLAIMED that a Local Emergency exists throughout the City of Hemet, and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said Local Emergency, the powers, functions, and duties of the Disaster Council of this City shall be those prescribed by State law and the ordinances, resolution and approved plans of the City of Hemet in order to mitigate the effects of said Local Emergency, and

BE IT FURTHER RESOLVED AND ORDERED that the Disaster Director or his/her successor as outlined in Chapter 3105 of the Municipal Code, is hereby designated as the authorized representative of the City of Hemet for the purpose of receipt, processing and coordination of all inquires and requirements necessary to obtain available state and federal assistance.

Dated: _____

XXXXXXXXXXXX,
City Manager/Disaster Director

ATTEST:

XXXXXXXXXXXX,
City Clerk

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

2.3.3 California Master Mutual Aid Agreement

This agreement made and entered into by and between the STATE OF CALIFORNIA, its various departments and agencies, and the various political subdivisions, municipal corporations, and other public agencies of the State of California;

WITNESSETH;

WHEREAS, It is necessary that all of the resources and facilities of the State, its various departments and agencies, and all its political subdivisions, municipal corporations, and other public agencies be made available to prevent and combat the effect of disasters which may result from such calamities as flood, fire, earthquake, pestilence, war, sabotage, and riot; and

WHEREAS, It is desirable that each of the parties hereto should voluntarily aid and assist each other in the event that a disaster should occur, by the interchange of services and facilities, including, but not limited to, fire, police, medical and health, communication, and transportation services and facilities, to cope with the problems of rescue, relief, evacuation, rehabilitation, and reconstruction which would arise in the event of a disaster; and

WHEREAS, It is necessary and desirable that a cooperative agreement be executed for the interchange of such mutual aid on a local, county-wide, regional, statewide, and interstate basis;

NOW, THEREFORE, IT IS HEREBY AGREED by and between each and all of the parties hereto as follows:

1. Each party shall develop a plan providing for the effective mobilization of all its resources and facilities, both public and private, to cope with any type of disaster.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

2. Each party agrees to furnish resources and facilities and to render services to each and every other party to this agreement to prevent and combat any type of disaster in accordance with duly adopted mutual aid operational plans, whether heretofore or hereafter adopted, detailing the method and manner by which such resources, facilities, and services are to be made available and furnished, which operational plans may include provisions for training and testing to make such mutual aid effective; provided, however, that no party shall be required to deplete unreasonably its own resources, facilities, and services in furnishing such mutual aid.

3. It is expressly understood that this agreement and the operational plans adopted pursuant thereto shall not supplant existing agreements between some of the parties hereto providing for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis, but that the mutual aid extended under this agreement and the operational plans adopted pursuant thereto, shall be without reimbursement unless otherwise expressly provided for by the parties to this agreement or as provided in Sections 1541, 1586, and 1587, Military and Veterans Code; and that such mutual aid is intended to be available in the event of a disaster of such magnitude that it is, or is likely to be, beyond the control of a single party and requires the combined forces of several or all of the parties to this agreement to combat.

4. It is expressly understood that the mutual aid extended under this agreement and the operational plans adopted pursuant thereto shall be available and furnished in all cases of local peril or emergency and in all cases in which a STATE OF EXTREME EMERGENCY has been proclaimed.

5. It is expressly understood that any mutual aid extended under this agreement and the operational plans adopted pursuant thereto, is furnished in accordance with the "California Disaster Act" and other applicable provisions of law, and except as otherwise provided by law that: "The responsible local official in whose jurisdiction an incident requiring mutual aid has occurred shall remain in charge at such incident including the direction of such personnel and equipment provided him through the operation of such mutual aid plans." (Sec. 1564, Military and Veterans Code.)

6. It is expressly understood that when and as the State of California enters into mutual aid agreements with other states and the Federal Government that the parties to this agreement shall abide by such mutual aid agreements in accordance with law.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

7. Upon approval or execution of this agreement by the parties hereto all mutual aid operational plans heretofore approved by the State Disaster Council, or its predecessors, and in effect as to some of the parties hereto, shall remain in full force and effect as to them until the same may be amended, revised, or modified. Additional mutual aid operational plans and amendments, revisions, or modifications of existing or hereafter adopted mutual aid operational plans, shall be adopted as follows:

(a) County-wide and local mutual aid operational plans shall be developed by the parties thereto and are operative as between the parties in accordance with the provisions of such operational plans. Such operational plans shall be submitted to the State Disaster Council for approval. The State Disaster Council shall notify each party to such operational plans of its approval, and shall also send copies of such operational plans to other parties to this agreement who did not participate in such operational plans and who are in the same area and affected by such operational plans. Such operational plans shall be operative as to such other parties 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in the particular operational plan.

(b) State-wide and regional mutual aid operational plans shall be approved by the State Disaster Council and copies thereof shall forthwith be sent to each and every party affected by such operational plans. Such operational plans shall be operative as to the parties affected thereby 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in the particular operational plan.

(c) The declination of one or more of the parties to participate in a particular operational plan or any amendment, revision, or modification thereof, shall not affect the operation of this agreement and the other operational plans adopted pursuant thereto.

(d) Any party may at any time by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, decline to participate in any particular operational plan, which declination shall become effective 20 days after filing with the State Disaster Council.

(e) The State Disaster Council shall send copies of all operational plans to those state departments and agencies designated by the

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Governor. The Governor may, upon behalf of any department of agency, give notice that such department or agency declines to participate in a particular operational plan.

(f) The State Disaster Council, in sending copies of operational plans and other notices and information to the parties to this agreement, shall send copies to the Governor and any department or agency head designated by him; the chairman of the board of supervisors, the clerk of the board of supervisors, and County Disaster Council, and any other officer designated by a county; the mayor, the clerk of the city council, the City Disaster Council, and any other officer designated by a city; the executive head, the clerk of the governing body, or other officer of other political subdivisions and public agencies as designated by such parties.

8. This agreement shall become effective as to each party when approved or executed by the party, and shall remain operative and effective as between each and every party that has heretofore or hereafter approved or executed this agreement, until participation in this agreement is terminated by the party. The termination by one or more of the parties of its participation in this agreement shall not affect the operation of this agreement as between the other parties thereto. Upon approval or execution of this agreement the State Disaster Council shall send copies of all approved and existing mutual aid operational plans affecting such party which shall become operative as to such party 20 days after receipt thereof unless within that time the party by resolution or notice given to the State Disaster Council, in the same manner as notice of termination of participation in this agreement, declines to participate in any particular operational plan. The State Disaster Council shall keep every party currently advised of who the other parties to this agreement are and whether any of them has declined to participate in any particular operational plan.

9. Approval or execution of this agreement shall be as follows:

(a) The Governor shall execute a copy of this agreement on behalf of the State of California and the various departments and agencies thereof. Upon execution by the Governor a signed copy shall forthwith be filed with the State Disaster Council.

(b) Counties, cities, and other political subdivisions and public agencies having legislative or governing body shall by resolution approve and agree to abide by this agreement, which may be designated as "CALIFORNIA DISASTER AND CIVIL DEFENSE MASTER MUTUAL AID AGREEMENT." Upon adoption of such a resolution, a certified copy thereof shall forthwith be filed with the State Disaster Council.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

(c) The executive head of those political subdivisions and public agencies having no legislative or governing body shall execute a copy of this agreement and forthwith file a signed copy with the State Disaster Council.

10. Termination of participation in this agreement may be affected by any party as follows:

(a) The Governor, upon behalf of the State and its various departments and agencies, and the executive head of those political subdivisions and public agencies having no legislative or governing body, shall file a written notice of termination of participation in this agreement with the State Disaster Council and this agreement is terminated as to such party 20 days after the filing of such notice.

(b) Counties, cities, and other political subdivisions and public agencies having a legislative or governing body shall by resolution give notice of termination of participation in this agreement and file a certified copy of such resolution with the State Disaster Council, and this agreement is terminated as to such party 20 days after the filing of such resolution.

IN WITNESS WHEREOF this agreement has been executed and approved and is effective and operative as to each of the parties as herein provided.

/signed/

EARL WARREN
GOVERNOR
On behalf of the State of
California and all its
Departments and Agencies

ATTEST:
November 15, 1950

/signed/

FRANK M. JORDAN
Secretary of State

(GREAT SEAL)

Note:

There are references in the foregoing agreement to the California Disaster Act, State Disaster Council, and various sections of the Military and Veterans Code.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Effective November 23, 1970, by enactment of Chapter 1454, Statutes 1970, the California Disaster Act (Sections 1500 ff., Military and Veterans Code) was superseded by the California Emergency Services Act (Sections 8550 ff., Government Code), and the State Disaster Council was superseded by the California Emergency Council.

Section 8668 of the California Emergency Services Act provides:

(a) Any disaster council previously accredited, the State Civil Defense and Disaster Plan, the State Emergency Resources Management Plan, the State Fire Disaster Plan, the State Law Enforcement Mutual Aid Plan, all previously approved civil defense and disaster plans, all mutual aid agreements, and all documents and agreements existing as of the effective date of this chapter, shall remain in full force and effect until revised, amended, or revoked in accordance with the provisions of this chapter.

In addition, Section 8561 of the new act specifically provides:

"Master Mutual Aid Agreement" means the California Disaster and Civil Defense Master Mutual Aid Agreement, made and entered into by and between the State of California, its various departments and agencies, and the various political subdivisions of the state, to facilitate implementation of the purposes of this chapter.

Substantially the same provisions as previously contained in Section 1541, 1564, 1586 and 1587 of the Military and Veterans Code, referred to in the foregoing agreement, are now contained in Sections 8633, 8618, 8652 and 8643, respectively, of the Government Code.

Also, Section 8615 of the new act provides:

It is the purpose of the Legislature in enacting this article to facilitate the rendering of aid to areas stricken by an emergency and to make unnecessary the execution of written agreements customarily entered into by public agencies exercising joint powers. Emergency plans duly adopted and approved as provided by the governor shall be effective as satisfying the requirement for mutual aid operational plans provided in the Master Mutual Aid Agreement.

SECTION 3: OPERATIONS SECTION

3.1 Operations Section Overview

The Operations Section is under the supervision of the Operations Section Chief who is in charge of all functions within the Operations Section.

The Operations Section is dedicated to all field operations. In addition, the Operations Section is responsible for the management of all incident tactical activities. The following functions and units are the responsibility of the Operations Section:

- Fire and Rescue Branch
- Law Enforcement Branch
- Public Works Branch
- Building & Safety Branch

Operations Section Chief. The Operations Section Chief is in charge of all functions and units in the Operations Section and reports directly to the Disaster Director. He/she is a member of the General Staff and is also responsible for the management of all operations directly and applicable to the emergency. The Operations Section Chief assists in the development and execution of the Incident Action Plan, and in addition, approves all requests for mutual aid and other resources.

Fire and Rescue Branch. The primary mission of the Fire and Rescue Branch is the prevention, suppression and control of fires. In addition, and as the availability of personnel permits, it supports medical treatment at Fire Stations, conducts rescue operations with the assistance of Public Works and other outside agencies as required for heavy rescue. Provides EOC with a continuous flow of information.

Law Enforcement Branch. The mission of the Law Enforcement Branch is to provide warning information, evacuate citizens, control traffic, and to provide security. Law Enforcement also enforces temporary rules and laws, controls crime and assists the Coroner in the identification of remains and in the operation of a temporary morgue. Provides EOC with a continuous flow of information.

Public Works Branch. The mission of the Public Works Branch is to provide equipment for heavy rescue as a priority item when needed, provide for traffic flow, sewer services, utilities, solid waste collection and the restoration of streets,

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

drains, culverts, etc., plus debris clearance associated with these facilities. Provides EOC with a continuous flow of damage information and provide for acquisition of heavy engineering equipment and supplies.

Building & Safety Branch. The Building & Safety Branch is responsible for the inspection and occupancy classification of all public buildings, critical facilities, and private homes and businesses following a major emergency.

3.2 Operations Section Position Checklists

3.2.1 Operations Section Chief

POSITION TITLE: Operations Section Chief

Primary: Police - Civil Unrest
Public Works – Floods
Fire – all others

Alternate: As Assigned

Branch Aid: As Assigned

You report to: Disaster Director

You supervise: Fire and Rescue Branch Director, Law Enforcement Branch Director, Public Works Branch Director and Building & Safety Branch Director.

Work station: Operations Section of EOC

Position Overview

The Operations Section Chief is in charge of all functions and units in the Operations Section.

Responsibilities

- As a member of the General Staff, advise the Disaster Director and Management Staff.
- Coordinate and manage all tactical operations functions.
- Establish and maintain staging areas.
- Develop operations action plan, assist in development of 24 hour and 7 day action plan with Planning and Intelligence Section.
- Ensure that the operations functions are carried out including the coordination of response for all operational functions assigned to the EOC.
- Ensure that operational objectives and assignments identified in the EOC action plan are carried out effectively.
- Establish the appropriate level of Branch organization within the Section and continuously monitor the effectiveness of that organization and make changes as required.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Exercise overall responsibility for the coordination of Branch activities within the Section.
- Ensure that all State agency actions within the Branches under the Section are accomplished within the priorities established.

Initial Actions

- Receive assignment and briefing from the Disaster Director and/or Management Staff.
- Maintain a log noting messages received; decisions, actions taken, and other activities. Maintain record of personnel on duty.
- Attempt to determine estimated times of arrival of requested staff that are not yet on site.
- Meet with Planning and Intelligence Section Chief. Obtain and review any major incident reports. Obtain from the Planning and Intelligence Section additional field operational information that may pertain to or affect Section operation.
- Based on the situation as known or forecast, determine likely future Operations Section needs.
- Review responsibilities of Branches in Section. Develop plan for carrying out all responsibilities.
- Make a list of key issues currently facing your Section. Clearly establish with assembled personnel action items to be accomplished within the next operational period.
- Determine need for representation or participation of outside mutual aid system resource representative.
- Request additional personnel for the Section as necessary for maintaining a two-shift EOC operation.
- Brief Branch Directors periodically on any updated information you may have received.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure that Operations Section EOC logs and files are maintained by all Branch Directors.
- Anticipate potential situation changes, such as severe aftershocks, in all Section planning. Develop a back-up plan for all plans and procedures requiring off-site communications.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Keep up-to-date on situation and resources associated with your Section. Maintain current status at all times.
- Maintain current displays associated with your area. Make sure that information reports or displays you prepare are clear and understandable.
- Make sure that all contacts with the media are fully coordinated first with the Emergency PIO.
- Attend and participate in Disaster Director's planning meetings.

Intermediate Actions

- Provide situation and resources information to the Planning and Intelligence Section on a periodic basis or as the situation requires.
- Work closely with the Planning and Intelligence Section Chief in the development of action plans.
- Work closely with each Branch Director to ensure Operations objectives as defined in the current action plan are being addressed.
- Ensure that Branches coordinate all resource needs through the Logistics Section.
- Ensure that intelligence information from Branch Directors and Agency Representatives is made available to the Planning and Intelligence Section.
- Brief Fire Chief on major problem areas that now need or will require solutions.
- Share status information with other Sections as appropriate.

Extended Actions

- Ensure that all fiscal and administrative requirements are coordinated through the Finance and Administration Section.
 - Notification of any emergency expenditures
 - Daily time sheets
- Authorize deactivation of organizational elements within the Section when they are no longer required.
- Ensure that any open actions are handled by Section or transferred to other EOC elements as appropriate.
- Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Disaster Director.
- Provide for staff rest periods and relief.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing.

Demobilization

- Authorize deactivation of organizational elements within your Section when they are no longer required.
- Ensure that any open actions are assigned to the appropriate agency or element for follow-up support.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Deactivate the Operations Section and close out logs when authorized by the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

3.2.2 Fire and Rescue Branch Director

POSITION TITLE: Fire and Rescue Branch Director

Primary: Fire Chief

Alternate: Battalion Chief

Branch Aid: As Assigned

You report to: Operations Section Chief

You supervise: Fire Field Units and Activities

Work station: Operations Section

Position Overview

The primary mission of the Fire and Rescue Branch Director is responsible for ensuring the provision of fire protection, medical and rescue services. The Fire and Rescue Branch Director is further responsible for coordinating fire and rescue mutual aid services when day-to-day mutual aid resources are exhausted.

Responsibilities

- Coordinate fire, hazardous materials, and urban search and rescue operations.
- Complete and maintain status reports for major incidents requiring or potentially requiring operational area, state and federal response, and maintain status of unassigned fire and rescue resources.
- Coordinate with the Law Enforcement Branch Coordinator on Search and Rescue activities.
- Implement the objectives of the EOC Action Plan assigned to the Fire and Rescue Branch.
- Assist and serve as an advisor to the Operations Section Chief as required.

Initial Actions

- Receive briefing from the Operations Section Chief.
- Maintain a log noting messages received; decisions made, actions taken, and other activities. Maintain record of personnel on duty.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Check telephones and radios. Request repair or augmentation from Logistics Section Communications Unit.
- Establish Fire and Rescue Branch and staff for extended operations.
- Request windshield survey and other intelligence data from Fire Units when appropriate to determine:
 - Nature and scope of the emergency.
 - Equipment and personnel committed and their locations.
 - Anticipated equipment and personnel shortages.
- Assess the impact of the disaster on the Fire Department operational capability.
- Determine Fire Department operations strategy and direct the implementation of that strategy.
- Request assistance as necessary from:
 - Other City departments
 - Fire mutual aid
 - Other agencies/businesses
 - Radiological Defense Officer and other technical specialists
 - Hospitals
 - RACES
- Activate the appropriate Fire Department operations plan.
- Implement Fire Department activities according to the Incident Action Plan.
 - Monitor progress
 - Make recommendations for modification to the plan as needed
 - Request continual assessments

Intermediate Actions

- Gather intelligence from field units and brief EOC personnel.
- Ensure that Fire Department logistical needs are met.
- Continually review the emergency situation and adjust operations plans as necessary.
- Continually brief EOC personnel on Fire Department operations.
- Arrange for your relief.
- Ensure good communication with EOC personnel.
- Ensure that all costs are documented.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Maintain a fire incident chart and map record of all MAJOR fire incidents and commitments. A copy of the fire incident report should be provided to the Planning and Intelligence Section Documentation Unit at the end of the operational period.
- Complete a fire situation report at the end of each operational period or upon request of the Planning and Intelligence Section Chief. This report will be utilized to pass to your relief at the end of the work shift and in preparation of the 24 hour and 7 day action plans. Maintain a map record of all major fires, hazardous materials spills, rescue operations, and other fire incidents.
- Estimate the need for fire mutual aid.
- Report to Operations Section Chief on major problems actions taken, and resources available or needed.
- Arrange for feeding and sheltering of fire personnel as necessary with the Logistics Section.
- Determine if current and forecasted weather conditions will complicate large and intense fires, hazardous material releases, major medical incidents, and/or other potential problems.
- Thoroughly brief the incoming Operations Section Chief of situation status.

Extended Actions

- Funnel all additional information to the Fire Chief.
- Assist in the preparation of the Incident Action Plan.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Stress Debriefing session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Deactivate the Fire and Rescue Branch and close out logs when authorized by the Operations Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

3.2.3 Law Enforcement Branch Director

POSITION TITLE: Law Enforcement Branch Director

Primary: Police Chief

Alternate: As Assigned

Branch Aid: As Assigned

You report to: Operations Section Chief

You supervise: Police Field Units and Activities

Work station: Operations Section

Position Overview

The Law Enforcement Branch Director receives and disseminates warning information; evacuation procedures, traffic control, public security and order; and assist the Riverside County Sheriff Department who is responsible for Coroner activities in the discharge of their duties; submits requests for mutual aid; coordinates animal welfare and control activities. Law enforcement utilizes the EAS to make notification to the general public and to special populations as required.

Responsibilities

- Receive and disseminate warning information.
- Direct evacuations.
- Enforce laws and temporary rules.
- Control traffic.
- Provide security.
- Assist Coroner's Office in the identification of remains and the operation of a temporary morgue.
- Ensure inmate public safety and evacuation procedures are in place.
- Coordinate the emergency evacuation and care for pets and livestock.

Initial Actions

- Receive briefing from Operations Section Chief.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Maintain a log noting messages received; decisions, actions taken, and other activities. Maintain record of personnel on duty.
- Check telephones and radios. Request repair or augmentation from Logistics Section Services Branch.
- Establish Law Enforcement Branch and staff for extended operations. Mobilize reserves.
- Request windshield survey and other intelligence data from field supervision when appropriate to determine:
 - Nature and scope of the emergency.
 - Equipment and personnel committed and their locations.
 - Anticipated equipment and personnel shortages.
- Assess the impact of the disaster on the Police Department operational capabilities.
- Evacuate citizens and special populations as necessary. When evacuating inform citizens of:
 - Shelter sites
 - Mode of transportation
 - If known, period of time they will have to be away from home/business.
- Determine Police Department operations strategy and direct the implementation of that strategy.
- Establish emergency traffic routes in coordination with Public Works and California Highway Patrol. Initiate traffic control.
- Provide security for evacuated areas, shelters, casualty collection points, temporary morgues, emergency medical treatment facilities, hospitals, first aid stations, and fire stations.
- Keep field forces advised of locations of shelters, first aid facilities, casualty collection points, and other facilities which may be established.
- Arrange for feeding and sheltering of mutual aid personnel as necessary with the Logistics Section.
- Arrange for your relief.

Intermediate Actions

- Request assistance as necessary from:
 - Other City departments

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Police mutual aid (must go through Police Chief or his/her designee).
- Continually brief EOC personnel on Police Department operations.
- Ensure good communication with EOC personnel.
- Ensure all costs are documented.
- Maintain a police incident chart and map record of all MAJOR law enforcement incidents, personnel and commitments. A copy of the law enforcement incident report should be provided to the Planning and Intelligence Section Documentation Unit at the end of each operational period.
- Activate the appropriate Police Department Operations Plan:
 - Major earthquake
 - Hazardous materials
 - Major air crash
 - Major fire
 - Flood
 - Major crowd control/civil disturbance
 - Evacuations
- Implement Police Department activities according to the Incident Action Plan:
 - Monitor progress
 - Make recommendations for modification to the plan as needed
 - Request continual assessments
- Ensure that Police Department logistical needs are met.
- Complete a law enforcement situation report at the end of each operational period or upon request of the Planning and Intelligence Section Chief. This report will be utilized to pass to your relief at the end of the work shift and in preparation of the 24 hour and 7 day action plans.
- Report to Police Chief on major problems, actions taken, and resources available or needed.

Extended Actions

- Recall personnel and modify staffing based upon the severity of the situation.
- Assist with maintaining organizational overview of the mapped locations with assigned incident deployment as logged by EOC staff.
- Assist with damage assessment or incident assessment at the EOC.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Funnel all pertinent information to the Police Chief and PIO.
- If appropriate, move emergency vehicles to open areas to avoid damage from aftershocks.
- Assist Police Chief in formulating policy management decision.
- Provide liaison with mutual aid law enforcement agencies.
- Thoroughly brief incoming Law Enforcement Branch Director on current status.
- Participate in a Critical Stress Debriefing session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Deactivate the Law Enforcement Branch and close out logs when authorized by the Operations Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

3.2.3.1 Animal Control Unit Leader

POSITION TITLE: Animal Control Unit Leader

You report to: Law Enforcement Branch Director

You supervise: N/A

Position Overview

The Animal Control Unit Leader serves as the City's point of contact for the OA to ensure that animal control activities are coordinated throughout the City.

Responsibilities

- Coordinate animal control activities throughout the City.
- Control loose animals.
- Identify emergency animal shelters.

Initial Actions

- Obtain a status on the number and types of loose or homeless animals in the City.
- Determine if animals need to be evacuated or can be cared for in place. Ensure that animals not evacuated are being cared for (i.e., food, water, etc., is provided).
- Identify potential emergency shelters by contacting volunteer animal rights organizations for assistance.
- Identify Veterinarians to be on call for animal emergencies.
- Obtain staff for each emergency animal shelter to be established from volunteer groups and the Logistics Section.
- Contact jurisdictional animal welfare facilities and determine their status and ability to function.
- Determine location and time of any animal welfare facilities activated.
- Determine location and status of major incidents involving a threat to or from animals.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Determine extent of damage to, and the operational capacity of animal shelter facilities.

Intermediate Actions

- Survey each field command post for status of stray animals or other animal related issues on a periodic basis.
- If applicable, request the PIO to put out a news release identifying where individuals may take their animals or any strays that they may encounter.
- Communicate plans developed at the EOC that affect animal control and care to appropriate outside locations.
- Keep the Law Enforcement Branch Director updated on the situation and any changes.
- As requested, provide estimate of the emergency's impact on area animals, and the need for animal control and care.

Extended Actions

- Keep the Care & Shelter Unit Leader updated on the situation and of any changes.
- Document all activities and decisions made on an activity log.
- Participate in a Critical Incident Stress Debriefing Session.

Shift Completion

- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to the Cost Unit of the Finance & Administration Section.
- Ensure that all required forms or reports are completed prior to your release and departure.
- Ensure that all time sheets and any travel expense claims are completed properly and signed by each employee prior to submitting them.
- Thoroughly brief your relief on the current situation for your position. Ensure that in-progress activities are identified and follow-up requirements are known.
- Leave forwarding phone number where you can be reached if different from the Employee Contact list.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Animal Control Unit and close out logs when authorized by the Operations Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.
- Provide all remaining activity logs to the Planning and Intelligence Chief upon your departure.
- Ensure staff cleans up work areas and returns facility to normal.
- Ensure you log out in EOC log book.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

3.2.4 Public Works Branch Director

POSITION TITLE: Public Works Branch Director

Primary: Public Works Director

Alternate: Deputy Public Works Director

Branch Aid: As Assigned

You report to: Operations Section Chief

You supervise: Public Works Unit

Work station: Operations Section

Position Overview

The Public Works Branch Director manages all Public Works incident operations.

Responsibilities

- Manages all Public Works incident operations.
- Closes hazardous areas that may pose a danger or be life threatening, conduct emergency repair/restoration, debris clearance and route recovery operations, conduct flood mitigation and fighting operations.
- Mitigates hazardous materials, coordinate possible demolitions with the Building Division.
- Coordinates sanitation services for field and facility personnel.
- Coordinates with outside agencies.
- Assist in heavy rescue operations as needed.

Initial Actions

- Receive briefing from the Operations Section Chief.
- Maintain a log noting messages received; decisions made, actions taken, and other activities. Maintain record of personnel on duty.
- Assume overall command and responsibility for all Public Works incident operations.
- Determine the extent of damage and the operational capacity of Public Works.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Ensure undamaged equipment is accessible and clear of potential damage.
- Activate any needed infrastructure damage inspection teams for:
 - Roadway inspections
 - Traffic control inspection
 - Inspections of any areas within responsibility of Public Works
- Ensure that teams are also conducting windshield surveys reporting:
 - Collapsed/hazardous buildings
 - Fires
 - Downed power lines and poles
 - Exposed broken gas mains/gas leaks
 - Street light outages
 - Any potential dangerous situations
- Ensure that all survey and intelligence data is provided to the EOC immediately upon arrival from the field.
- Begin to mobilize personnel, equipment and vehicles for deployment.
- Organize forces to clear any debris hampering emergency response activities.
- Coordinate the closure of incapacitated roadways with:
 - Police, Fire and other City departments
 - Provide barricade measures
 - Establish detours and alternate routes
- Coordinate flood fighting operations.
- Provide available resources and personnel for heavy rescue operations.
- Coordinate hazardous materials mitigation with Fire and Rescue Branch.
- Determine priorities for Public Works activities reflecting the Incident Action Plan.
- Coordinate debris removal from public right-of-way and affected waterways.

Intermediate Actions

- Determine additional personnel and equipment needs and request through Logistics Section.
- Assist in evacuation measures as needed.
- Take any temporary measures needed to support emergency operations.
- Repair damage to essential roadways.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Extended Actions

- Continually review the emergency situation and adjust operations, personnel, and equipment as necessary.
- Ensure that Public Works Department logistical needs are met.
- Ensure that all workers are fed, relieved, and have sleeping facilities.
- Continually brief EOC personnel on Public Works Branch operations.
- Ensure good communication with EOC personnel.
- Ensure that all costs are documented.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Public Works Branch and close out logs when authorized by the Operations Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

3.2.4.1 Utilities Unit Leader

POSITION TITLE: Utilities Unit Leader

You report to: Public Works Branch Director

You supervise: N/A

Position Overview

The Utilities Unit Leader acts as the Liaison between private utility companies and the City.

Responsibilities

- Ensure the maintenance and restoration of:
 - Electric transmission lines, substations, and distribution systems, and
 - Water transmission systems, distribution systems, storage units, and supply sources.
- Neutralize secondary threats resulting from the emergency.

Initial Actions

- Determine the status of gas, electric, water, and telephone service.
- Develop priorities and coordinate with utility company(ies) (i.e., electrical, gas, etc.) and special districts (water companies, etc.) of the affected jurisdiction(s) for restoration of utilities to critical and essential facilities.
- Ensure that utility teams working in the field report back the following information:
 - Collapsed/hazardous buildings
 - Fires
 - Downed power lines
 - Exposed broken gas mains/gas leaks
 - Street light outages
 - Any potentially dangerous situations
- Establish and maintain communications with the utility providers.

Intermediate Actions

- Determine the extent of damage to utility systems.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Ensure that all information on system outages is consolidated and provided to the Situation Unit in the Planning & Intelligence Section and the Public Works Branch Director.
- Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.
- Keep the Medical & Health Unit Leader informed of any damage to sewer and sanitation systems, as well as possible water contamination problems.
- Ensure that each utility company and utility district is keeping you informed of the status of their utility, special problems, and their availability to respond.
- Advise the PIO of public utility status.
- Maintain a Public Utilities incident chart and map record of all major public utilities incidents and commitments.
- Work with the utility companies and special districts to ensure that problems pertaining to the special needs of the elderly, handicapped, and those whose primary language is not English are being addressed.
- Coordinate supply requirements which cannot be met from assigned resources with the Logistics Chief.
- Contact OA for additional resources/mutual aid if necessary.
- Complete a public utilities situation report at the end of each operational period or upon request of the Planning & Intelligence Chief.

Extended Actions

- Document all activities and decisions made on an activity log.
- Participate in a Critical Incident Stress Debriefing Session.

Shift Completion

- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to the Cost Unit of the Finance & Administration Section.
- Ensure that all required forms or reports are completed prior to your release and departure.
- Ensure that all time sheets and any travel expense claims are completed properly and signed by each employee prior to submitting them.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Thoroughly brief your relief on the current situation for your position. Ensure that in-progress activities are identified and follow-up requirements are known.
- Leave forwarding phone number where you can be reached if different from the Employee Contact list.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Utilities Unit and close out logs when authorized by the Operations Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.
- Provide all remaining activity logs to the Planning and Intelligence Chief upon your departure.
- Ensure staff cleans up work areas and returns facility to normal. Ensure you log out in EOC log book.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

3.2.5 Building & Safety Branch Director

POSITION TITLE: Building & Safety Branch Director

Primary: Building Official

Alternate: As Assigned

You report to: Operations Section Chief

You supervise: Building Inspectors

Work station: Operations Section

Position Overview

The Building & Safety Branch Director is responsible for the inspection and occupancy classification of all public buildings, critical facilities, and private homes and businesses following a major emergency.

Responsibilities

- Coordinate with structural engineers for building assessments.
- Inspect and classify public buildings, critical facilities, private homes and businesses.
- Ensure unsafe areas and structures are clearly marked and the public informed.

Initial Actions

- Receive briefing from the Operations Section Chief.
- Obtain initial damage/safety assessment information from Fire & Rescue Branch, Law Enforcement Branch, Public Works Branch, and other sources as necessary.
- Maintain a log noting messages received; decisions made, actions taken, and other activities. Maintain record of personnel on duty.
- Assume overall command and responsibility for all Building & Safety incident operations.
- Ensure that all survey and intelligence data is provided to the EOC immediately upon arrival from the field.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Coordinate with the American Red Cross, utility service providers, and other sources for additional damage/safety assessment information.
- Determine priorities for Building & Safety activities reflecting the Incident Action Plan.

Intermediate Actions

- Determine additional personnel and equipment needs and request through Logistics Section.
- Prepare detailed damage/safety assessment information, including estimate of value of losses, and provide to the Planning & Intelligence Section.
- Maintain a list of structures and facilities requiring immediate inspection or assessment.
- Ensure that all building inspectors and structural engineers are tagging inspected buildings in a consistent manner.
- Monitor the progress of building inspections and report to the Planning & Intelligence Section.
- Gather all damage documentation from field inspectors on a routine basis and provide it to the Planning & Intelligence Section for permanent documentation.

Extended Actions

- Continually review the emergency situation and adjust operations, personnel, and equipment as necessary.
- Ensure that the Building & Safety logistical needs are met.
- Ensure that all workers are fed, relieved, and have sleeping facilities.
- Keep the Planning & Intelligence Section updated on the situation and any changes.
- Ensure that all costs are documented.
- Document all activities and decisions on an activity log.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Public Works Branch and close out logs when authorized by the Operations Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

SECTION 4: PLANNING AND INTELLIGENCE SECTION

4.1 Planning and Intelligence Section Overview

The Planning and Intelligence Section is under the supervision of the Planning and Intelligence Section Chief. The duties and responsibilities are the gathering and analysis of all data regarding the incident and the assigned resources. The Planning and intelligence Section maintains an incident log and EOC display maps and charts. In addition, the Planning and Intelligence Section is also responsible for preparing situation reports, assessing damage, conducting the planning meetings, documenting all EOC activities, and preparation of the Incident Action Plan.

The Planning and Intelligence Section consists of the following positions although not all of the position may be filled depending on the nature or extent of the emergency situation. The Planning and Intelligence Section Chief assumes the responsibilities of those positions which are vacant.

Planning and Intelligence Section Chief. The Planning and Intelligence Section is managed by the Planning and Intelligence Section Chief, who is normally the Planning Director or his/her designee. The Planning and Intelligence Section Chief is responsible for the collection, evaluation, and dissemination of incident information. This Section is staffed by members of the Planning and Building Division.

Situation Unit. The Situation Unit's primary role is to collect, collate and process all information and intelligence. Situation Analysis is also responsible for maintaining the master incident log and map displays.

Display Processors. The Display Processors are responsible for the display on maps and charts of incident status information obtained from the Situation Unit personnel and Field Observers. They are responsible for coordinating visual information and accompanying narratives of the visually posted event/situations with the Documentation Unit.

Field Observers. Field Observers are responsible for the collection of information from personal observations of the incident(s), or sites dispatched at the direction of the Situation Unit Leader. Responsible for providing this information by radio or other means to the Display Processor, and other Unit Leaders for inclusion in developing an evaluation of the disaster situation.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Damage Assessment Unit. The Damage Assessment Unit collects damage information and prepares a damage assessment report for the Disaster Director and other people and agencies that need damage information.

EOC Action Plan Unit. The EOC Action Plan Unit coordinates the documentation of the Emergency Action Plan for the Planning and Intelligence Section Chief and the Disaster Director.

Documentation Unit. The Documentation Unit maintains and files all EOC messages, maintains an official history of the emergency to insure complete documentation for the purpose of recovery of funds.

Message Center Unit. The primary responsibility of the EOC Message Center is to collect, log and disseminate all EOC messages.

Agency Representative. An Agency Representative is an individual assigned to the EOC from another agency. The Agency Representative should be able to speak for his/her agency within established limits.

Technical Specialists. Technical Specialists provide expert information in the development of an Incident Action Plan. Some areas of expertise might be: materials, radiological materials, geographical, or weather forecasting.

Demobilization Unit. The Demobilization Unit Leader is responsible for preparation of the demobilization plan and assisting incident Sections and Branches in ensuring that an orderly, safe, and cost effective movement of personnel and equipment is accomplished from the incident.

4.2 Planning and Intelligence Section Position Checklists

4.2.1 Planning and Intelligence Chief

POSITION TITLE: Planning and Intelligence Chief

Primary: Planning Director

Alternate: As Assigned

You report to: Disaster Director

You supervise: Situation Unit, Damage Assessment Unit, EOC Action Plan Unit, Documentation Unit, Message Center Unit, Display Processors, Field Observers, and Technical Specialists.

Work station: Planning and Intelligence Section

Position Overview

The Planning and Intelligence Section Chief, a member of the Disaster Director's General Staff, has the management responsibility for the collection, evaluation, and dissemination of incident information.

Responsibilities

- Responsible for the collection, evaluation, dissemination, and use of information regarding the development of the incident. Information is needed to (1) understand the current situation, (2) predict probable courses of incident events, and (3) prepare alternative strategies and control operations of the incident.
- Ensures that responsibilities of Sections are carried out, including preparing periodic situation reports, collecting, analyzing, and displaying situation information, advance planning, and planning for demobilization.
- Exercise overall responsibility for the coordination of Branch/Unit activities within the Section and report to the Disaster Director on all matters pertaining to Section activities.

Initial Actions

- Check-in with the Disaster Director to receive initial briefing.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Maintain a log notifying messages received, decisions made, actions taken, and personnel on duty.
- Review organization in place at the EOC. Know where to go for information or for support.
- Clarify any issues you may have regarding your authority and assignment, and what others in the organization do.
- Meet with the Communications Unit Leader to:
 - Obtain briefing on on-site and external communications capabilities and restrictions.
 - Establish operating procedure with Communications Unit for use of telephone and radio systems. Make any priorities or special requests known.
- Obtain and review status and major incident reports and other reports from adjacent areas that have arrived at the EOC.
- Meet with Operations Section and Logistics Section Chiefs and exchange available situation information.
- Based on the situation as known or forecast, determine likely future information and personnel support needs.
- Review responsibilities of Units in Section. Develop plan for carrying out all responsibilities.
- Make a list of key issues currently facing your Section. Clearly establish with assembled personnel action items to be accomplished with the next ___ hour period.
- Request additional personnel for the Section as necessary for maintaining a two-shift operation.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Keep up to date on situation. Maintain current status at all times.
- Maintain current displays associated with your area. Ensure that information reports or displays you prepare are clear and understandable.
- Ensure that all contacts with the media are fully coordinated first with the Emergency PIO.
- Begin preparing for EOC briefing using format in Supporting Document file.
- Begin preparing EOC Incident Action Plan.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Attend Disaster Director's action planning meetings in conjunction with Branch/Unit coordinators. Provide situation briefings in conjunction with Branch/Unit coordinators.
- Brief Disaster Director on major problem areas that now need or will require solutions.

Intermediate Actions

- Activate organizational elements within Section as needed and designate coordinators for each element.
- Ensure that the Documentation Unit has sent out required reports to the County EOC.
 - Flash Report
 - Situation Report
 - Damage Assessment Report
- Ensure that Unit logs and files are maintained.
- Ensure good communication with EOC Personnel.
- Ensure that all costs are documented.
- Anticipate potential situation changes, such as severe aftershocks, in all Section planning.
- Conduct periodic briefings for Section. Ensure that all organizational elements are aware of priorities.
- Share status information with other Sections as appropriate.

Extended Actions

- Authorize deactivation of organizational elements within the Section when they are no longer required. Ensure that any open actions are handled by Section or transferred to other EOC elements as appropriate.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session and ensure that all Planning and Intelligence staff and volunteers attend one also.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Ensure that any open actions are assigned to the appropriate agency or element for follow-up support.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Planning and Intelligence Section and close out logs when authorized by the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

4.2.2 Situation Unit Leader

POSITION TITLE: Situation Unit Leader

Primary: Planning Department Employee

Alternate: As Assigned

You report to: Planning and Intelligence Section Chief

You supervise: Display Processors and Field Observers.

Position Overview

The Situation Unit Leader is responsible for collecting, collating and processing all information and intelligence. The Unit Leader is also responsible for maintaining the master incident log and map displays.

Responsibilities

- Collection, organization, display, evaluation, and analysis of incident status events.
- Coordination with other Units of the Section and at the direction of the Planning and Intelligence Section Chief coordinates with other Sections and Liaison Representatives in development of situation reports.
- Assists in the development of strategy planning and participation in briefing presentations.

Initial Actions

- Obtain briefing and special instructions from the Planning and Intelligence Section Chief or person in charge of planning activities when you arrive.
- Prepare and maintain the EOC display boards.
- Activate elements of the Unit, establish work area, assign duties, and ensure individual Unit log is maintained.
- Ensure the Display Processor(s) have all required support items for display.
- Direct collection, organization, and display status of disaster event.
- Ensure radio communications is established with Field Observer(s), and a log is maintained.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Based on the City's Damage Assessment Survey or the nature of the emergency, direct Field Observers to report on high priority areas (densely populated and critical services areas) first.
- Ensure "human" communications pathways within the elements of the Planning and Intelligence Section are initiated and maintained.
- Identify and develop procedures for coordination of the narrative transmittal of information on posted events/situations to the Documentation Unit.
- Ensure "human" communications pathways with information sources in other Section are initiated, particularly the Operations Staff, and maintain individual logs.
- Prepare and present an overview situation report, an evaluation of the disaster situation, and predictions on the course of the disaster event(s) before each planning meeting or upon request of the Planning and Intelligence Section Chief.
- Maintain log of all messages received and sent and all significant actions taken. Maintain record of all personnel participating and their hours on duty.

Intermediate Actions

- Assist in strategy planning based on the evaluation of the disaster situation and predictions of the probable course of the event(s).
- Maintain Situation Unit records to include the Unit Log, the Situation Incident Chart and Situation Incident Report.
- Provide for an authentication process in case of conflicting status reports on event.

Extended Actions

- Maintain disaster operations files, records, and legal documents for proscribed retention.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Deactivate the Situation Unit and close out logs when authorized by the Planning and Intelligence Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

4.2.3 Display Processors

POSITION TITLE: Display Processors

Primary: As Assigned

Alternate: As Assigned

You report to: Situation Unit Leader

You supervise: NA

Work station: Planning and Intelligence Section

Position Overview

The Display Processors are responsible to the Situation Unit Leader for the display on maps and charts of incident status information.

Responsibilities

- Responsible for the display on maps and charts of incident status information obtained from the Situation Unit personnel and Field Observers.
- Responsible for coordinating visual information and accompanying narratives of the visually posted event/situations with the Documentation Unit.

Initial Actions

- Obtain a briefing from the Situation Unit Leader.
- Determine:
 - Location of work assignment.
 - Numbers, sizes, types and locations of display required.
 - Establish color/number coding, develop and display map legends.
 - Establish priorities (densely populated area, critical services, sites, roads, barriers, etc.)
- Determine from the Situation Unit Leader what type of information is significant for display.
- Develop and maintain a log of information sources reporting significant events for display.
- Follow any procedures developed and/or implemented by the Situation Unit Leader.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Maintain a log of all messages received and sent and all significant actions taken. Turn in to the Situation Unit Leader at the end of your shift.

Intermediate Actions

- Assist the Situation Unit Leader in analyzing and evaluating events/situations.
- Develop map display and charts in accordance with established timelines for briefing, and visual briefing requirement at other locations.

Extended Actions

- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Display Processors' Unit and close out logs when authorized by the Planning and Intelligence Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

4.2.4 Field Observers

POSITION TITLE: Field Observers

Primary: City Employees, RACES, CERT

Alternate: As Assigned

You report to: Situation Unit Leader

You supervise: NA

Work station: As Assigned

Position Overview

Field Observers are responsible for the collection of information from personal observations of the incident(s), or sites dispatched at the direction of the Situation Unit Leader.

Responsibilities

- Responsible for the collection of information from personal observations of the incident(s), or sites dispatched at the direction of the Situation Unit Leader.
- Responsible for providing this information by radio or other means to the Display Processor, and other Unit Leaders for inclusion in developing an evaluation of the disaster situation.

Initial Actions

- Obtain a briefing from the Situation Unit Leader.
- Identify and confirm communications means with the Situation Unit Leader.
- Determine:
 - Method of communications and a call sign
 - Location of assignment
 - Type of information required
 - Priorities
 - Time limits for completion
 - Methods of transportation

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Perform Field Observer responsibilities to include but not limited to the following:
 - Potential number of injuries or people at risk.
 - Perimeters of incident.
 - Location and extend of damage.
 - Any worsening situations.
 - Weather conditions.
 - Hazards including escape routes and safe areas.
 - Progress of operational resources, including assembly area status.
 - Any situation that warrants attention by emergency operations staff.
- Report immediately any condition observed which may be a safety hazard to personnel or critical services.
- Maintain a log of all messages received and sent and all significant actions taken. Turn in to the Situation Unit Leader at the end of your shift.

Intermediate Actions

- Be prepared to identify all facility locations (staging, shelter and medical care sites) that have been set up.
- Report information to the Situation Unit Leader by established procedure.
- Gather intelligence that will lead to accurate predictions.

Extended Actions

- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Field Observers' Unit and close out logs when authorized by the Planning and Intelligence Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

4.2.5 Damage Assessment Unit Leader

POSITION TITLE: Damage Assessment Unit Leader

Primary: Building Official

Alternate: Assisting Building Official

You report to: Planning and Intelligence Section Chief

You supervise: NA

Work station: Planning and Intelligence Section

Position Overview

The Damage Assessment Unit Leader collects damage information and prepares a damage assessment report for the Disaster Director and agencies that need damage information.

Responsibilities

- Collect and consolidate damage assessment information.
- Prepare damage assessment reports.
- Provide for an initial inspection of all the structures in the City.
- Collect and report information to the Planning and Intelligence Section Chief.

Initial Actions

- Obtain a briefing on the extent of the emergency from the Planning and Intelligence Section Chief.
- Recall building inspectors as required.
- Prepare to receive information from the Police Department, Public Works and Public Utilities representatives conducting a survey of the City.
- Provide for an initial inspection of the entire City and report locations of damaged structures, utilities, roads, signaled traffic controlled intersections, and facilities.
- Pay particular attention to special hazard areas such as government facilities, schools, utilities, historical buildings and other special facilities.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Prepare a plan for utilization of building inspectors to ensure proper deployment as well as a comprehensive coverage of the damaged area.
- Prepare the initial damage estimate for the City.
- Collect, record and total the type and estimated value of damage.
- Prepare damage assessment summary, damage assessment report, and damage assessment chart. Turn in at end of shift (sample form attached).
- Alert and activate structural inspection personnel.
- Maintain a log notifying messages received, decisions made, actions taken, and personnel on duty.

Intermediate Actions

- Initiate request for mutual aid building inspectors and structural engineers through the Logistics Section Chief, if needed.
- Post damage assessment chart in various locations in EOC.
- If needed, request volunteer structural engineers to assist in the inspection of structures. Provide personnel to act as guides for the engineers.
- Provide, as required, damage assessment teams to survey structures and potential shelter sites after the emergency.
- Provide as required, damage assessment teams to inspect and mark hazardous structures and record damage. City damage records are utilized by state and federal agencies as a basis for federal assistance money.
- Coordinate with all departments for possible information on damage to structures.
- Coordinate with the following agencies for field information and damage assessment reports:
 - Radio Amateurs
 - Southern California Gas
 - Office of Education
 - Southern California Edison
- Brief your relief at shift change.

Extended Actions

- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session and ensure that all Damage Assessment Unit staff and volunteers attend one also.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Ensure that any open actions are assigned to the appropriate agency or element for follow-up support.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Damage Assessment Unit and close out logs when authorized by the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

4.2.6 EOC Action Plan Unit Leader

POSITION TITLE: EOC Action Plan Unit Leader

Primary: As Assigned

Alternate: As Assigned

You report to: Planning and Intelligence Section Chief

You supervise: NA

Work station: Planning and Intelligence Section

Position Overview

The EOC Action Plan Unit Leader coordinates the documentation of the Emergency Action Plan for the Planning and Intelligence Section Chief and the Disaster Director.

Responsibilities

- Gather input for the EOC Action Plan as the emergency response develops.
- Lead the development of the EOC Action Plan documentation.

Initial Actions

- Obtain a briefing on the extent of the emergency from the Planning and Intelligence Section Chief.
- Maintain a log notifying messages received, decisions made, actions taken, and personnel on duty.

Intermediate Actions

- Brief your relief at shift change.

Extended Actions

- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Ensure that any open actions are assigned to the appropriate agency or element for follow-up support.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the EOC Action Plan Unit and close out logs when authorized by the Planning and Intelligence Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

4.2.7 Agency Representatives

POSITION TITLE: Agency Representatives

Primary: As Assigned by Own Agency

Alternate: As Assigned

You report to: Liaison Officer

You supervise: NA

Work station: Management Section

Position Overview

An Agency Representative is an individual assigned to the EOC from another agency. The Agency Representative should be able to speak for his/her agency within established limits.

Responsibilities

- The Agency Representative should be able to speak for his/her agency within established limits.
- The Agency Representative may facilitate requests to his/her agency, but does not directly pass or process resource requests.

Initial Actions

- Check-in with Liaison Officer upon arrival at the EOC.
- Maintain a log noting messages received; releases published; interviews granted; and other activities. Maintain record of personnel on duty.
- Report to Liaison Officer if that position has been activated. If not activated, report to the Disaster Director.
- Obtain a briefing on the situation.
- Clarify any issues regarding your authority and assignment and what others in the organization do. Clarify your work area.
- Establish communications link(s) with home agency. If unable to communicate, notify Logistics Section Communications Unit.
- Unpack any kit materials you may have brought with you and set-up your assigned work station.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Obtain EOC organization chart and telephone listing. Review the locations and general duties of all Sections and Branches that have been activated.
- Obtain current situation briefing from person you are relieving or from the Liaison Officer.
- Contact EOC Sections and Branches appropriate to your responsibility and advise them of your presence and assigned work location.
- If relocating to work directly with a functional Branch, advise Liaison Section Coordinator of your location, such as Southern California Edison with Public Utilities.
- Facilitate requests for support or information that your agency can provide.
- Keep up-to-date on the general status of resources and activity associated with your agency.
- Provide appropriate situation information to the Planning Section.
- Brief Agency Representatives on current situation, priorities and action plan.
- Represent your agency at planning meetings as appropriate. Be prepared to provide update briefings about your agency's activities and priorities at these meetings.

Intermediate Actions

- Inform your agency periodically on jurisdiction EOC priorities and actions that may be of interest.
- Maintain logs and files associated with your position.
- Provide comprehensive briefings to your relief.

Extended Actions

- Coordinate deactivation with Liaison Officer. Ensure your agency's representation is no longer needed prior to leaving.
- Thoroughly brief your relief upon shift change.
- Participate in a Critical Incident Stress Debriefing session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Deactivate the Agency Representatives position and close out logs when authorized by the Liaison Officer or Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

4.2.8 Documentation Unit Leader

POSITION TITLE: Documentation Unit Leader

Primary: As Assigned

Alternate: As Assigned

You report to: Planning and Intelligence Section Chief

You supervise: NA

Work station: Planning and Intelligence Section

Position Overview

The Documentation Unit Leader maintains and files all EOC messages, maintains an official history of the emergency to insure complete documentation for the purpose of recovery of funds.

Responsibilities

- Maintain and file all EOC messages.
- File, maintain, and store all documents relating to the emergency.
- Maintain the official history of the emergency.
- Assist in the preparation of situation summaries and damage assessment reports.
- Provide duplications services as required.

Initial Actions

- Obtain a briefing from the Planning and Intelligence Section Chief.
- Establish incident master files relating to the emergency (sample list in Supporting Document section)
- If not already done, send a flash report to the Operational Area EOC as soon as possible (see sample attached).
- Check the accuracy and completeness of records submitted for file.
- Maintain a file for all EOC messages.
- Ensure good communication with EOC personnel.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Maintain a log of all messages received and sent and all significant actions taken. Maintain record of all personnel participating and their hours on duty.

Intermediate Actions

- Establish duplication services and provide as required (duplicate official forms, etc.).
- Correct any errors by checking with the appropriate EOC personnel.
- File, store, and maintain files for legal, analytical and historical purposes.
- Coordinate with the Units of the Planning and Intelligence Section.

Extended Actions

- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Documentation Unit and close out logs when authorized by the Planning and Intelligence Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

4.2.9 Message Center Unit Leader

POSITION TITLE: Message Center Unit Leader

Primary: As Assigned

Alternate: As Assigned

You report to: Planning and Intelligence Section Chief

You supervise: Message Runners

Work station: Planning and Intelligence Section

Position Overview

One of the primary functions of the EOC in an emergency is to collect and disseminate information. Information will reach the EOC through many different channels: telephone, teletype, government radio, amateur radio, citizens band radio, commercial broadcasts, message runners, etc.

Responsibilities

- The primary responsibility of the EOC Message Center is to collect, log and disseminate EOC messages.

Message Center Unit Leader:

- Obtain briefing from the Planning and Intelligence Section Chief.
- Follow-up on messages that have not been responded to.
- Log-in messages.
- Assign messages a sequential number based on order messages received.
- Give numbered message to runner for distribution.

Message Runner:

- Obtain briefing from the Message Center Unit Leader.
- Distribute messages that have been logged and numbered.

Extended Actions

- Thoroughly brief your relief at shift change.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Message Center Unit and close out logs when authorized by the Planning and Intelligence Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

MESSAGE CENTER CONTROL PROCEDURES

All internal EOC message traffic will be initiated utilizing the WEB EOC software message module. For any message traffic that is not generated using this module, a standard two part (1 original and 1 yellow copy) will be used to document the message using the following procedures

WHEN YOU RECEIVE INFORMATION FROM OUTSIDE SOURCE

1. All messages will be addressed in the "TO" section to the EOC Planning/Intelligence Section". The Planning/Intelligence Section staff will log the message into the EOC WEB system and determine the final routing of the message.
2. In the "FROM" section, enter the agency, name of individual and contact information.
3. In the "DATE" section, enter the time and date of receipt of the information. Use military time or be sure to include the terms AM or PM to clearly identify the correct time.
4. In the "SUBJECT" section, enter a short but clear descriptive title or category.
5. In the "MESSAGE" section, enter information legibly and accurately. Ask sender to repeat information as necessary. Ask questions to clarify message intent. Insure that you get the sender's contact information.
6. Maintain a log of messages by Date, Time, Subject, and Sender.
7. Deliver both original and yellow copy to the Planning/Intelligence Section.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

4.2.10 Technical Specialists

POSITION TITLE: Technical Specialists

Primary: As Assigned

Alternate: As Assigned

You report to: Planning and Intelligence Section Chief

You supervise: Possibly others within your field, i.e., building inspectors, etc.

Work station: Planning and Intelligence Section

Position Overview

Technical Specialists provide expert information in the development of an Incident Action Plan.

Responsibilities

- Act as a resource to members of the EOC staff in your technical specialty.
- Provide expert information in the development of an Incident Action Plan. Some areas of expertise might be: materials, radiological materials, geographical, or weather forecasting.

Initial Actions

- Obtain a briefing from the Planning and Intelligence Section Chief.
- Assess the current emergency and provide necessary information to the Planning and Intelligence Section Chief relative to projected duration and intensity of the emergency.
- Provide information to the Logistics Section Chief relative to special equipment needs.
- Advise the Operations Section Chief if evacuation is required.
- Maintain a log of all messages received and sent and all significant actions taken. Maintain a record of all personnel participating and their hours on duty.

Intermediate Actions

- Participate in all EOC briefings and assist in setting objectives and priorities with the Advance Planning Director.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Provide information to the Logistics Chief relative to special equipment needs.

Extended Actions

- Leave your name, number and place where you can be located if an emergency should occur.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Technical Specialists Unit and close out logs when authorized by the Planning and Intelligence Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

4.2.11 Demobilization Unit Leader

POSITION TITLE: Demobilization Unit Leader

Primary: As Assigned

Alternate: As Assigned

You report to: Planning and Intelligence Section Chief

You supervise: NA

Work station: Planning and Intelligence Section

Position Overview

The Demobilization Unit Leader is responsible for preparation of the demobilization plan and assisting incident Sections and Branches in ensuring that an orderly, safe, and cost effective movement of personnel and equipment is accomplished from the incident.

Responsibilities

- Responsible for preparing the demobilization plan and assisting incident Sections and Branches in ensuring that an orderly, safe, and cost effective movement of personnel and equipment is accomplished from the incident.
- The Demobilization Unit Leader works closely with the Resource Unit Leader in Logistics.

Initial Actions

- Obtain a briefing from the Planning and Intelligence Section Chief.
- Review incident resource records to determine probable size of the demobilization effort.
- Assess and fill Unit needs for additional personnel, work space and supplies.
- Obtain incident command objectives, priorities and constraints on demobilization.
- Meet with Agency Representatives to determine:
 - Agencies not requiring formal demobilization.
 - Personnel rest and safety needs.
 - Coordination procedures with cooperating/assisting agencies.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Obtain identification and description of surplus resources and probable release times.
- Determine finance, supply and other incident check-out stops.
- Evaluate incident logistics and transportation capabilities to support the demobilization effort.
- Establish communications link with appropriate off-incident facilities.
- Prepare demobilization plan. The plan to include following:
 - General – discussion of demobilization procedure.
 - Responsibilities – specific implementation responsibility and activity.
 - Release Priority – according to agency and kind and type of resources.
 - Release Procedures – detailed steps and process to be followed.
 - Directories – maps, telephone numbers, instructions, etc.
- Obtain approval of demobilization plan from the Planning and Intelligence Section Chief and the Disaster Director.
- Distribute plan to each processing point (on and off incident).
- Ensure that all Sections and Branches understand their responsibilities within the demobilization plan.
- Maintain a log noting messages received; decisions made, actions taken, and personnel on duty.

Intermediate Actions

- Be aware of ongoing Operations Section resource needs.
- Monitor implementation of demobilization plan.
- Assist in the coordination of demobilization plan.
- Brief Planning and Intelligence Section Chief on the progress of demobilization.
- Complete all records prior to departure.

Extended Actions

- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Demobilization Unit and close out logs when authorized by the Planning and Intelligence Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

SECTION 5: LOGISTICS SECTION

5.1 Logistics Section Overview

The Logistics Section is under the supervision of the Logistics Section Chief, and provides all emergency support needs. The Logistics Section orders all resources, manages volunteer personnel, and provides communications, facilities, transportation, supplies, equipment, fuel, food, and shelter as required. The Logistics Section is made up of the following Units:

Logistics Section Chief. The Logistics Section Chief is the City Purchasing Officer or his/her designate. He/she manages all functions and Branches of the Logistics Section.

Communications Unit. The Communications Unit is responsible for developing plans for the effective use of incident communications equipment and facilities; installing and testing of communications equipment; supervision of the Emergency Operations Communications Center; distribution of communications equipment to incident personnel; assignment and utilization of volunteer amateur radio operators, and the maintenance and repair of communications equipment.

Food Unit. The Food Unit is responsible for determining feeding requirements at all incident facilities; determining where cooking facilities are required; food preparation and serving; providing potable water, and general maintenance of the food service areas.

Mass Care Unit. The Mass Care Unit coordinates with the American Red Cross in the utilization of their volunteers.

Radio Amateur Unit (RACES). The Radio Amateur Unit provides radio communications from point to point where other forms of communications are unavailable.

Supply Unit. The Supply Unit is primarily responsible for ordering, receiving, inventory, storage and distribution of supplies for the incident.

Ground Support Unit. The Ground Support Unit coordinates the allocation of transportation resources required to move people, equipment and essential supplies.

Resource Tracking Unit. The Resource Tracking Unit Leader tracks critical resources only. (For instance, if it is determined that cell phones are a critical

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

resource, the Unit would need to track where all City cell phones are located, who has them, reasons why, and phone numbers.)

Personnel Unit. The Personnel Unit is responsible for supporting personnel needs of the emergency.

Medical/Health Unit. The Medical/Health Unit Leader is responsible for assisting in the coordination of medical, mental, and public health care for the residents and visitors of the City.

Computer/Fax Unit. The Computer/Fax Unit Leader is responsible to organize and direct the maintenance and repair of computer support operations to assure the City's technology infrastructure continues to support the City's business operations.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2 Logistics Section Position Checklists

5.2.1 Logistics Section Chief

POSITION TITLE: Logistics Section Chief

Primary: Purchasing Officer

Alternate: As Assigned

You report to: Disaster Director

You supervise: Communications Unit, Mass Care Unit, Food Unit, Radio Amateur (RACES) Unit, Ground Support Unit, Supply Unit, Personnel Unit, and Resource Tracking Unit.

Work station: Logistics Section

Position Overview

The Logistics Section Chief is responsible for providing facilities, food and shelter, communications, services and material in support of the incident. The Section Chief is responsible for development and currency of the City Emergency Resource Directory. The Section Chief participates in the development and implementation of the Incident Action Plan and activates and supervises Unit Leaders within the Logistics Section.

Responsibilities

- Responsible for providing facilities, food and shelter, communications, services and material in support of the incident.
- Participates in the development and implementation of the Incident Action Plan.
- Supervises Unit Leaders within the Logistics Section.

Initial Actions

- Obtain a briefing on the extent of the emergency from the Disaster Director.
- Obtain initial instructions concerning logistics work activities and priorities.
- Based on severity of emergency and guidance on initial work activities, determine the Logistics Unit personnel requirements. For extended

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

operations consideration should be given to relief personnel. Shifts should not exceed 12 hour periods. Establish personnel schedule and rosters.

- Ensure Section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
- Confirm that all Logistics Unit members or alternates are in the EOC or have been notified.
- Assemble and brief Logistics Unit Leaders.
 - Provide summary on incident
 - Assign work locations and preliminary work tasks to Section personnel
 - Present procedures and limitations on purchasing or expenditures
 - Provide administrative and personnel reporting guidance
- Maintain log on all messages received, decisions, actions taken and other activities. Maintain record of personnel on duty.
- Review with Unit Leaders existing logistics resources and logistics requirements for planned and expected operations.
- Identify and coordinate for the procurement of additional service and support requirements of personnel, supplies and equipment to support planned and expected operations.
- Brief and update the Disaster Director of all logistics resources and support concerns caused by the emergency. Information that should be provided includes:
 - Priority logistics requirements filled/completed
 - Logistics shortfalls/unresolved problems
 - Major new problems since previous brief
 - Assistance needed from other agencies and status of mutual aid
 - Information developed by the Logistics Section that should be passed on to other EOC Sections or to the public
- Assist in the initial development and the daily review of an Incident Action Plan.
- Ensure that Logistics Unit Leaders have copies of Incident Action Plan.
- Continually coordinate with the Operations Section Chief and Planning and Intelligence Section Chief to ensure timely and efficient logistics support.
- Ensure that Logistics Unit Leaders open and maintain Unit logs. All documents prepared by the Logistics Section should be passed to the Documentation Unit in the Planning and Intelligence Section at the

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

conclusion of the emergency. At a minimum the following records should be maintained:

- Messages received and transmitted
 - Action pending
 - Action completed
 - Logistics EOC personnel and time on duty
 - Active Vendor Records
 - Non-expendable Property Records
 - Expendable Property Purchase Records
 - Expendable Property Expenditure Record
 - Facility Records
 - Facility Rental Contracts/Inspection Reports
 - Vehicle Records
 - Vehicle Accident Reports
 - State Information Folder
 - After Action Reports
- Complete a Logistics Situation Report at the end of each operational period or upon request of the Planning and Intelligence Section Chief. This report will be utilized to pass to your relief at the end of the work shift and in preparation of the 24 hour and 7 day action plans.
- Establish turnover procedures and conduct shift change briefs at the end of each shift.

Intermediate Actions

- Maintain accountability of all logistics personnel assigned, both in the EOC and in the field. Work schedules, time sheets and casualty reports will be submitted to the Human Resources Unit on a timely basis, but no less than once a day.
- Prior to the end of the operation obtain Demobilization Plan from Planning and Intelligence Section.
- Prepare a Logistics Demobilization Plan to ensure the efficient return of non-expendable property, the inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.

Extended Actions

- Prior to the end of the operation collect the Logistics Unit Documentation and After Action Reports. Prepare and submit a consolidated Logistics After Action Report to the Disaster Director.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- The After Action Report should include a brief overview of support provided during the operation and recommendations to improve operations in the following format:
 - Item
 - Discussion
 - Recommendation
- Ensure for the general welfare and safety of all Logistics Section Personnel. Provide staff rest periods and relief.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session and ensure that all Logistics Section staff and volunteers attend one also.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Logistics Section and close out logs when authorized by the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2.2 Communications Unit Leader

POSITION TITLE: Communications Unit Leader

Primary: As Assigned

Alternate: As Assigned

You report to: Logistics Section Chief

You supervise: Radio Amateur Unit Leader and Communications Center Unit Leader.

Work station: Logistics Section

Position Overview

The Communications Unit Leader is responsible for developing plans for the effective use of incident communications equipment and facilities.

Responsibilities

- Responsible for developing plans for the effective use of incident communications equipment and facilities.
- Installing and testing of communications equipment.
- Supervision of the Emergency Operations Communications Center.
- Distribution of communications equipment to incident personnel.
- Assignment and utilization of volunteer amateur radio operators.
- Maintenance and repair of communications equipment.

Initial Actions

- Obtain a briefing on the extent of the emergency and required communications capabilities from the Logistics Section Chief.
- Analyze the existing communications capabilities of the EOC and key City agencies. Establish procedures and priorities to meet communication requirements.
- Ensure the EOC Communications Center is fully operable.
- Publish and distribute an EOC Telephone Directory of all EOC and key agency personnel. Make sure a copy is sent to the Dispatch Center. Update as necessary to ensure information is accurate and complete.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Prepare and implement an incident Radio Communications Plan.
- Publish and distribute a Frequency Directory for Sections and agencies utilizing radio communications.
- Provide technical information required on:
 - Adequacy of communications systems currently in operation
 - Geographic limitations on communications systems
 - Equipment capabilities
 - Amount and types of equipment available
 - Anticipated problems in the use of communications equipment
- Utilize the following format to place request for phones and lines needed, batteries, technicians, purpose for which they will be used, estimated duration of assignment and locations and access information.
 - Request at (time/date)
 - Requested by
 - Our Request number
 - Requested at (location)
 - Call back number/frequency
 - Mission number assigned
- Maintain log on all messages received, decisions, actions taken and other activities. Maintain record of personnel on duty.

Intermediate Actions

- Recover defective equipment for repair and testing and reissue.
- Prior to the end of the operation obtain the Logistics Demobilization Plan.
- Prepare a Communications Deactivation Plan to ensure return of non-expendable property, inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.

Extended Actions

- Prior to the end of the operation consolidate all pertinent communications documentation for submission to the Logistics Section Chief. Prepare and submit a Communications After Action Report to the Logistics Section Chief.
- The After Action Report should include a brief overview of support provided during the operation and recommendations to improve operations. Utilize the following format:
 - Item
 - Discussion
 - Recommendation

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Communications Unit and close out logs when authorized by the Logistics Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2.3 Mass Care Unit Leader

POSITION TITLE: Mass Care Unit Leader

Primary: American Red Cross

Alternate: As Assigned

You report to: Logistics Chief

You supervise: N/A

Position Overview

The Mass Care Unit Leader is responsible for assisting in the coordination of any Mass Care needs.

Responsibilities

- Coordinate the flow of information between the Emergency Operations Center (EOC) and the American Red Cross, the Salvation Army, and any other providers of emergency mass care.
- Act as liaison on behalf of the volunteer organizations active in a disaster.
- Provide statistical information regarding mass care issues to the EOC.
- Ensure that each activated shelter meets the requirements as described under the Americans with Disabilities Act.
- Coordinate Shelter Feeding and Emergency Food and Water Distribution.
- Ensure that all items under the Americans with Disabilities Act are covered for evacuations/movement operations.

Initial Actions

- Create an inventory of the following:
 - Number of care shelters opened due to the incident
 - Name and address of shelters and evacuation centers
 - Number of personnel in shelters
 - Utility services (including communications)
 - Number of shelters and evacuation centers available to be opened and location

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Adequate sanitation facilities, including showers
- Capacity for cooking, serving and dining areas and equipment
- Issues of shelter population that need to be addressed
- Handicapped access
- Notify the Logistics Chief immediately when shelters are opened.
- Coordinate with volunteer agencies to ensure that all the above checklist items are being completed.

Intermediate Actions

- Notify the Logistics Chief of any health-related issues identified at any shelter site (i.e., sewage leaks, etc.).
- Coordinate with the Building and Safety Branch Director to ensure shelter and evacuation center locations are structurally safe and operational. In the event the incident is an earthquake, ensure the Building and Safety Branch Director re-inspects shelter locations after an aftershock occurs.
- Establish contact with the Public Information Officer to determine the process needed to get information out to the general public regarding which shelters are open and their locations.
- Coordinate with the Communications Unit Leader for alternative forms of communications to and from any open shelters.
- Keep the Logistics Chief updated and report any changes in the situation as soon as possible.

Extended Actions

- Keep the Logistics Chief updated on the situation and of any changes.
- Document all activities and decisions made on an activity log.
- Participate in a Critical Incident Stress Debriefing Session.

Supporting EOC Checklists

- EOC Activation
- Shift Start-up
- On-going Activities
- Shift Completion
- Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2.4 Radio Amateur (RACES) Unit Leader

POSITION TITLE: Radio Amateur Unit Leader

Primary: RACES Coordinator

Alternate: Amateur Radio Volunteers

You report to: Communications Unit Leader

You supervise: Radio Amateurs

Work station: Amateur Radio Station

Position Overview

The Radio Amateur Unit Leader provides radio communications from point to point where other forms of communications are unavailable.

Responsibilities

- Provides radio communications from point to point where other forms of communications are unavailable.
- Assist with ongoing damage assessment reports.
- Provides additional or alternative communication capability to elected officials, hospitals, division supervisors, etc.
- Provides packet radio capability to PIO, shelter sites, central registry and City EOC.

Initial Actions

- Obtain a briefing on the extent of the emergency from the Communications Unit Leader. Provide communications support as directed by the Communications Unit Leader.
- Establish communication with all amateur radio personnel working in hospitals.
- Establish communication with the Liaison Officer in the City EOC.
- Provide communications link between EOC and elected officials.
- Maintain log of all messages received and sent and all significant actions taken.
- Maintain record of all amateurs participating and their hours on duty.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Maintain open communication with the Communications Unit Leader.

Extended Actions

- Upon completion of operation complete an Amateur Radio After Action Report.
- The After Action Report should include a brief overview of support provided during the operation and recommendations to improve operations. Utilize the following format:
 - Item
 - Discussion
 - Recommendation
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Radio Amateur Unit and close out logs when authorized by the Logistics Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2.5 Food Unit Leader

POSITION TITLE: Food Unit Leader

Primary: As Assigned

Alternate: As Assigned

You report to: Logistics Section Chief

You supervise: NA

Work station: Logistics Section

Position Overview

On any incident, the supplying of efficient food services is an important part of the incident operations. The Food Unit Leader is responsible for determining feeding food and water requirements, menu planning, food ordering, determining cooking facilities, cooking, serving, and general maintenance of the food service areas.

Responsibilities

- Responsible for determining feeding food and water requirements, menu planning, food ordering, determining cooking facilities, cooking, serving, and general maintenance of the food service areas.
- Anticipate the numbers of personnel to be fed as well as any special feeding requirements due to the kind or location of the incident.
- Interact closely with the Planning and Intelligence Section to determine personnel requirements, fixed feeding locations, food ordering and transportation services.
- Responsible for the feeding of EOC staff.

Initial Actions

- Obtain a briefing from the Logistics Section Chief.
- Determine location of working assignments and number of personnel assigned.
- Determine method of feeding to best fit each situation.
- Ensure that sufficient potable water is available to meet all incident needs.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Ensure that all appropriate health and safety measures are taken.
- Keep inventory of food on hand, check in food orders.
- Ensure EOC staff is fed and there is plenty of water.

Intermediate Actions

- Maintain a log noting messages received, decisions, actions taken and other activities. Maintain a record of personnel on duty.
- Ensure that all documents prepared by the Logistics Section are given to the Documentation Unit in the Planning and Intelligence Section at the conclusion of the emergency.
 - Documented messages received and transmitted
 - Actions taken
 - Request filled
 - EOC personnel and time on duty
 - Active Vendor Records
 - Non-Expendable Property Records
 - Expendable Property Purchase Records
 - Staff Information Folder

Extended Actions

- Upon completion of operation complete a Food Unit After Action Report.
- The After Action Report should include a brief overview of support provided during the operation and recommendations to improve operations. Utilize the following format:
 - Item
 - Discussion
 - Recommendation
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Deactivate the Food Unit and close out logs when authorized by the Logistics Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2.6 Supply Unit Leader

POSITION TITLE: Supply Unit Leader

Primary: As Assigned

Alternate: As Assigned

You report to: Logistics Section Chief

You supervise: NA

Work station: Logistics Section

Position Overview

The Supply Unit Leader is primarily responsible for ordering, receiving, inventory, storage and distribution of supplies for the incident.

Responsibilities

- The Supply Unit Leader is primarily responsible for ordering, receiving, inventory, storage and distribution of supplies for the incident.
- Responsible for servicing non-expendable supplies and equipment.
- Works closely with the Procurement Unit.

Initial Actions

- Obtain a briefing on the extent of the emergency from the Logistics Section Chief and priorities of supplies required to support emergency operations.
- Participate in the Logistics Section planning meetings.
- Assign personnel as required to adequately staff the supply position. Be prepared for manual operations.
- Provide administrative supplies as required to the EOC Sections.
- Prepare inventory of all warehoused supplies. Research the availability of resources and prepare a report to the Logistics Section Chief.
- Establish contracts with supply vendors as required.
- Administer all financial matters pertaining to vendor contracts and open purchase orders.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Stockpile, maintain, deploy and reserve critical supplies and equipment. Maintain an inventory of all supplies expended during the operation.
- Alert supply personnel, mutual aid providers, contractors and emergency vendors of any possible needs.

Intermediate Actions

- Coordinate with other jurisdictions and private companies on sources of equipment and supply.
- Provide a forecast of the City's ability to survive on current inventories and locally procured items.
- Process all administrative paperwork associated with equipment rental (copy and FAX machines) and supply contracts. Forward all information to the Finance and Administration Section.
- Ensure that all documents prepared by the Logistics Section are given to the Documentation Unit in the Planning and Intelligence Section at the conclusion of the emergency.
 - Document messages received and transmitted
 - Action taken
 - Request filled
 - EOC personnel and time on duty
 - Active Vendor Records
 - Non-Expendable Property Records
 - Expendable Property Purchase Records
 - Staff Information Folder
- Maintain a log on all messages received, decisions, actions taken and other activities. Maintain a record of personnel on duty.

Extended Actions

- Obtain Logistics Demobilization Plan. Recommend release of Unit resources in conformity with Demobilization Plan.
- Prepare a Supply Unit Deactivation Plan to ensure return of non-expendable property, inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.
- Upon completion of operation complete a Supply Unit After Action Report.
- The After Action Report should include a brief overview of support provided during the operation and recommendations to improve operations. Utilize the following format:

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Item
 - Discussion
 - Recommendation
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Supply Unit and close out logs when authorized by the Logistics Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2.7 Ground Support Leader

POSITION TITLE: Ground Support Unit Leader

Primary: Fleet Maintenance Supervisor

Alternate: As Assigned

You report to: Logistics Section Chief

You supervise: City Vehicle Fleet and Maintenance Section

Work station: Logistics Section

Position Overview

The Ground Support Unit Leader coordinates the allocation of transportation resources required to move people, equipment and essential supplies.

Responsibilities

- Coordinates the allocation of transportation resources required to move people, equipment and essential supplies.
- Coordinates the maintenance of all City owned equipment and agencies assisting the City.
- In conjunction with the City Traffic Engineer and other Units, designs traffic flow patterns and designated routes.

Initial Actions

- Obtain a briefing on the extent of the emergency, existing transportation requirements and priorities from the Logistics Section Chief.
- Analyze existing transportation capabilities of the City.
- Update Emergency Plan inventory and include maintenance status of all equipment.
- Prioritize transportation requirements required to support immediate and extended operations. Publish a 24 hour transportation schedule which includes courier routes as required to support daily operations.
- Make a prioritized list of equipment and personnel shortfalls.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- With the approval of the Logistics Section Chief, place request for additional vehicles, drivers and support personnel, purpose for which they will be used, estimated duration of assignment and locations.
- Establish procedures to control transportation assets. If possible, assign a full time dispatcher.
- Requests for evacuations of schools or other groups of civilians and driver safety are paramount and should receive priority over movement of crews, supplies of materials.
- Provide transportation for the Disaster Director, VIPs and academic research teams to on-site inspections as required.

Intermediate Actions

- Coordinate transportation needs with volunteer organizations.
- Develop a plan for transportation vehicles for those needing such a service in the event of an evacuation. Coordinate this with the Recovery Unit Leader in the Operations Section.
- Open and maintain the following records on vehicles.
 - Dispatcher Vehicle Status Board
 - Vehicle Records
 - Vehicle Accident Reports
 - Vehicle Maintenance Records
- Maintain a log on all messages received, decisions, actions taken and other activities. Maintain a record of personnel on duty.
- Ensure that all documents prepared by the Ground Support Unit are given to the Documentation Unit in the Planning and Intelligence Section at the conclusion of the emergency.
 - Document messages received and transmitted
 - Action taken
 - Request filled
 - EOC personnel and time on duty
 - Active Vendor Records
 - Non-Expendable Property Records
 - Expendable Property Purchase Records
 - Staff Information Folder

Extended Actions

- Obtain Logistic Demobilization Plan from the Logistics Section Chief.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Prepare a Ground Support Deactivation Plan to ensure return on non-expendable property inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.
- Upon completion of operation complete a Ground Support Unit After Action Report. The After Action Report should include a brief overview of support provided during the operation and recommendations to improve operations. Utilize the following format:
 - Item
 - Discussion
 - Recommendation
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Ground Support Unit and close out logs when authorized by the Logistics Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2.8 Resource Tracking Leader

POSITION TITLE: Resource Tracking Unit Leader

Primary: As Assigned

Alternate: As Assigned

You report to: Logistics Section Chief

You supervise: NA

Work station: Logistics Section

Position Overview

The Resource Tracking Unit Leader **tracks critical resources only**. (For instance, if it is determined that cell phones are a critical resource, the Unit would need to track where all City cell phones are located, who has them, reasons why, and phone numbers.)

Responsibilities

- Responsible for tracking critical resources only.
- Responsible for the preparation and maintenance of displays, charts and lists which reflect the current status and location of controlled resources, transportation and support vehicles.
- Establishes a check-in system for resources at assembly areas and/or staging areas.
- Prepares and processes resource status change information.
- The Resource Tracking Unit may receive records, and pass on information relating to resources already in place, resources requested but not yet on scene, and estimates of future resource needs.
- Cooperates closely with the Operations Section (to determine resources currently in place and resources needed) and with the Planning and Intelligence Section to give updates on resource allocations and needs.
- Posts and keeps current all information on the resource status display boards and maps in the Emergency Operations Center.

Initial Actions

- Obtain a briefing and special instructions from the Logistics Section Chief.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Direct collection, organization, and display status of incident resources to include allocation, deployment and staging areas.
- Activate elements of the Unit, assign duties and ensure Unit log is maintained.
- Obtain necessary equipment and supplies (status board, marking pens, T-cards, reporting forms, set-up, etc.)
- Establish a check-in procedure of resources at specific incident locations.
- Maintain master list of all resources checked in at the incident.
- Ensure “human” communications pathways are identified and established within the Planning and Intelligence Section, with other Sections, and direct the maintenance of individual logs.
- Provide for an authentication system in case of conflicting status reports on resources.
- Provide a resources overview and summary information to Situation Unit as requested and written status reports on resources allocations as directed by the Logistics Section Chief.

Intermediate Actions

- Assist in strategy planning based on the evaluation of the resources allocations, resources enroute, and projected resources shortfalls.
- Ensure that available resources are not overlooked by the Operations staff.
- Make recommendations to Logistics Section Chief of resources that are not employed or should be deactivated.
- Maintain a log on all messages received, decisions, actions taken and other activities. Maintain a record of personnel on duty.

Extended Actions

- Upon completion of operation complete a Resource Tracking Unit After Action Report.
- The After Action Report should include a brief overview of support provided during the operation and recommendations to improve operations. Utilize the following format:
 - Item
 - Discussion
 - Recommendation
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Resource Tracking Unit and close out logs when authorized by the Logistics Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2.9 Personnel Unit Leader

POSITION TITLE: Personnel Unit Leader

Primary: Human Resources Technician

Alternate: As Assigned

You report to: Logistics Section Chief

You supervise: Volunteer Bureau

Work station: Logistics Section

Position Overview

The Personnel Unit Leader is responsible for supporting personnel needs of the emergency.

Responsibilities

- Responsible for supporting personnel needs of the emergency.
- Coordinates the use of volunteers.
- Document names, assignments, and duty hours of all personnel committed to the operation.

Initial Actions

- Obtain a briefing from the Logistics Section Chief.
- Canvas the Operations and Planning and Intelligence Section to determine the immediate needs for volunteers or other support. Determine what types of skills are needed, where, and for how long.
- Confirm that volunteers are being properly registered as Disaster Service Workers.
- Determine the number and location of personnel assigned to field activities.
- Determine the status of personnel in each department and request employees that can be utilized for more urgent assignments.
- Develop a relief plan and coordinate with all Sections.
- Maintain a personnel resource pool and fill requests for personnel needs.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Register and assign Disaster Service Volunteer Workers. Coordinate with the PIO for public release of the location of registration areas.

Intermediate Actions

- Forward all personnel time records and documentation to the Time Unit.
- Maintain time and assignment records for all volunteer personnel.
- Maintain a log on all messages received, decisions, actions taken and other activities. Maintain a record of personnel on duty.
- Ensure that all documents prepared by the Personnel Unit are given to the Documentation Unit in the Planning and Intelligence Section at the conclusion of the emergency.
 - Document messages received and transmitted
 - Action taken
 - Request filled
 - EOC personnel and time on duty
 - Non-Expendable Property Records
 - Expendable Property Purchase Records
- Obtain demobilization plan from the Logistics Section Chief.

Extended Actions

- Upon completion of operation complete a Personnel Unit After Action Report.
- The After Action Report should include a brief overview of support provided during the operation and recommendations to improve operations. Utilize the following format:
 - Item
 - Discussion
 - Recommendation
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Deactivate Personnel Unit and close out logs when authorized by the Logistics Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2.10 Medical / Health Unit Leader

POSITION TITLE: Medical/Health Unit Leader

You report to: Logistics Section Chief

You supervise: N/A

Position Overview

The Medical/Health Unit Leader is responsible for assisting in the provision of medical, mental, and public health care for the residents and visitors of the City. Riverside County Public Health has primary responsibility for this function, however, the City has a coordination responsibility between the EOC and the Operational Area.

Responsibilities

- Provide accurate information on where individuals may receive appropriate medical care.
- Serve as liaison with the County Health Officer and Director of Mental Health for Public Health and Disease Prevention and Control issues.
- Assist in implementation of public health actions ordered.
- Monitor the EOC staff for cumulative stress.
- Coordinate with the PIO to inform the public of health precautions and to provide instructions for the general public.
- Coordinate and prioritize requests from local responders.
- Obtains medical/health personnel, supplies, and equipment through mutual aid.
- Ensure all emergency responders take part in Critical Incident Stress Debriefing Session with County Health support.

Initial Actions

- As appropriate, assign Unit members the responsibility for coordinating the following activities:
 - Public Health
 - Emergency Medical Services
 - Mental Health
 - Environmental Health

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Obtain an initial status on available medical services, including but not limited to:
 - Status of Hospitals and Medical Centers
 - Available Paramedics, Emergency Medical Technicians, Physicians, Medical Staff, etc.
 - Operational first aid stations or Urgent Care Clinics
 - Number and location of available ambulances

Intermediate Actions

- Monitor and track the following issues and report to the Community Services Branch Director:
 - Water (potable)
 - Number and location of dead animals (coordinate with the Animal Control coordinator)
 - Coroner Operations (coordinate with the Fatalities Management Unit Leader)
 - Sanitation inspections of mass care facilities
- Coordinate with the Hazardous Materials Unit Leader regarding the health and welfare of response personnel.
- Coordinate with the American Red Cross and Salvation Army for trained volunteers to respond to identified locations to set up first aid stations. Arrange for the Logistics Section to have necessary supplies delivered to those sites.
- Continuously monitor the emergency response for public health issues (e.g., water not potable, extra sanitary actions to be taken, etc.). Keep the County Health Officer informed of the situation.
- Keep the Operations Chief updated on a regular basis.
- Provide the Community Services Branch Director with an overall summary of Medical/Health Unit operations periodically during the operations period or as requested.

Extended Actions

- Keep the Community Services Branch Director updated on the situation and of any changes.
- Document all activities and decisions made on an activity log.
- Participate in a Critical Incident Stress Debriefing Session.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Shift Completion

- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to the Cost Unit of the Finance & Administration Section.
- Ensure that all required forms or reports are completed prior to your release and departure.
- Ensure that all time sheets and any travel expense claims are completed properly and signed by each employee prior to submitting them.
- Thoroughly brief your relief on the current situation for your position. Ensure that in-progress activities are identified and follow-up requirements are known.
- Leave forwarding phone number where you can be reached if different from the Employee Contact list.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Medical/Health Unit and close out logs when authorized by the Operations Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.
- Provide all remaining activity logs to the Planning and Intelligence Chief upon your departure.
- Ensure staff cleans up work areas and returns facility to normal.
- Ensure you log out in EOC log book.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

5.2.11 Computer / Fax Unit Leader

POSITION TITLE: Computer/Fax Unit Leader

You report to: Logistics Section Chief

You supervise: N/A

Position Overview

The Computer/Fax Unit Leader organizes and directs the maintenance and repair of computer support operations to assure that the City's technology infrastructure continues to support the City's business operations.

Responsibilities

- Coordinate computer support for the EOC and/or response operations, including field command posts, as required.

Initial Actions

- Receive a briefing from the Logistics Section Chief.
- Determine status and operability of primary computer systems and applications of City computer support, including those of public safety.
- Report status to Logistics Section Chief.
- Inventory information services staff available in the City to assist in the restoration of essential systems. If none available, contact local vendors for services. If still not available, work through the Logistics Section Chief to request mutual aid from the OA.
- Develop a plan to address the systematic repair/restoration of essential computer systems.
- Activate the City's "Hot Site" (an area where all City mainframe computers are duplicated and ready to run upon notification), if one has been set up. If not, work with the Finance/Administration Section to determine which computer vendors have a "disaster" clause and will supply the needed equipment. Arrange for such equipment.
- Establish computer needs of the EOC, and in particular, the Planning & Intelligence Section, to support the response activities (e.g., laptop computers for field use) and documentation requirements. Coordinate with the Logistics Section Chief and other Section Chiefs.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Intermediate Actions

- Report status on a routine basis to the Logistics Section Chief.
- Coordinate with appropriate vendors for computer support and repair operations. Inform the Logistics Section Chief of actions.

Extended Actions

- Develop a plan to transfer computer operations back to City site(s) as soon as feasible and close down any alternative site(s) used during the restoration of the City's capabilities.
- Participate in a Critical Incident Stress Debriefing session.

Shift Completion

- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to the Cost Unit of the Finance & Administration Section.
- Ensure that all required forms or reports are completed prior to your release and departure.
- Ensure that all time sheets and any travel expense claims are completed properly and signed by each employee prior to submitting them.
- Thoroughly brief your relief on the current situation for your position. Ensure that in-progress activities are identified and follow-up requirements are known.
- Leave forwarding phone number where you can be reached if different from the Employee Contact list.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Computer/Fax Unit and close out logs when authorized by the Logistics Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.
- Provide all remaining activity logs to the Planning and Intelligence Chief upon your departure.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Ensure staff cleans up work areas and returns facility to normal.
- Ensure you log out in EOC log book.

5.3 Utilization of Volunteers

A. GENERAL

Effective disaster response depends on utilization of volunteer personnel. Organized groups which provide their own supervision, transportation, and support needs are preferred to individual volunteers.

Management of the volunteer function belongs to the Logistics Section whenever an EOC is in operation.

The primary objective of this procedure is to establish rules affecting the registration of volunteer disaster service workers in the State Workers' Compensation and Safety Program. It also describes the process for filing a claim for disaster-related benefits.

B. BACKGROUND

Workers' Compensation insurance assists employees injured on the job or sick from disease caused by the job. Damage to artificial limbs, dentures, or medical braces is also considered an injury.

Workers' Compensation benefits are set by the Legislature and spelled out in the Labor Code. One section in the Labor Code defines disaster service workers as "employees" under certain conditions and describes their benefits.

C. DETERMINATION OF NEEDS

Determine skills needed and numbers of volunteers based on department requests. Volunteers with skills in the following areas are most commonly requested:

First Aid	Traffic Control	Medical	Clerical
Communications	Food Service	Search/Rescue	Counseling
Debris Clearance	Fire Fighting	Sandbagging	Evacuation

D. ELIGIBILITY

A disaster service worker is anyone registered with a disaster council approved by the California Emergency Council, or any person ordered by a person or body having authority to command the aid of citizens to carry out assigned duties to perform services during a "State of War Emergency" or any "State of Emergency" or "Local Emergency". A State of Emergency may

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

be proclaimed by the Governor as a result of such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake.

A partial list of disaster service workers includes:

- Reserve Police Officer
- Auxiliary Fire Fighter
- Emergency Welfare Worker
- Communications Specialist
- Medical Worker
- Transportation Worker
- Clerk
- CERT
- RACES

Any disaster service worker is eligible for Workers' Compensation benefits while performing assigned duties or undergoing any authorized training activities. Any injury under these circumstances is covered no matter where it occurs. If the disaster service worker, or the disaster council with which the employee is working, is paid for these services, an "employer-employee" relationship exists.

A disaster service worker injured while in this relationship should be entitled to Workers' Compensation in the usual way and not under the special provisions for disaster service workers.

E. RECRUITMENT OF VOLUNTEERS

If volunteers are needed, attempt to find existing groups with the required skills. Information and assistance is available from:

Inland Counties Voluntary Organizations Active in Disasters (ICVOAD)
275-4700 (This group has been organized through the Salvation Army and the County of Riverside EOC).

If groups are not available, issue a request through the City's PIO. All pertinent information will need to be provided to the PIO so the required skills can be obtained.

F. REGISTRATION OF VOLUNTEERS

After a call for volunteers or contact with an organized volunteer group, do the following:

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Designate volunteer assembly point and equip it with the required registration supplies.
- Provide Registrars at the assembly points.
- Request transportation for volunteers to work locations if necessary.

G. SPECIFIC RESPONSIBILITIES

Area Coordinator/Assistant Area Coordinator

- Identify facilities or areas for volunteer assembly and registration.
- Appoint person to coordinate volunteer efforts.
- Provide necessary information and training materials.
- Review and record volunteer skill inventory.
- Maintain records of requests for volunteer assistance, assignments, and hours/jobs worked.
- Provide method(s) of acknowledging volunteer efforts.
- Maintain liaison with department where volunteers are assigned.

H. INSURANCE COVERAGE

Volunteer disaster service workers may be covered by Workers' Compensation insurance from the moment they leave their home until their safe return home. This is true only if they are dispatched for duty during an emergency by competent authority prior to departure and no route deviations are made for personal reasons.

For example, Radio Amateurs from a non-impacted area may be covered while enroute to a disaster response area if properly dispatched for mutual aid purposed by an official or the Emergency Services Coordinator. On the other hand, the same Radio Amateurs mentioned above, traveling to the disaster impacted area on their own initiative without official orders or permission would not be covered by disaster Workers' Compensation insurance until they physically register (log-in) with the authorities at the disaster site.

Coverage may also be provided in specific cases of disaster service roles requiring automatic dispatch of key resources if each case is pre-arranged by competent authority on an individual, case-by-case basis.

I. VOLUNTEER DISASTER SERVICE WORKERS

Volunteers active in emergency services and/or disaster relief operations usually belong to one or two categories: organized volunteers or spontaneous (convergent) volunteers. Depending on circumstances, different registration procedures are utilized to serve each group's needs.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

J. ORGANIZED VOLUNTEERS

Organized volunteers are defined as individuals affiliated with specific organizations prior to an emergency or disaster. These organizations are usually chartered to provide volunteer emergency and/or disaster relief services. Members of these organizations usually participate in scheduled exercises to practice their disaster relief skills and integration with the City's emergency plan and response effort.

Examples of these organizations include:

- American Radio Relay League
- American Red Cross
- California Rescue Dog Association
- Civil Air Patrol
- Salvation Army
- ICVOAD (This organization is a large variety of organizations who are willing to assist in a disaster situation.)
- RACES

Public safety agencies usually prefer to utilize trained, organized volunteers because their organizations are experienced in operating under a unified command structure.

Registration of organized volunteer disaster service workers will be accomplished using the form in this document. An authorized official must administer the required loyalty oath and sign the form(s). Police storefront personnel should have copies of these forms. If they have not been deputized to give the oath this should be done through the City Clerk's office.

K. UTILIZATION OF INDIVIDUAL VOLUNTEERS

When individuals volunteer their services, the following procedures will be followed:

Pre-registered City Volunteers

Determine their skills and talents and try to assign them to positions where their skills and talents will be best utilized.

All volunteer names should ultimately be referred to the Human Resources Unit. This will assist in keeping track of the volunteers.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Spontaneous (Convergent) Volunteers

Spontaneous (convergent) volunteers are members of the general public at large who spontaneously volunteer during emergencies or disasters. They are not usually involved with organized volunteer organizations and may lack specific disaster relief training when there is very little time and few resources to train them. They come from all walks of life and form the majority of volunteer personnel available to local public safety agencies during a disaster response. They often significantly outnumber organized volunteers.

Public safety agencies often form volunteer assembly points for recruiting and classifying volunteers during disaster response operations.

Registration of spontaneous volunteer disaster service workers by authorized City personnel may be accomplished by using the form in this procedure. An authorized official must administer the required loyalty oath and sign the form(s). Police storefront personnel should have copies of these forms. If they have not been deputized to give the oath this should be done through the City Clerk's office.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

ATTACHMENT A: DISASTER SERVICE WORKERS' RULES AND REGULATIONS

These rules and regulations were adopted by the California Emergency Council on March 30, 1971, and amended on May 13, 1977 and January 9, 1979.

WHEREAS, the Legislature has long provided a state-funded program of Workers' Compensation benefits for disaster service workers who contribute their services for the protection of the public health, safety, and welfare, in order to protect such volunteers from financial loss as a result of injuries sustained while engaged in such disaster service activities; and

WHEREAS, under authority of Section 8580 of the California Emergency Services Act (Government Code), the California Emergency Council is directed to establish by rule and regulation various classes of disaster service workers and the scope of duties of each class and to prescribe the manner in which disaster service workers of each class are to be registered, all such rules and regulations to be designed to facilitate the paying of Workers' Compensation;

NOW, THEREFORE, the California Emergency Council, by virtue of such authority vested in it, hereby establishes and issues rules and regulations as follows:

DEFINITIONS

Disaster Service Worker means any natural person who is registered with a disaster council for the purpose of engaging in disaster service pursuant to the California Emergency Services Act without pay or other consideration. "Disaster Service Worker" includes public employees and also includes any unregistered person impressed into service during a State War of Emergency, a State of Emergency, or a Local Emergency by a person having authority to command the aid of citizens in the execution of his duties.

Disaster Service Worker does not include any member registered as an active firefighting member of any regularly organized volunteer fire department having official recognition, and full or partial support of the county, city, town, or district in which such fire department is located. (See Sec. 3211.93, Labor Code.)

Disaster Service means all activities authorized by and carried on pursuant to the California Emergency Services Act, including training necessary or proper to engage in such activities. (See Sec. 3211.93a, Labor Code.)

Disaster Service does not include any activities or functions performed by a person if the disaster council with which such person is registered received a fee

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

or other compensation for the performance of such activities or function by such person. (See Sec. 3211.93a, Labor Code.)

Training necessary or proper to engage in such activities is interpreted and is defined as authorized and supervised training carried on in the manner and by such persons as a local disaster council shall prescribe.

Disaster Council means a public agency established by ordinance which is empowered to register and direct the activities of disaster service workers within the area of the county, city, city and county, or any part thereof, and is thus, because of such registration and direction, acting as an instrumentality of the state in aid of the carrying out of the general governmental functions and policy of the state. (See Sec. 3211.9, Labor Code.)

Accredited Disaster Council is any disaster council which both agrees to follow the rules and regulations established by the Emergency Council pursuant to the provisions of Section 8580 and substantially complies with such rules and regulations shall be certified by the Emergency Council. Upon such certifications, and not before, the disaster council becomes an accredited disaster council. (See Sec. 8612, Government Code.)

Accredited Disaster Council means a disaster council which is certified by the California Emergency Council as conforming with the rules and regulations established by the California Emergency Council pursuant to the provisions of Article 10 (commencing with Section 8610) of Chapter 7 of Division of Title 2 of the Government Code.

A Disaster Council remains accredited only while the certification of the California Emergency Council is in effect and is not revoked. (See Sec. 3211.91, Labor Code.)

Auxiliary Firefighter is a person recruited, registered, and trained as a supplement or reserve for unusual fire emergencies or disaster situations; benefits for such personnel may be provided by the state-funded Workers' Compensation. An auxiliary firefighter is not a "volunteer firefighter", who is a person recruited, registered and trained to meet the day-to-day operational requirements of a fire department; compensation insurance premiums for the volunteer firefighter are the responsibility of the individual government or fire entity.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

CERTIFICATION

Prior to certification of a disaster council as “accredited”, the California Emergency Council shall be furnished a certified copy of ordinance which will permit it to determine whether such city or county has provided for the following: local disaster council, chairperson or director, and emergency organization.

CLASSES AND DUTIES OF DISASTER SERVICE WORKERS

The various classes of disaster service workers and the general duties of the members of each class shall include, but shall not be limited to, the following now established by these rules and regulations or those hereafter established by order of the California Emergency Council:

Staff

Perform executive, administrative, technical, and clerical functions for the emergency organization including planning, organizing, and coordinating all phases of the emergency program; information to and education of the public, recruitment, interviewing training, and direction of disaster service workers, record-keeping, and such other duties as may be required.

Area Leaders

Assist emergency units within their block, neighborhood, or other areas assignment, survey area conditions, disseminate information, secure data desirable for emergency preparedness planning, report incidents, and generally assist officials and individuals in the protection of life and property.

Communications

Operate and maintain various communications systems, including wire and radio facilities, and perform messenger service, to assist officials and individuals in the protection of life and property.

Emergency Welfare

Assist in providing food, clothing, bedding, shelter, and rehabilitation aid, registration of homeless to promote reuniting families, authoritative lists of dead and missing persons, and other phases of emergency welfare services, such as the functions of maintaining morale and administering to the religious and spiritual needs of persons suffering from the effects of disaster.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Engineer

Assist in emergency restoration of facilities for utilities, transportation, and other vital community services demolished or unsafe walls and buildings, repair roads and restore road markings, remove entrapped and injured persons from damaged buildings and structures.

Fire

As auxiliary firefighters or forest firefighters, assist regular fire fighting forces or fire protection agencies to fight fire, rescue persons, and save property, control forest or field fires or fire hazards, instruct residents in fire prevention and defense methods, methods of detecting fire, and precautions to be observed in reducing fire hazards.

Volunteer Ratio Guidelines

The ratios between auxiliary firefighters, volunteer firefighters, and paid firefighters shall be one auxiliary for one volunteer and three volunteers for one paid firefighter. The basis for applying these ratios is that “the staffing of an engine company, truck company, or a squad shall not exceed six paid firefighters, and a salvage and rescue company shall not exceed two paid firefighters. A fire department that has no volunteer firefighters is limited to three auxiliary firefighters for each paid firefighter in the companies and squads, staffed as above.

These staffing standards are based on the number of first line (not reserve) apparatus operated by the fire department. When “auxiliary firefighters” are registered with other than an established fire service organization, for example, auxiliary firefighters in a county or city civil defense agency shall be entitled to register that number of auxiliary firefighters not registered with established fire service organizations and not exceeding the allowable total.

Law Enforcement

As auxiliaries or reserves, assist law enforcement officers and agencies to protect life and property, maintain law and order, perform traffic control duties, guard buildings, bridges, factories, and other facilities, isolate and report unexploded ordinance.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Medical and Health

Staff casualty stations, establish and operate medical and public health field units; assist in hospitals, out-patient clinics, and other medical and public health installations; maintain or restore environmental sanitation, assist in preserving the safety of food, milk, and water and preventing the spread of disease, perform laboratory analysis to detect the presence and minimize the effects of chemical, biological, or radiological agents.

Radiological

Gather and evaluate radiological data, provide technical guidance of decontamination and recovery operations.

Rescue

Rescue entrapped persons and render emergency first aid.

Supply

Assist in procurement, warehousing, and release of supplies, equipment, and materials for all Units of the emergency organizations.

Traffic Control

Regulate and control traffic to expedite its movement, as required.

Transportation

Assist in mobilization and utilization of public and private transportation resources required for the movement of persons, materials, and equipment for all Units of the emergency organization.

Utilities

Assist utility personnel in the repair of water, gas, electric, telephone, telegraph, stream, sewer, and other utility facilities damaged by disaster.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

SCOPE OF DISASTER SERVICES DUTIES

Each disaster service worker in any class shall, without regard to his/her formal designation or assignment, be considered to be acting with the scope of disaster service duties while assisting any Unit of the emergency organization or performing any act contributing to the protection of life or property or mitigating the effects of an emergency either:

- Under the authorization of duly constituted superior in the local emergency organization, or
- Under the supervision and direction of the American Red Cross while carrying out its programs in consonance with state and local statements of understanding or in carrying out a mission assigned to that agency by a responsible state or local authority.

ADDITIONAL CLASSES

Additional classes shall be those classes prescribed by the California Emergency Council or the local disaster council with the approval of the California Emergency Council.

REGISTRATION

A person shall be deemed to be registered if there is on file with the local disaster council, any of its Units, or in any other place approved by the local disaster council, the following information:

- Name of registrant
- Address of registrant
- Date enrolled
- Class of disaster service to which he/she is assigned
- Loyalty oath

All registration records shall be available for inspection by an officer or employee of the State Compensation Insurance Fund or of the State Office of Emergency Services.

The personnel officer or other individual designated by the local disaster council shall be responsible for keeping the registration current, and for the accuracy and safekeeping of such records.

The California Emergency Council may prescribe such additional registration requirements as it may, from time to time, deem necessary.

City of Hemet Emergency Operations Plan
Part 2: Supporting Documents
January 2013

Local disaster councils may require each person registered to satisfactorily complete a course of training or instruction.

ATTACHMENT B: VOLUNTEER CALL FORMAT

(Sample information release)

FOR IMMEDIATE RELEASE

DATE:

TIME:

SUBJECT: CALL FOR VOLUNTEERS

CONTACT:

Office:

Pager:

VOLUNTEER DISASTER SERVICE WORKERS ARE NEEDED BY THE City of Hemet to do the following work (tasks):

Anyone with required skills is requested to report to:

(State location and time to report)

Volunteers who are properly registered will be covered by disaster service workers compensation insurance.

For further information contact:

*****END*****

ATTACHMENT C: LOYALTY OATH FORM

For the Office of Disaster Service Worker.

I, _____ do solemnly swear (or affirm) that I will support and defend the Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of California; that I take the obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties upon which I am about to enter.

PLEASE PRINT NAME HERE

PLEASE SIGN NAME HERE

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Subscribed and sworn to be before me this ____ day of _____, 200__.

NAME: _____

TITLE: _____

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

ATTACHMENT D: VOLUNTEER REGISTRATION FORM

DISASTER SERVICE WORKER REGISTRATION

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

HOME PHONE _____ BUSINESS PHONE _____

AGE GROUP (Under 18) _____ 18- 65 _____ Over 65 _____

OCCUPATION(S) _____

DRIVERS LICENSE NO./CALIFORNIA ID NO. _____ EXPIRES _____

VEHICLE AVAILABLE _____

EQUIPMENT AVAILABLE _____

GROUP AFFILIATION (IF ANY) _____

Please provide the following information for identification purposes only:

SEX _____ HAIR COLOR _____

HEIGHT _____ EYE COLOR _____

WEIGHT _____

EMERGENCY CONTACT

NAME _____

ADDRESS _____

HOME PHONE _____ BUSINESS PHONE _____

*****DO NOT COMPLETE THIS SECTION – CITY OF HEMET USE ONLY*****

DATE REGISTERED _____ ID CARD NUMBER (if given) _____

CARD EXPIRATION DATE _____

CLASS OF DISASTER SERVICE WORKER _____

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

SKILLS: (Please check all that apply)

- Accounting/Bookkeeping
- Administrative
- Area Leader
- Clerical
- Communications (CB)
- Communications (Amateur)
- CPR
- Counseling
- Engineering
- Firefighting
- First Aid
- First Aid (Advanced)
- Food Service
- Food Preparation
- Interpreter (list language below)
- Interview Skills
- Labor
- Law Enforcement/Traffic Control
- Mass Care/Emergency Welfare
- Mechanical
- Nursing
- Purchasing
- Search and Rescue
- Staff Support

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Other certificates, licenses, skills:

For the Office of Disaster Service Worker.

I, _____ do solemnly swear (or affirm) that I will support and defend the Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of California; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties upon which I am about to enter.

PLEASE PRINT NAME HERE

PLEASE SIGN NAME HERE

Subscribed and sworn to before me this ____ day of _____, 200__.

NAME _____

TITLE _____

Warning: Affiliation with an official disaster council and orders from competent authority are required prior to entering and/or responding to emergency or disaster situations.

SECTION 6: FINANCE AND ADMINISTRATION SECTION

6.1 Finance and Administration Section Overview

Finance and Administration Section provides for the tracking of the time worked by all emergency personnel involved in the incident, provides cost analysis and projections, and records any and all injury claims for compensation. The Finance and Administration Section is managed by the Finance Director.

Finance and Administration Section Chief. The Finance and Administration Section Chief provides supervision to members of the Finance and Administration Section and manages all financial aspects of the emergency. In addition, he/she manages the receipt of claims for compensation against the City.

Time Unit. The Time Unit Leader maintains records of all personnel time worked at the emergency, which includes all volunteers that may or may not be previously registered as Disaster Service Workers.

Claims Unit. The Claims Unit Leader manages all legal claims for compensation filed against the City. It advises the Disaster Director in areas of claims for bodily injury and property damage compensation presented to the City.

Cost Unit. The Cost Unit Leader is responsible for collecting all cost data, performing cost effectiveness analyses, providing cost estimates, and cost saving recommendations for the incident.

Recovery Unit. The Recovery Unit Leader works closely with the Planning and Intelligence Section. This Unit will involve all City Departments that have been affected by the incident. They will also work with City Council, City Manager, Business and Civic Leaders to establish and implement a long range plan for recovery for the City.

6.2 Finance and Administration Section Position Checklists

6.2.1 Finance and Administration Section Chief

POSITION TITLE: Finance and Administration Section Chief

Primary: Finance Director

Alternate: Principal Accountant

You report to: Disaster Director

You supervise: NA

Work station: Finance and Administration Section

Position Overview

The Finance and Administration Section Chief is a member of the General Staff and is responsible for ensuring that the Finance and Administration function is performed consistent with SEMS Guidelines.

Responsibilities

- Ensure the Finance and Administration function is performed consistent with SEMS Guidelines, including:
 - Maintaining financial records of the emergency
 - Tracking and recording of all agency staff time
 - Processing purchase orders and contracts in coordination with the Logistics Section
 - Processing Workers' Compensation claims received at the EOC
 - Handling travel and expense claims
 - Providing administrative support to the EOC
- Supervise Finance and Administration Section staff.
- Activate Units within the Section as required.
- Continuously monitor Section activities and modify organization of Section as needed.
- Report to the Disaster Director on all matters pertaining to Section functions and ensure that the Section is supporting other elements consistent with priorities established in action plan.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Initial Actions

- Obtain a briefing on the extent of the emergency from the Disaster Director.
- Obtain initial instructions concerning work activities and priorities.
- Establish sub-units as required: Time Unit, Compensation and Claims Unit, and/or Cost Unit.
- Determine appropriate purchasing limits to delegate to Logistics Section.
- Meet with the Operations and Logistics Section Chiefs. Determine financial and administrative support needs. Review procedures for on-going support from Section.
- Based on the situation as known or forecast, determine likely future Finance and Administration Section personnel and support needs.
- Review responsibilities of Units in Section. Develop plan for carrying out all responsibilities.
- Request additional personnel for the Section as necessary for maintaining a two-shift operation.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Collect cost data, complete cost effectiveness analysis and determine cost estimates and make recommendations for cost savings.
- Ensure that Time Unit maintains records of all personnel time worked at the emergency which includes all volunteers that may or may not be previously registered as Disaster Service Workers.
- Ensure that Compensation and Claims Unit manages all legal claims for compensation filed against the City.
- Ensure that a Finance and Administration Section log is maintained, noting messages received, decisions made and actions taken, and personnel on duty.
- Make sure that copies of all documentation are given to the Documentation Unit in the Planning and Intelligence Section at the end of your shift.

Intermediate Actions

- Ensure that Section logs and files are maintained.
- Carry out responsibilities of Finance and Administration Section Units that are not currently activated.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Anticipate potential situation changes, such as severe aftershocks, in all Section planning. Develop a back-up plan for all plans and procedures requiring off-site communications.
- Keep up-to-date on situation and resources associated with your Section. Maintain current status at all times.
- Provide situation and resources information to the Planning and Intelligence Section on a periodic basis or as the situation requires.
- Make sure that all contact with the media is fully coordinated first with the Emergency PIO.
- Participate in the Disaster Director's action planning meetings.

Extended Actions

- Conduct periodic briefings for the Section. Ensure that all organizational elements are aware of priorities.
- Monitor Section activities and adjust Section organization as appropriate.
- Keep agency administrators apprised of overall financial situation.
- Authorize deactivation of organizational elements within the Section when they are no longer required. Ensure that any open actions are handled by Section or transferred to other EOC elements as appropriate.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session and ensure that all Finance and Administration staff and volunteers attend.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Deactivate the Finance and Administration Section and close out logs when authorized by the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

6.2.2 Time Unit Leader

POSITION TITLE: Time Unit Leader

Primary: Payroll Personnel

Alternate: As Assigned

You report to: Finance and Administration Section Chief

You supervise: NA

Work station: Finance and Administration Section

Position Overview

The Time Unit Leader maintains records of all personnel time worked at the emergency, which includes all volunteers that may or may not be previously registered as Disaster Service Workers.

Responsibilities

- Maintain records of all personnel time worked at the emergency, including volunteer time.
- Ensure that all travel requests, forms, and claims are processed in a timely manner.

Initial Actions

- Obtain a briefing from the Finance and Administration Section Chief.
- Organize and establish Time Unit.
- Determine incident requirements for time recording function.
- Establish contact with appropriate agency personnel/representatives.
- Establish Unit objectives, make assignments, and evaluate performance.
- Ensure that daily personnel time recording documents are prepared and compliance to time policy is met.

Intermediate Actions

- Submit cost estimate data forms to Cost Unit as required.
- Provide for records security.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Brief Finance and Administration Section Chief on current problems, recommendations, outstanding issues and follow-up requirements.
- Maintain log of all messages received, actions taken, decisions made, and personnel on duty.

Extended Actions

- Ensure that all records are current or complete prior to demobilization.
- Time Reports from assisting agencies should be released to the respective agency representatives prior to demobilization.
- Make sure that copies of all records go to the Documentation Unit in the Planning and Intelligence Section at end of shift.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Time Unit and close out logs when authorized by the Finance and Administration Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

6.2.3 Claims Unit Leader

POSITION TITLE: Claims Unit Leader

Primary: Finance Personnel

Alternate: As Assigned

You report to: Finance and Administration Section Chief

You supervise: NA

Work station: Finance and Administration Section

Position Overview

The Claims Unit Leader manages all legal claims for compensation filed against the City. It advises the Disaster Director in areas of claims for bodily injury and property damage compensation presented to the City.

Responsibilities

- Manages all legal claims for compensation filed against the City.
- Advises the Disaster Director in areas of claims for bodily injury and property damage compensation presented to the City.

Initial Actions

- Obtain briefing from the Finance and Administration Section Chief.
- Establish contact with incident Safety Officer and Liaison Officer, or agency representatives if no Liaison Officer is assigned.
- Determine the need for compensation for injury and claims specialists, order Injury and claims specialists, and order personnel if needed.
- Ensure that compensation for injury and claims specialists have adequate work space and supplies.
- Brief compensation and claims specialists on incident activity.

Intermediate Actions

- Periodically review all logs and forms produced by compensation and claims specialists to insure:
 - Work is complete

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Entries are accurate and timely
 - Work is in compliance with agency requirements and policies
- Keep Finance and Administration Section Chief briefed on Unit status and activity.
- Ensure that all emergency checks have been issued.
- Maintain log of all messages received, actions taken, decisions made, and personnel on duty.

Extended Actions

- Obtain demobilization plan, and ensure that compensation for injury and claims specialist are adequately briefed on demobilization plan.
- Ensure that all compensation for injury and claims logs and forms are up-to-date, and routed to the proper agency for post-incident processing prior to demobilization.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Claims Unit and close out logs when authorized by the Finance and Administration Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

6.2.4 Cost Unit Leader

POSITION TITLE: Cost Unit Leader

Primary: Finance Personnel

Alternate: Finance Personnel

You report to: Finance and Administration Section Chief

You supervise: NA

Work station: Finance and Administration Section

Position Overview

The Cost Unit Leader is responsible for collecting all incident cost data, performing cost effectiveness analyses, providing cost estimates, and cost saving recommendations.

Responsibilities

- Collect all cost data, performing cost effectiveness analyses, providing cost estimates, and cost saving recommendations for the incident.
- Provide cost information for the processing of all financial reimbursement claims.
- Ensure that each section is documenting cost recovery information from the onset of the event or disaster, collect required cost recovery documentation daily, at the end of each shift.
- Prprepare all required state and federal documentation as necessary to recover all allowable disaster response and recovery costs.

Initial Actions

- Obtain briefing from the Finance and Administration Section Chief.
- Verify with Operations Section Chief and Planning and Intelligence Section Chief that all cost related documents are being sent to you. If no plan has been developed, prepare a plan and share with the Operations Section Chief and Planning and Intelligence Section Chief.
- Coordinate with agency headquarters on cost reporting procedures.
- Obtain and record all cost data.
- Prepare incident cost summaries.
- Prepare resources-use cost estimates for planning.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Brief Logistics Section Chief and Finance and Administration Section Chief on current problems, recommendations, outstanding issues, and follow-up requirements.

Intermediate Actions

- Make recommendations for cost savings to the Finance and Administration Section Chief.
- Maintain cumulative incident cost records.
- Ensure that all cost documents are accurately prepared.
- Maintain log of all messages received, actions taken, decisions made, and personnel on duty.

Extended Actions

- Complete all records prior to demobilization.
- Provide for records security which may include keeping copies of records at a remote site.
- Document all activities and decisions made on an activity log.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Cost Unit and close out logs when authorized by the Finance and Administration Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

6.2.5 Recovery Unit Leader

POSITION TITLE: Recovery Unit Leader

Primary: Finance Personnel

Alternate: Finance Personnel

You report to: Finance and Administration Section Chief

You supervise: NA

Work station: Finance and Administration Section

Position Overview

The Recovery Unit Leader works closely with the Planning and Intelligence Section. This Unit will involve all City Departments that have been affected by the incident. They will also work with City Council, City Manager, Business and Civic Leaders to establish and implement a long range plan for recovery for the City.

Responsibilities

- Involve all City Departments that have been affected by the incident.
- Work with City Council, City Manager, Business and Civic Leaders to establish and implement a long range plan for recovery for the City.

Pre Event:

- Formulate a plan with City Departments to facilitate recovery of City Departments.
- Work with the business community to formulate a plan for recovery of business operations.

Event:

- Obtain a briefing on the extent of the emergency and related damage from the Planning and Intelligence Section Chief and the Finance and Administration Section Chief.
- Monitor situation status activities and determine the extent of damages to City operations.
- Implement recovery plan for City operations.
- Separate out tasks and assign to the appropriate Department.
- Determine how the recovery operations will be financed.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

- Establish incident files relating to damage in the City.
- Make sure that photographs, videos, and written documentation of the damage has been recorded.
- Planning Department members of the Unit should be prepared to attend any meetings with the public regarding possible requests for ordinance changes.
- Monitor situation status activities and determine the extent of damages to business operations.
- Implement recovery plan for businesses.
- Attend the Applicants Briefing.
- Be prepared to assist OES and FEMA with a preliminary disaster assessment of the City.
- Maintain a log of messages sent and received and all significant actions taken. Maintain record of all personnel participating and their hours on duty.
- Update Finance and Administration Section Chief and Planning and Intelligence Section Chief with all pertinent information.

Post Event:

- Write a post event report on the success of City and business recovery efforts.
- Update recovery plans and checklists.

Extended Actions

- Complete all records prior to demobilization.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing Session.

Demobilization

- Ensure that all required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Recovery Unit and close out logs when authorized by the Finance and Administration Section Chief or the Disaster Director.
- Leave forwarding phone number where you can be reached.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

SECTION 7: SUPPORTING DOCUMENTS

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

INDIVIDUAL LOG (ICS FORM 214a-OS)

Special Note. This optional ICS form 214a-OS is a log for individual use, and ICS form 214-OS is designed to log activities for an entire unit.

Purpose. The Individual Log, while not required, records details of each individual's activities. These logs provide a basic reference from which to extract information for inclusion in any after-action report.

Preparation. An Individual Log can be initiated and maintained by each member of the ICS. Completed logs are forwarded to supervisors who provide copies to the Documentation Unit.

Distribution. The Documentation Unit maintains a file of all Individual Logs. The original of each log MUST be submitted to the Documentation Unit.

Item #	Item Title	Instructions
1.	Incident Name	Enter the name assigned to the incident.
2.	Operational Period	Enter the time interval for which the form applies. Record the start and end date and time.
3.	Individual Name	Enter the name of the individual.
4.	ICS Section	Enter the ICS Section to which the individual is assigned.
5.	Assignment/Location	Enter the assignment or location for the individual.
6.	Activity Log	Enter the time and briefly describe each significant occurrence or event (e.g., task assignments, task completions, injuries, difficulties encountered, etc.)
7.	Prepared By	Enter name and title of the person completing the log. Provide log to immediate supervisor at the end of each operational period.
	Date/Time	Enter date (month, day, year) and time prepared (24-hour clock).

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

1 FROM 2 <input type="checkbox"/> TO LOGISTICS OR <input type="checkbox"/> TO (OTHER AGENCY)	CITY OF HEMET LOGISTICS REQUEST FORM	REQUESTEE # (FOR OPTL AREA USE ONLY): PRIORITY (circle one): 1. Life Threatening 2. Urgent 3. Non-urgent	
REQUESTING AGENCY INFORMATION (Filled out by Requestor)			
3 REQUESTING AGENCY/SECTION/UNIT:			
4 DATE/TIME OF REQUEST:	5 BY:	6 AUTHORIZED BY:	
7 LOCAL INCIDENT NO.:	8 LOCAL REQUEST NO.:	9 CONTACT: NUMBER/CALL:	
INFORMATION ABOUT RESOURCES REQUIRED (Filled out by Requestor)			
10 DESCRIPTION:	11 QUANTITY:	12 PRIORITY:	
13 WHY NEEDED? TO DO WHAT?:			
14 HOW LONG NEEDED?:			
REPORTING/DELIVERY INSTRUCTIONS (Filled out by Requestor)			
15 WHEN NEEDED? DATE/TIME:	16 DELIVER TO (NAME/TITLE):	17 PHONE:	
18 DELIVERY LOCATION/ THOMAS GRID REFERENCE:			
19 BEST LOCAL ACCESS ROUTE:			
FOLLOW-UP INFORMATION (Filled out by Receiving Personnel)			
20 REQUEST RECEIVED (DATE/TIME):	21 RECEIVED BY: 22 POSITION:	23 ACTION TAKEN: FILLED REJECTED (ANSWER IN REMARKS) FORWARDED	24 OA CONTROL#:
FORWARDING INFORMATION			
25 AGENCY:		26 TELEPHONE:	
27 AGENCY RESPONDING:		28 CONTACT:	
29 METHOD OF DELIVERY:		30 ESTIMATED COST:	
31 ESTIMATED ARRIVAL:		32 MISSION/CONTROL #:	
33 ARRIVED:	34 CONDITION:	35 VERIFIED BY:	
36 REMARKS:			

COPIES TO: REQUESTING UNIT LOGISTICS FINANCE DOCUMENTATION

INSTRUCTIONS FOR USE OF LOGISTICS REQUEST FORM

General Information

- This form may be used to request any type of assistance in a disaster - personnel, equipment, supplies, or facilities.
- Make sure the support you require is not locally available before you submit this request. Check the Resource Manual and your emergency plans.
- The form may be used within local Emergency Operating Centers to track requests, or to request support from other cities or from the operational area.
- The form may be sent in any existing communication mode:
 - By telephone or government radio;
 - Via radio amateur (RACES);
 - By facsimile;
 - Electronically.

Entered by Person Making Request

1. **ENTER** the name of your agency. EXAMPLE: EOC/Plans.
2. **ENTER** the name of the agency to which this request is being sent.
3. **PRINT** the name of the requesting unit. EXAMPLE: Time Unit, Police Branch, etc.
4. **PRINT** the date and the time you make the request. EXAMPLES: 8/15/94 22:00 or 21 OCT 94 11:15 PM.
5. **PRINT** the name of the person making the request.
6. **PRINT** the name of the Supervisor or Section Chief approving the request.
7. **For local use:** If you attach your request to your local incident number, it may help in tracking response and recovery costs. EXAMPLE: RIV PD-4 (Riverside Police Incident 4).
8. **For local use:** Keep a log of all requests you have made internally and externally.
9. **PRINT** the name and number or callsign of the person to be called for further information about this request. This may be a person at a field incident who can give more detailed information about the type of support needed, or whether a particular substitute might work.
10. **PRINT** a short description of the resource needed.
11. **ENTER** the number of items needed.
12. **ENTER** your evaluation of the priority of this request (See box on top right of form). Also **CIRCLE** the appropriate number in the box at the top right of the form.
13. **DESCRIBE** generally the task for which you need the resource (if the specific resource you request is not available, the Area may suggest an alternative that could perform the same kind of function).
14. **ENTER** the estimated length of time you may need this resource.
15. **PRINT** when you need this resource. Remember that it will take time to order, assemble, and transport the resource to you.
16. **PRINT** the name and title of the person to whom the resource should be delivered.
17. **ENTER** the telephone number or other communications contact channel for the person to whom the resource will be delivered.
18. **PRINT** the location to which the resource should be delivered. Be as complete as possible, including street number, cross street, and Thomas Brothers map grid. **REMEMBER:** the better you describe what you need, when you need it, and where you need it, the more likely it is that your request will be filled.
19. **ENTER** any special information you have about access to the delivery location, including best approaches and any detours or caution areas that the providing agency should be aware of.

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Entered by Person Receiving the Request

20. **ENTER** the date and time you received the request.
21. **PRINT** your name.
22. **PRINT** your position in the Emergency Operations Center.
23. **CHECK or CIRCLE** the action you took: filled (enter date and time), rejected, or forwarded (if you forwarded the request to the OES Region or to another agency, fill out the following block, numbers 25 through 32).
24. **ENTER** the City Control Number if one is being used.
25. **PRINT** the name of the agency to which you forwarded the request.
26. **ENTER** the telephone number of the agency to which you forwarded the request.
27. **PRINT** the name of the agency that will actually provide the assistance.
28. **PRINT** the name of the contact person in the agency listed on line 27.
29. **PRINT** the method of delivery.
30. **ENTER** the projected cost of the assistance, if any.
31. **ENTER** the date and time the assistance is estimated to arrive at the place where it is needed.
32. **ENTER** any state or federal mission numbers or other reference numbers.
33. **ENTER** actual arrival time.
34. **PRINT** general condition on arrival.
35. **ENTER** the name of the person verifying arrival and condition.
36. **PRINT** any general remarks (enter number referring back to item number the remark concerns).

City of Hemet Emergency Operations Plan
Part 2: Supporting Documents
January 2013

RIVCO OA Form 10

RIVERSIDE OPERATIONAL AREA
FLASH REPORT

1. Reporting Jurisdiction/Agency: _____

Date: _____ Time: _____

Contact Name: _____

Work Phone: _____ Cell # _____

Pager # _____ NEXTEL ID # _____

EOC Location: _____ EOC Phone: _____

EOC FAX #: _____

Circle the appropriate response)

2. Type of Incident: Earthquake / Flood / Fire / Hazmat / Other: _____

3. Initial Damage Estimate: None / Light / Medium / Heavy / Unknown

4. Casualties: None / Light / Medium / Heavy / Unknown

5. Major Highways/Road: None / Light / Medium / Heavy / Unknown

6. Airfields: None / Light / Medium / Heavy / Unknown

7. Telephone Systems: None / Light / Medium / Heavy / Unknown

8. Radio Systems: None / Light / Medium / Heavy / Unknown

9. Utility Systems: None / Light / Medium / Heavy / Unknown

10. EOC Activated? Yes/ No / Pending If Yes, Date & Time:

11. NEGATIVE REPORT

REMARKS/COMMENTS:

RIVERSIDE OPERATIONAL AREA
SITUATION REPORT

1. Reporting Jurisdiction: _____ Report Date/Time: _____
2. Type of Incident: _____
3. Area Affected: _____
4. Population Status:
a. # Dead: _____ b. # Injured: _____ c. # Evacuated: _____ d. # Homeless: _____
5. Evacuation Center Locations

6. EOC Status:
a. EOC activated? _____
b. EOC location: _____
c. RACES present? _____ d. FIRE present? _____ e. LAW present? _____
f. EOC POC (Name): _____ g. EOC phone: _____ h. EOC FAX: _____
I. EOC radio freq: _____
7. Major Highways Closed:
8. Major Local Roads Closed:
9. Airfield Status:

10. Utility Status: (attach additional pages if needed)

Type	# People Affected	Affected Areas	Status
_____	_____	_____	_____

RIVERSIDE OPERATIONAL AREA
SITUATION REPORT

11. Local Government Action:

a. Proclamation of Local Emergency? YES _____ NO _____

b. Date: _____ Note: (If unknown, give estimate)

c. Proclaimed by: (Name and/or Position) _____

12. Predicated Future Resource Requests:

_____ TYPE _____ QUANTITY _____

13. Special Problems or Comments

City of Hemet Emergency Operations Plan
 Part 2: Supporting Documents
 January 2013

RIVCO OA FORM 12

RIVERSIDE OPERATIONAL AREA
PRELIMINARY DAMAGE ASSESSMENT REPORT

Reporting Jurisdiction/Agency: _____ Date: _____ Time: _____

Individual Assistance Damage Estimates

	a. Destroyed	b. Major Damage	c. Minor Damage	d. Affected	e. Estimated Loss in #K
Homes:					
Mobiles:					
Business:					
Other:					
TOTALS:					

Public Damage Assessment Estimates

<i>(Do not include normal operating costs)</i>	Number of Sites	Estimated Costs in \$K
CAT A: Debris Clearance		
CAT B: Emergency Protective Measures		
CAT C: Road System Repairs		
CAT D: Water Control Facilities		
CAT E: Buildings & Equipment		
CAT F: Public Utility Systems		
CAT G: Other (Not in above Categories)		
TOTALS:		

Federal Program Damage Estimates

	Estimated Costs in \$K
Federal Highways (Title 23 Program): <i>(For damages to federal highway systems)</i>	
U.S. Army Corps of Engineers (PL99): <i>(For emergency flood control projects)</i>	
Soil Conservation Service: <i>(For emergency watershed rehabilitation)</i>	
Other (Describe):	
TOTAL:	

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

MANAGEMENT SITUATION REPORT (SITREP)

EOC MANAGEMENT SECTION SITUATION REPORT [DISASTER DIRECTOR]					
DATE:	TIME:	REPORT NO.	RPTG PERIOD	8	12 24
PREPARED BY:			INCIDENT:		
DIRECTOR SHIFT 1:			DEPUTY DIRECTOR SHIFT 2:		

EOC ACTIVATION/DECLARATIONS/ORDINANCES [LEGAL]		
ACTIVATION/DECLARATION/ORDINANCE	SUBJECT MATTER	DATE/TIME
EOC Activation		
Local Emergency Declaration		
Gubernatorial Declaration		
Small Business Administration Declaration		
Presidential Declaration		
Resolution or Ordinance No.		
Resolution or Ordinance No.		
Resolution or Ordinance No.		

ACTION PLAN OBJECTIVES FOR TOMORROW:
1.
2.
3.
4.

SAFETY MESSAGE [SAFETY OFFICER]

DIST:

DIRECTOR	PLNS/CHIEF	OPNS/CHIEF	LOG/CHIEF	FIN/CHIEF	OTHER
MGMT/LEGAL	PLNS/SITINTELL	OPNS/LAW	LOG/SERV	FIN/TIME	_____
MGMT/LIAISON	PLNS/DOC	OPNS/FIRE	LOG/SUPP	FIN/COST	_____
MGMT/PIO	PLNS/DAMAGE	OPNS/PUB WKS		FIN/CLMS	_____
MGMT/SAFETY		OPNS/PUB UTIL		FIN/PROC	_____
MGMT/POLICE		OPNS P&R			
MGMT/FIRE					
MGMT/EOC MGR					

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

EOC BRIEFING FORMAT

An EOC briefing should be conducted as frequently as necessary to review objectives and update information. In the initial stages of an incident, this can mean briefings every few hours. As the situation progresses further into the response phase and into the recovery phase, briefings may only be held twice daily (or at shift change) to outline the objectives for the next operational period.

The following items should be presented in the briefing unless there is no pertinent information for that item or the item is not appropriate for the specific briefing being presented. Appropriate visual aids should be used as needed. The presenter of the briefing should either be the Planning and Intelligence Section Chief or a staff member that is selected because of their knowledge of the situation and their ability to speak clearly and distinctly. Participation by representatives of key agencies is encouraged to ensure current and accurate information (NOTE: A separate briefing will be conducted to outline EOC organizational and administrative procedures.)

1. Overview of Current Situation
 - A. Type of event
 - B. Date and time of initial occurrence
 - C. Area(s) affected

2. Casualty Status
 - A. Dead
 - B. Injured
 - C. Evacuated
 - D. Homeless

3. Damage Assessment
 - A. Transportation systems
 - B. Private homes
 - C. Businesses
 - D. Public buildings
 - E. County facilities

4. Isolated Areas/Special Needs

5. Utilities
 - A. Water
 - B. Electricity
 - C. Gas

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

6. Communications Systems
7. Medical Capabilities
8. Fire Department Status
9. Law Enforcement Status
10. Public Works Status
11. Mutual Aid Status
12. Military Assistance Requested
13. Special Problems
14. Disaster Declarations
 - A. City
 - B. County
 - C. State
 - D. Federal
15. Future Anticipated Problems
16. Major Incident Status
17. Weather Forecast (if applicable)
18. Action Plan for Next Operational Period

EOC INCIDENT ACTION PLAN

EOC INCIDENT ACTION PLAN	1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED
4. INCLUSIVE PERIOD (DATE/TIME)			
5. GENERAL SUMMARY			
6. GENERAL OBJECTIVES			
7. ATTACHMENT (✓ IF ATTACHED)			
<input type="checkbox"/> WEATHER FORECAST <input type="checkbox"/> SITUATION REPORT <input type="checkbox"/> COMMUNICATIONS REPORT			
<input type="checkbox"/> ORGANIZATION LIST <input type="checkbox"/> RESOURCE REQUIREMENTS <input type="checkbox"/> DAMAGE SUMMARY			
<input type="checkbox"/> INCIDENT MAP <input type="checkbox"/> GENERAL SAFETY PRECAUTIONS <input type="checkbox"/> OTHER _____			
8. PREPARED BY (PLANNING SECTION CHIEF)		9. APPROVED BY (INCIDENT COMMANDER)	

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

EOC DOCUMENTATION FILES

1. Reports
 - A. Flash
 - B. Situation
 - C. Preliminary Damage Assessment
 - D. Briefings
 - E. Weather Reports
 - F. Action Plans

2. Damage Assessment
 - A. Road Closures
 - B. Structures
 - C. Isolated Areas
 - D. Special Problems
 - E. Utilities
 - F. Communications

3. Resource Requests
 - A. Personnel
 - B. Equipment
 - C. Other

4. Maps

5. Publicity
 - A. News Releases
 - B. EBS (EAS) Information
 - C. Newspaper Clippings
 - D. Other

6. Disaster Declarations
 - A. City
 - B. County
 - C. State
 - D. Federal
 - E. Supporting Documents

7. Messages
 - A. Incoming
 - B. Outgoing
 - C. Internal
 - D. Miscellaneous

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

8. Major Incident Status
(One folder made up for each incident)
9. Personnel Records
 - A. Sign-in Records
 - B. EOC Position Assignments
 - C. Organizational Charts
 - D. Miscellaneous
10. Unit Logs
11. EOC Equipment and Supplies
 - A. Telephones
 - B. Radios
 - C. Food/Sustenance
 - D. Other
12. Mutual Aid
 - A. Military
 - B. Fire
 - C. Law
 - D. Other
13. Other Agreements/Contracts
(Prepare folders as needed)
14. Miscellaneous
(Prepare folders as needed)

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

After Action Report

AFTER ACTION REPORT QUESTIONNAIRE

This questionnaire should be completed for all functional or full-scale exercises, and actual occurrences/events.

Disaster Name:	Planned Event/Exercise Name:
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1. Were procedures established and in place for response to the disaster?
Yes No N/A
2. Were procedures used to organize initial and ongoing responses?
Yes No N/A
3. Was the ICS used to manage field response?
Yes No N/A
4. Was Unified Command considered or used?
Yes No N/A
5. Was your EOC and/or DOC activated?
Yes No N/A
6. Was the EOC and/or DOC organized according to SEMS?
Yes No N/A
7. Were sub-functions in the EOC/DOC assigned around the five SEMS functions?
Yes No N/A
8. Were response personnel in the EOC/DOC trained?
Yes No N/A
9. Were action plans used in the EOC/DOC?
Yes No N/A
10. Were action planning processes used at the field response level?
Yes No N/A
11. Was there coordination with volunteer agencies such as the Red Cross?
Yes No N/A
12. Was an Operational Area EOC activated?
Yes No N/A
13. Was Mutual Aid requested?
Yes No N/A
14. Was Mutual Aid received?
Yes No N/A
15. Was Mutual Aid coordinated from the EOC/DOC?
Yes No N/A
16. Was an inter-agency group established at the EOC/DOC level?

City of Hemet Emergency Operations Plan

Part 2: Supporting Documents

January 2013

Yes No N/A

17. Was communication established and maintained between agencies?

Yes No N/A

18. Was the public alerting warning conducted according to procedure?

Yes No N/A

19. Was public safety and disaster information coordinated with the media?

Yes No N/A

Response to questions 20-24 should address areas as "needing improvement and corrective action".

20. What response actions were taken by your agency? Include such things as mutual aid, number of personnel, equipment and other resources:

21. As you responded, was there any part of SEMS that did not work for your agency? If so, how would (did) you change the system to meet your needs?

22. As a result of your response, are any changes needed in your plans or procedures? Please provide a brief explanation:

23. As a result of your response, please identify any specific areas not covered in the current SEMS Approved Course of Instruction or SEMS Guidelines?

24. If applicable, what recovery activities have you conducted to date? Include such things as damage assessment surveys, hazard mitigation efforts, reconstruction activities and claims filed:

City of Hemet Emergency Operations Plan
Part 2: Supporting Documents
January 2013
