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INTRODUCTION

The Emergency Operations Center (EOC) Standard Operating Procedures are part of the Morgan County Preparedness System. This SOP describes the procedures for activating, operating, and deactivating the EOC. The EOC provides a central location from which government at any level can provide interagency coordination and support of incident responses. The EOC coordinates with on-scene incident managers to:
• Acquire, allocate, and track resources.
• Manage and share information.
• Establish response priorities.
• Provide legal and financial support.
• Act as a liaison with other jurisdictions and levels of government.

Upon activation at any level, the EOC serves as the centralized location (physically and virtually) to monitor and report the impact of emergencies while providing communication and information between the EOC, the Incident Commander, key decision-makers, and surrounding jurisdictions. The EOC is the focal point for coordination and support of the response and recovery activities for all of Allen County. The procedures listed apply to all personnel participating in EOC activities. The primary EOC for Morgan County is located at the 109 Fairfax Street, Berkeley Springs, WV. This is a fully equipped and functional location. The Morgan County Office of Emergency Services in located in the same location and is considered part of the EOC. If the primary EOC is not functional due to damage, inaccessibility, or evacuation, an alternate EOC would be activated. The alternate EOC location is at the Morgan County Sheriff's Department located at 226 Gayle Drive, Berkeley Springs, WV. Some EOC supplies will need to be moved to an alternate EOC if opened.

SCOPE

This plan provides guidance for the activation and operation of the Morgan County EOC during an emergency or disaster incident. The EOC is designed to coordinate the support needs of field operations in the response and recovery phases by obtaining and providing resources, maintaining situational awareness, coordinating activities, providing information to the public through the PIO/JIC, and to bring decision-makers of the involved agencies together to coordinate their response to an incident. The command and control of incident operations remains with the Incident Commander, Unified Command or Incident Management Team in the Incident Command Post.

ORGANIZATION

The EOC is supervised by an EOC Manager. If a Policy Group is activated for the incident, the EOC Manager reports to them, otherwise he/she reports to the President of the Morgan County Commission or designee. The EOC is staffed with the representatives of the 14 Emergency Support Functions that have been activated for the incident and outside experts as needed.

The Policy Group is made up of the elected officials of the affected jurisdiction(s), their representatives, and/or the executive heads of the agencies that are directly involved in the incident response. The Policy Group is not normally located in the Morgan County Courthouse.

The Policy Group is responsible for:

• Activating the Morgan County Preparedness System
• Making policy decisions and setting the strategic objectives for the incident.
• Authorize allocation of resources and expenditures.
• Coordinating all public information releases with IC/UC, EOC, and PIO/JIC

The EOC Manager is the Director of the Morgan County Office of Emergency Services or designee.

The EOC Manager is responsible for:

• Setting up the EOC.
• Supervising and supporting the EOC operations and staff.
• Coordinating security for the EOC.
• Working closely with the Policy Group and ensuring that proper emergency and disaster declarations are enacted and documented.
• Preparing the EOC's Incident Action Plan, if one is used, and distributing it to the EOC staff along with incident status briefings.
• Coordinating with and between the: Policy Group; local, state, and federal agencies and branches of government.
• Coordinating the completion and filing of all EOC forms, records, and other documents (both paper and electronic).
• Maintaining an Activity Log. The ESF Representatives will continue to remain under the administrative control of their agency; however, while in the EOC, they will also function under the supervision of the EOC Manager, as will any outside experts.

CONCEPT OF OPERATIONS

This section establishes procedures for activating; staffing and equipping; conducting operations; and deactivating the EOC in the event of its activation. The EOC may be activated upon the occurrence of an incident expected to expand rapidly, as a preemptive measure when an emergency is imminent, or when resources are needed to support an incident/emergency in progress. Activation may be for the purpose of gathering information in order to be better prepared for a pending incident and to determine what level of response may be needed. Activation may involve partial or full staffing, depending on the support needed. When activated, the EOC will serve as the point of contact for all responding local, state, and federal agencies in order to relieve the Incident Commander or Unified Command the need to do so. All press releases concerning the incident should come from, or at least be approved by, the EOC Policy Group and the Incident Commander/Unified Command and be released through the Joint Information Center.

GENERAL

The EOC serves as the single focal point for coordinating the operational, planning, logistical, and administrative support needs of the incident response personnel. It may also serve as the meeting place for designated key local decision makers of the Policy Group to plan, direct, and coordinate incident response strategies. It also provides situational awareness in the form of information and intelligence. The following are general guidelines:

- All personnel must sign in and out.

- The EOC Manager will be the central tasking person to ensure prioritization and understanding of all activities in the EOC.

- Only one representative from each activated ESF position should be in the EOC at one time.

- News media and other nonoperational personnel shall not be permitted in the EOC during activations. Only personnel serving in an operational capacity should be in the EOC.

- Maintain a productive and professional work environment.

- Keep voices low and do not talk across the room unless making a general announcement. If you need to speak to someone, use the position telephones or go to them.

- The EOC staff gathers and disseminates situation reports and information for the local decision makers, and other units of local, state, and federal government. This process allows for resources to be utilized without duplication and operations can run more effectively.

- The EOC facility support functions will be performed by the Homeland Security staff or other designated personnel.

- The EOC will operate as long and continuously as necessary to respond to the emergency.

ACTIVATION & NOTIFICATION

The activation of the EOC will come as a result of a request from:
- An on-scene Incident Commander who has exhausted resources and is requesting additional assistance.
- The Director of the Office of Emergency Services either at the request of an Incident Commander or when the OES Director deems it essential or proactive to protecting life, property, or the environment.
- The Morgan County Commission after a determination is made for assistance from outside agencies.

When the EOC is activated, the Office of Emergency Services will take the following actions:

- Any Essential Support Functions (ESFs) agencies that are needed to support the incident will be notified. They will be instructed where and when to arrive, what the incident is, and given any further information as may be necessary. A list of primary ESF agencies and their EOC representatives appears in Appendix A.

- The Morgan County Commission and the elected official(s) of the affected jurisdiction will be notified of the activation.

- The Morgan County Administrator will be notified.

- ETEAM will be updated with the EOC status.

- When the physical EOC is needed, it will be opened, equipment turned on and supplies laid out. Appendix B.

- OES and the Morgan County Emergency Communications Center (ECC) will implement security procedures for the EOC as needed. A declaration of a state or local emergency is not required to activate the EOC. However, it must be activated once a local declaration has been made. There are four levels of EOC activation in response to a local emergency. The EOC will be activated to the level necessary to support and coordinate emergency operations for the incident.

    o **Level 4 – Normal Operations**
        - Normal Daily Operations that may require monitoring (i.e., Tornado or Flood Watch)
        - Only normal staffing is needed, this monitoring may be accomplished from a remote location.

- o **Level 3 – Active Minor or Localized Emergency**
    - ▪ A situation that requires a limited activation of the EOC (i.e., gas leak or minor hazmat leak). This may be accomplished remotely or at the scene location).
    - ▪ An in-person EOC may or may not be activated at the discretion of the OES Director.

- o **Level 2 – Major Emergency Event**
    - ▪ A significant emergency event has occurred requiring a partial activation of the EOC (i.e., major fires, large hazmat spill, or major flooding). This event has the potential for a loss of lives or the potential for numerous serious injuries.
    - ▪ The EOC will be staffed with the ESF positions to deal with the event.

- o **Level 1 – Catastrophic Emergency Event**
    - ▪ A catastrophic event has occurred that affects the life safety of the general public.
    - ▪ Extreme or widespread damage.
    - ▪ A Mass Casualty Event that is ongoing or escalating due to an ongoing or uncontrolled patient generator.
    - ▪ The EOC will be fully activated with personnel necessary to deal with the emergency event.

- **Declaring a local State of Emergency**
    - o A local State of Emergency may only be declared by the Morgan County Commission President or those delegated in the Morgan County Continuity of Operations Plan (COOP).

    - o The EOC Manager, EOC Director, or Morgan County Administrator will contact the Morgan County Commission President or designee and advise him/her of the situation. The decision will then be made whether to declare a local State of Emergency.

    - o The declaration will be made and signed by the Commission President. This declaration must be maintained in both the EOC Records and by the County Clerk.

    - o WV Department of Emergency Management must be notified via ETeam. It is also customary to notify the WVDEM Region 3 Liaison.

INCIDENT COMMAND POST (ICP) & EOC COORDINATION

The primary job of the EOC is to coordinate support for the incident response operations. This is done through the Incident Command Post (ICP) located at or near the incident site. The ICP will maintain radio communications with the EOC to request needed support and to provide status reports on the incident response activities. The general radio call sign for the EOC is "EOC", regardless of who in the EOC is being called. The call sign for the incident site(s) will be set at the time of the incident. These will normally be set by road name or area location. Communications between the ICP and the EOC may be conducted in one of several ways.

- All EOC Operational communications will be conducted on one talk group. Normally this will be Morgan Event 1. In the event there are multiple incidents or area commands, multiple channels may be assigned. This will be decided and disseminated after consultation with the ECC.

- Back-up communications will consist of telephone calls between the cellular telephones in the ICP and the dedicated phone line assigned to each ESF position. It will be important to exchange the phone numbers for the EOC and the staff in the ICP.

- Depending on the circumstances, other forms of back-up communications may need to be investigated and put in place. It is understood that in normal daily operations, the IC/UC goes through 911 dispatch for their support needs. It is also understood that in a large-scale event this may continue to some degree as well, especially requests for additional local emergency response vehicles and crews. However, once the EOC is activated, most of the other support requests should go through the EOC.

FISCAL PROCEDURES & ADMINISTRATIVE AUTHORITIES

Fiscal procedures followed during emergency operations will be the same as is utilized on a day-to-day basis for routine business. Any purchases should be handled by the Policy Group if activated, otherwise by the OES Director or his designee.

Preservation of records is important to ensure eligibility of reimbursement for qualifying federally declared disasters.

EOC SECURITY

The EOC will be on lock-down during activations. During an EOC activation, access will be restricted to EOC staff and others conducting official business. All other individuals requesting access to the EOC will need approval from the EOC manager. All individuals requiring access to the EOC will be required to enter through the designated entrances. Media representatives and other visitors will only be allowed access to the EOC upon approval by the EOC Manager and must be escorted by the designated Public Information Officer. Each EOC staff participant will be required to sign in and out on the check-in log, Appendix D. The EOC Manager will request law enforcement to post an officer at the EOC entrance, if in his/her opinion the situation calls for that level of increased security.

MESSAGE TRACKING & DOCUMENTATION

ICS forms are to be used, when possible, for much of the documentation in the EOC. Incoming messages to the county's EOC should be captured in writing utilizing ICS Form 213 (General Messages) whenever possible. ICS 213's should be acted on by the appropriate EOC staff as soon as possible and a reply made to the sender when appropriate.

The Information Collection Form, Appendix C, should be used by the EOC Manager or designee to track the status of the incident and the ESF agencies. This report will be used to brief the Policy Group and others.

At the end of the operational period, all forms are to be turned in to the EOC Manager or Documentation Group for filing with the incident documentation.

INFORMATION DISSEMENATION

An EOC briefing should be held once per operational period to update EOC staff on the status of the emergency operations.

A daily Situation Report will be prepared utilizing ICS Forms ICS-201 (Incident Briefing) and optionally ICS-209 (Incident Status Summary). These can be used to brief participating incident response agencies.

EMERGENCY PUBLIC WARNING

The use of Emergency Public Warning systems may only be accomplished by trained and authorized personnel. Morgan County uses Everbridge, an opt-in program. The Morgan County ECC may also call citizens in localized locations to warn of necessary events. IPAWS is a federal notification system that may be used if deemed necessary.

In any event, it may be necessary to warn the public of an emergency event that they may be in the path of. This may be accomplished using the above-mentioned systems or in person, traveling door-to-door.

<u>DEACTIVATION</u>

When it is determined the EOC is no longer required to support the incident, the EOC Manager will notify the Incident or Area Commanders and advise them of such. The EOC Manager will collect all incident documents from the EOC staff, dismiss the EOC staff, shut down the EOC equipment, replace any supplies that have been used, and place the EOC back in stand-by mode per Appendix A.

All incident documentation will be transferred to the Office of Emergency Services for use in the After-Action Report and final archiving.

<u>STAFF TRAINING</u>

All EOC positions should have completed of the following core training courses:

• IS 100 – Introduction to Incident Command System
• IS 200 – Single Resources and Initial Action Incidents
• IS 700 – National Incident Management System (NIMS)
• IS 800 – National Response Framework, An Introduction

In addition to the core training, each ESF position should complete the specified training for their ESF:

• ESF 1: IS 801 – Transportation
• ESF 2: IS 802 – Communications
• ESF 3: IS 803 – Public Works
• ESF 4: IS 804 – Firefighting
• ESF 5: IS 805 – Information and Planning
• ESF 6: IS 806 – Mass Care
• ESF 7: IS 807 – Logistics
• ESF 8: IS 808 – Public Health and Medical Services
• ESF 9: IS 809 – Search and Rescue
• ESF 10: IS 810 –Hazardous Materials Response
• ESF 11: IS 811 – Agriculture and Natural Resources
• ESF 12: IS 812 – Energy
• ESF 13: IS 813 – Public Safety and Security
• ESF 15: IS 815 – External Affairs

<u>PLAN MAINTENANCE</u>

The Director of Office of Emergency Services is responsible for:

• Updating this document as deficiencies are identified through drills and exercises; or changes made in government structure or emergency organizations.

• Ensuring that necessary changes and revisions to this annex are prepared, coordinated, published, and distributed.

• Maintaining an emergency notification roster with 24-hour telephone numbers for EOC staff and representatives

<u>APPENDIX</u>

A. EOC Activation/Deactivation Checklist
B. EOC Check-in Log
C. Information Collection Form

APPENDIX A
EOC ACTIVATION/DEACTIVATION CHECKLIST

A. Authority

1. The Morgan County Emergency Operations Center (EOC) will be activated as required or requested, upon approval of the Morgan County Commission. This can be accomplished by one (1) of the following:
   a. Direct Contact with the Commission
   b. Through the Director of the Office of Emergency Services (OES Director).
2. Activation will be for actual emergencies or for exercise purposes. Unless by prior knowledge of the Morgan County government, the EOC will not be pre-staged for unannounced exercises.

B. Alerting

The following will be contacted in the order listed:

1. Morgan County OES Director, or designee.
2. County Administrator, or designee.
3. Morgan County Commission President, if unavailable, the next in line Commissioner will shall be contacted.
4. EOC Staff – notified by OES Director via Everbridge or direct phone communication.
5. Region 3 Liaison from the WV Department of Emergency Management.
6. Morgan County Emergency Communications Center – Advise when EOC is Activated and Staffed.

C. EOC Activation Checklist:

1. Alert at least one in each of the following groups and indicate with an "X" if contact was made.

EOC CHECKLIST				
Contact	**Person to whom you spoke**	**Alerted (X)**	**Time & Date**	**Person making contact**
Commission President	Sean Forney 310-988-1147 (C)			
Commission next in line	Joel Tuttle 304-261-5652 (C) Bill Clark 304-702-9038 (C)			
County Administrator	Stephanie Allemong 304-702-2338			
County Sheriff	K.C. Bohrer 304-279-4848			
Sheriff's Representative				

Contact	Person to whom you spoke	Alerted (X)	Time & Date	Person making contact
Primary Fire IC Representative				
Alternate Fire Representative				
E911 – Director	Ronald Mason 304-270-0477 (C)			
Emergency Medical Services	Mike Jenkins 304-283-2031 (C)			
Emergency Medical Services	Kevin Duckwall 304-261-8514 (C)			
War Memorial Hospital – Rep.	LaDawn See 540-532-5454 (C)			
Morgan County Facilities	Randy Stotler 304-676-3816 (C)			
Health/Human Services - Rep	Peter Van Kleeck 304-258-1350 (O)			
American Red Cross – Rep.	Evan Workman 304-620-2247			
County Schools– Safety/Trans.	Tammy Painter 304-258-2430 Ext2053			
BerkeleyMorgan Health Dept. Rep.	David Hall 304-263-5131 8273(O) 304-433-2792 (C) Dhall@berkeleywv.org			
WVDEM Region 3 Liaison	Sandy Green 304-807-5135 (C)			
Local/County PSD's – Rep.	Scott Crunkleton 301-988-7361 (C)			
Local/County Water Dept. Rep				
First Energy - Representative	Tom Butcher 304-671-3860 (C)			
Berkeley County Govt. – Rep.	Randy Lilly 304-676-9911 (C) 304-264-1345 (O)			
Washington Co. Govt. - Rep				
Frederick Co. VA.				

Govt. Rep.				
Allegany County Govt. Rep.				
Hampshire Co. Govt. Rep.	Brian "Tad" Malcom 304-822-0245 (C)			
Contact	**Person to whom you spoke**	**Alerted (X)**	**Time & Date**	**Person making contact**
Jefferson Co. Govt. Rep.	Steve Allen 304-279-8233 (C) 304-728-3290 (O)			
Paw Paw Representative	Chief Marc Yonkers 240-580-6476 (C) 304-947-7476 (O)			
Town of Bath Representative-	Scott Merki 304-596-1487 (C)			
Salvation Army Representative	Tom Guilliam 304-550-3481 (C)			
DOH Rep.	Rodney Crowell 304-400-5136 (C)			
EPA - Representative	Don McLaughin 215-316-0280 (C)			
DEP - Representative	Jerry Crispino 304-703-1916			
WVNG - Representatives	Jennifer Blood 443-474-5465 (C) Chris Tusing 304-839-4796 (C)			

2. Evaluate the situation potential, then decide which level of EOC to activate.
   a. Level 1 – Full Activation: All positions of the EOC will be staffed if staffing is available.
   b. Level 2 – Partial Activation: EOC positions will be staffed according to the needs of the community and/or incident at the direction of the OES Director, or designee.
   c. Level 3 – Partial Activation: May be onsite, according to the needs of the incident.
   d. Level – Normal Daily Operations – The EOC will remain in a state of readiness

D. EOC Operations Room Set-up Checklist

1. Have personnel sign in utilizing the sign in sheet upon entering and sign out when leaving. (Accountability and Security)
2. Have In Case of Emergency Forms (I.C.E.) available to be filled in by personnel upon their arrival. (Safety)

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3. Begin an ICS 201 form for briefing incoming personnel.
4. Test Communications. (See Communications Checkoff Sheet)
5. Ensure adequate food and water supplies for EOC Staff.

E. EOC Deactivation Checklist:

1. Inventory and replenish supplies
2. Clean and store maps and displays
3. Collate all documents generated in the response (Sign in sheets, ICS forms, Pictures, Etc.)
4. Prepare after action reports
5. Advise Morgan County Emergency Communications Center of Deactivation

**** Disclaimer****
This is an in-house reference guide for EOC personnel only and is only a guideline. Therefore, members must exercise their individual intelligence and discretion!

APPENDIX B

CHECK-IN LOG

Date: _____   **Incident: _____**

Name	Organization	Contact Number	I.C.E. Form Completed

APPENDIX C

INFORMATION COLLECTION FORM

Date:

Time	Information Reported	Actions Taken