



<b>EOC Director</b>	
<b>Responsibilities:</b>	<p>The EOC Director provides overall coordination of site support activities to ensure an effective, coordinated and cooperative response. The EOC Director role may be filled by two or more representatives of agencies with jurisdiction.</p> <ol style="list-style-type: none"> <li>1. <b>Assess the Situation</b> – Gather information about the emergency. Assess the magnitude and severity of the situation to determine the appropriate type and level of EOC coordination.</li> <li>2. <b>Support Site(s)</b> – Provide support to Incident Commanders and agencies, and ensure that all actions are coordinated within the established priorities. Approve resource requests, including municipal and other first responders, municipal staff and volunteers.</li> <li>3. <b>Develop / Approve Action Plans</b> – Prepare EOC action plans with other EOC members based on an assessment of the situation and available resources. Set priorities and response objectives for affected areas.</li> <li>4. <b>Inform Others</b> – In consultation with the Information Officer, assist emergency information actions using the best methods of dissemination. Approve press releases and other public information materials. Keep the Policy Group and PREOC informed.</li> <li>5. <b>Manage the EOC Group</b> – Establish the appropriate EOC staffing level and continuously monitor organizational effectiveness. Direct the overall incident coordination with other agencies with jurisdiction under Unified Command, where appropriate.</li> </ol>
<b>Reports To:</b>	Policy Group
<b>Getting Started:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Obtain a briefing from Incident Commander(s) or other person(s) reporting emergency, if available.</li> <li><input type="checkbox"/> Mobilize appropriate personnel for the initial activation of the EOC. Refer to Section 5 of the Saanich Peninsula <i>Emergency Response and Recovery Plan</i>.</li> <li><input type="checkbox"/> Select a name for the incident, such as "Jan 6 Snow" or "Downtown Explosion." Keep it short but descriptive.</li> <li><input type="checkbox"/> Determine location of the EOC, considering hazards. Communicate EOC location to others.</li> <li><input type="checkbox"/> Obtain the PEP Task Number for the incident from the Emergency Coordination Centre at PEP or from the PREOC, if activated. Ensure the PEP Task Number is prominently displayed in the EOC.</li> <li><input type="checkbox"/> Greet and orient arriving EOC members until Logistics Section can be established to assume this function.</li> <li><input type="checkbox"/> The EOC Director must be accessible. Select a workstation for yourself and stay there as much as possible so people can find you.</li> </ul>



## EOC Director

### Main Checklist:

#### 1. Assess the Situation

- Gather Information – Collect information relevant to the emergency situation at hand from a range of sources, in coordination with the Planning Section, if activated.
- Assess Situation – Continuously assess the magnitude and severity of current situation and potential for future threat, considering:
  - Risks to life, health, environment, and local economy in the community
  - Availability of first responders and other human resources
  - Assistance available by external agencies
- Assess Needs – Perform a rapid needs assessment based on information at hand.
- Select EOC Activation – Determine the initial EOC level of activation and operational period. Mobilize appropriate personnel for the initial activation of the EOC. Refer to "EOC Activation Guide."
- Mobilize EOC Personnel – Mobilize appropriate personnel for the initial activation of the EOC. Consider the joint activation of EOCs among member municipalities.

#### 2. Support Sites

- Establish Communications – Establish communications for regular contact with Incident Commanders.
- Support Incident Commanders – Liaise with Incident Commander(s) to determine the demands of the emergency. Provide support to Incident Commanders and agencies, and ensure that all actions are coordinated within the established priorities.
- Approve Resource Requests – Approve requests for additional resources, including municipal and other first responders, municipal staff, and local volunteers. Ensure resources are being tracked in the Planning Section.
- Release Resources – Coordinate with Incident Commander(s) to release resources from the site, when appropriate.
- Anticipate Site Needs – Consult Planning Section Chief on incident status and resources assigned and anticipate site requirements.



## EOC Director

### 3. Develop / Approve Action Plans

- Develop Support Strategies – Consult EOC Management Staff and Section Chiefs regarding appropriate actions. Set priorities and response objectives for affected areas. Consider support for the following strategies:
  - Secure hazard zones
  - Search and rescue trapped personnel
  - Provide first aid and triage
  - Abate hazards
  - Notifying public and others of emergency
  - Evacuation
- Hold Action Planning Meeting – Call at least one Action Planning Meeting in each operational period, and whenever the situation or EOC staff changes significantly. This meeting should not be longer than 30 minutes. Attendance should include all Management Staff, Section Chiefs and other key agency representatives.
- Prepare EOC Action Plans – Prepare an initial Action Plan using the attached EOC Action Plan form. Once additional Action Plans are completed by the Planning Section, review, approve and authorize implementation. Assign in writing any delegated powers allowed under a declaration of State of Local Emergency, if any are given.
- Monitor Needs – Monitor operations to anticipate problems with meeting objectives. Re-assign initial EOC personnel to new actions, as appropriate.

### 4. Inform Others

- Inform EOC Staff – Hold regular briefings of all municipal EOC participants to keep them informed on status. This briefing should not be longer than 30 minutes, and may include a summary by the Incident Commander or representative.
- Inform Policy Group – Keep the Policy Group informed on the incident status, priorities, and objectives. Alert them to any policy issues that may arise in the future.
- Inform PREOC. Establish and maintain contact with adjacent jurisdictions and the PREOC, if one has been established. Keep the PREOC Director informed.
- Inform the Public – Keep the EOC Information Officer up to date on new information, as appropriate. Review and approve media releases and other public information materials.



<b>EOC Director</b>	
	<p><b>5. Manage the EOC Group</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <u>Select EOC Functions</u> – Determine which EOC functions are needed, matching the needs of the incident.</li> <li><input type="checkbox"/> <u>Staff the EOC</u> – Appoint EOC members to appropriate functions and post a chart for arriving EOC members. Identify replacements for EOC members for extended operations and ensure there are enough personnel to rotate staff. NOTE: The EOC Director and Section Heads must perform all required functions that are not staffed.</li> <li><input type="checkbox"/> <u>Set Operational Periods</u> – Designate the operational periods according to the situation and display in a prominent location.</li> <li><input type="checkbox"/> <u>Ensure EOC Health</u> – Monitor EOC personnel to ensure they attend to their personal needs for food, water, sleep and take regular breaks. Implement a “buddy system” for EOC personnel.</li> <li><input type="checkbox"/> <u>Monitor Effectiveness</u> – Monitor general staff activities to ensure that all appropriate actions are being taken. Continuously monitor the EOC organizational effectiveness.</li> <li><input type="checkbox"/> <u>Assume Control of EOC</u> – Direct the overall incident coordination with other agencies with jurisdiction under Unified Command, where appropriate.</li> </ul>
<b>Before Leaving:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Follow Generic Activation Checklist.</li> <li><input type="checkbox"/> Deactivate the EOC.</li> <li><input type="checkbox"/> Prepare the EOC After Action Report.</li> </ul>
<b>Function Aids:</b>	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"> <li>• See EOC Activation by Level</li> <li>• See EOC Staff Options</li> <li>• See EOC Contact List</li> <li>• Keeping Leaders Informed</li> <li>• First Hour Guide</li> </ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li>• Decision / Approval Log (EOC Form 407)</li> <li>• Position Log (EOC Form 414)</li> <li>• EOC Action Plan (EOC Form 502)</li> <li>• EOC Check-in, Check-out Form (EOC Form 511)</li> <li>• PEP Registration (EOC Form 512)</li> <li>• EOC Incident Record (EOC Form 550)</li> </ul>



## Keeping Leaders Informed

EOC Director

<b>Objective</b>	To keep community leaders informed on the status and progress of the emergency, and to engage them in policy making.																																							
<b>Responsible Position</b>	EOC Director																																							
<b>Contacts</b>	<table border="1"> <thead> <tr> <th data-bbox="428 487 747 527">Person</th> <th data-bbox="753 487 987 527">Work</th> <th data-bbox="987 487 1221 527">Home</th> <th data-bbox="1221 487 1458 527">Cell</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Person	Work	Home	Cell																																			
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<b>Content</b>	<p><b>Threat</b> – When threat began, when impact hit, maps of hazard area. <u>Source</u>: Incident Commander, Scientific Authority</p> <p><b>Damage</b> – Current confirmed information on affected area, number of injuries, number of homes affected, etc. <u>Source</u>: Planning Section Chief</p> <p><b>Response Achievements</b> – Steps that have been taken, objectives achieved. <u>Source</u>: Planning Section Chief</p> <p><b>Cooperation from Other Jurisdictions</b> – Nature and quantity of response support requested and received from external jurisdictions, including adjacent municipalities and the regional district, provincial agencies, non-government organizations. <u>Source</u>: Planning Section Chief</p> <p><b>Future</b> – When it will end. When evacuees will be able to return. Future objectives. <u>Source</u>: Operations Section Chief, Scientific Authority</p> <p><b>Needs</b> – What Policy Group and / or PREOC can do to support response and future recovery efforts. <u>Source</u>: EOC Staff</p> <p><b>News Media</b> – Status of media relations. Date, time and place of briefing, public meeting, or tour of damaged areas. <u>Source</u>: Information Officer</p>																																							
<b>Frequency of Contact</b>	The EOC Director should re-establish contact with the municipal Policy Group and the PREOC (if activated) once during each operational period, and at least twice per 24-hour day when the situation changes often.																																							



## First Hour Guide

**EOC Director**

<b>Introduction</b>	This protocol guides the activities of the EOC Director in the initial hour of an emergency. Much of what follows should be tailored to the event at hand.
<b>Set Up</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Put on the green vest labelled "EOC Director."</li> <li><input type="checkbox"/> Set up a workstation and review your checklist, forms and function aids.</li> <li><input type="checkbox"/> Establish a Position Log (EOC Form 414) to briefly describe the actions you take during your shift, including the time of conversations and actions.</li> </ul>
<b>1. Assess the Situation</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Obtain a briefing from the Incident Commander(s) or other person(s) reporting emergency, if available.</li> <li><input type="checkbox"/> Collect readily available information on the emergency situation from a range of sources.</li> <li><input type="checkbox"/> Confirm the location of the EOC, considering known hazards.</li> <li><input type="checkbox"/> Select a name for the incident, such as "Jan 6 Snow" or "Gas Explosion." Keep it short but descriptive.</li> <li><input type="checkbox"/> Assess the initial magnitude and severity of current situation and potential for future threat.</li> </ul>
<b>2. Support Sites</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish regular communications with Incident Commander(s).</li> <li><input type="checkbox"/> Provide immediate support to Incident Commander, if possible.</li> </ul>
<b>3. Develop Action Plan</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Prepare an initial Action Plan using the EOC Action Plan Form 502.</li> </ul>
<b>4. Inform Others</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Determine the initial EOC level of activation and operational period (refer to EOC Activation by Level).</li> <li><input type="checkbox"/> Mobilize appropriate personnel for the initial activation of the EOC (refer to EOC Staff Options) and communicate the EOC location to others.</li> <li><input type="checkbox"/> Establish initial contact with municipal hall, with adjacent jurisdictions, and with the PREOC, if one has been established. Provide initial information.</li> </ul>
<b>5. Manage the EOC Group</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Request a Task Number through PEP (1-800-663-3456).</li> <li><input type="checkbox"/> Establish an operational period, and set a time for the initial EOC meeting.</li> <li><input type="checkbox"/> Greet and orient arriving EOC members until Logistics Section can be established to assume this function.</li> <li><input type="checkbox"/> Determine the need for Unified Command with other agencies in the EOC.</li> </ul>



<b>Deputy EOC Director</b>	
<b>Responsibilities:</b>	<p>A Deputy EOC Director may be assigned to assist in managing the EOC group and responsibilities.</p> <ol style="list-style-type: none"> <li>1. <b>Assist Information Flow</b> – Ensure the efficient and effective flow of information within the EOC.</li> <li>2. <b>Support the EOC Organization</b> – Assist the EOC Director in organizing and supporting the EOC staff, appropriate to the needs of the emergency or disaster.</li> <li>3. <b>Assist EOC Director</b> – Support the EOC Director in all aspects of managing the EOC responsibilities, upon request. Assume the role of the EOC Director, if required.</li> <li>4. <b>Assist with EOC Action Planning</b> – Assist the Planning Section Chief in preparing for the EOC action planning meetings.</li> <li>5. <b>Debrief EOC Personnel</b> – Interview all EOC members as they leave to collect recommendations for improvements. Arrange for stress counselling, as required.</li> </ol>
<b>Reports To:</b>	EOC Director
<b>Getting Started:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Follow Generic Activation Checklist.</li> <li><input type="checkbox"/> Assist EOC Director in determining initial EOC activation staffing.</li> </ul>
<b>Main Checklist:</b>	<ol style="list-style-type: none"> <li>1. <b>Assist Information Flow</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> <u>Assist EOC Functions</u> – Help all activated EOC functions obtain the information required.</li> <li><input type="checkbox"/> <u>Help Planning Section</u> – Assist Planning Section Chief and Information Officer in gathering critical information about the emergency situation.</li> <li><input type="checkbox"/> <u>Liaise with PREOC</u> – Liaise with PREOC to ensure the ongoing exchange of information.</li> </ul> </li> <li>2. <b>Support the EOC Organization</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> <u>Assist with EOC Setup</u> – Supervise the set-up of the EOC facilities for the most effective and efficient operations. Ensure that appropriate equipment and supplies are in place.</li> <li><input type="checkbox"/> <u>Assist with EOC Shift Planning</u> – Facilitate shift change and operational decisions with the EOC Director. Coordinate additional EOC staffing needs with Logistics Section, Personnel Unit Coordinator.</li> <li><input type="checkbox"/> <u>Support Administrative Needs</u> – Ensure EOC management staff has sufficient administrative support, including assigning a recorder assigned to the EOC Director from the Documentation Unit.</li> <li><input type="checkbox"/> <u>Assess EOC Staff Health</u> – Monitor the health and welfare of EOC staff. Mediate and resolve any personnel conflicts.</li> </ul> </li> </ol>



<b>Deputy EOC Director</b>	
	<p><b>3. Assist EOC Director</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <u>Communicate Objectives</u> – Assist EOC Director in communicating priorities, objectives and decisions to all EOC staff and agency representatives.</li> <li><input type="checkbox"/> <u>Perform Special Assignments</u> – Undertake special assignments at the request of the EOC Director.</li> <li><input type="checkbox"/> <u>Identify Issues</u> – Report significant events and any issues of concern to the EOC Director, and advise of your activities on a regular basis.</li> <li><input type="checkbox"/> <u>Fill Role of EOC Director</u> – Assume the role of the EOC Director in his/her absence.</li> </ul> <p><b>4. Assist with EOC Action Planning</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <u>Help with Planning Meetings</u> – Assist EOC Planning Section Chief with preparations for EOC Action Planning meetings.</li> <li><input type="checkbox"/> <u>Meet with Others in EOC</u> – Participate in EOC Action Planning and Management Team meetings.</li> </ul> <p><b>5. Debrief EOC Personnel</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <u>Hold Exit Interviews</u> – Conduct exit interviews with all key EOC members, recording their observations and recommendations for improving EOC operations.</li> <li><input type="checkbox"/> <u>Provide Stress Counselling</u> – Arrange for and facilitate critical incident stress debriefs for EOC staff, as required.</li> </ul>
<b>Before Leaving:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Assist with the deactivation of the EOC at the designated time, as appropriate.</li> <li><input type="checkbox"/> Assist with the preparation of the EOC After Action Report.</li> <li><input type="checkbox"/> Organize and coordinate staff recognition initiatives (i.e.: thank you letters) for EOC staff.</li> <li><input type="checkbox"/> Follow the Generic "Before Leaving" Checklist.</li> </ul>
<b>Function Aids:</b>	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"> <li>• Same as for EOC Director</li> </ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li>• Decision / Approval Log (Form EOC 407)</li> <li>• Position Log (Form EOC 414)</li> <li>• EOC Action Plan (Form EOC 502)</li> <li>• EOC Incident Record (Form EOC 550)</li> </ul>