



Logistics Section Chief

Responsibilities:

The Logistics Section Chief coordinates the provision of personnel, facilities, services, equipment, and material in support of the site Incident Command Post and the EOC. Unless delegated to Logistics Section staff, the Section Chief is responsible for the following:

1. **Provide Telecommunication and Information Technology Services** – Support use of telecommunication and information technology in EOC.
2. **Support EOC Operations** – Provide and maintain EOC facilities, including all utilities, food, water, and office supplies.
3. **Supply Equipment and Material Resources to Sites** – Coordinate all requests for resources from initiation to delivery to support Incident Commanders. Track and account for all resources.
4. **Coordinate Personnel** – Acquire and assign personnel with the appropriate qualifications to support site requests. Develop systems to manage convergent volunteers.
5. **Arrange Transportation** – Coordinate transportation requests in support of response operations.
6. **Manage the Logistics Section** – Establish the appropriate Logistics Section Units and continuously monitor organizational effectiveness.

Reports To: EOC Director

Getting Started:

- Follow the Generic "Getting Started" Checklist.
- Establish EOC-to-site communications with Incident Commanders. Set up CREST radio and headphones in the EOC.
- Based on the situation, activate branches/units within the section as needed and designate Branch and Unit Coordinators for each element:
 - Information Technology Branch
 - Communications Unit
 - Computer Systems Unit
 - EOC Support Branch
 - Facilities Unit
 - Security Unit
 - Clerical Unit
 - Supply Unit
 - Personnel Unit
 - Transportation Unit



Logistics Section Chief

Main Checklist:

1. Provide Telecommunication and Information Technology Services

- Activate EOC Communications – Support use of information technology in EOC. Establish and maintain EOC telephone, fax, and radio communications. Establish communications with the Logistics Section at the PREOC, if activated.
- Support Media Centre Communications – Establish communications at media centre, working with the Information Officer.
- Support Reception Centre Communications – Establish communications at Reception Centres with the ESS Branch Director.

2. Support EOC Operations

- Supply EOC Materials – Provide and maintain EOC facilities, including all utilities, food, water, and office supplies.
- Supply EOC Security – Arrange for and manage EOC security for all areas, working with the Risk Management Officer.
- Provide Clerical Services – Coordinate secretarial and clerical services for use in the EOC.

3. Supply Equipment and Material Resources to Sites

- Determine Spending Authority – Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the Logistics Section. Coordinate closely with the Purchasing Unit in the Finance/Admin Section in following all required procedures.
- Receive Resource Requests – Coordinate all requests for resources from initiation to site delivery. Validate resource requests from Incident Commanders prior to acting on a request.
- Fill Resource Requests – Locate or acquire equipment, supplies, and facilities. Work with Operations Section Chief to establish priorities for resource allocation. Ensure critical resources are allocated according to EOC Action Plan policy, priorities and direction.
- Track Resources – Ensure that all resources are tracked and accounted for, working with the Planning Section Resource Unit.

4. Coordinate Personnel

- Receive Personnel Requests – Coordinate requests for EOC personnel, and assign available personnel appropriate with their training and qualifications.
- Fill Personnel Requests – Acquire and assign personnel with the appropriate qualifications. Support site requests for personnel, accounting for priorities among all sites.
- Coordinate Volunteers – Liaise with community volunteer organizations to acquire personnel to fill both site and EOC requests. Develop systems to manage convergent volunteers.



Logistics Section Chief	
	<p>5. Arrange Transportation</p> <p><input type="checkbox"/> <u>Fill Transportation Requests</u> – Coordinate transportation requests in support of response operations.</p> <p>6. Manage the Logistics Section</p> <p><input type="checkbox"/> <u>Set Up Section</u> – Ensure that the Logistics Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.</p> <p><input type="checkbox"/> <u>Ensure Appropriate Personnel</u> – Request additional personnel for the section as necessary to maintain 24-hour staffing capabilities.</p> <p><input type="checkbox"/> <u>Ensure Documentation</u> – Ensure that all section personnel maintain their individual position logs and other paperwork as required.</p> <p><input type="checkbox"/> <u>Participate in Action Planning Meetings</u> – Collect objectives from Logistics Branches prior to Action Planning meetings. Participate in Action Planning Meetings, using EOC Form 401A).</p> <p><input type="checkbox"/> <u>Support Financial Objectives</u> – Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section.</p>
Before Leaving:	<p><input type="checkbox"/> Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit.</p> <p><input type="checkbox"/> Follow the Generic "Before Leaving" Checklist.</p>
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> • BCERMS Overview • EOC Communications • EOC Food Plan • EOC Inventory • Resource Requests • Convergent Volunteers • Welcome to the EOC <p><u>Forms</u></p> <ul style="list-style-type: none"> • EOC Shift Schedule (EOC Form 503) • Transportation Plan (EOC Form 507) • EOC Staff Food Plan (EOC Form 508A) • EOC Staff Lodging Plan (EOC Form 508B) • Communications Log (EOC Form 509) • Check-in, Check-out (EOC Form 511) • PEP Registration (EOC Form 512) • Facility/Equipment Inventory for EOC (EOC Form 523) • Request for Resources or Assistance (EOC Form 514) • Position Log (EOC Form 414)



BCERMS Overview

Logistics
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Introduction	<p>If you are new to the Emergency Operations Center, you may not be familiar with the system we use to manage emergencies.</p> <p>The local government has adopted the British Columbia Emergency Response Management System (BCERMS). Most people pronounce the acronym as “b-serms.”</p>
BCERMS Background	<p>BCERMS is a comprehensive management framework that ensures a coordinated and organized response and recovery to any and all emergency incidents.</p> <p>BCERMS is based upon the Incident Command System (ICS) originally developed as a fire response management system by various USA states.</p> <p>The BCERMS standard is supported through the Provincial Emergency Program (PEP), and is widely used by government agencies at all levels and by many major corporations in the province.</p>
Four BCERMS Levels	<p>BCERMS anticipates response organizations at four levels:</p> <p>Site – The location where an emergency occurs is called the “site.” This is usually where hazardous conditions demand careful and coordinated action. An Incident Commander is always present to oversee site activities.</p> <p>Site Support – An Emergency Operations Centre (EOC), if required, is activated to oversee and coordinate all non-site activities in support of the Incident Commander. This is the focus of the District’s Emergency Response and Recovery Plan.</p> <p>Regional Support – If an emergency is very large, a Provincial Regional Emergency Operations Centre (PREOC) may be established to provide support and coordination to one or more EOCs. An EOC normally turns to the PREOC for support when all other resources are exhausted, or they require coordination that is outside their jurisdiction. The PREOC serving the Saanich Peninsula is located in Victoria.</p> <p>Provincial Support – If a PREOC requires support, it requests assistance from the Provincial Emergency Coordination Centre (PECC) in Victoria.</p>



BCERMS Overview

Logistics
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Guiding Principles

Management Functions – BCERMS adopts the following primary management functions:

- Command
- Operations
- Logistics
- Planning
- Finance/Administration

The individual designated as the EOC Director in an Emergency Operations Centre has responsibility for all functions. That person may elect to perform all activities, or delegate authority to perform functions to other people in the organization. Delegation does not, however, relieve the EOC Director from overall responsibility.

Management by Objectives – This principle draws a direct link between policies and actions. Management by objectives calls for four basic steps:

1. Understand agency policy and direction
2. Establish incident objectives
3. Select appropriate strategy
4. Perform tactical direction, such as applying tactics appropriate to the strategy, assigning the right resources, and monitoring performance.

Unity and Chain of Command – "Unity of Command" means that every individual has one designated supervisor. "Chain of Command" means that there is an orderly line of authority within the organization. Both concepts apply at an EOC.

Action Plans – Every incident must have oral or written action plans that provide all incident supervisory personnel with direction for future actions. Action plans should include the measurable or observable tasks to be performed.

Operational Periods – Actions are always prepared around a timeframe called an "operational period." The length of an operational period, selected by the EOC Director, will be based on the needs of the incident, and thus can change over the course of an incident.

Unified Command – The principle of Unified Command is an important feature of BCERMS. Unified Command allows all agencies who have jurisdictional or functional responsibility for an incident to jointly develop a common set of incident objectives and strategies. This is accomplished without losing or giving up agency authority, responsibility, or accountability. All incidents where Unified Command is applied shall function under a single, coordinated Action Plan.

Span of Control – Every position in the EOC must monitor the number of others reporting to him or her to avoid overload. Acceptable span of control may vary from three to seven, and a ratio of one to five reporting elements is recommended.



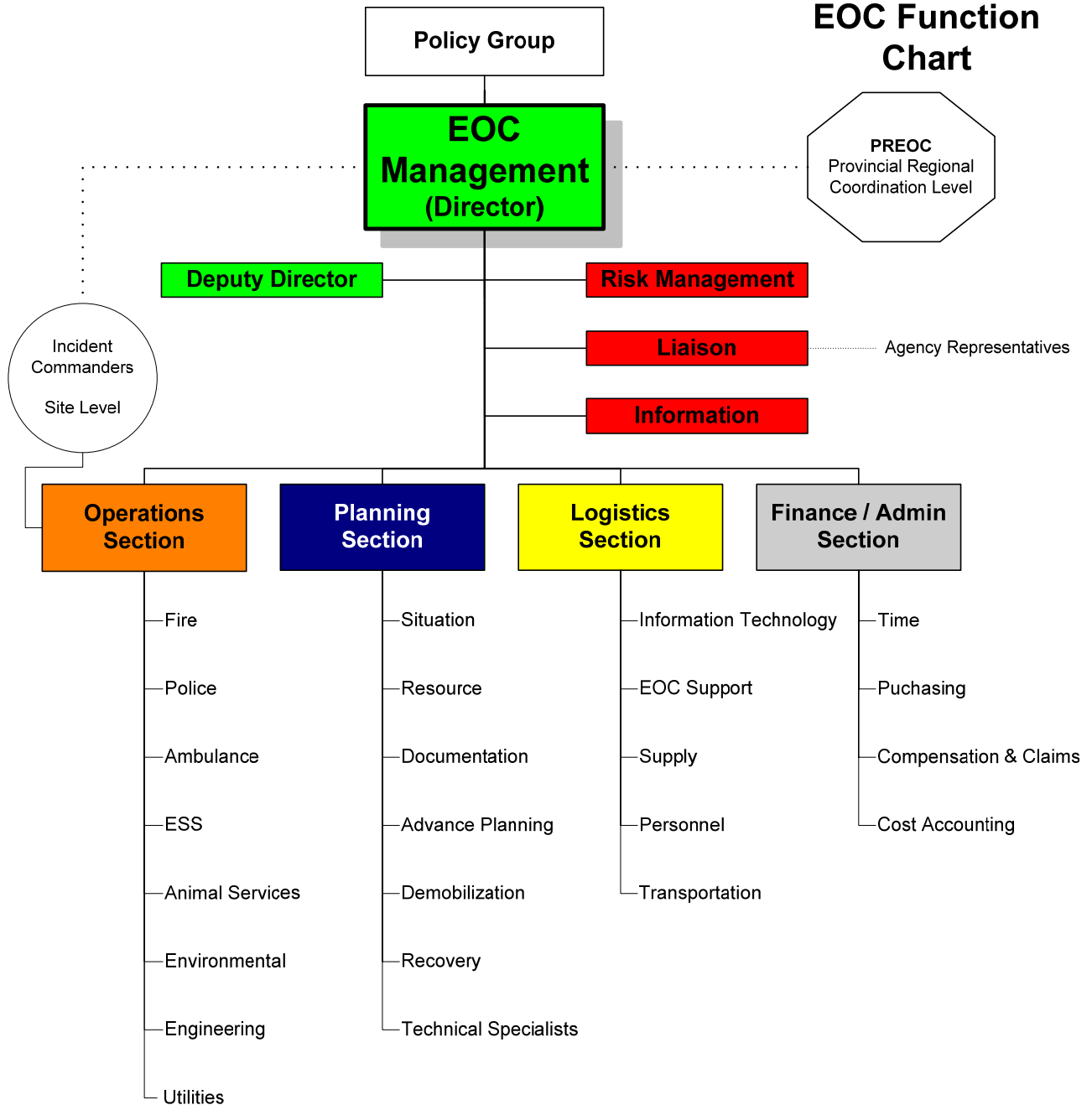
BCERMS Overview

Logistics
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	<p>Common Terminology – We adopt the BCERMS principle of using common terminology in referring to organizational elements, position titles, resources, and facilities.</p>
<p>The EOC Organization</p>	<p>Policy Group – The municipal Council has legal responsibility for managing emergency response and recovery. The Policy Group in an emergency includes the Mayor and members of Council who may make high level decisions concerning response and recovery. The Policy Group does not directly control emergency response, but should be available at all times for consultation during an emergency.</p> <p>Management – EOC management is responsible for overall emergency policy and coordination; public information and media relations; agency liaison; and proper risk management procedures, through the joint efforts of local government agencies and private organizations.</p> <p>Operations – Operations staff are responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the jurisdiction’s Action Plan.</p> <p>Planning – The Planning Section is responsible for collecting, evaluating, and disseminating information; developing the jurisdiction’s Action Plan and Situational Status in coordination with other functions; maintaining all EOC documentation.</p> <p>Logistics – These staff members are responsible for providing facilities, services, personnel, equipment and materials.</p> <p>Finance / Administration – This section leads financial activities and other administrative support aspects.</p>
<p>EOC Organization Chart</p>	<p>The EOC structure for a fully developed response organization is shown in on the following page.</p> <p>It is important to remember that not every EOC function will be filled in every emergency or disaster.</p> <p>The situation at hand will dictate the functions to be activated. As a minimum, an active EOC requires only an EOC Director. Other functions are staffed as needed.</p>
<p>Your Assignment</p>	<p>You should be able to identify your function on an EOC organization chart that has been prepared for the incident at hand. This will also indicate your immediate supervisor and let you know where you may go for information and support.</p> <p>By agreeing to work in the EOC, you also agree to acknowledge the legal authority of the EOC Director and of the municipality in managing the emergency.</p>



EOC Function Chart





EOC Communications

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Category	Communication Options
Voice – Public Switched Telephone	Telephone – Including speaker phone
	Telephone Conference
	Cellular Phone
	Satellite Phone
	MSAT
	GlobalStar
	Iridium
Voice Radio	Amateur Radio – Voice
	Commercial Radio
	Inter-municipal Radio
	MSAT – Dispatch Radio
	Telus – Mike
Pager	Alphanumeric
	Cellular – Short Message Service (SMS)
	Numeric
	Pager
Electronic Data Exchange	Amateur Radio – packet data
	Electronic Mail
	Facsimile
	IP Servers – World Wide Web – FTP
Broadcast – One Way	Broadcast Radio
	Broadcast Television
	Satellite – VSAT
	Weather Radio
Interactive	Interactive Internet – Instant Messaging
	Interactive Internet – Video & VOIP
	Video Conference – ISDN
Messenger	Canada Post
	Courier



EOC Food Plan

**Logistics
Section**

Daily	Day	Breakfast	Lunch	Dinner
Tea Hot water Coffee Decaf Milk Fruit Juices Water Sodas Pretzels Fresh Fruit Hard candy	Mon	Bagels, Muffins & Croissants, Fruit Tray, Yogurt, small individual cereals	Deli Platter Meats, Cheeses, Breads Veggie Tray Fruit Salad Cookies	Meat/Cheese Ravioli (VEG) Spinach Ravioli Steamed Veggies Bread
	Tues	Bagels, Muffins & Croissants, Fruit Tray, Yogurt, small individual cereals	Soup – 1 meat stock (VEG) 1 veg stock green Salad Corn Bread Brownies	BBQ Chicken (VEG) Baked Beans Green Salad French Bread
	Wed	Bagels, Muffins & Croissants, Fruit Tray, Yogurt, small individual cereals	Deli Platter Meats, Cheeses, Breads Veggie Tray Fruit Salad Cookies	Beef or Chicken Enchiladas (VEG) Beans Tortillas Green Salad
	Thurs	Bagels, Muffins & Croissants, Fruit Tray, Yogurt, small individual cereals	Chef Salad Veggie Tray Rolls Fruit Salad Cookies	Meat Lasagna (VEG) Veg Lasagna Green Salad French Bread
	Fri	Bagels, Muffins & Croissants, Fruit Tray, Yogurt, small individual cereals	Soup – 1 meat stock (VEG) 1 veg stock green Salad Corn Bread Brownies	Pizza (VEG) Veggie Pizza Green Salad Fruit Salad
	Sat	Bagels, Muffins & Croissants, Fruit Tray, Yogurt, small individual cereals	Del Platter Meats, Cheeses, Breads Veggie Tray Fruit Salad Cookies	Spaghetti w/meat sauce (VEG) meatless sauce Green Salad French Bread
	Sun	Bagels, Muffins & Croissants, Fruit Tray, Yogurt, small individual cereals	Chicken/Beef Burritos (VEG) Bean Burritos Green Salad Chips/Salsa Fruit	BBQ Ribs/Chicken (VEG) Baked Beans Green Salad French Bread

Potential Suppliers:

**EOC Inventory**Logistics
Section

Objectives	Provincial policy allows 100% reimbursement to local governments for replenishing stocks of emergency supplies as long as records confirm inventory prior to the emergency.			
	To maximize financial assistance, the municipal Emergency Program will maintain a list of EOC stocks of supplies, materials and equipment.			
Responsibility	The Emergency Program Coordinator is responsible for maintaining the EOC Inventory.			
Category / Inventory Item	On Hand	Location	Required	Est. Cost
Food and Water				
Emergency rations, 24 cans food, soups				
Bottled water, 48 bottles @ 500 ml each				
Office Supplies				
Chalk for chalkboard, 1 box				
Envelopes, 9 1/2 x 12, 500				
Fax machine toner, paper or ribbons, 2				
File cards, 3x5, multi-color, 100				
In-box trays, 15				
Manila file folders, 100				
Paper pads, 20 pads, 8 1/2 x 11				
Pencils, 30				
Pens, ballpoint, 30				
Pens, dry erase, 10				
Pens, flipchart, 10				
Pens, high-lighter, 10				
Photocopier paper, 2 reams				
Photocopier toner, 2				
Post-it notes (multi-color)				
Push-pins, 100				
Staplers and staples, 6				
Storage boxes to hold supplies, 6				
Three-hole punches, 5				
VCR tapes, blank, 10				
Equipment				
Amateur radio equipment				
Cable TV and VCR, 1				
Chalkboard, 1				
Corkboards, 1				



EOC Inventory

Logistics Section

Dry-Erase boards, 2				
Fax machines, 2, one incoming and one outgoing				
Filing Cabinets, 2 legal size four-drawers				
Flip charts and flipchart stands, 2				
Photocopier, 1				
Telephones, 25				
Other				
Inventory Verified by: (Name) _____				
Date Verified: _____				



Resource Requests

Logistics
Section

Objective	To obtain and coordinate material goods, equipment, and personnel required to assist response objectives.
Responsible Position	EOC Logistics Section Chief will advise others on proper procedures.
Using Local Resources First	Under BCERMS, the local authority is responsible for using local resources to fill their needs to the greatest extent possible, including any mutual aid that may be available.
Requesting Resources from the PREOC	Use Resource Request Form 514 and procedures to ensure the PREOC devotes due attention to request and critical requests are not lost. The requesting authority is responsible for ensuring that each Resource Request Form includes the justification for the request, as well as all other pertinent information and signatures.
Resource Tracking	The EOC Planning Section tracks resources coordinated through the EOC. Resource tracking should allow the EOC Director to determine the current status of all resource requests, the EOC sections assigned responsibility for action, and the details of any action planned or taken.
Critical Resources	The EOC Director can designate a specific resource as a “critical resource” if it is in demand by multiple sites or agencies and there is a limited number of such resources available. All requests for “critical resources” must be approved by the EOC Director.
Resource Costs	Some Resource Requests to the PREOC will have financial implications for the District. In other words, the PREOC may arrange for the resources, but the District will be expected to pay the supplier. The EOC will track costs. For Resource Requests with financial impacts, the EOC should ensure the PEP Task Number and the Expenditure Authorization Form Number are noted on the Resource Request Form and on all invoices.



Convergent Volunteers

Logistics
Section

Introduction	A convergent volunteer is an individual who arrives at an emergency facility or disaster scene without a specific request from, or an affiliation with, an emergency service agency.
Objective	To obtain and manage convergent volunteers required to assist response objectives.
Responsible Position	EOC Logistics Section Chief or Personnel Branch Coordinator, if activated
Screen Volunteers	<ul style="list-style-type: none"> • Establish facility for screening spontaneous volunteers, with primary facilities at municipal hall in Central Saanich. Reception Centres may also receive and register convergent volunteers. • Ensure each potential volunteer completes and signs an “Emergency Volunteer Application” form. • Interview the applicant and check identification to verify information on Application. • Determine suitability of applicants (acceptable, or unacceptable) and inform applicants of their status. • File completed application forms alphabetically by last name.
Assign Volunteers to Tasks	<ul style="list-style-type: none"> • Match acceptable volunteers with needs identified for EOC or site. • Process and oversee the fulfillment of requests for personnel. • Ensure each volunteer signs the PEP Task Registration Sheet. • If the volunteer will work in the EOC, orient the volunteer to work environment, including safety procedures.
Support Volunteers	<ul style="list-style-type: none"> • Identify a respite center where volunteers can receive supplies, food, and anticipated stress counselling. • Consult with and act as a resource to volunteers regarding personnel problems. • Investigate grievances and manage other personnel action involving volunteers.
Demobilizing Volunteers	<ul style="list-style-type: none"> • Meet with volunteers to orally debrief them following their period of service. Follow the “Demobilization” checklist. • Ensure proper disposition of volunteer records and files after operation. • Arrange for the proper follow-up and thanking of volunteers assigned through the EOC.



Convergent Volunteers

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Terminating an Assignment	While the large majority of volunteers will provide excellent service, the EOC may encounter an unwanted or unruly volunteer. The EOC Director shall be informed immediately of the issues at hand and be given the opportunity to interview the volunteer. The EOC Director has the sole authority for deciding if the volunteer should continue providing services, be re-assigned to other duties, or should be terminated.
Injury of a Volunteer	<p>Volunteers are afforded workers' compensation coverage through the BC Worker's Compensation Act. Any person who has volunteered for emergency services work and has registered with PEP using EOC Form 512 is offered coverage as an "Emergency Services Worker."</p> <p>"Emergency Services Worker" means that there is no pay or wages, and the work is authorized by PEP.</p> <p>A critical factor to ensure prompt coverage is that any reports of injury or death are mentioned in the EOC log immediately, and a WCB Form 7 is submitted to the Workers' Compensation Board within three days of a claim of injury.</p>
Loss of Volunteer's Personal Property	<p>The Province of British Columbia may provide reimbursement for the repair or replacement of personal property of a volunteer lost or damaged during an approved task.</p> <p>Reimbursement is normally limited to the lesser of the repair or replacement cost or the amount of the insurance deductible in the case of vehicles and watercraft to a maximum of \$500. Volunteers are therefore encouraged to ensure they have adequate insurance coverage for personal property, including vehicles and other equipment.</p>



Emergency Volunteer Application

Logistics
Section

Event:	PEP Task #:
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Personal Information

Name:			
Home Mailing Address:			
Phone Numbers:	Home:	Work:	Cell:
Email Address:			
Employment Information:	Title:	Employer:	
Emergency Contact Information:	Name:	Phone No.	
	Name:	Phone No.	
Describe any restrictions on your activities:	Physical: Medical:		
Are you currently charged with or have you ever been convicted of a felony offence?	Yes	No	
If yes, please explain.			

General Availability

Time of Day	AM	PM					
Days of Week	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Do you have personal transportation?	Yes	No	If yes, describe:				
Are you willing and able to do manual labour without injury?	Yes	No					

Skills & Qualifications

Licenses/Professional Certifications:	
Professional Background:	
Education Background:	
Computer Skills:	
Prior Disaster Response Experience:	



Emergency Volunteer Application

Logistics
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Other Skills:	<input type="checkbox"/> Accounting / Finance / Bookkeeping <input type="checkbox"/> Administrative / Secretarial <input type="checkbox"/> Civil Servant (Police, Firefighter, etc) <input type="checkbox"/> Computer <input type="checkbox"/> Customer Service <input type="checkbox"/> Food Service (Food Safe Certificate? YES NO) <input type="checkbox"/> Health Services (Doctor, Nurse, EMT) <input type="checkbox"/> Human Resources (interviewing, recruiting, etc.) <input type="checkbox"/> Management <input type="checkbox"/> Media Relations <input type="checkbox"/> Mental Health Counsellor / Social Worker <input type="checkbox"/> Radio Operator <input type="checkbox"/> Technical (e.g., IT professional) <input type="checkbox"/> Trade: _____ <input type="checkbox"/> Transportation (Professional Truck / Bus Driver) <input type="checkbox"/> Other: _____
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Volunteer Agreement

1	I verify that the information included in this application is complete and true. Emergency program officials are authorized to check police records for my background.
2	I understand my assignment may be terminated if I have provided any false or incomplete information, or at any time by the decision of the EOC Director.
3	I agree to represent the municipality in all activities I undertake during emergency response and recovery, and to disclose to my supervisor any personal interests.
4	I agree to respect the rights, property and confidentiality of emergency workers and individuals affected by disaster.
5	I understand that the government of British Columbia offers me liability protection under the Emergency Program Act, except in the case of gross negligence or not acting in good faith.

Volunteer's Signature: _____ Date: _____

Logistics Representative Signature: _____ Date: _____



Welcome to the EOC

Logistics
Section

Introduction	If you are new to the Emergency Operations Centre (EOC), this bulletin contains important information you need to know. See also the Generic EOC Checklist for reminders of steps to take as you get started and before you leave the EOC.
Registration	Before beginning work at the EOC, be sure to first register using the Provincial Emergency Program (PEP) Task Registration Form (EOC Form 512), available from the Logistics Section. This provides you with important injury and liability protection.
Daily Sign In	The EOC Director is responsible for the whereabouts of all active EOC members. Make sure you sign in to and out of the EOC each time you enter or leave the building, using the Check-in, Check-out List (EOC Form 511), maintained by the Logistics Section.
EOC Orientation	You should receive an orientation to the Emergency Operations Centre through your supervisor or, if you are representing an outside agency, through the EOC Liaison Officer.
EOC Identification	Obtain an identification badge from the Logistics Section and a function coloured vest from your Section Chief.
Your Function	<p>If you are a member of the EOC, you have been assigned to fulfill a specific function. It is important that you concentrate fully on the set of activities designed for that function and to avoid straying into responsibility areas of others. This will help reduce duplication and confusion. If you see something that needs doing, advise your Section Chief.</p> <p>Obtain a checklist of actions to consider from your supervisor. You may have to adapt these actions to fit the demands of the situation at hand.</p> <p>At times, you may be asked to fill two or more functions in the EOC. While it may be tempting to combine these functions under a new title, this can lead to confusion and make it difficult to hand one or more functions to new personnel who may relieve you.</p>
Supervision	Every person working within the EOC structure reports to only one supervisor . Find your function on the EOC organization chart (see the Planning Section) and make sure you know your supervisor. Meet with your supervisor to confirm your duties and expectations.
Authority	While you hold a position within the Emergency Operations Centre, you act on behalf of the municipality , the local authority with jurisdiction recognized under the BC Emergency Program Act.



Welcome to the EOC

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Confidentiality	While you are working at the EOC on behalf of the municipality, you are bound to respect the confidentiality of any information you encounter. This means that you are expected to prevent the release of information to unauthorized persons outside the EOC, unless approved by your supervisor. Discuss any confidentiality concerns you may have with the EOC Director.
Safety	<p>Your safety and the safety of others should be your first priority. While the EOC should contain no unusual hazards, pay attention to possible threats. You cannot assist those affected by the emergency if you are ill or injured.</p> <p>Take these precautions:</p> <ul style="list-style-type: none"> • Do not hurry through physical tasks. Think it through. • Drink plenty of fluids. • Take breaks at regular intervals throughout the day. • Watch your stress level. Make use of EOC stress counselling and debriefings that may be offered. Arrange with another EOC member to monitor each other for stress. <p>Alcohol is not permitted in the EOC. All EOC members are encouraged to avoid consuming alcohol throughout the emergency response period.</p> <p>Smoking is not allowed in the EOC building. Outdoor areas will be designated for smoking.</p>
WCB Insurance	Once you have registered using the PEP Task Registration Form and while you are working on behalf of the EOC, you qualify for WCB coverage in case you are injured.
Liability Protection	<p>Section 18 of the BC Emergency Program Act exempts EOC staff from liability, including members of a local authority and volunteers, who are authorized to carry out emergency measures. There are two exceptions to this rule: 1) If the person was grossly negligent, or 2) The person was not acting in good faith.</p> <p>For more information, read section 18 of the Emergency Program Act, available from the EOC Director or through the Queens Printer website at: http://www.qp.gov.bc.ca/statreg/stat/E/96111_01.htm</p>
Work Hours	The demands of the emergency may require the EOC to operate 24 hours a day, 7 days a week for an extended period. However, you will not be expected to work more than 12 hours during each 24-hour period . If you feel uncomfortable with your work hours at any time, discuss the issue with your supervisor.



Information Technology Branch Coordinator	
Responsibilities:	<p>The Information Technology Branch Coordinator ensures the EOC has access to radio, telephone, and other communication means, as well as computer resources and services, as required.</p> <ol style="list-style-type: none"> 1. Establish and Maintain EOC Telephone and Fax Communications – Provide telephone and fax services to EOC staff. Establish a toll-free Public Information Line or Call Centre, if required. 2. Establish and Maintain EOC Radio Communications – Mobilize and coordinate amateur radio resources to augment primary communication systems as required. 3. Establish Telecommunications at Media Centre – Provide necessary telecommunications when Information Officer establishes a Media Information Centre. 4. Establish Communications at Reception Centres – Establish telephone and radio communications at Reception Centres, and assign volunteer radio operators to external locations as required. 5. Support Use of Information Technology in EOC – Establish computer, printer, Internet access, and email addresses for key EOC functions.
Reports To:	EOC Logistics Section Chief
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Follow the Generic "Getting Started" Checklist. <input type="checkbox"/> Based on the situation, activate the necessary units within the Information Technology Branch: <ol style="list-style-type: none"> 1. Communications Unit 2. Computer Systems Unit <input type="checkbox"/> Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief prior to the initial Action Planning meeting. <input type="checkbox"/> Issue Communications Operational Instruction (COI), containing information specific to the emergency operation and the communication resources available to the EOC. Update the various components periodically, as needed.
Main Checklist:	<ol style="list-style-type: none"> 1. Establish and Maintain EOC Telephone and Fax Communications <ul style="list-style-type: none"> <input type="checkbox"/> <u>Supply EOC Telephone and Fax Connections</u> – Ensure telephone and fax resources and services are provided to EOC staff, as required. <input type="checkbox"/> <u>Support Call Centre</u> – Provide necessary telephone equipment and service if and when Information Officer establishes a toll-free Public Information Line or Call Centre.



Information Technology Branch Coordinator

- Post Communications Status Board – Create and maintain a telephone and radio communications status board, and assign telephone numbers to EOC functions.

- 2. Establish and Maintain EOC Radio Communications**
 - Set up EOC Radio Communications – Mobilize and coordinate amateur radio resources to augment primary communication systems as required.
 - Link with Sites and PREOC – Ensure that a radio communications link is established with Incident Commander(s) and the Provincial Regional Emergency Operations Centre (PREOC), if established.
 - Provide Communications Personnel – Ensure that adequate communications operators are available for 24-hour coverage. Develop a shift schedule. Ensure that technical personnel are available for radio communication equipment maintenance and repair.
 - Document EOC Communications System – Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the event.

- 3. Establish Telecommunications at Media Centre**
 - Support Media Communications – Provide necessary telecommunications when Information Officer establishes a Media Information Centre.

- 4. Establish Communications at Reception Centres**
 - Support Reception Centre Communications – Assist ESS Branch Director with telephone and radio communications at Reception Centres.
 - Assign External Radio Personnel – Assign volunteer radio operators to external locations as required.

- 5. Support Use of Information Technology in EOC**
 - Assess EOC Computer Needs – Determine computer requirements for all activated EOC functions.
 - Establish EOC Computer Capabilities – Establish computer, printer, Internet access, and email systems for the following functions, as directed by Logistics Section Chief:
 - EOC Director
 - Information Officer
 - Planning Section Chief
 - Finance/Admin Section Chief
 - Others, as directed.
 - Train EOC Users – Inform all EOC Sections/Branches/Units regarding the use of information technology.



Information Technology Branch Coordinator	
	<ul style="list-style-type: none"><input type="checkbox"/> <u>Troubleshoot EOC Systems</u> – Ensure that computer technical personnel are available for equipment and application program maintenance and repair.<input type="checkbox"/> <u>Track Expenses</u> – Inform the EOC Support Branch Coordinator of any purchases or acquisitions of computer equipment.<input type="checkbox"/> <u>Maintain Status Board</u> – Create and maintain an Information Technology status board.
Before Leaving:	<ul style="list-style-type: none"><input type="checkbox"/> Ensure that all expenditures and financial claims have been coordinated through the Finance / Admin Section.<input type="checkbox"/> Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none">• EOC Communications <p><u>Forms</u></p> <ul style="list-style-type: none">• Position Log (Form EOC 414)



EOC Support Branch Coordinator

<p>Responsibilities:</p>	<p>The EOC Support Branch Coordinator ensures that EOC facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.</p> <ol style="list-style-type: none"> 1. Manage EOC Facilities – Secure access to and manage all EOC facilities. Coordinate utilities, including provision of electricity, heat, water, and waste removal. 2. Manage EOC Equipment and Supplies – Acquire and distribute office supplies, equipment, and refreshment required by EOC personnel. 3. Manage EOC Security – Ensure adequate measures are taken to secure all EOC facilities from access by un-authorized persons. 4. Provide EOC Clerical Support – Arrange for and supervise clerical staff for the EOC.
<p>Reports To:</p>	<p>EOC Logistics Section Chief</p>
<p>Getting Started:</p>	<p><input type="checkbox"/> Follow the Generic "Getting Started" Checklist.</p>
<p>Main Checklist:</p>	<ol style="list-style-type: none"> 1. Manage EOC Facilities <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify EOC Facility Needs</u> – Determine facilities and furnishings required for effective operation of the EOC, working with the EOC Director. <input type="checkbox"/> <u>Access Non-Owned Facilities</u> – Secure legal access and use of non-owned facilities through contract, working with the Purchasing Unit and the Risk Management Officer. <input type="checkbox"/> <u>Manage EOC Utilities and Maintenance</u> – Coordinate EOC utilities, including provision of electricity, heat, water, and waste removal. Arrange for continuous maintenance of acquired EOC facilities. Where the EOC is powered by one or more generators, ensure a ready supply of fuel, oil, replacement parts (spark plugs), and operations manual for the equipment. <input type="checkbox"/> <u>Clean and Repair EOC Facilities Prior to Return</u> – Ensure all buildings, floors, and workspaces are returned to their original state when no longer needed.



EOC Support Branch Coordinator

	<p>2. Manage EOC Supplies</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Furnish EOC</u> – Provide furniture, supplies, and materials necessary to configure the EOC facilities in a manner adequate to accomplish the mission. <input type="checkbox"/> <u>Arrange EOC Refreshments</u> – Ensure adequate and nutritious food and refreshment is provided to EOC staff. Arrange for and supervise food-catering services for EOC staff. <input type="checkbox"/> <u>Maintain EOC Inventory</u> – Maintain an inventory list of items used by the EOC in response and recovery. <input type="checkbox"/> <u>Maintain EOC Facilities Status Board</u> – Develop and maintain a status board or other reference that depicts the location of each facility; a general description of furnishings, supplies and equipment at the site; hours of operation, and the name and phone number of the Facility Manager. <p>3. EOC Security</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Support EOC Safety</u> – Working with the Risk Management Officer, ensure all EOC structures are safe for occupancy and that they comply with appropriate regulations and bylaws. <input type="checkbox"/> <u>Support EOC Security</u> – Secure access to EOC facilities. Ensure adequate measures are taken to secure all EOC facilities from access by un-authorized persons. Manage facility keys to limit off-hours access to essential EOC personnel. <p>4. EOC Clerical Support</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Manage Clerical Support for EOC</u> – Arrange for and supervise clerical staff for the EOC.
Before Leaving:	<ul style="list-style-type: none"> <input type="checkbox"/> As facilities are vacated during demobilization, coordinate with the facility manager to return the EOC facility to it's original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility. <input type="checkbox"/> Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> • EOC Food Plan • EOC Inventory <p><u>Forms</u></p> <ul style="list-style-type: none"> • Position Log (Form EOC 414)



Supply Branch Coordinator	
Responsibilities:	<p>The Supply Branch Coordinator oversees the acquisition and allocation of supplies and materials not normally provided through mutual aid or normal agency channels.</p> <ol style="list-style-type: none"> 1. Meet Site Requests for Equipment and Supplies – Identify the number and type of resources required, where they are needed and the person or unit that should receive the supplies. 2. Acquire Resources –Oversee the acquisition and allocation of supplies and materiel not normally provided through mutual aid or normal agency channels. 3. Coordinate the Delivery of Supplies – Coordinate delivery of supplies and materiel as required. 4. Coordinate with Finance/Admin –Ensure that all required purchase documents and procedures are completed and followed, working with the Finance/Admin Section.
Reports To:	EOC Logistics Section Chief
Getting Started:	<input type="checkbox"/> Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Identify Site Needs for Equipment and Supplies <ul style="list-style-type: none"> <input type="checkbox"/> <u>Receive Resource Requests</u> – Process incoming site requests for equipment and supplies. Identify the number and type of resources required, where they are needed and the person or unit that should receive the supplies. <input type="checkbox"/> <u>Identify Priorities</u> – Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area. Determine if the item can be provided without cost from another jurisdiction or through the PREOC. 2. Acquire Resources <ul style="list-style-type: none"> <input type="checkbox"/> <u>Locate Resources</u> – Acquire equipment, supplies, and facilities. Determine if requested types and quantities of supplies and materials are available in inventory or from the area. Oversee the acquisition and allocation of supplies and materiel not normally provided through mutual aid or normal agency channels. <input type="checkbox"/> <u>Estimate Arrival Time</u> – Determine the estimated time of arrival of supplies, and advise the requesting parties accordingly. 3. Coordinate the Delivery of Supplies <ul style="list-style-type: none"> <input type="checkbox"/> <u>Arrange to Supply Supplies</u> – Supply material and equipment resources to sites. Coordinate delivery of supplies and materiel as required.



Supply Branch Coordinator

	<ul style="list-style-type: none"> <input type="checkbox"/> <u>Coordinate Delivery</u> – Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Unit. <input type="checkbox"/> <u>Maintain Status Board</u> – Working with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status (See EOC 515). <p>4. Coordinate with Finance/Admin</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Determine Spending Authority</u> – With the Logistics Section Chief, determine level of purchasing authority for the Logistics Section. Coordinate closely with the Purchasing Unit in the Finance/Admin Section in following all required procedures. Seek approval from the Finance/Admin Section Chief for orders exceeding the purchase order limit before completing the order. <input type="checkbox"/> <u>Facilitate Contracts</u> – If vendor contracts are required for specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements. <input type="checkbox"/> <u>Control Costs</u> – Identify high-cost resources that could be demobilized early, and advise other Section Chiefs.
Before Leaving:	<ul style="list-style-type: none"> <input type="checkbox"/> Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> • Resource Requests <p><u>Forms</u></p> <ul style="list-style-type: none"> • Position Log (Form EOC 414) • Request for Resource or Assistance (Form EOC 514)



Personnel Branch Coordinator	
Responsibilities:	<p>The Personnel Branch Coordinator provide personnel resources as requested in support of the EOC and Site Operations. Responsible for Identifying, recruiting, and registering staff and volunteers as required.</p> <ol style="list-style-type: none"> 1. Support Site Requests for Personnel – Coordinate requests for site personnel, accounting for priorities among all sites. Acquire and assign personnel with the appropriate qualifications. 2. Support EOC Personnel Requests – Coordinate requests for EOC personnel, and assign available personnel appropriate with their training and qualifications. Coordinate with EOC Director or Deputy EOC Director. 3. Coordinate Volunteers – Liaise with community volunteer organizations to acquire personnel to fill both site and EOC requests. Develop systems to manage convergent volunteers.
Reports To:	EOC Logistics Section Chief
Getting Started:	<input type="checkbox"/> Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Support Site Requests for Personnel <ul style="list-style-type: none"> <input type="checkbox"/> <u>Receive Requests for Site Personnel</u> – Process incoming site requests for personnel support. Identify the number of personnel required, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. <input type="checkbox"/> <u>Acquire Site Personnel Resources</u> – Acquire personnel resources in support of site(s) from 1) Within the jurisdiction, 2) Among outside agencies, and 3) Among community volunteers. <input type="checkbox"/> <u>Transport Personnel to Site</u> – Coordinate with Transportation Unit to meet personnel requirements for transportation to the site. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly. <input type="checkbox"/> <u>Maintain Personnel Status Board</u> – Maintain a status board or other reference to keep track of incoming and assigned personnel resources. NOTE: Personnel safety briefings will be provided by the site Incident Commander or Safety Officer. 2. Support EOC Personnel Requests <ul style="list-style-type: none"> <input type="checkbox"/> <u>Receive Requests for EOC Personnel</u> – Coordinate all requests for EOC personnel. Identify the number of personnel required, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. <input type="checkbox"/> <u>Acquire EOC Personnel</u> – Acquire EOC personnel from 1) Within the jurisdiction, 2) Among outside agencies, and 3) Among community volunteers.



Personnel Branch Coordinator

	<ul style="list-style-type: none"> <input type="checkbox"/> <u>Maintain EOC Personnel Status Board</u> – In conjunction with the Documentation Unit, develop a large poster-size EOC organization chart depicting each activated function. Upon check in, indicate the name of the person occupying each function on the chart. Post the chart where it is accessible to all EOC personnel. <input type="checkbox"/> <u>Receive and Orient EOC Personnel</u> – Check in all incoming EOC personnel (See Form EOC 511 and Form PEP Task Reg. 512). Coordinate with the Deputy EOC Director and Risk Management Officer to ensure EOC incoming personnel have EOC badges, checklists, vests, and safety briefing upon check-in. <input type="checkbox"/> <u>Manage EOC Shift Schedules</u> – Develop shift schedules. <input type="checkbox"/> <u>Accommodate EOC Personnel</u> – Arrange accommodation for out-of-town personnel. Coordinate with ESS Branch, Supply Unit, and Purchasing Unit. <input type="checkbox"/> <u>Manage EOC Stress Counselling</u> – In coordination with the Risk Management Officer, determine the need for crisis counselling for both site and EOC emergency workers, including volunteers. Acquire mental health specialists, as needed. <p>3. Coordinate Volunteers</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Liaise with Volunteer Agencies</u> – Establish communications with volunteer agencies and other organizations that can provide personnel resources. <input type="checkbox"/> <u>Register Volunteers</u> – Register convergent volunteers, as required, using Form EOC 511 and Form PEP Task Registration Form 512.
Before Leaving:	<ul style="list-style-type: none"> <input type="checkbox"/> Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> • BCERMS Overview • Convergent Volunteers • Welcome to the EOC <p><u>Forms</u></p> <ul style="list-style-type: none"> • Position Log (Form EOC 414) • EOC Check-in / Check-out List (Form EOC 511). • PEP Task Registration (Form EOC 512)



Transportation Branch Coordinator	
Responsibilities:	<p>The Transportation Branch Coordinator arranges for the acquisition or use of required transportation resources in support of site activities and the EOC Action Plan.</p> <ol style="list-style-type: none"> 1. Determine Transportation Needs and Limitations – Coordinate transportation needs with other EOC personnel, and determine the status of transportation routes in the community. 2. Acquire Transportation Resources – Consult Resource Contact List in ERRP Appendix to identify potential transportation resources. 3. Coordinate Transportation Services – Coordinate the delivery of transportation resources to sites. 4. Develop a Transportation Plan – Develop a Transportation Plan to support the EOC Action Plan.
Reports To:	EOC Logistics Section Chief
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Follow the Generic "Getting Started" Checklist. <input type="checkbox"/> Obtain from the EOC Director a copy of the ERRP Resource Contact Appendix.
Main Checklist:	<ol style="list-style-type: none"> 1. Determine Transportation Needs and Limitations <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify Needs</u> – Coordinate transportation needs with Supply and Personnel Units, Operations Section Branches, Information and Liaison Officers. <input type="checkbox"/> <u>Receive Transportation Requests</u> – Coordinate site requests for transportation services, accounting for priorities among all sites. Coordinate EOC requests for transportation. <input type="checkbox"/> <u>Assess Transportation Routes</u> – Routinely liaise with the Situation Unit to determine the status of transportation routes in and around the area. 2. Acquire Transportation Resources <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify Resources</u> – Consult Resource Contact List in ERRP Appendix to identify potential transportation resources. <input type="checkbox"/> <u>Acquire Transportation Resources</u> – Establish contact with local transportation agencies and schools to determine availability of transportation resources. Acquire transportation resources with the appropriate qualifications. 3. Coordinate Transportation Services <ul style="list-style-type: none"> <input type="checkbox"/> <u>Deliver Transportation</u> – Coordinate the delivery of transportation resources to sites. <input type="checkbox"/> <u>Maintain Status Board</u> – Maintain a status board or other reference to keep track of available and assigned transportation resources.



Transportation Branch Coordinator	
	4. Develop a Transportation Plan <input type="checkbox"/> <u>Prepare Transportation Plan</u> – Develop a Transportation Plan to support the EOC Action Plan, working with other EOC personnel. Consider the elements identified as "Suggested Items for a Transportation Plan."
Before Leaving:	<input type="checkbox"/> Follow the Generic "Before Leaving" Checklist.
Function Aids:	<u>Aids</u> <u>Forms</u> <ul style="list-style-type: none">• Position Log (Form EOC 414)