Part Two

Management Section Annex

Part Two, Management Section Checklists
Contents

*Note: Insert City-specific emergency response or recovery related SOPS, policies or procedures

Management Section Checklists
General

Purpose
This section establishes policies and procedures and assigns responsibilities to ensure the effective management of emergency operations and overall EOC management using the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). It provides position-specific checklists and information on the City's emergency management structure and how the emergency management team is activated. (CW-#40)

Overview
Management is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.

Objectives
The overall objective of emergency management is to ensure the effective management of response and recovery activities and resource allocation associated with all hazards. To carry out its responsibilities, the Management Section will accomplish the following objectives during a disaster:
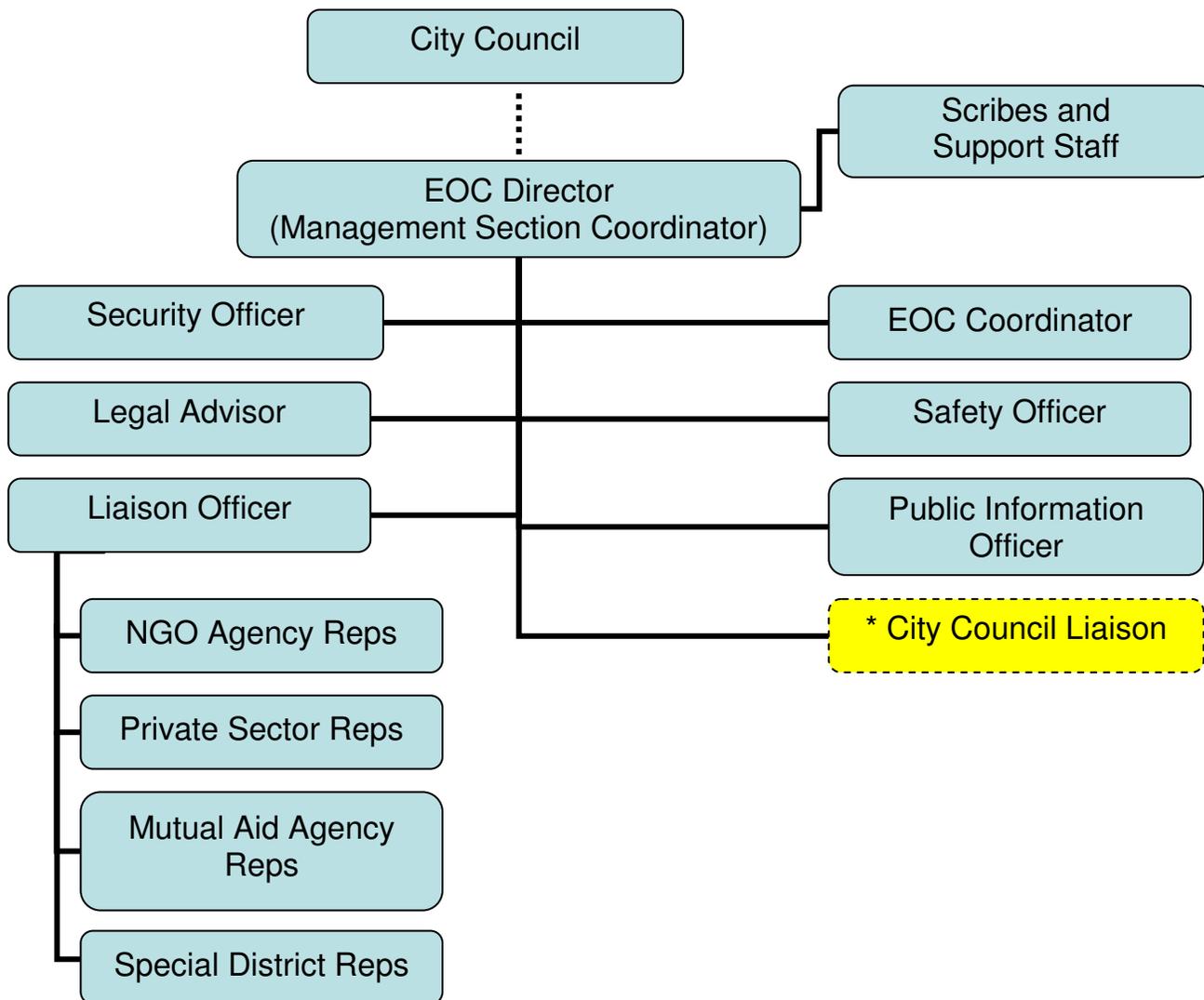- Overall management and coordination of emergency response and recovery operations, including prioritization of critical resources.
- Coordinate with appropriate federal, state and other local government agencies as well as the private sector and volunteer agencies. (CW-#40)
- Establish priorities and resolve any conflicting demands for support.
- Prepare and disseminate emergency public information to inform, alert and warn the public.
- Ensure that all EOC sections are aware of and follow documentation procedures to recover all eligible disaster response and recovery costs.

Concept of Operations
The Management Section will operate under the following policies during a disaster as the situation dictates:
- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- Existing city and departmental disaster operating procedures should be followed. Depending on the size and impact of the disaster, these procedures may need to be modified or suspended.
- All on-duty personnel are expected to remain at work until released. Off-duty personnel will be expected to return to work in accordance with the City's policies.
- While in a disaster mode, work shifts typically will be 12 hours on and 12 hours off for the duration of the event. The City's work shifts will typically begin at **8 a.m**. and **8 p.m**. The length of the work shifts may be adjusted to meet local conditions.

Management Section Organization and Functions

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                    ┌──────────────────┐      │   Scribes and    │
                    │   EOC Director   │──────│  Support Staff   │
                    │ (Management      │      └──────────────────┘
                    │  Section         │
                    │  Coordinator)    │
                    └──────────────────┘
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Security Officer		EOC Coordinator	
Legal Advisor		Safety Officer	
Liaison Officer		Public Information Officer	
	NGO Agency Reps	* City Council Liaison	
	Private Sector Reps		
	Mutual Aid Agency Reps		
	Special District Reps		

* Optional

Management Section Staff

The lead Management Section role is filled by the EOC Director. The EOC Director position is established at every EOC activation to coordinate EOC operations.

The Management Section is composed of the following Command Staff:
- EOC Director
- Public Information Officer
- Liaison Officer
  - Agency Reps
- Safety Officer
- Security Officer
- EOC Coordinator
- Legal Advisor
- City Council Liaison (optional)

EOC Director
The EOC Director is responsible for organizing, staffing and the overall operations of the EOC.

Public Information Officer
The Public Information Officer (PIO) ensures that information is released in a consistent, accurate and timely manner.

Liaison Officer
The Liaison Officer serves as the point of contact for Agency Representatives from assisting organizations and agencies outside our city government structure. The Liaison Officer aids in coordinating the efforts of these outside agencies to reduce the risk of their operating independently and to maximize the effectiveness of available resources.
- **Agency Reps**
  Representatives from outside agencies assigned to the EOC with the authority to speak for their agency(s).

Safety Officer
The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential City liability during EOC operations and ensuring a safe working environment in the EOC.

Security Officer
The Security Officer is responsible for security of all EOC facilities and personnel access.

EOC Coordinator

The EOC Coordinator facilitates the overall functioning of the EOC, coordinates with other agencies and SEMS levels and serves as a resource to the EOC Director.

Legal Advisor

The Legal Advisor is the City Attorney and provides legal advice to the EOC Director in all legal matters relative to the emergency, including developing emergency ordinances pertaining to the disaster.

City Council Liaison (optional)

Although this is not a position described in SEMS/NIMS/ICS, it is a management level function that has proven to be a valuable asset during major incidents and disasters. The City Council Liaison is a part of the Management staff and may be a person(s) who establishes and maintains personal contact with the elected officials in the city.

The City Council Liaison(s) ensures that a point of contact is established between the elected officials and the EOC so that information, requests and issues can be immediately addressed to ensure timely, effective and appropriate responses.

- **City Council (Elected Officials)**
  The City Council does not report to the EOC. A separate checklist for the City Council is included in Part Two, Management Section Supporting Documents.

> Note: The EOC Director, the General Staff (Section Coordinators) and the Command Staff make up the EOC management team. The team is responsible for advising the EOC Director on policy matters. They also assist the EOC Director in the development of overall response and recovery strategies.

MANAGEMENT SECTION
EOC ACTIVATION CHECKLIST

☐ [Obtain briefing from available sources.](#)

☐ Determine level of EOC activation.

☐ Activate EOC or alternate EOC.

☐ Assign someone to notify personnel that the EOC has been activated.

☐ Assign someone to see that the EOC is properly set up.

☐ Assign someone the responsibility for checking in EOC staff.

☐ Be sure that the EOC organization and staffing chart is posted and that arriving personnel are assigned by name.

> **Note: The first person to arrive at the EOC becomes the EOC Director until authority is transferred to a more qualified person or to the persons named as the Primary or Alternate EOC Director.**

MANAGEMENT SECTION
EOC DIRECTOR CHECKLIST

Primary–A Shift: **City Manager**

1st Alternate–A Shift: **Management Analyst**

Primary–B Shift: **City Manager**

1st Alternate–B Shift: **Management Analyst**

Primary Responsibilities:
• Activate the City's Emergency Operations Plan.
• Activate the EOC and establish the appropriate staffing level.
• Continuously monitor organizational effectiveness and make changes when needed.
• Be sure multi-agency coordination is used in the EOC.
• Exercise overall management authority for response and recovery efforts.
• Participate in the action planning meeting and be sure that the plan objectives are met.
• With the General Staff, set priorities and be sure that activities are within the priorities established.
• Make executive decisions based on City policies.

Checklist Actions

Start Up:

☐ Check in upon arrival at the EOC.

☐ Print your name on the EOC organization chart.

☐ Put on the vest with your title.

☐ Obtain a briefing on the situation.

☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

☐ Determine your work location and set up as necessary.

☐ Review your position responsibilities.

☐ Begin documenting events and activities.

MANAGEMENT SECTION
EOC DIRECTOR CHECKLIST

Assignments/Staffing:

☐ Assign Section Coordinators (General Staff) as needed for.

- Operations
- Planning/Intelligence
- Logistics
- Finance/Administration

☐ Assign Management Section (Command Staff) positions as needed for:

- Public Information Officer
- Liaison Officer
- Safety Officer
- Security Officer
- EOC Coordinator
- Legal Advisor
- City Council Liaison

☐ Determine the need for 24-hour operations and request staffing support as required.

☐ Confer with Command and General Staff to determine what representation is needed at the EOC from other agencies.

☐ Carry out responsibilities of your Section not currently staffed.

Notifications (==See Appendix A for restricted phone and fax numbers==):

Note: City should verify that information sent to the Op Area via the contact Sheriff's Station has been received. This should be done at the earliest possible time.

☐ **EOC Activation:** Notify the Los Angeles County Operational Area (Op Area) that the City EOC is activated using the designated countywide emergency reporting system. If those systems are not available, then all requests and reports are to be sent to the contact Sheriff's Station (Temple City) by means coordinated with and agreed to by the Watch Commander and city staff. The Temple City Sheriff's Station will then be responsible for sending the information to the Op Area EOC.

☐ **EOC Activation:** Notify Disaster Management Area Coordinator (DMAC) of EOC activation.

MANAGEMENT SECTION
EOC DIRECTOR CHECKLIST

☐ **Local Emergency Proclamation:**

- Notify the Op Area if a local emergency is proclaimed (see notification procedures above) and provide a copy to the Op Area.
- Send a copy of the proclamation to the Cal EMA, Southern Region EOC (REOC) as a courtesy.
- Notify DMAC when a local emergency is proclaimed.

☐ **EOC Deactivation**: Notify the Op Area (see notification procedures above), adjacent jurisdictions and other EOCs as necessary of planned time for deactivation.

☐ **EOC Deactivation:** Notify DMAC of EOC deactivation.

Meetings/Briefings:

☐ Brief incoming or relief Section personnel prior to their beginning their duties. Briefings should include:

- Current situation assessment.
- Identification of specific job responsibilities.
- Identification of co-workers within the job function and/or geographical assignment.
- Availability of communications.
- Location of work area.
- Identification of eating and sleeping arrangements as appropriate.
- Procedural instructions for obtaining additional supplies, services and personnel.
- Work shifts.

☐ Establish the frequency of briefings to be provided to the EOC Director.

☐ Conduct periodic briefings for the Command Staff. Be sure that all personnel are aware of both Section and overall priorities.

☐ Conduct periodic briefing sessions with the EOC management team (Command and General Staff) to update the overall situation.

☐ Conduct periodic briefings of the EOC staff to update the overall situation.

☐ Conduct periodic briefing sessions with the City Council to update the overall situation.

MANAGEMENT SECTION
EOC DIRECTOR CHECKLIST

Action Planning:

Refer to the Modified EOC Planning P (EAP Process) located in the Management Section Supporting Documentation for additional position responsibilities.

☐ Schedule and coordinate the first Action Planning meeting with the Planning/Intelligence Section Coordinator.

☐ Participate in all Action Planning meetings.

☐ Identify Section priorities, objectives and significant problems.

☐ Once the EOC Action Plan is completed by the Planning/Intelligence Section, review, approve and authorize its distribution and implementation.

☐ Distribute EOC Action Plan to appropriate Section personnel.

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal EMA and FEMA.

☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:

- Messages received.
- Action taken.
- Decision and policy justification and documentation.
- Requests filled.
- EOC assignments.

☐ Be sure that all Management Section meetings, General Staff meetings and policy decisions are documented.

☐ Be sure that all sections account for personnel and work assignments.

☐ Be sure that all your Section logs and files are maintained.

☐ Provide Section personnel and equipment time records to the Time Unit at the end of each work shift.

Policies:

☐ Determine appropriate delegation of purchasing authority to the Finance/Administration and Logistics Sections.

MANAGEMENT SECTION
EOC DIRECTOR CHECKLIST

☐ Confer with Legal Advisor prior to issuing rules, regulations, proclamations and emergency orders.

☐ Develop and issue appropriate rules, regulations, proclamations and emergency orders.

☐ Proclaim a Local Emergency.

☐ Establish City Hall emergency hours of operation.

☐ Set priorities for restoration of city services.

☐ Coordinate with human resources regarding employee welfare issues.

☐ Identify critical city processes to be maintained during the disaster; i.e., payroll, accounts receivable, etc.

Ongoing Activities:

☐ Be prepared for inquiries and visits from state, federal and other high-ranking officials.

☐ Determine Section logistical needs and request resources through the Logistics Section.

☐ Monitor Section activities and organization and adjust as needed.

☐ Develop response and recovery strategy with the Command and General Staff.

☐ Be sure that General Staff Sections are carrying out their principle duties:

- Implementing operational objectives from the EOC Action Plan.
- Preparing action plans and status reports.
- Providing adequate facility and operational support.
- Providing administrative and fiscal record-keeping and support.

☐ Coordinate with the Public Information Officer (PIO) on news conferences and review media releases.

☐ Establish procedures for coordinating inter- and multi-agency information releases.

☐ Authorize PIO to release information to the media.

☐ Authorize PIO to contact Los Angeles County Sheriff's Department for broadcast of Emergency Alert System (EAS) messages.

☐ Monitor performance of EOC personnel.

☐ Initiate Critical Incident Stress Debriefing as appropriate in coordination with the Personnel Unit.

MANAGEMENT SECTION
EOC DIRECTOR CHECKLIST

☐ Be sure that the Safety Officer establishes and maintains a safe working environment.

☐ Be sure that proper security of the EOC is maintained at all times.

☐ Be sure that the Liaison Officer is providing for and maintaining positive and effective inter-agency coordination.

☐ Direct that contact be established and maintained with adjacent jurisdictions and with other governmental agencies and organizations.

Shift Change:

☐ Brief incoming personnel and identify in-progress activities which need follow-up.

☐ Provide incoming personnel the next EOC Action Plan.

☐ Submit completed logs, time cards, etc. for your Section before you leave.

☐ Determine when you should return for your next work shift.

☐ Leave contact information where you can be reached.

EOC Deactivation:

☐ Authorize deactivation of sections, branches or units when they are no longer required.

☐ Be sure that all required forms or reports are completed prior to deactivation.

☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.

☐ Deactivate the EOC and close out logs.

☐ Prepare proclamation for termination of the emergency.

☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).

MANAGEMENT SECTION
PUBLIC INFORMATION OFFICER (PIO) CHECKLIST

Primary–A Shift: **City Manager**   **(CW-#40)**

1st Alternate–A Shift: **Management Analyst**

Primary–B Shift: **City Manager**

1st Alternate–B Shift: **Management Analyst**

Primary Responsibilities:
- Serve as the City's contact person for all media issues.
- Be sure that the public and the media receive accurate, timely and consistent emergency information.
- Follow the Joint Information System (JIS) protocols, which include protocols for the Joint Information Center (JIC).
- If a Los Angeles County Operational Area (Op Area) JIC is activated, be sure that the City's public information is coordinated with that JIC as appropriate.
- Supervise the Public Information Unit.

Checklist Actions

Start Up:
☐ Check in upon arrival at the EOC.

☐ Determine EOC assignment.

☐ Print your name on the EOC organization chart.

☐ Obtain a briefing on the situation.

☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

☐ Determine your work location and set up as necessary.

☐ Put on the vest with your title.

☐ Review your position responsibilities.

☐ Begin documenting events and activities.

Assignments/Staffing:
☐ Report to the EOC Director,

MANAGEMENT SECTION
PUBLIC INFORMATION OFFICER (PIO) CHECKLIST

☐ Clarify issues regarding your authority and assignment.

☐ Determine need for additional PIO personnel and request approval from the EOC Director. Forward the request to Logistics Section.

☐ Identify a City representative to coordinate with an Op Area JIC.

☐ Organize staffing and equipment to handle media calls.

☐ Organize a hot-line to answer inquiries from the public**.**   (CW-#40**)**

☐ Establish and monitor a rumor control function to identify false or erroneous information. Develop procedure to be used to correct such information. (CW-#40)

> Note: In a large-scale event, providing public information will exceed the capabilities of a single individual. The public information function may grow to a team effort. See Management Section Supporting Documents for information on a PIO team organization.

Notifications:

☐ Notify all EOC sections and field personnel that the PIO function has been established. Distribute PIO phone numbers and contact information.

☐ Notify local media of PIO contact numbers.

☐ Notify the Op Area JIC that the PIO function has been established and provide PIO contact numbers.

Meetings/Briefings:

☐ Brief new or relief personnel in Unit/position.

☐ Attend all Section meetings and briefings.

☐ Arrange for meetings between media and city officials or incident level PIOs for information on specific incidents.

☐ Periodically prepare briefings for the elected officials or executives.

☐ Coordinate with the City Council Liaison for media contact with city officials.

MANAGEMENT SECTION
PUBLIC INFORMATION OFFICER (PIO) CHECKLIST

Action Planning:

☐ Assist the Section in developing Section objectives for the EOC Action Plan.

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal EMA and FEMA.

☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:

- Messages received
- Action taken
- Decision and policy justification and documentation
- Requests filled
- EOC assignments

☐ Provide personnel and equipment time records to the EOC Director at the end of each work shift.

☐ Maintain file copies of all information releases.

Policies:

☐ Implement City PIO/media procedures. (See Part Two, Management Section Supporting Documents.)

☐ Obtain approval from the EOC Director for the release of all information.

☐ Be sure that all elected officials, departments, agencies and response organizations in the jurisdiction are aware that they must coordinate release of emergency information through the PIO and that **all press releases** must be cleared with the EOC Director before releasing information to the media.

☐ Coordinate PIO activities with County of Los Angeles Emergency Public Information Plan if an Op Area JIC is established.

Ongoing Activities:

☐ Coordinate all media events with the EOC Director.

☐ Respond to all information requests.

MANAGEMENT SECTION
PUBLIC INFORMATION OFFICER (PIO) CHECKLIST

☐ Provide copies of all releases to the EOC Director.

☐ Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments.

☐ Coordinate with Incident Commanders and field PIOs to work with the media at incidents.

☐ Establish a media information center at a site away from the EOC, Command Post and incident for media use and dissemination of information. Provide necessary work space, materials, telephones and staffing. (CW-#40)

☐ Schedule and post times and locations of news briefings in the EOC, media information center and other appropriate areas.

☐ Prepare and provide approved information to the media. Post news releases in the EOC, media information center and other appropriate areas.

☐ Determine which radio and TV stations are operational.

☐ Broadcast emergency information/updates through:

- Website.
- Mass notification system (Connect CTY)

☐ Carry a tape recorder and tape all interviews which you give.

☐ Arrange for tours and photo opportunities for the media and VIPs. Coordinate VIP tours with the City Council Liaison

☐ Prepare a briefing sheet to be distributed to all employees at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, etc.

☐ Monitor broadcast media to:

- Get general information.
- Identify and correct inaccurate information.
- Identify and address any rumors.

☐ Issue timely and consistent advisories and instructions for life safety, health and assistance through the media and printed materials: (CW-#40)

- What **to do** and **why.**
- What **not to do** and **why.**
- Hazardous areas and structures to avoid.
- Health risks.
- Evacuation information:

MANAGEMENT SECTION
PUBLIC INFORMATION OFFICER (PIO) CHECKLIST

- o Evacuation routes and instructions.
- o Arrangements for persons without transportation.
- o Arrangements for special needs population (non-ambulatory, sight-impaired, etc.).
- o Suggested items evacuees should bring (clothing, food, medical items, etc.).
- o Locations of evacuation centers and shelters.
- Location of mass care shelters, first aid stations, food and water distribution points, etc.
- Location where volunteers can register and be given assignments.
- Street and freeway overpass conditions, congested areas to avoid and alternate routes.
- Instructions from the coroner and public health officials pertaining to dead bodies, potable water, human waste and spoiled food disposal.
- Weather hazards when appropriate.
- Public information hotline numbers.
- Status of Local Proclamation, Governor's Proclamation or Presidential Declaration.
- Local, state and federal assistance available; locations and times to apply.
- Local Assistance Center (LAC) locations, opening dates and times.
- Refer inquiries about how and where people can obtain information about relatives/friends in the disaster area to the American Red Cross.
- Be sure that information and materials are provided for all special needs populations.

☐ Coordinate with an activated Op Area JIC to:

- Ensure coordination of local, state and federal and the private sector public information activities.
- Get technical information (health risks, weather, etc.).

☐ Determine your logistical needs and forward to the EOC Director for approval.

☐ Request approved resources through the Logistics Section.

☐ Keep the EOC Director advised of your status and activity.

☐ Review and verify information and situation reports.

☐ Obtain, process, and summarize current information from all possible sources.

MANAGEMENT SECTION
PUBLIC INFORMATION OFFICER (PIO) CHECKLIST

Shift Change:

☐ Brief incoming personnel and identify in-progress activities which need follow-up.

☐ Provide incoming personnel the next EOC Action Plan.

☐ Submit completed logs, time cards, etc. to the EOC Director before you leave.

☐ Determine when you should return for your next work shift.

☐ Leave contact information number where you can be reached.

EOC Deactivation:

☐ Be sure that all required forms or reports are completed prior to deactivation.

☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.

☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).

MANAGEMENT SECTION
LIAISON OFFICER CHECKLIST

Primary–A Shift: **Emergency Response Committee Member**

1st Alternate–A Shift: **Emergency Response Committee Member**

Primary–B Shift: **Emergency Response Committee Member**

1st Alternate–B Shift: **Emergency Response Committee Member**

Primary Responsibilities:
Integrate all responding outside agencies into the City's disaster operations. (CW-#40)

Checklist Actions

Start Up:
☐ Check in upon arrival at the EOC.

☐ Determine EOC assignment

☐ Print your name on the EOC organization chart.

☐ Obtain a briefing on the situation.

☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

☐ Determine your work location and set up as necessary.

☐ Put on the vest with your title.

☐ Review your position responsibilities.

☐ Begin documenting events and activities.

Assignments/Staffing:
☐ Report to the EOC Director.

☐ Clarify issues regarding your authority and assignment.

☐ Contact all on-site agency representatives (reps). Make sure:

- They have signed into the EOC.
- They understand their assigned function.
- They know their work location.

MANAGEMENT SECTION
LIAISON OFFICER CHECKLIST

- • They understand the EOC organization and floor plan (provide both).

☐ Determine if outside liaison is required with other agencies such as:

- • Local/county/state/federal agencies.
- • Schools.
- • Volunteer organizations.
- • Private sector organizations.
- • Utilities not already represented.

☐ Respond to requests for liaison personnel from other agencies.

☐ Know the working location for any agency rep assigned directly to a branch/group/unit.

☐ Compile list of agency reps (agency, name, EOC phone) and make available to all EOC staff.

☐ Be sure that agency reps are assigned to other facilities as necessary.

Notifications:

☐ Notify pre-identified outside agency reps that the EOC has been activated. Request an agency rep.

Meetings/Briefings:

☐ Brief new or relief personnel in your Unit/position.

☐ Attend all Section meetings and briefings.

☐ Brief agency reps on current situation, priorities and EOC Action Plan.

☐ Provide periodic update briefings to agency reps as necessary.

Action Planning:

☐ Assist the Section in developing Section objectives for the EOC Action Plan.

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal EMA and FEMA.

MANAGEMENT SECTION
LIAISON OFFICER CHECKLIST

☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:

- Messages received.
- Action taken.
- Decision and policy justification and documentation.
- Requests filled.
- EOC assignments.

☐ Provide personnel and equipment time records to the EOC Director at the end of each work shift.

Ongoing:

☐ Provide EOC organization chart, floor plan and contact information to all agency reps. Review the locations and general duties of all activated EOC positions.

☐ Obtain any situation information from outside agencies that may be useful to the EOC.

☐ Notify and coordinate with adjacent jurisdictions on hazards or conditions which may impose risk across jurisdictional boundaries.

☐ Act as liaison with county, state, federal or outside emergency response agencies.

☐ Determine if there are any communication problems in contacting outside agencies. Coordinate with the Logistics Section.

☐ Direct any requests for agency information to that agency rep.

☐ Determine your logistical needs and forward to the EOC Director for approval.

☐ Request approved additional resources through the Logistics Section.

☐ Keep the EOC Director advised of your status and activity.

Shift Change:

☐ Brief incoming personnel and identify in-progress activities which need follow-up.

☐ Provide incoming personnel the next EOC Action Plan.

☐ Submit completed logs, time cards, etc. to the EOC Director before you leave.

☐ Determine when you should return for your next work shift.

☐ Leave contact information where you can be reached.

MANAGEMENT SECTION
LIAISON OFFICER CHECKLIST

EOC Deactivation:

☐ Be sure that all required forms or reports are completed prior to deactivation.

☐ Prepare a list of outstanding issues that need to be after EOC has been deactivated.

☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).

MANAGEMENT SECTION
AGENCY REP CHECKLIST

Primary–A Shift: **As Assigned by Outside Agencies**

1st Alternate–A Shift: **As Assigned by Outside Agencies**

Primary–B Shift: **As Assigned by Outside Agencies**

1st Alternate–B Shift: **As Assigned by Outside Agencies**

> Note: These positions will be assigned by the outside agencies.

Primary Responsibilities: (CW #40)
- Serve as liaison between your agency and the City.
- Have the authority to commit agency resources.
- Report on your agency's actions.

Checklist Actions

Start Up:

☐ Check in upon arrival at the EOC.

☐ Determine EOC assignment

☐ Print your name on the EOC organization chart.

☐ Obtain a briefing on the situation.

☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

☐ Determine your work location and set up as necessary, including any resource materials you brought with you.

☐ Put on the vest with your title.

☐ Review your position responsibilities.

☐ Begin documenting events and activities.

☐ Obtain EOC organization chart, floor plan and contact information listing. Review the locations and general duties of all activated EOC positions.

Assignments/Staffing:

☐ Report to Liaison Officer if that position has been activated. If not activated, report to the EOC Director.

MANAGEMENT SECTION
AGENCY REP CHECKLIST

☐ Clarify issues regarding your authority and assignment.

Notifications:

☐ Inform your agency when you have arrived at the EOC.

☐ Report to your agency on a regular basis.

Meetings/Briefings:

☐ Represent your agency at briefings and planning meetings as appropriate. Be prepared to provide updates about your agency's activities and priorities at these meetings.

☐ Attend all meetings as requested.

☐ Have a debriefing session with the Liaison Officer prior to your departure.

Action Planning:

☐ Assist the Section in developing Section objectives for the EOC Action Plan.

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal EMA and FEMA.

☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:

- Messages received.
- Action taken.
- Decision and policy justification and documentation.
- Requests filled.
- EOC assignments.

☐ Provide personnel and equipment time records to the Liaison Officer at the end of each work shift.

MANAGEMENT SECTION
AGENCY REP CHECKLIST

Ongoing Actions:

☐ Contact EOC positions appropriate to your responsibility and advise them of your presence and assigned work location.

☐ Establish communications link(s) with home agency. If unable to communicate, notify your supervisor.

☐ Facilitate requests for support or information that your agency can provide.

☐ Provide input to the planning process on the use of agency resources.

☐ Advise the Liaison Officer of any resource needs or agency restrictions.

☐ Keep up to date on the general status of resources and activity associated with your agency.

☐ Provide appropriate situation information to the Situation Status Unit.

☐ Inform your agency periodically on jurisdiction/EOC priorities and actions that may be of interest.

Shift Change:

☐ Brief incoming personnel and identify in-progress activities which need follow-up.

☐ Provide incoming personnel the next EOC Action Plan.

☐ Submit completed logs, time cards, etc. to the Liaison Officer before you leave.

☐ Determine when you should return for your next work shift.

☐ Leave contact information number where you can be reached.

EOC Deactivation:

☐ Be sure that all required forms or reports are completed prior to deactivation.

☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.

☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).

MANAGEMENT SECTION
SAFETY OFFICER CHECKLIST

Primary–A Shift: **Emergency Response Committee Member** **(CW-#40)**

1st Alternate–A Shift: **Emergency Response Committee Member**

Primary–B Shift: **Emergency Response Committee Member**

1st Alternate–B Shift: **Emergency Response Committee Member**

Primary Responsibilities:
- Monitor activities in the EOC to ensure they are being conducted safely and stop any unsafe operations.
- Fix any unsafe conditions.
- Monitor EOC staff for stress related conditions.

Checklist Actions

Start Up:
- [ ] Check in upon arrival at the EOC.
- [ ] Determine EOC assignment
- [ ] Print your name on the EOC organization chart.
- [ ] Obtain a briefing on the situation.
- [ ] Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).
- [ ] Determine your work location and set up as necessary.
- [ ] Put on the vest with your title.
- [ ] Review your position responsibilities.
- [ ] Begin documenting events and activities.

Assignments/Staffing:
- [ ] Report to the EOC Director.
- [ ] Clarify issues regarding your authority and assignment.

MANAGEMENT SECTION
SAFETY OFFICER CHECKLIST

Meetings/Briefings:

☐ Brief new or relief personnel in your Unit/position.

☐ Attend all Section meetings and briefings.

Action Planning:

☐ Assist the Section in developing Section objectives for the EOC Action Plan.

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal EMA and FEMA.

☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:

- Messages received.
- Action taken.
- Decision and policy justification and documentation.
- Requests filled.
- EOC assignments.

☐ Provide personnel and equipment time records to the EOC Director at the end of each work shift.

Ongoing:

☐ Evaluate the safety of the EOC and advise the EOC Director of any conditions which might result in injury.

☐ Be sure that personnel working in the EOC know the location of all fire extinguishers, fire hoses, emergency pull stations and emergency exits.

☐ Monitor performance of EOC personnel for signs of stress. Make recommendations to the EOC Director regarding need for Critical Incident Stress Debriefing.

☐ Be sure that personnel working in the EOC are familiar with potential hazardous conditions in the facility.

☐ Be sure that the EOC location is free from environmental threats.

MANAGEMENT SECTION
SAFETY OFFICER CHECKLIST

☐ For an earthquake event, provide guidance regarding actions to be taken in preparation for aftershocks.

☐ Keep the EOC Director advised of safety concerns at the EOC.

☐ Coordinate with Compensation/Claims Unit on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.

☐ Determine your logistical needs and forward to the EOC Director for approval.

☐ Request approved resources through the Logistics Section.

☐ Keep the EOC Director advised of your status and activity.

Shift Change:

☐ Brief incoming personnel and identify in-progress activities which need follow-up.

☐ Provide incoming personnel the next EOC Action Plan.

☐ Submit completed logs, time cards, etc. to the EOC Director before you leave.

☐ Determine when you should return for your next work shift.

☐ Leave contact information where you can be reached.

EOC Deactivation:

☐ Be sure that all required forms or reports are completed prior to deactivation.

☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.

☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).

MANAGEMENT SECTION
SECURITY OFFICER CHECKLIST

Primary–A Shift: **Sheriff's Department**

1ˢᵗ Alternate–A Shift: **Sheriff's Department**

Primary–B Shift: **Sheriff's Department**

1ˢᵗ Alternate–B Shift: **Sheriff's Department**

Primary Responsibilities:
- Provide 24-hour control access and security for the City EOC.   (CW-#40)

Checklist Actions

Start Up:
☐ Check in upon arrival at the EOC.

☐ Determine EOC assignment

☐ Print your name on the EOC organization chart.

☐ Obtain a briefing on the situation.

☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

☐ Determine your work location and set up as necessary.

☐ Put on the vest with your title.

☐ Review your position responsibilities.

☐ Begin documenting events and activities.

☐ Establish a secure EOC check-in location.

Assignments/Staffing:
☐ Report to the EOC Director.

☐ Clarify issues regarding your authority and assignment.

☐ Determine current security requirements and establish staffing as needed.

MANAGEMENT SECTION
SECURITY OFFICER CHECKLIST

Meetings/Briefings:

☐ Brief new or relief personnel in your Unit/position.

☐ Attend all Section meetings and briefings.

Action Planning:

☐ Assist the Section in developing Section objectives for the EOC Action Plan.

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal EMA and FEMA.

☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:

- Messages received.
- Action taken.
- Decision and policy justification and documentation.
- Requests filled.
- EOC assignments.

☐ Provide personnel and equipment time records to the EOC Director at the end of each work shift.

Policies:

☐ Implement the City's disaster personnel identification plan (2008 NIMS implementation requirement).

Ongoing:

☐ Provide access control to the EOC.

☐ Assist in any EOC evacuation.

☐ Provide security recommendations to the EOC Director.

☐ Determine your logistical needs and forward to the EOC Director for approval.

MANAGEMENT SECTION
SECURITY OFFICER CHECKLIST

☐ Request approved resources through the Logistics Section.

☐ Keep the EOC Director advised of your status and activity.

Shift Change:

☐ Brief incoming personnel and identify in-progress activities which need follow-up.

☐ Provide incoming personnel the next EOC Action Plan.

☐ Submit completed logs, time cards, etc. to the EOC Director before you leave.

☐ Determine when you should return for your next work shift.

☐ Leave contact information where you can be reached.

EOC Deactivation:

☐ Be sure that all required forms or reports are completed prior to deactivation.

☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.

☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).

MANAGEMENT SECTION
EOC COORDINATOR CHECKLIST

Primary–A Shift: **Chairman of the Emergency Response Committee**

1st Alternate–A Shift: **Vice-Chair of the Emergency Response Committee**

Primary–B Shift: **Vice-Chair of the Emergency Response Committee**

1st Alternate–B Shift: **Chairman of the Emergency Response Committee**

Primary Responsibilities:
- Coordinate the overall functioning of the EOC.
- Assist and serve as an advisor to the EOC Director and Command and General Staff.
- Assist the Liaison Officer in directing Agency Reps.
- Coordinate visits to the EOC.
- Periodically update the Disaster Management Area Coordinator (DMAC).

Checklist Actions

Start Up:

☐ Check in upon arrival at the EOC.

☐ Determine EOC assignment.

☐ Print your name on the EOC organization chart.

☐ Obtain a briefing on the situation.

☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

☐ Determine your work location and set up as necessary.

☐ Put on the nametag with your title.

☐ Review your position responsibilities.

☐ Begin documenting events and activities.

Assignments/Staffing:

☐ Report to the EOC Director.

☐ Clarify issues regarding your authority and assignment.

☐ Assist in shift change issues.

MANAGEMENT SECTION
EOC COORDINATOR CHECKLIST

Notifications:

☐ Make sure that the Disaster Management Area Coordinator (DMAC) is kept updated on EOC, response and recovery issues.

☐ Be sure that all notifications are made to the Los Angeles County Operational Area (Op Area).

Meetings/Briefings:

☐ Brief new or relief personnel in your Unit/position.

☐ Attend all Section meetings and briefings.

☐ Attend periodic briefing sessions conducted by the EOC Director.

Action Planning:

☐ Assist the Section in developing Section objectives for the EOC Action Plan.

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal EMA and FEMA.

☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:
  • Messages received.
  • Action taken.
  • Decision and policy justification and documentation.
  • Requests filled.
  • EOC assignments.

☐ Provide personnel and equipment time records to the EOC Director at the end of each work shift.

☐ Be sure that all documentation is being properly maintained by EOC personnel

MANAGEMENT SECTION
EOC COORDINATOR CHECKLIST

Ongoing:

☐ Assist the EOC Director and the Command and General Staff in developing an overall strategy, including:

- Assessing the situation.
- Defining the problem.
- Establishing priorities.

☐ Advise the EOC Director on proclamations and required notifications.

☐ Assist the Planning/Intelligence Section in the development, continuous updating and implementation of the EOC Action Plan.

☐ Be sure efficient operating procedures are maintained in the EOC.

☐ Assist all EOC sections in addressing any issues that might arise.

☐ Assist the Safety Officer in monitoring performance of EOC personnel for signs of stress. Make recommendations to the EOC Director regarding the need for Critical Incident Stress Debriefing.

☐ Work with other agencies (Operational Area, state, federal and others as assigned).

☐ Advise the EOC Director of any issues that need to be addressed and of any responsibilities that need to be assigned.

☐ Be sure that all necessary notifications have been made. As necessary, verify that requests for assistance have been received by the Los Angeles County Operational Area.

☐ Coordinate and monitor all EOC visitations.

☐ Determine general EOC logistical needs and forward to the EOC Director for approval.

☐ Request approved resources through the Logistics Section.

☐ Keep the EOC Director advised of your status and activity.

Shift Change:

☐ Brief incoming personnel and identify in-progress activities which need follow-up.

☐ Provide incoming personnel the next EOC Action Plan.

☐ Submit completed logs, time cards, etc. to the EOC Director before you leave.

☐ Determine when you should return for your next work shift.

MANAGEMENT SECTION
EOC COORDINATOR CHECKLIST

☐ Leave contact information where you can be reached.

EOC Deactivation:

☐ Be sure that all required forms or reports are completed prior to deactivation.

☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.

☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).

MANAGEMENT SECTION
LEGAL ADVISOR

Primary–A Shift: **City Attorney or Designate**

1st Alternate–A Shift: **City Attorney or Designate**

Primary–B Shift: **City Attorney or Designate**

1st Alternate–B Shift: **City Attorney or Designate**

Primary Responsibilities:
- Prepare proclamations, emergency ordinances and provide legal counsel.

Checklist Actions

Start Up:
☐ Check in upon arrival at the EOC.

☐ Determine EOC assignment.

☐ Print your name on the EOC organization chart.

☐ Obtain a briefing on the situation.

☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

☐ Determine your work location and set up as necessary.

☐ Put on the name tag with your title.

☐ Review your position responsibilities.

☐ Begin documenting events and activities.

Assignments/Staffing:
☐ Report to the EOC Director.

☐ Clarify issues regarding your authority and assignment.

Meetings/Briefings:
☐ Brief new or relief personnel in your Unit/position.

☐ Attend Section meetings and briefings as requested.

MANAGEMENT SECTION
LEGAL ADVISOR

Action Planning:

☐ Assist the Section in developing Section objectives for the EOC Action Plan.

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal EMA and FEMA.

☐ Open and maintain an Activity Log (Form #EOC-001). This is a log to record what you do during your shift at the EOC. Document such things as:

- Action taken.
- Decision and policy justification and documentation.
- Requests filled.
- EOC assignments.

☐ Provide personnel and equipment time records to the EOC Director at the end of each work shift.

Ongoing:

☐ Prepare proclamations, emergency ordinances and other legal documents required by the City Council and the EOC Director.

☐ Develop rules, regulations and ordinances required for the acquisition and/or control of critical resources.

☐ Develop emergency ordinances and regulations to provide a legal basis for evacuation and/or population movement.

☐ Advise the EOC Director on areas of legal responsibility and identify potential liabilities.

☐ Advise the City Council, EOC Director and the management team of legal implications of contemplated emergency actions and/or policies.

☐ Determine your logistical needs and forward to the EOC Director for approval.

☐ Request approved resources through the Logistics Section.

☐ Keep the EOC Director advised of your status and activity.

MANAGEMENT SECTION
LEGAL ADVISOR

Shift Change:

☐ Brief incoming personnel and identify in-progress activities which need follow-up.

☐ Provide incoming personnel the next EOC Action Plan.

☐ Submit completed logs, time cards, etc. to the EOC Director before you leave.

☐ Determine when you should return for your next work shift.

☐ Leave contact information where you can be reached.

EOC Deactivation:

☐ Be sure that all required forms or reports are completed prior to deactivation.

☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.

☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).

MANAGEMENT SECTION
CITY COUNCIL LIAISON

Primary–A Shift: **Management Analyst**

1st Alternate–A Shift: **City Clerk**

Primary–B Shift: **City Clerk**

1st Alternate–B Shift: **Management Analyst**

Primary Responsibilities:
- Serve as the liaison and facilitate communications between City Council members and the EOC Director.
- Accompany the elected officials when they are out in the community.
- Advise EOC Director of any promises or commitments made by the City Council members that may need to be followed up by the EOC.

Checklist Actions

Start Up:
☐ Check in upon arrival at the EOC.

☐ Determine EOC assignment

☐ Print your name on the EOC organization chart.

☐ Obtain a briefing on the situation.

☐ Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

☐ Determine your work location and set up as necessary.

☐ Put on the vest with your title.

☐ Review your position responsibilities.

☐ Begin documenting events and activities.

Assignments/Staffing:
☐ Report to the EOC Director.

☐ Clarify issues regarding your authority and assignment.

MANAGEMENT SECTION
CITY COUNCIL LIAISON

Meetings/Briefings:

☐ Brief new or relief personnel in your Unit/position.

☐ Attend all Section meetings and briefings.

☐ Provide situation updates to City Council members on a regular basis.

☐ Brief City Council members on protocols of dealing with the media.

☐ Brief City Council members individually or collectively on the importance of avoiding specific promises of assistance or aid.

Action Planning:

☐ Assist the Section in developing Section activities for the EOC Action Plan.

Documentation:

Note: Complete and precise information is essential to meet requirements for reimbursement by Cal EMA and FEMA.

☐ Open and maintain an Activity Log (Form #eoc-001). This is a log to record what you do during your shift at the EOC. Document such things as:

- Messages received.
- Action taken.
- Decision and policy justification and documentation.
- Requests filled.
- EOC assignments.

☐ Provide personnel and equipment time records to the EOC Director at the end of each work shift.

☐ Document the general activities of the City Council. Pay particular attention to comments or promises made by City Council members that may need to be followed up by the EOC.

☐ Ensure that City Council members complete appropriate documentation forms; i.e., expense reports (if any), log of constituents spoken with and key issues, etc.

Ongoing:

☐ Establish and maintain communications going to and from the City Council members.

MANAGEMENT SECTION
CITY COUNCIL LIAISON

☐ Assist in coordination of City Council activities such as VIP tours, town hall meetings, volunteer efforts, etc., while maintaining an awareness of the personal safety of the City Council members.

☐ Be sure City Council members receive advance copies of PIO press releases.

☐ Be sure City Council members are aware of protocols for dealing with the media.

☐ Coordinate with the EOC Director and PIO to get the most current information for Council briefings.

☐ Work with the PIO to coordinate City Council press activities.

☐ Familiarize yourself with the City Council responsibilities checklist. (See Part Two, Management Section Supporting Documents.)

☐ Be sure City Council members are notified of emergency Council meetings.

☐ Determine Council's logistical needs and forward to the EOC Director for approval.

☐ Request approved resources through the Logistics Section.

☐ Keep the EOC Director advised of your status and activity.

☐ Maintain an awareness of Brown Act issues when a quorum of City Council members is present.

Shift Change:

☐ Brief incoming personnel and identify in-progress activities which need follow-up.

☐ Provide incoming personnel the next EOC Action Plan.

☐ Submit completed logs, time cards, etc. to the EOC Director before you leave.

☐ Determine when you should return for your next work shift.

☐ Leave contact information where you can be reached.

EOC Deactivation:

☐ Be sure that all required forms or reports are completed prior to deactivation.

☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.

☐ Provide input to the After-Action Report/Corrective Action Report (AAR/CAR).