DELAWARE COUNTY

STANDARD OPERATION GUIDE
FOR THE
EMERGENCY OPERATIONS CENTER (EOC)

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A. INTRODUCTION

1. This Guide is a supplement to the Delaware County Comprehensive Emergency Management

2. Plan, Part III - Response, II - Managing Emergency Response (pgs. III-4 through III-6).

3. The Delaware County Emergency Operations Center (EOC), located at the Delaware County Sheriff's Office serves as a location where multiple agencies and departments coordinate emergency response and recovery activities for the County in support of on-scene operations.

4. The Director of the Department of Emergency Services (Emergency Manager) is responsible for maintaining the EOC in a state of readiness and providing for its continued operation during an emergency.

B. READINESS

1. The Emergency Manager has and maintains:

   a) A current alert notification procedure for and roster of all government, private sector, and volunteer emergency support services personnel assigned to the EOC.
   b) A current chart and/or checklist of response activities required during emergencies
   c) Current maps and data, including a county map depicting municipal boundaries, main roads and waterways; individual maps of each town, village, and city in the county depicting all public roads; and special facility data for each municipality.
   d) Current copies of the Delaware County Comprehensive Emergency Management Plan.
   e) A situation display board for recording and reporting during the progress of an emergency.
   f) A "daily activities" log.

g) A current resource inventory.

h) EOC space is to be maintained in an emergency operations mode by the Emergency Manager at all times. During non-emergency periods, the EOC can be used for meetings, training, and conferences.

2. Delaware County should be aware of the various colors and levels of terrorism threat conditions. Threat Conditions characterize the risk of terrorist attack. Protective Measures are the steps that will be taken by government and the private sector to reduce vulnerabilities.

Green – Low Condition: Low risk of terrorist attacks. The following Protective Measures may be applied: Refining and exercising preplanned protective measures; ensuring personnel receive training on departmental or agency-specific protective measures; regularly assess facilities for vulnerabilities and take measures to reduce them.

Blue – Guarded Condition: General risk of terrorist attack. In addition to the previously outlined protective measures, the following may be applied: Checking communications with designated emergency response or command locations; reviewing and updating emergency response procedures; providing the public with necessary information.

Yellow – Elevated Condition: Significant risk of terrorist attacks. In addition to the previously outlined   protective   measures   the   following   may   be   applied: Increasing surveillance of critical locations; coordinating emergency plans with nearby jurisdictions; assessing further refinement of protective measures within the context of the current threat information; implementing, as appropriate, contingency and emergency response plans.

Orange – High Condition: High risk of terrorist attacks. In addition to the previously outlined protective measures, the following may be applied: Coordinating necessary security efforts armed forces or law   enforcement   agencies;   taking   additional precautions at public events; preparing to work at an alternate site or with a dispersed workforce; and restricting access to essential personnel only.

Red – Severe Condition: Severe risk of terrorist attacks. In addition to the previously outlined protective measures, the following may be applied: Assigning emergency response personnel and pre-positioning specially trained teams; monitoring, redirecting or constraining transportation systems; closing public and government facilities; and increasing or redirecting personnel to address critical emergency needs.

C. ACTIVATION

1. Each emergency in Delaware County should be classified into one of four Response Levels, according to the scope and magnitude of the situation:

Response Level 1: None emergency situation, facility readiness status maintained through planning sessions, trainings, drills and exercises.

Response Level 2: Controlled emergency situation without serious threat to life, health, or property, which requires no assistance beyond initial first responders.

Response Level 3: Limited emergency situation with some threat to life, health, or property, but confined to limited area, usually within one municipality or involving small population.

Response Level 4: Full emergency situation with major threat to life, health, or property, involving large population and/or multiple municipalities, State/Federal involvement.

2. Initial notification of an emergency is usually received at the Delaware County 9-1-1 Communications Center where the information is recorded.

3. Upon initial notification of an emergency (or a potential emergency), the Sheriff's Department Communications Center duty supervisor will immediately contact the Director of Emergency Services. The Director of Emergency Services will, based upon all available information, assign a Response Level for the purposes of activating the appropriate county personnel as described below:

For Response Level 1, are the normal day-to-day operations.

For Response Level 2, the staff of the Department of Emergency Services notified and activated as appropriate.

For Response Level 3, the staff of Emergency Services is activated and augmented by select members of the County response organization as determined by the Director of the Department of Emergency Services.

For Response Level 4, full EOC staffing is achieved as soon as possible. Except for first responders to the scene, assignment of County response personnel to other locations including the emergency scene will be made through the EOC.

4. Initial notification of an emergency to a County office or County 911 Center requires the recipient to notify the Delaware County Sheriff's Department.

5. In every situation, the Director of the Department of Emergency Services can modify the EOC staffing as the situation requires.

6. For every emergency, the Response Level can shift from one level to another as the event escalates or de-escalates. EOC staffing should also change accordingly.

D. STAFFING

1. The levels of staffing will vary according to the Response Level and the actual demands of the situation.

2. For a Level 3 emergency, with full EOC staffing, staff may be organized into the five ICS groups: Command, Operations, Planning, Logistics, and Finance/Administration.

3. For Level 4 activation, 24-hour continuous-day EOC operations will likely be necessary until the situation de-escalates.

4. Each agency/organization assigned to the EOC will be prepared to maintain continuous operations using shifts.

5. Upon the initiation of the shifts by the Director of the Department of Emergency Services, each agency will update its shift rosters to the Operations Officer.

6. For lesser emergencies (Levels 1 and 2), where there is no need for a major County response, the formal use at the EOC of distinct ICS groups may be limited. In these situations, the Director of the Department of Emergency Services, under the authority of the Chairman of the Board of Supervisors, will normally be responsible for all ICS functions and may utilize distinct ICS functional components as needed.

E. SITUATION REPORTING

1. The ICS Planning function is responsible for preparation of the Incident Action Plan and emergency situation reporting, and will:

   a) Provide a uniform reporting format for all situation reporting to ensure that the information reported is precise, concise, and clear.
   b) After the occurrence of an emergency, ensure that information on the emergency is collected and reported as soon as possible.
   c) Receive copies of all messages and/or situation reports from the Incident Commander and local and State government officials sent to the EOC pertaining to an emergency situation.

d) Periodically request situation reports from each participating agency represented at the EOC.

e) Select for posting, in chronological order on the situation board, the crucial situation reports and damage assessment information.

f) In preparation of the Incident Action Plan, analyze the situation reports and prepare an overall situation report. The report should contain the following information:

- Date and time of emergency
- Type, response level, and location
- Specific area affected (including number of people)
- Number of injured (estimated)
- Number of dead (estimated)
- Extent of damage (estimated)
- Damage or loss of municipal response equipment
- Roads closed
- States of emergency declared
- Emergency order issued
- Mutual aid called upon
- Major actions taken

g) Provide the report to the EOC Manager, who reports to the Chairman of the Board of Supervisors and the SEMO Regional Office.

h) Based upon the report, conduct regular briefings to the Command and Operations Section.

i) The Public Information Officer (PIO) will attend all briefings. The PIO will prepare and give daily press releases for public education and the media.

j) Prepare and provide follow-up situation reports on a regularly scheduled basis to the Chairman of the Board of Supervisors and the SEMO Regional Office

k) Maintain an event log to include all pertinent disaster-related information.

F. SECURITY

1. Internal security at the EOC will be provided by the County Sheriff's Department during a Level 3 or 4 emergency; during a Level 1or 2 emergency, any security requirements will be provided as deemed necessary.

2. All persons entering and exiting the EOC will be required to check in at the security desk, located at the main entrance.

3. All emergency personnel will have proper identification or passes will be issued (permanent or temporary) to be worn at all times while in the EOC.

4. Anyone seen in the EOC without a visible pass will be approached by Sheriff's Department personnel and dealt with appropriately.

5. Temporary passes will be returned to the security desk when departing from the premises.

RESOURCE GUIDE
Emergency Operations Center Representatives

AGENCY	REPRESENTATIVE	PHONE #
American Red Cross		
DCMO BOCES	Rick Shaw	607-335-1249 (W) 607-363-7628 (H)
Dept of Public Health	Bonnie Hamilton	607-746-3166 (W)
Dept of Public Works	Wayne Reynolds	607-746-2128 (W)
Dept of Social Services	Mark Hamilton	607-746-6312 (W) 607-746-6003 (H) 607-287-6614 (Cell) Pager: 1-800-404-5660 Pin #2061
Dept of Emergency Services	Nelson Delameter	607-865-7736 (W) 845-586-4042 (H) 607-434-6404 (Cell) Pager: 607-432-9036 Pin #1295
Cornell Cooperative Extension	Jeanne Darling Jim Rice	607-326-7676 (H) 607-865-6983 (H)
New York State Dept of Transportation (NYSDOT)		
New York State Electric & Gas (NYSEG)	Oneonta Office	
Office for the Aging	Tom Briggs	607-829-6885 (H)
Office of Fire Prevention and Control (OFPC)		
Planning	Nicole Franzese	607-746-2944 (W)

Public Information Officer		
Sheriff's Department	Tom Mills	607-746-3226 (W)
State Emergency Management Office (SEMO)		
State Police	Sergeant Lynch	607-561-7400 (W)

The following are EOC telephone numbers.

Those designated with "(I)" are Incoming only.

All others are outgoing.

746-7324 (I)
746-7463
746-6094 (I)
746-7220
746-8811
746-2666 (I)
746-8004
746-2505 (I)
746-8810
746-6626 (I)