Emergency Support Function 5
Emergency Management

ESF Coordinator: Mills County Emergency Management Agency (MCEMA)

Primary Agency: Mills County Emergency Management Agency (MCEMA)

Support Agencies: Mills County - County and Municipal Government (all departments)
Mills County Emergency Services Association (MCESA)
Mills County Communications Center

I.   INTRODUCTION

A.   Purpose

The purpose of Emergency Support Function 5 (ESF-5), Emergency Management, is to collect, analyze, evaluate, compile and share information about a potential or actual emergency or disaster to enhance response and the provision of recovery activities.

B.   Scope

ESF-5 addresses direction and control responsibilities of emergency management during significant countywide emergency/disaster incidents. It also deals with the coordination, collection, and analysis of information, financial management, and any other support functions required to prepare for, respond to, and recover from an incident.

II.   POLICIES

A.   The Mills County Emergency Management Commission is comprised of an appointed member of the County Board of Supervisors, the Mills County Sheriff, and the Mayor from each city within Mills County (or their appointed designees). The Commission has executive authority for the direction and control of emergency operations under Iowa Code Chapter 29C and has delegated such functions to the appointed Emergency Management Director/Coordinator of their Emergency Management Agency.

B.   The county will coordinate its activities with those of the cities within the county, with surrounding counties, the state, and the federal government.

C.   The Commission or its member jurisdictions (individually) may, proclaim a state of emergency in the affected area, after finding that a disaster exists within their jurisdiction which affects life, health, property or the public peace. The powers granted during the state of emergency shall be effective only within the area described in the proclamation.

D.   Chief Elected Officials will maintain direction and control of their political subdivision during small locally declared emergencies within the cities or county.

E.   The Mills County Emergency Management Coordinator/Director is delegated to implement the Comprehensive Emergency Management Operations Plan during preparedness, mitigation, response, and recovery phases.

F.   The Emergency Operations Center (EOC) will operate and assist Incident Command according to National Incident Management System (NIMS) and Incident Command System (ICS) principles.

G.   Primary and support agencies will participate in drills and exercises to test existing plans and procedures.

H.   With MCEMA/EOC and Mills County Communications, all county and municipal agencies will maintain, up-to-date contact lists on essential personnel and resource typing information on their equipment.

I.   Primary and support agencies will participate in post-disaster briefings and development of an After Action Report.

J.   Continuity of Government:

The Mills County Supervisors, county departments, mayors, and executive heads of agencies will have successors to assure continuity of leadership and operations. They will assure that all successors to their respective positions are aware of their emergency responsibilities and have the authority to fulfill those emergency responsibilities.

1.   Each incorporated city shall identify their continuity of government flow of succession and provide it to the emergency management agency.

2.   All departments and agencies of the county shall identify records essential for continuity and preservation of government and provide for their protection according to agency/department Continuity of Operations Plans.

III.   **CONCEPT OF OPERATIONS**

A.   General

1.   ESF-5 may be activated by the emergency management coordinator or at the request of a local government official in anticipation of or immediately following an emergency or disaster affecting any part of the county.

2.   ESF-5 shall serve as the single point of coordination between local jurisdictions, Iowa Homeland Security and Emergency Management (HSEMD), EOC Operations, and Incident Command.

3.   The channel for requesting assistance from contiguous counties, IMAC resources, state or federal resources shall be through the EOC.

4.   The EOC, staffed by the emergency management agency, and other ESF personnel as required, will coordinate support to Incident Command and provide situation reports to HSEMD, as needed.

B.   Organization

1.   The MCEMA is the lead agency for day-to-day emergency management services for Mills County and its municipalities. Both the office and EOC are located at 418 Sharp Street, Glenwood, Iowa (Mills County Courthouse).

2. During a disaster of countywide significance, (i.e., major winter or summer storms), an Area Command may be activated to oversee the management of multiple incidents. Area Command may be Unified and work directly with Incident Commanders at multiple Incident Command Posts to implement multi-agency coordination and decision making.

C. Phases of Emergency Management
The following activities will be performed by county, city, and private organizations as appropriate:

1. Mitigation Activities
   a. Identify potential mitigation opportunities from previous damage assessments.

   b. Apply for funding through federal and state pre- and post-disaster mitigation grant programs for mitigation measures identified in hazard mitigation plans.

   c. Provide education and awareness to jurisdictions and the public sector including businesses, private non-profit groups as well as the general public.

2. Preparedness Activities

   a. Develop and maintain SOP's and other procedures necessary to support agencies that operate in the EOC.

   b. Maintain and update critical computer systems as resources are available, including maps, critical facility information, evacuation studies, demographics, and critical county data.

   c. Establish and maintain contact with designated representatives from municipalities.

   d. Regularly review and identify deficiencies in plans and determine appropriate corrective action.

   e. Update Hazard Identification Vulnerability Analysis.

   f. Develop and maintain Geographical Information System (GIS) capabilities to support emergency management functions.

   g. Provide and maintain information in support of state/federal agencies, local governments, and voluntary organizations to coordinate ESF-5.

   h. Establish and maintain the EOC duty roster.

3. Response Activities

   a. Coordinate with county/local governments on emergency response activities.

b.   Activate county EOC and staff ESFs as necessary.

c.   Contact HSEMD duty officer and submit situation reports as appropriate.

d.   Collect, verify, analyze, and disseminate incident information as needed.

e.   Monitor mutual aid activities including private organization assets.

f.   Continue to coordinate with Incident Command to determine the extent and location of damage to people and property.

g.   Assist with or monitor public information activities (See ESF-15, Public Information).

h.   Receive and process requests from local jurisdictions for specific state and federal emergency and disaster related assets and services.

i.   Conduct regular briefings for EOC staff.

4.   Recovery Activities

a.   Collect and process information concerning recovery activities while the response phase of the disaster is ongoing.

b.   Coordinate with local/county officials on short-term and long-term recovery operations and recovery planning (See ESF-14, Recovery).

c.   Compile and verify preliminary damage assessment information from preliminary damage assessments (PDA).

d.   Coordinate with state and federal assets to support local jurisdictions in need of supplemental emergency or disaster assistance.

e.   Activate county recovery operations and request volunteers as appropriate.

f.   Track reimbursement expenses.

g.   Conduct after-action critique of the overall response and recovery efforts.

IV.   RESPONSIBILITIES

A.   Emergency Management Commission

1.   The Emergency Management Commission has the overall authority and responsibility for all emergency response and disaster coordination.

2.   In an emergency or disaster, the Chief Elected Official or their designee report to the EOC to provide policy decisions as needed. When multiple political subdivisions within the county are affected, these officials will form the Executive Policy Group and formulate common policies, as appropriate.

B.   Mayors/Board of Supervisors

1. The Mayors and Board of Supervisors establish policy and make major decisions regarding emergency operations within their jurisdiction. These officials designate emergency duties for department heads and make declarations of emergency for their own jurisdiction.

2. During incidents of countywide significance, elected officials from affected jurisdictions, or their designee, will participate in the Executive Policy Group.

C. Mills County Emergency Management Agency

1. Manage the administration and operations of the EOC.

2. Coordinate planning activities including immediate, short term and long range planning.

3. Coordinate overall staffing of EOC emergency management activities including activating ESFs.

4. Facilitate obtaining legal counsel when needed during times of EOC activation.

5. Support county emergency communication activities (See ESF-2, Communications).

6. Establish communications with Incident Command and HSEMD.

7. Support ICS at the local response level and provide resources as appropriate.

8. Coordinate the activities of ESF-15, Public Information, and support the Public Information Officer when activated.

9. Conduct regular briefings and prepare situation reports for EOC staff, other agencies, and HSEMD.

10. Prepare for recovery activities.

11. Coordinate countywide damage assessments including the preliminary damage assessment (PDA).

12. Maintain situation reports on recovery efforts.

13. Coordinate ESF working groups to review and update plans.

14. Conduct after-action critique of the overall response recovery efforts and develop improvement plans with the ESF working groups.

15. Deactivate EOC operations as appropriate and downgrade activation status.

D. Primary Support Agencies

1. Develop/maintain Memorandums of Understanding (MOUs) and mutual aid agreements.

2. Response, planning and operations are developed, tracked and implemented through this ESF.

3. Identify deficiencies in plans and determine appropriate corrective action recommendations.

4. Execute ESFs and Standard Operation Procedures (SOPs); alert personnel and prepare for possible mobilization including staffing 24-hour operations, if appropriate.

5. Participate in county emergency planning efforts, including attendance at ESF working group meetings.

6. Support emergency response operations.

7. Communicate information to and coordinate actions with Incident Command and the EOC, as appropriate.

8. Utilize ICS and NIMS and provide resources as appropriate.

9. Provide a liaison to the EOC as requested.

10. Participate in the damage assessment process and disaster recovery process, as appropriate.

11. Provide technical assistance and resources to support recovery process, as appropriate.

12. Track disaster-related expenditures.

13. Implement improvements as appropriate.

V.   ATTACHMENTS
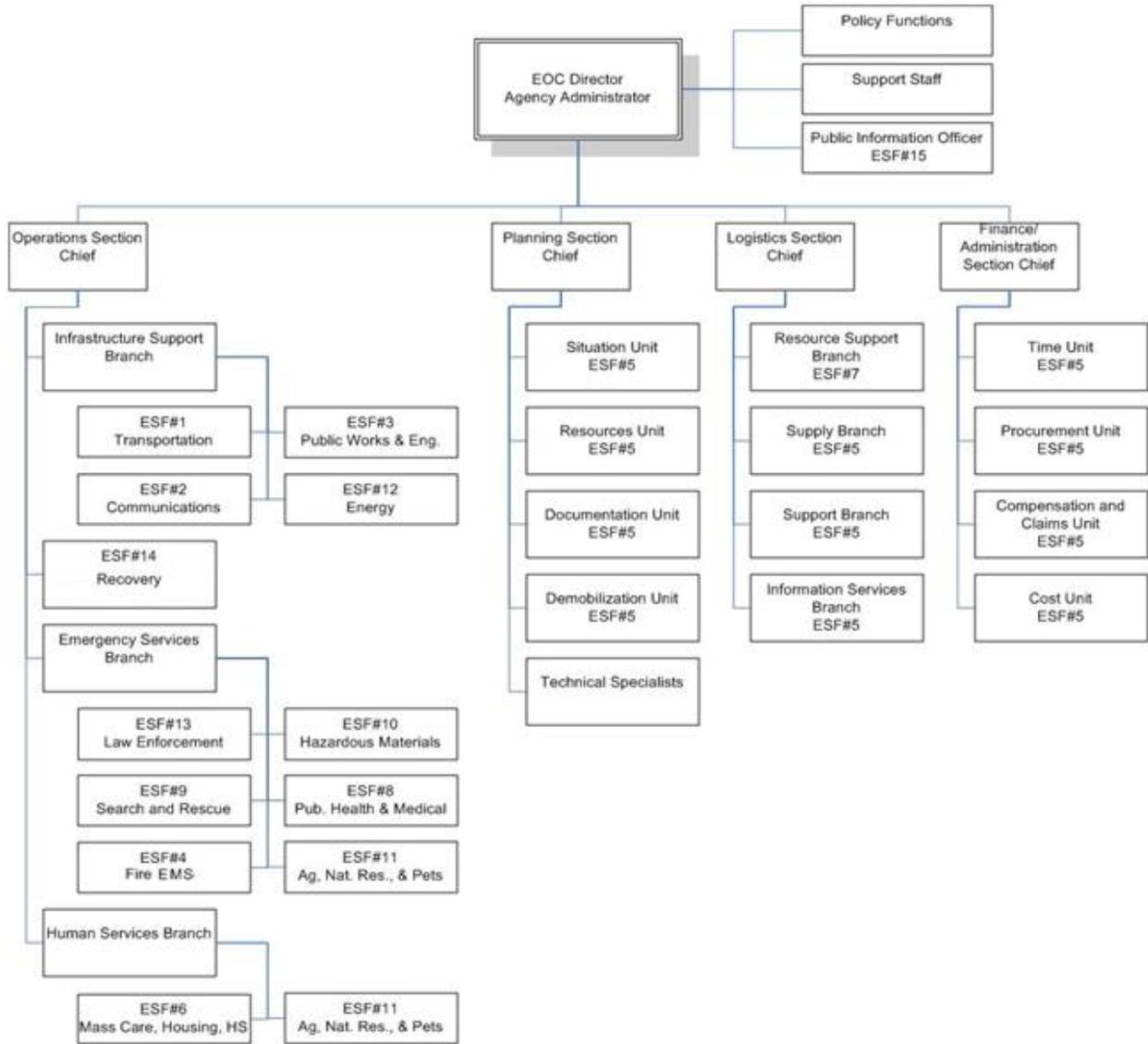
ESF Attachment 5.1	EOC Activation & Organization Chart
ESF Attachment 5.2	Area Command Organizational Chart
ESF Attachment 5.3	Emergency Response Checklist – Emergency Management
ESF Attachment 5.4	Emergency Operations Center Standard Operating Guidelines

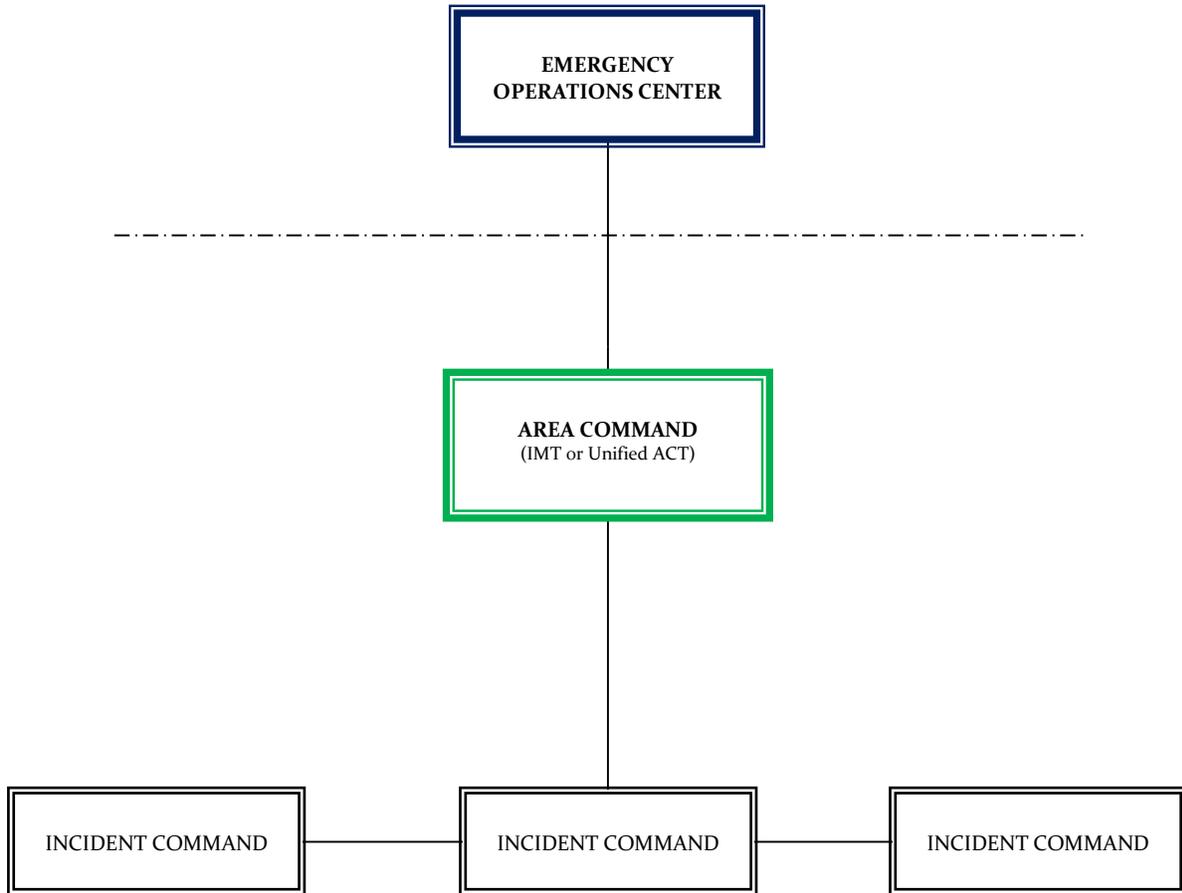**ESF Attachment 5.1**
EOC Activation & Organizational Charts

[5.1.1]
EOC ACTIVATION CHART

ACTIVATION LEVEL		GENERALIZED DESCRIPTION OF LEVELS/ACTIVITIES
1	Normal	Existing resources and capabilities are not necessarily coordinated outside of their own jurisdiction or outside of their immediate discipline. Normal administrative, planning, training, and exercise activities are scheduled and carried out.
2	Limited	Request of limited coordination by available EMA staff for a single jurisdiction or single discipline. This is done from the incident scene, command post, or agency administrative offices. Select procedures and portions of the EOP are utilized as needed.
3	Partial	Activities include the activation of select ESFs primary and support entities are notified to support incident activities and staff the EOC. EOC may be activated but 24-hour staffing is unlikely. EOP Base plan concepts and select ESFs are implemented. Activities may include integration of IMAC or state resources.
4	Full	In a full-scale activation, all ESF primary and support entities are notified and the EOC is fully staffed for 24-hour coverage. Local capabilities are largely depleted or inadequate to respond to the wide geographic dispersion or complexity of the incident. Activities include the coordination of local resources and the integration of state and/or federal resources into local response priorities.

[5.1.2]
EOC ORGANIZATIONAL CHART

EOC Director
Agency Administrator

- Policy Functions
- Support Staff
- Public Information Officer ESF#15

Operations Section Chief

- Infrastructure Support Branch
  - ESF#1 Transportation
  - ESF#3 Public Works & Eng.
  - ESF#2 Communications
  - ESF#12 Energy
- ESF#14 Recovery
- Emergency Services Branch
  - ESF#13 Law Enforcement
  - ESF#10 Hazardous Materials
  - ESF#9 Search and Rescue
  - ESF#8 Pub. Health & Medical
  - ESF#4 Fire EMS
  - ESF#11 Ag, Nat. Res., & Pets
- Human Services Branch
  - ESF#6 Mass Care, Housing, HS
  - ESF#11 Ag, Nat. Res., & Pets

Planning Section Chief

- Situation Unit ESF#5
- Resources Unit ESF#5
- Documentation Unit ESF#5
- Demobilization Unit ESF#5
- Technical Specialists

Logistics Section Chief

- Resource Support Branch ESF#7
- Supply Branch ESF#5
- Support Branch ESF#5
- Information Services Branch ESF#5

Finance/ Administration Section Chief

- Time Unit ESF#5
- Procurement Unit ESF#5
- Compensation and Claims Unit ESF#5
- Cost Unit ESF#5

ESF Attachment 5.2
Area Command Organizational Chart

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                    │     EMERGENCY       │
                    │ OPERATIONS CENTER   │
                    └─────────────────────┘
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                    ┌─────────────────────┐
                    │    AREA COMMAND      │
                    │  (IMT or Unified ACT)│
                    └─────────────────────┘
                              │
    ┌──────────────┐  ┌──────────────┐  ┌──────────────┐
    │   INCIDENT   │  │   INCIDENT   │  │   INCIDENT   │
    │   COMMAND    │  │   COMMAND    │  │   COMMAND    │
    └──────────────┘  └──────────────┘  └──────────────┘
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ESF Attachment 5.3
Emergency Response Checklist – Emergency Management

Emergency Response Checklist – Emergency Management	
Emergency Management Phase	**Actions**
Mitigation Activities designed to prevent or lessen the effects of a hazard.	___ Participate in the hazard identification process and identify and correct vulnerabilities. ___ Develop emergency preparedness programs and present them to the public.
Preparedness Activities designed to improve Readiness capabilities.	___ Maintain this ESF Annex and its attachments. ___ Ensure County and City personnel are provided with opportunities to take emergency operations training. ___ Maintain the Emergency Operations Center. ___ Develop and maintain standard operating guides and checklists to support Emergency Management activities. ___ Ensure notification and call-up lists are current. ___ Develop emergency exercises to support ESF #5 activities.
Response Activities designed to save lives, protect property and contain the effects of an event.	___ Activate the EOC and notify County and City agencies as needed. ___ Request mutual aid as needed. ___ Request assistance from HSEMD, if dictated by the situation. ___ Coordinate the activities of all responding agencies. ___ Conduct other specific response actions as dictated by the situation.
Recovery Activities designed to ensure continued public safety and return the community to pre-disaster levels.	___ Continue to coordinate the activities of all responding agencies. ___ Support community recovery activities. ___ Schedule after-action briefings and develop after-action reports. ___ Develop and implement mitigation strategies. ___ Make necessary changes in this ESF Annex and supporting plans and procedures.

ESF Attachment 5.4
Emergency Operations Center Standard Operating Guidelines

Purpose

A fully capable emergency operations center is an essential element of a comprehensive emergency management program. An EOC is necessary to ensure continuity of operations within the county and its municipalities during major emergencies and disasters. A countywide EOC is a facility designated for managing an emergency event. It is where chief executives, department heads, or their designees make decisions regarding resource allocation and coordination while providing incident communication, overall direction for disaster emergency response, and development of public policy. This Standard Operating Guide(SOG) guides the EOC, supporting personnel and resources during a significant event. This procedure provides a framework for response and support; it's not intended to limit the actions needed for an efficient and effective response and support coordination. Depending on the scale of the event, this SOG will be subordinate and provide support to the Mills County Emergency Operations Plan. By locating jurisdictional decision makers and support agency personnel in a single facility, the EOC, the following advantages are realized:

A.   **Centralizes Incident Management Support**

   1.   Provides central point where all information related to the incident is received and analyzed, incident priorities are determined, strategies are developed and critical resources are assigned to tactical operations.

   2.   Provides for operations during extended periods of time.

   3.   Enhances coordination between involved jurisdictions/agencies and provides for the efficient and effective use of all modes of communications available for the incident.

   4.   Provides a centralized location to conduct necessary planning meetings, briefings, media briefings, press conferences, public information releases and other information dissemination.

B.   **Provides for Situation Status Management**

   1.   Establishes a central location for information to be gathered, analyzed, tracked, displayed, distributed and stored.

   2.   Provides for the verification of information.

   3.   Provides for immediate availability of incident information.

C.   **Provides for Resource Status Management**

   1.   Establishes a single location for resources to be tracked (e.g., personnel, equipment,), their location and status.

Situation and Assumptions

A. Situation

1. The county and its municipalities are subject to many hazards that would require the use of a centralized EOC to facilitate policy-making, coordination, and control of operating forces in a large-scale emergency/disaster situation.

2. Normally, significant emergencies and disasters would be controlled from the EOC. Field (tactical) operations will be controlled from one or more Incident Command Post(s) which will be located near the emergency/disaster scene

3. The EOC has the capability to communicate with the necessary local, state, and federal agencies needed in times of emergency.

4. For incidents that are more localized but where their scope or complexity would still require multi-agency coordination and it would be impractical to use the designated EOC, a temporary EOC would be activated. This could take place at a local Fire Station, City or Community Hall, or a mobile EOC.

B. Assumptions

1. The EOC procedures will be adequate for all disaster conditions that could arise for the county.

2. The Emergency Management Coordinator will facilitate the review and update of EOC procedures as necessary for an adequate response.

3. The EOC procedure provides for the centralized locating of five functional sections of incident command with NIMS: Command; Operations; Planning; Logistics; and Finance. Within those organizational structures, common functions will be grouped and coordinated by use of Emergency Support Functions (ESFs).

4. Close coordination must be maintained between all political subdivisions of the county and their subordinate emergency response and support agencies and any Incident Command Posts (ICPs) to identify special considerations, secondary threats, and available resources.

Concept of Operations

A. EOC Location

The primary EOC is located at 418 Sharp St, Glenwood (County Courthouse). The facility is a designated and dedicated EOC facility. Supplies are maintained in a state of readiness for conversion and activation when needed. The EOC serves as the centralized location in which EOC/ESF and support staff will report for duty and assume their roles in the EOC. Emergency response activities and work assignments will be planned, coordinated, and delegated from the EOC. In the event that the primary EOC cannot be used, an alternate EOC will be established at an appropriate location that can support operations. One location includes the Glenwood Police Department.

B.   **Establishing an Alternate EOC**

Depending on the dynamics of an incident, it may be necessary to relocate to another location to perform EOC functions. The incident may either disrupt the functionality of the primary EOC or it may jeopardize the safety of staff working at the primary EOC. The back-up EOC location should be established at a facility that would lend itself to the core functions that need to be performed and would not require extensive logistical support to begin EOC operations as time to transfer from primary to secondary may be limited and emergent.

The incident itself may be more localized but still require coordination and policy support of the typical EOC. In these cases, the EOCs functions may be located at a forward/alternate EOC established specifically for that event. This may occur at a local fire or police station, city or community hall, or a mobile EOC/ICP.

C.   **Types of Emergencies**

The county is at risk from various emergencies and/or hazards. The following list identifies those that would pose the greatest need of an elevated response:

1.   Natural disaster (tornado, wind damage, flooding, winter weather)
2.   Hazardous Materials Incidents
3.   Widespread utility failure
4.   Explosion (intentional or unintentional)
5.   Pandemic, Biological events
6.   Mass Casualty or Fatality events
7.   Civil Disorder
8.   Terrorism

D.   **Emergency Classification Levels**

An Emergency Classification is a description of conditions which indicate a level of risk to the county and level of activation of the EOC. The Emergency Classification Levels and corresponding color codes are:

Level 1 (**Normal Status**): Existing resources and capabilities are not necessarily coordinated outside of their own jurisdiction or outside of their immediate discipline. Normal administrative, planning, training, and exercise activities are scheduled and carried out. EOC activation would not be required.

Level 2 (**Limited Activation**): Request of limited coordination by available EMA staff for a single jurisdiction or single discipline. This is done from the incident scene, command post, or agency administrative offices. Select procedures and portions of the EOP are utilized as needed.

Level 3 (**Partial Activation**): Activities include the activation of select ESFs primary and support entities are notified to support incident activities and staff the EOC. EOC may be activated but 24-hour staffing is unlikely. EOP Base plan concepts and select ESFs are implemented. Activities may include integration of IMAC or state resources.

Level 4 (**Full Activation**): In a full-scale activation, all ESF primary and support entities are notified and the EOC is fully staffed for 24-hour coverage. Local capabilities are largely depleted or inadequate to respond to the wide geographic dispersion or complexity of the incident. Activities

include the coordination of local resources and the integration of state and/or federal resources into local response priorities.

Organization & Assignment of Responsibilities

In accordance with county and municipal resolutions adopting the National Incident Management System (NIMS), during emergency operations the EOC will be organized as needed into five major functional areas: Command, Operations, Planning, Logistics, and Finance. These primary functions will oversee and manage the Emergency Support Functions which coordinate common emergency/disaster response functions. The ESF model is consistent with contiguous counties, HSEMD Iowa Emergency Operations Plan and the National Response Framework. This system of ICS and ESF management components provides the flexibility needed to respond to an incident as it escalates in severity.

A.   Mayors/Board of Supervisors (or designees)

Respectively, the Mayor or Board of Supervisors (Chairman) is the chief executive of their jurisdiction and in as such is responsible for the overall emergency/disaster response and recovery. Responsibility for Direction and Control of operations is delegated to the Emergency Management Commission and its agency. Primary responsibilities include:
- Declaring State of Emergency/Disaster.
- Requesting activation of Emergency Operations Center (EOC).
- Executive authorization for funding of emergency measures.
- Formal requests for local State of Emergency and Governor's Declaration of Emergency/Disaster.
- Review public information statements and releases.

1.   Declaration of a State of Emergency/Disaster

The Chief Executive is charged with the maintenance of order and safety necessary to the successful continuation of the jurisdictions lawful mission, and is further charged with the authority to protect the residents and visitors of the jurisdiction and public property. When faced with mass disruptions, activity of a violent and destructive nature, or other events of a serious enough nature to threaten the jurisdiction may declare a "state of emergency or disaster".

B.   Emergency Management Commission

Iowa Code 29C requires that in every county, an emergency management commission be formed to provide for all phases of emergency management. Each jurisdiction is represented on the commission by their chief elected official or (elected designee) to include the County Sheriff. The commission establishes the Emergency Management Agency and appoints an Emergency Management Director/Coordinator to direct the agency and implement the statutory authorities of the commission on behalf of all jurisdictions. It is upon the information and recommendations of the Emergency Management Director/Coordinator that the Chief Elected Officials or the Executive Policy Group make policy decisions regarding the emergency response and recovery efforts.

C.   Executive Policy Group (Command Section)

When multiple jurisdictions are involved, Commission Members (the Chief Executives or his/her designee) will form the Executive Policy Group. The Executive Policy Group is a unified organizational structure and is scalable to the nature of the incident and extent of damage. Primary Responsibilities include:
- Policy level decisions.

☐ Fiscal authorization.
☐ Strategic policy, direction for response, recovery, and resumption of normal operations.
☐ Review public information statements and releases.

D. Operations Section

The Operations Section Chief is responsible for the organization of the Operations Section and the development and execution of its specific tactics. The Operations Section includes all activities that are directed toward coordinating and supporting reduction of the immediate hazard, establishing control, and restoration of community operations. This section consists of those ESFs that are responsible for public safety and carrying out response activities. EOC/ESF staff receive and evaluate requests for assistance and resources, establish priorities, and relay operational status and information to the EOC Director and Executive Group. The overall responsibility of this section is to coordinate with field operations. Primary responsibilities include:
☐ Coordinating all field operations.
☐ Liaising with Planning & Intelligence, Logistics, and Finance & Administration.
☐ Access Control.
☐ Mutual Aid and Multi-Agency Response Coordination.

E. Logistics Section

The Logistics Section has responsibilities for the procurement of personnel and equipment necessary for the management of and recovery from the emergency, and material support necessary to conduct the emergency response (e.g. personnel call-out, equipment acquisition, lodging, transportation, food, etc.). The Logistics Section coordinates the procurement and provision of emergency resources and support for the response and recovery operations being conducted for the emergency or disaster. Primary responsibilities include:
☐ Procurement and routing of all resources to support EOC and field operations.
☐ Emergency contracts for services.
☐ Personnel.
☐ Transportation management (movement of personnel/supplies).

F. Planning Section

The Planning Section is responsible for receiving, evaluating, and analyzing all disaster information and providing updated status reports to EOC management and field operations. The Planning Section is responsible for gathering, analyzing, evaluating and disseminating technical information and making recommendations. The Planning Section maintains information on the overall response effort and develops the Incident Action Plan for the next operational period. Planning is also responsible for damage assessment and developing specialized technical assessments of the event. Primary responsibilities include:
☐ Receiving, evaluating, and analyzing all disaster information and providing updated status reports to EOC management and field operations.
☐ Coordinating damage assessment reports and developing specialized tech assessments.
☐ Post Situation Status Information in EOC.
☐ Keep records and documentation of all EOC activities.
☐ Identify inaccuracies and conflicting reports.
☐ Coordinate with Operations and Logistics to capture and centralize resource status information.
☐ Prepare and maintain resource status boards, charts and lists to display current status and location of tactical resources.

□ On an ad hoc basis, provide technical knowledge, skills, and abilities in specialized areas during the incident response as required.

G. Finance Section

The Finance Section is responsible for coordinating all finances for emergency funding, cost accountability functions for incident operations, and the supervision of financial and contracting services for emergency/disaster operations. This will be accomplished by assisting jurisdictional finance personnel in the above priorities to help assure each jurisdiction will have data required for disaster reimbursement. Also, to ensure the Planning Section personnel have data to aid in damage assessment operations. Primary responsibilities include:

□ Account for documentation of all emergency expenses including labor, benefits, purchases, and contracts.
□ Fiscal analysis to determine total expenses, funding authorization, and funding sources.
□ Identify sources of emergency financial support to citizens and jurisdictions.
□ Monitor all authorized expenses as needed.
□ Audit all expenditures to verify budget account, invoices, and documentation (local level).
□ Recommend budget and funding plans for emergency and recovery expenses.

H. Public Information Officer / Joint Information Center

The EOC Director will appoint a disaster Public Information Officer (PIO) who will serve as the primary spokesperson for the disaster/emergency response and recovery effort. It will be policy that all external communications regarding status, operations, and public notices be coordinated between all agencies and jurisdictions involved in the event. The PIO is the liaison to the news media and provides news releases and other information as approved by the EOC Executive Policy Group, assuring that official statements are issued only by those authorized to issue such statements. The PIO provides information for the response to inquiries from the public relative to the disaster, accredits bona fide members of the news media operating in the disaster area, and ensures that a Joint Information Center (JIC) is staffed as required. Primary responsibilities include:

□ Media contact and coordination.
□ Public information statements and releases.
□ Coordinates media releases with all involved jurisdictions/agencies.
□ Coordinates activity in a JIC, if one is activated.
□ Controls and corrects misinformation and rumors.
□ Communication to residents.

1. Joint Information Center

A JIC should be implemented when multiple jurisdictions have response and recovery responsibilities regarding the event. In the JIC, best practices of information management can still be accomplished by gathering those personnel assigned to the public information function by their respective jurisdictions. From such, the EOC Director identifies the lead PIO who will oversee the public information function and assigned staff. All information management functions will still be managed as described above.

I. Safety Officer

A Safety Officer (SO) monitors incident operations and advises on all matters related to operational safety, including the health and safety of emergency responder personnel. The SO has emergency authority to stop or prevent unsafe acts during incident operations. ESF-8 (Public Health and Medical Services) will perform this function in the EOC for assigned EOC staff. There will also be a

designated SO at field operation locations throughout the disaster areas. Both positions will coordinate the responder health & safety initiatives for the overall response. Primary duties include:

- Assess and communicate hazardous and unsafe situations.
- Ensure an incident safety and health plan is developed.
- Develop safety measures or communication to assure personnel safety.
- Prepare and include safety messages in the Incident Action Plan, when applicable.

J.   EOC Director

The Emergency Management Director/Coordinator or his/her designee is responsible for serving as the EOC Director. He/she is also responsible for the setup and internal management of the EOC, coordinates the availability of supplies, communications and other equipment, and to establish and provide assistance to the ESF groups as necessary. Primary responsibilities include:

- Set up and administer the EOC facility.
- Establish and oversee EOC communications flow.
- Establish and oversee staff registration as they appear for work shift.
- Provide assistance to EOC staff as they begin working at their positions.

Direction & Control

Upon activation at Level 3 or Level 4, the EOC serves as the centralized location to monitor and report the impact of emergencies while providing communication between the EOC, Incident Command Post(s), and surrounding jurisdictions. The EOC is the focal point for coordination, direction and control of emergency preparedness, response and recovery activities county-wide. This procedure applies to all response and recovery activities.

A.   Activation of the EOC

The EOC will be activated when necessary to facilitate the county and its political subdivisions' response and subsequent recovery from any emergency. The Emergency Classification Levels are used to classify the significance of the event and status of the EOC. The following individuals are authorized to activate the EOC:
- Emergency Management Coordinator, or his/her designee.
- Chief Executive (Commission Member) of any political subdivision of the County.
- Mills County Sheriff

B.   Notifications

In an emergency or disaster, the Mills County E-911 Center and/or the Emergency Management Coordinator will begin the emergency notification procedure for designated EOC personnel. The EOC staff notification is delivered through telephone contact. Notification lists are provided in the EOP Basic Plan Attachments. Alternate notification may also be made using the Code Red Alert System.

A brief message describing the event is included in the notification. The message will ask for availability and will require a response. If the incident does not require all of the EOC/ESF staff, the Emergency Management Coordinator will identify which individuals should be notified.

When notified of an event requiring EOC activation, personnel should report directly to the EOC. If an individual is unsure of whether to report, he or she should contact the EOC. Whenever the EOC activates for a Level 3 or Level 4 response, notification will also be made to Iowa Homeland Security and Emergency Management Division Duty Officer (Iowa Action Officer). The Chairman of the

Mills County Emergency Management Commission and Chief Executive of involved jurisdictions will also be notified of activation. Additional notifications of activation will be made at the discretion of the Emergency Management Coordinator, or his/her designee.

C.   EOC Setup

Upon notification of EOC activation, the Emergency Management Coordinator, or his/her designee will report to the EOC and initiate setup of equipment. General setup responsibilities include:
- Ensure that the EOC is accessible.
- Ensure that adequate furniture, fixtures, telephones, and space are available.
- Locate appropriate ESF binders, checklists, and forms for reference and use.
- Establish an EOC entry/exit log sheet and ensure that staff sign in as they arrive.
- Set up and test telephones, fax machines, computers, display boards and other logistical supplies.
- Post communications information (incoming telephone numbers, incoming fax machine numbers, JIC number, ICP numbers, etc.).
- Establish a "break area" where EOC members and administrative staff can take a break and make private calls.
- Continue to monitor EOC ops and logistical needs during the time the EOC is operational.
- Schedule EOC operations so that 24-hour coverage is provided as required by the situation.
- Ensure the work areas and restrooms are cleaned and supplied while the EOC is in operation.

D.   Security for EOC Access

Access to the EOC will be controlled at a desk immediately outside the door to the EOC. Prior to being allowed access, staff must show their ID card and sign in. When leaving the EOC, staff will sign-out.

E.   Communications between the EOC and Response Organizations

The EOC must maintain communications with first responders, departments, external agencies and other stakeholders. EOC staff will have access to landline and cellular phones and the Internet. In addition, the EOC utilizes the statewide 800 MHz radio system and has the capability to maintain interoperability by patching the 800 MHz system with UHF and VHF systems used by other responders through internal and external communications hardware.

F.   Incident Documentation

It is important that the incident be properly documented from the beginning of the incident and continued until the EOC is demobilized. EOC Forms, either hardcopy or electronic, will be provided for each ESF or EOC specialty position to record:
- Time and information for telephone calls made and received
- Time and information for actions requested and taken
- Other general notes and information

Additional documentation will be provided by message forms provided for messages received and sent by EOC staff, maps generated to support the incident, damage assessment forms, and media releases developed by the EOC/JIC or received from other sources. As available, the EOC will enter information into WebEOC (county or state logs as applicable). This system will allow real-time information sharing with other response groups on the system.

G.   **Shift Changes**

In incidents where response and recovery efforts span multiple operational periods, the EOC Director will evaluate the situation and define necessary shift changes (e.g., 8 or 12 hours). Each EOC position is responsible for identifying and notifying the staff for the oncoming shift. At every shift change, outgoing EOC team members will brief the incoming staff. This briefing should include a review of the most recent operational period action plan, significant changes in the response strategy identified by the Executive Policy Group and tactical response actions taken by specific departments.

H.   **Deactivation and Demobilization of the EOC**

The Chief Executive or Executive Policy Group, advised by the EOC Director, will determine when to deactivate the EOC and transition to normal operations. The process of demobilizing includes demobilizing all units, documenting the incident in preparation for requests for State/Federal disaster recovery funds, and documenting the incident in preparation for the After Action Report and updates to response plans and procedures. To accomplish this:
- The EOC Director will notify sections when they are no longer required in the EOC.
- All staff must ensure that any open actions not yet completed will be handled after the deactivation.
- All staff must ensure that all required forms or reports are completed prior to deactivation and have copies made of all logs, reports, messages, and any other documents used and received in the EOC. (All originals will be maintained in the EOC.)
- Supplies and equipment are returned to any storage locations and secured.
- An official notification will be sent to all involved internal and external participants that the EOC is deactivated.

I.   **Deactivation and Demobilization of the EOC (continued)**

This action signifies the transition from the response phase to the recovery phase. Prior to deactivation, the Executive Policy Group will assign appropriate jurisdictional staff to a Disaster Recovery Group Task Force (ESF 14 Recovery) to establish and oversee the short-term recovery goals that will facilitate long-term recovery. The recovery plan should address the following:
- The recovery effort's goals.
- The recovery organization's structure, including the roles of government, the public, business, and not-for-profit organizations in the process.
- Short-term recovery operations, such as debris removal, volunteer, and donations management .
- Temporary shelter and housing, permanent housing.
- Economic recovery.
- Environmental recovery.
- Infrastructure and lifelines.
- Financial and community resources.
- Social and psychological aspects of recovery.