Richland County Emergency Operations Plan

ESF 2: COMMUNICATION

Primary Agency: Richland County EMA

Supporting Agencies: Richland County 911/PSAPs
                               Richland County ARES/RACES

1. **PURPOSE**

   The purpose of this ESF is to describe Richland County's communications capabilities and outline the procedures and processes that will be utilized to communicate between organizations during a disaster or large-scale emergency. This plan will outline the capabilities of the Richland County EMA and define how the needs of other responding agencies will be met.

2. **SITUATION AND ASSUMPTIONS**

   a. Situation

      i. The Emergency Operations Center (EOC) is located in the Richland County Emergency Management Agency (EMA).

      ii. An Emergency Communication Center (ECC) will be established within the EOC upon EOC activation and if necessary.

      iii. During an incident, the EOC can be fully activated, partially activated, or not activated, depending on the scope of the incident.

      iv. Communications resources (equipment and systems) are sufficient for some standard emergencies. In the case of a large-scale emergency, augmentation may be required.

      v. Communications assistance can be requested in any incident, regardless of whether the EOC activation status or scale of the incident.

      vi. The EOC can be activated for incidents that involve natural hazards, human-caused incidents, terrorist or criminal acts, and/or other technological disasters.

      vii. Communication redundancy is important because any system is vulnerable to damage from severe weather, mechanical failure, or other

causes that render the system inoperable. Redundancy helps ensure that at least one method of communication will be available under even the most severe conditions.

viii. Multiple systems are necessary to facilitate communication between traditional and non-traditional responders, and between public and private parties as a whole community response takes place.

ix. Communications capacity must include the ability to communicate with parties outside Richland County, including adjacent counties, regional response partners, and/or state response agencies.

x. The EOC is equipped with landline telephones, fax lines, and wireless service; most cellular devices and Internet connections are functional during most conditions.

b. Assumptions

i. Public safety services, including fire and law enforcement, utility providers, street and water departments, and emergency medical services have two-way radio and cellular systems to communicate internally. Other agencies may have internal communications systems as well. Those systems may not be interoperable with one another, or with the EOC.

ii. Multi-Agency Radio Communication System (MARCS) is utilized by some agencies in Richland County. Agencies with MARCS capability include, but are not limited to, EMA, law enforcement, fire departments, EMS agencies, hospitals, and public health.

iii. Amateur radio volunteers (ARES and RACES) provide critical communication support has the capability to and will be engaged to provide two-way amateur radio communications between locations of disaster responders when necessary.

3. **CONCEPT OF OPERATIONS**

a. General Overview

i. The EMA Director will be notified by the 911 Center, law enforcement, fire, or other emergency or public services when a major or potentially major incident is developing or has occurred. This notification may be made by the County Sheriff, law enforcement officials, dispatch centers, or any other relevant and appropriate agency.

ii. The EMA Director will determine what support is needed immediately and decide if the EOC and/or ECC should be activated. The EMA Director is also responsible for notifying the County Commissioners of the incident, as appropriate.

iii. Department chiefs, including but not limited to fire chiefs, chiefs of police, county officials like the county engineer, or others in appropriate positions may request that the EMA Director open the EOC through direct request to the EMA.

iv. The ECC can operate continuously for the duration of the incident. Maximum staffing will be maintained when the EOC is fully activated.

v. Primary communications with the EOC/ECC will be conducted by telephone when possible. If telephones are inoperable, information will be relayed by radio. Amateur radios will provide back-up communications to incident scenes, staging areas, mass care facilities, and other locations.

vi. Radio operators for the communications equipment will be supplied by the agencies communicating on that equipment.

vii. If the primary EOC location is unavailable, the EOC/ECC will be established at the designated alternate location, as identified in the Base Plan.

b. Notification

i. The department or dispatch center receiving notification of the incident will notify the EMA director, or vice versa as appropriate.

ii. The EMA Director will notify the County Commissioners through the identified EMA representative. If the primary representative is not available, the EMA Director will work through the chain of command to make the appropriate notifications. Immediately necessary actions will not be delayed if no higher official is available.

iii. The EMA Director will also notify other appropriate county officials and department heads. Officials will be notified in order of appropriateness based upon the specific incident and the EMA Director's discretion.

iv. The EMA Director will notify volunteer organizations and private parties as necessitated by the specific incident.

    c. Phases of Emergency Management

        i. Preparedness

            1. Develop and maintain plans and procedures for the ECC.

            2. Provide training and exercises for responders who would be involved in communications, including volunteers.

            3. Test and maintain communications equipment at regular intervals.

            4. Identify secondary sources if additional communications equipment is needed.

        ii. Response

            1. Activate the EOC and implement emergency communications procedures.

            2. Provide 24-hour communications for the duration of the incident, if necessary.

        iii. Recovery

            1. Maintain and repair emergency communications systems utilized during the incident.

        iv. Mitigation

            1. Develop backup plans to supplement communications if/when the primary systems are unavailable.

            2. Coordinate communication capabilities with regional response partners to ensure redundancy of communications.

4. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY

    a. Organization

        i. The ECC Coordinator is the Richland County ARES Coordinator or designee.

ii. During large-scale emergencies, the ECC Coordinator will coordinate communications personnel and oversee communications assistance to response agencies.

b. ECC Responsibilities

i. Communications support personnel in the ECC work with the ECC Coordinator but continue to function under the direction of their own agency.

ii. Communications personnel will be responsible for:

1. Providing communications in an emergency.

2. Retaining a message log.

3. Handling messages in accordance with Standard Operating Guidelines.

5. DIRECTION AND CONTROL

a. The EMA Director will serve as the EOC Director. This role can also be delegated to the Deputy EMA Director or other staff member, as appropriate.

b. The ARES Coordinator (or designee) will serve as ECC Coordinator and will relocate to the EOC upon activation. The ECC Coordinator will provide direction and control over all communications activities within the county and coordinate with the EOC Director and other representatives.

c. Communications personnel in the field or at various incident locations will regularly report activities, current status, and resource needs of on-site operations to the EOC.

6. ADMINISTRATION AND LOGISTICS

a. Communications Systems

i. Richland County 911

1. This is the primary PSAP for the County.

2. Richland County 911 receives all 911 calls for the county except those originating in the City of Mansfield.

3. Calls are received by the county and transferred to the appropriate jurisdiction.

4. All cellular calls, including those from the City of Mansfield, are received by the County 911 center.

5. County agencies use a variety of digital and analog radio equipment. Although these systems cannot communicate directly with one another, County 911 can patch these communications if needed.

6. Knox County is the designated backup county for 911 communications.

   a. Radio Frequencies: 155.595 MHz

   b. Equipment

      i. LEADS System

      ii. All county frequencies (portable, hand-held)

   c. Can communicate with or monitor:

      i. Sheriff's Department vehicles (155.595 MHz)

      ii. Fire Departments (154.250 MHZ and 154.280 MHz)

ii. Law Enforcement Agencies

   1. Law enforcement agencies that provide their own local dispatch include:

      a. Lexington PD

      b. Ontario PD

      c. Shelby PD

   2. Calls are initially received by the county and transferred to the appropriate jurisdiction.

   3. Frequencies
      a. Shelby and Lexington PD   155.640 MHz

        b. Lexington PD Alternate   155.640 MHz

        c. Mansfield PD   MARCS

        d. Plymouth PD   156.030 MHz

        e. Ontario PD   155.085 MHz

  iii. Fire Departments

      1. County Fire   154.250 MHz

      2. All FD countywide   154.280 MHz

      3. Alternate   154.205 MHz
          (Madison, Mifflin, Washington Twps.)

      4. Alternate   153.770 MHz
          (Jefferson, Franklin, Shiloh, Worthington Twps.)

      5. Mansfield FD Primary 154.335 MHz
          (Alternate – Washington Twp.)

      6. Alternate (Monroe Twp.)   154.085 MHz

      7. Alternate (Troy Twp.)   154.234 MHz

  iv. EMS Agencies

      1. Mansfield Ambulance   155.235 MHz

    *All fire departments also have EMS components.

  v. Other

      1. Ohio Health   155.340 MHz

      2. State Band   155.370 MHz

  vi. Richland County EMA has VHF and MARCS capabilities.

  vii. MARCS

1. Some agencies in the county have MARCS capabilities that they use based upon department procedures and practices. Every department uses the MARCS capability in its own manner although every department does have portable MARCS radio equipment. These include:

   a. Richland County 911

   b. EMA

   c. Law enforcement

   d. Fire

   e. EMS

   f. Public Health

   g. Hospitals

2. Mansfield PD uses MARCS exclusively.

b. EOC Communication

   i. Radio

   1. LEPC owns a Titan mobile radio, a two-way FM unit pre-programmed for all frequencies in the county. This unit is utilized by the EOC. It is a 60-channel, 50-watt unit and requires a 119 V AC connection to an antenna. It is stored at the EMA and can be carried to any location, if needed.

   2. The departments and agencies listed below all operate on high-band frequencies that are listed previously in 6.a of this section.

      a. Richland County Sheriff's Office

      b. County EMA (Direction and Control)

      c. County Fire

      d. Inter City

      e. City Police (Lexington and Shelby)

      f.   Ontario PD

3. The following agencies-will operate on the frequencies identified below upon activation:

    a. RACES   146.940
    b. County Fire Departments   154.250
    c. EMS Services   155.235, 155,175

4. Responding agencies and amateur radio operators will communicate with the ECC utilizing EMA-radio equipment.

5. Adjacent County EOCs will be contacted by MARCS or by telephone as needed. If these are unavailable, information will be relayed by the State Band frequency 155.370.

6. The State EOC will be contacted by telephone/MARCS. If these are unavailable, information will be relayed through the State Band frequency, 155.370.

7. Communication with state agencies will take place by MARCS radio, through their dispatching centers, or through the State EOC with mission requests.

8. Communication with federal agencies will be carried out through the state unless the agency provides a more direct contact method.

9. Each ECC/EOC staff member will be asked to provide an emergency contact number upon their entrance/exit to ensure expeditious recall if necessary.

ii. Telephone

1. All EOC telephones are equipped with incoming and outgoing call capacity.

2. Commercial telephone companies will be contacted by the EMA Director to install additional lines should they be needed upon EOC activation.

        3.   Agency owned and/or privately owned cell phones could be used in the EOC in lieu of the landline phones at the designee's choice. EOC landline phones will maintain their availability.

    iii.   Training and Exercises

        1.   Amateur radio volunteers frequently participate in training and exercise activities. These include:

            a.   Twelve amateur exercises per year (minimum)

            b.   Weekly SKYWARN exercises

            c.   Annual ARES/RACES exercise

        2.   Communications personnel within other response agencies are trained to operate their agency's equipment.

        3.   The EMA evaluates communications capabilities in their annual exercise activities.

    iv.   Reports and Forms

        1.   All participating agencies and organizations will be invited to participate in an after-action review with the EMA within 30 days of an incident.

7. RESOURCE REQUIREMENTS FOR ESF

a.   Departments and organizations that provide emergency communications support are expected to review this ESF annually and submit recommended changes or updated information to the EMA.

b.   Agencies are expected to develop and maintain internal communications SOPs, mutual aid agreements, and personnel rosters that include 24-hour contact information.

c.   Agencies are expected to maintain their communications and repair as necessary.

8. ADDENDA

a.   Tab A – Richland County Emergency Operations Center Plan

b.   Tab B – Richland County Emergency Operations Center Standup Procedure

9. AUTHENTICATION

_____   _____
Date of Adoption   Richland County EMA Director

RICHLAND COUNTY EMERGENCY

OPERATIONS CENTER PLAN

Updated: June 2017

I. GENERAL

A. Purpose

The purpose of this annex is to establish standard procedures for the activation and operation of the Richland County Emergency Operations Center (EOC). Also see Direction and Control for continuity of government and lines of succession in overall operations, including the Emergency Operations Center.

B. Scope

1. This annex includes organizational and functional procedures necessary to activate and operate the EOC quickly and efficiently.
2. This annex will apply except when modified as needed to meet specific conditions and situations. Modifications will be carried out by the Emergency Management Coordinator or his / her designee.

C. Facility

The **EOC is located** at 597 Park Avenue East, Mansfield. An alternate EOC is available at Ontario Service Building 3375 Milligan Road, Ontario, Ohio 44906.

D. Function

The Emergency Operations Center provides necessary space and facilities for the centralized direction and control of the following functions:

1. Direction of emergency operations.
2. Communications and warning.
3. Damage assessment and reporting.
4. Containment and / or control of hazardous material incidents / emergencies.
5. Dissemination of severe weather watches and warnings.
6. Actions to protect the health and safety of the general public, to include:
    *   Public Information, instructions, and directions
    *   Evacuation and / or sheltering

E. Manning

The Richland County EOC will be manned by representatives of county and municipal governments involved in emergency operations and volunteers from civic organizations as appropriate.

II. ACTIVATION OF EOC

A. Warning / Alerts

1. *Source and Means of Receipt*
    Warnings / alerts may be received from any source and by any means. The more likely sources and means are shown below. Warnings or directed messages will be verified according to developed procedures to preclude unnecessary reaction to possible prank notification.
    *   On-the-scene personnel
    *   Weather Service
    *   Law Enforcement
    *   Fire & EMS Departments
    *   EM Coordinator
    *   News Media
    *   Hazardous materials fixed facilities in city / county

2. *Persons to Receive Messages*
   - Warning may be received by Richland County Communications Center.
   - Warning / alerts may also be received by Richland County Emergency Management Coordinator or their representative.

B. Alerting Procedures

Upon receipt of an authentic warning message, the Emergency Management Coordinator will:

1. Activate the EOC (Emergency Operation Center)
2. Initiate alerting / notification procedures to extent directed in the manner prescribed in this annex.
3. Officials alerted by the action prescribed above will alert those individuals and / or departments for which they are responsible.

C. Activation

1. Authority to activate the EOC is vested in the Emergency Management Coordinator.
2. The EOC will be considered activated when sufficient personnel for operational activities are physically present.
3. Reporting - All personnel reporting for duty in the EOC will make their presence known to the Emergency Management Coordinator or their section leaders.
4. When the EOC is activated, space will be utilized as suits the operation and designated by the Emergency Management Coordinator.
5. The initial situation briefing will be provided by the Emergency Management Coordinator when the EOC is activated. Subsequent briefings will be held as needed

D.   Emergency Operations Center Activations Levels

1. Routine Operations
   - EMA staff complete normal daily tasks. There is no active disaster and the EOC is not operations.
   - Response agencies notify the EMA of an incident 24/7 by contacting the Director or Deputy Director directly or through county dispatch centers.

2. Situational Awareness and Monitoring

   - EMA staff is aware of a developing incident. The Director/Deputy Director maintains communication with response agencies as needed and monitors the situation.
   - The EOC is not activated at this time.

3. Partial Activation

   - EMA staff is on-site in the EOC; representatives of selected ESF agencies may report to the EOC as needed to address response actions.
   - The EOC may be operational for extended hours but is not engaged in 24/7 operations
   - Situational reports are developed and distributed as needed to update response partners of incident status.
   - The County Commissioners or an individual jurisdiction may declare a state of emergency.

4. Full Activation

- The EOC is operational for extended hours and may be open 24/7, depending on the needs of the incident.
- Representatives of activated agencies report to the EOC to address and report on response activities under their ESF and participate in EOC briefings.
- If the incident escalates and local resources are overwhelmed, the County can request state-level response and recover resources.

5. Recovery Operations

- As life safety operations conclude, the EOC will transition from response to recovery status. Personnel with response operation duties will continue to complete assignments and coordinate resources until those actions have been completed.
    - If there has been no state or federal declaration, recovery operations will be coordinated through the county EMA.
    - If no state or federal declaration has been issued, EMA staff will coordinate with those entities until a Joint Field Office (JFO) is established to continue recovery activities.

III.
ORGANIZATION

A. Staffing
1. Full Activation
2. Limited (Partial) Activation - Sections will be represented as directed by the Emergency Management Coordinator.

B. Operations groups will be composed of the following:

IV. 1. *Executive/Policy*
- Chief executives (i.e., County Commissioners, jurisdictional officials).
- Emergency Management Coordinator/Director
2. *Operations*
- Operations Director
- Law Enforcement
- Fire Services-Haz-Mat / Fire Marshal
- Rescue
- Communications and Warning
- Emergency Medical Services
- Public Works / Maintenance
- Other response forces (i.e. National Guard, Highway Patrol, etc.)
3. *Planning*
- Hazardous Materials Safety Coordinator
- Damage Assessment
- Solid Waste
- Social Services
- Public Health
- Cooperative Extension (Agriculture)
- Mental Health
- Damage Assessment
- Animal Control
- Other technical support services

4. *Logistics*
   - Transportation
   - School System
   - Donations
   - Red Cross
   - A.R.E.S./R.A.C.E.S
   - Salvation Army
   - Other volunteer or support agencies
5. *Finance*
   - Finance Officer
   - Purchasing

OPERATIONAL PROCEDURES

A. General Duties and Responsibilities

1. *Command*

   - **Chief Executives**
     The Chief Executives are responsible for the formulating of policy and operational guidelines for the conduction of emergency operations. They are also responsible for the overall management of survival and recovery efforts.
   - **Emergency Management Coordinator/Director**
     The County Emergency Management Coordinator is charged with planning, organizing, directing and supervising emergency operations conducted within the county and in addition to other responsibilities shall:
     - Assign and where necessary, train personnel to accomplish required tasks in the operation of the EOC.
     - Ensure that the EOC annex and appropriate annexes are periodically updated.
     - Maintain sufficient supplies and equipment to ensure the operational capability of the EOC.
     - Supervise and coordinate the functions during operations.
     - Provide briefings as needed.
     - Conduct other tasks as may be required to safeguard property and protect the people of Richland County in emergencies.
     - Locate and coordinate resources and resource requests.
   - **Public Information Officer (PIO)**
     The Public Information Officer is responsible for overall coordination of public information activities and shall have the following roles:
     - Establish procedures for the dissemination of information.
     - Provide the public with educational-type information for their safety and protection.
     - Disseminate public instruction and direction.
     - Act as the government's point-of-contact with the news media.
     - Serve under the direction of the EMA Director or their designee.
   - **Safety Officer**
     The Safety Officer is responsible for ensuring the overall safety of the EOC at all times and ensuring compliance with OSHA standards.
   - **Liaison Officer**
     The Liaison Officer assists the EMA Director by serving as point of contact for agency representatives who are helping to support the operation and provides briefings to and answers questions from supporting agencies.

2. *Operations*

- **Operations Director / Emergency Management Coordinator / Director**
  The Operations Director controls the activity of those agencies making a direct response in the containment and reduction of the emergency and shall have the following roles:
  - Be the recipient of all incoming information concerning the emergency situation.
  - Have available the most current status of resources (i.e., manpower, equipment and supplies), in and out of government.
  - Establish a priority of effort based on the two preceding items of information.
  - Be supported within the EOC by the Administrative Department of county government which will:
  - Maintain a complete record of activities in chronological order.
  - Provide personnel for secretarial and clerical activities as needed within the EOC.
  - Provide personnel for posting the operational status and activities on EOC display boards, charts, maps, etc.

- **Law Enforcement**
  Law Enforcement is represented in the EOC by the various Chiefs or their designee from the various departments within the county. In addition to normal Law Enforcement activities they will be charged in Emergency Operations with providing assistance in warning, search operations, evacuation, EOC security, escorts for school buses, traffic control, and security for evacuated areas.

- **Fire Service**
  Fire Service is represented in the EOC by the various Chiefs or their designee from the various departments within the county. Additional duties assigned to the Fire Service are many and varied. These duties are contained in current plans, particularly those involving Hazardous Materials incidents/emergencies.

- **Emergency Medical Service and Rescue**
  EMS is represented in the EOC by the various Chiefs or their designee from the various Fire Departments. Additional representation may be utilized from various private EMS Chiefs or their designee. In addition to services which would be required of this group in emergencies, they may be tasked with support for medical and health requirements of Congregate Care.

- **Communications and Warning**
  Within the county there are two (2) PSAP's, Richland County and Mansfield City. Emergency communications for Law Enforcement and handled by the jurisdictions own dispatch after receiving the request for service through their own dispatch or either of the PSAP's. Public Fire Department dispatch is handled by either Richland County or Mansfield City PSAP's depending on the request of service location. Private EMS dispatch can be done through either PSAP's.

  Warning within the county is provided by EAS with Cable Television interrupt on all channels and is supplemented by public address systems mounted in emergency service vehicles and outside sirens. Warning is an assigned responsibility of the County Warning Point (EOC) and supplemented by the various emergency service agencies. The direction and control of the warning system is by the Emergency Management Coordinator.

- **Solid Waste**
  Solid Waste Department for the county will be made up of the personnel and equipment from the Solid Waste Department. It will be under the direction and control of the County Solid Waste Director. This group will provide such emergency service as debris clearance, soil removal, refuse collection and other similar services as needed for the safety and protection of the population.

- **Other response forces**
  Other response forces will often include those forces from other jurisdictions that will assist with
- Initial or intermediate response. These forces may be local, state or federal (i.e.: National Guard, Highway Patrol, FBI, etc.).

3. *Planning*

- **Hazardous Materials Safety Coordinator**

The HMSC has been appointed or will be appointed by the Emergency Management Coordinator and will serve as the Hazardous Materials Safety Section Chief. They are responsible for the receipt, evaluation and reporting of hazardous materials data. The HMSC is also responsible for working with the Health Director in making recommendations for Emergency Workers. The HMSC shall be assisted by the head of Environmental Health Division of the Richland County Health Department.

- **Social Services**

  In addition to the services provided by these organizations on a routine basis, they are tasked in emergencies with support operations of Congregate Care Centers if required. Facilities to be used as Congregate Care Centers are identified in appropriate plans. Supporting Congregate Care includes the entire spectrum of mass care from registering through feeding, bedding, physical hygiene, care of sick, aged, infirmed and children, to returning the facility to its pre-shelter condition. The Department of Public Health and Social Services are responsible for coordinating Congregate Care to the Special Needs population.

- **Public Health**

  Public health is represented in the EOC by the Health Director. He / she is supported, as needed by members of their staff as required, based upon the nature of the incident. In addition to normal duties, the Health Director will be responsible for directing their staff to assist in issues dealing with public health concerns with a specific focus on radiation contamination. The Health Director will also address specific issues concerning food products, sanitation and population exposure to diseases that may manifest themselves in times of disaster.

- **Mental Health**

  Mental Health is represented in the EOC as required or requested by the EOC staff and / or the Emergency Management Coordinator/Director. Mental Health will be represented by the local director or the chief of a mental health agency should a public agency not be available. The primary function of this person will be to provide assistance in the way of personnel to shelters when it is determined that mental health personnel are needed. They will support the Department of Public Health, Social Services and the Red Cross. The Mental Health position is also responsible for arranging and coordinating CISD (critical incident stress debriefing) teams for emergency services personnel.

- **Cooperative Extension**

  Agriculture is represented by the Ohio Department of Agriculture and United States Department of Agriculture and is responsible for all issues concerning agriculture including assessing crop, livestock and their product damages that may result from the loss suffered in a disaster. This person will keep the EOC advised regarding agriculture losses or the potential of such losses. This person is also responsible for the coordination of the removal of dead farm animals and / or the decontamination of such animals. This person will be responsible for issuing proper authority to farmers to reenter stricken areas in coordination with the Sheriff and / or appropriate law enforcement agency. Also this person coordinates assistance to the public by means of public information concerning the consumption of food products or the preparation of same. This activity is conducted in a coordinated manner with the Department of Public Health and the Public Information Officer.

- **Damage Assessment**

  The Damage Assessment Section will be under the directions of the EOC Coordinator who will serve as the Director of Damage Assessment supported by members of the Tax Department, Cooperative Extension Service, and the Inspections Department. Rapid and accurate means of developing this information is essential as it forms the basis for requesting assistance at the State and National level. Assistance will be provided by CERT, OSRT and Ohio EMA.

- **Animal Control**

  The Animal Control Section will be manned by the Dog Warden and / or their appointed representative. Animal Control will coordinate all issues dealing with domestic companion animals and assist Cooperative Extension as much as possible with livestock issues. These include issues

of companion animals at shelters. The Animal Control Section may draw upon whatever resources are necessary and available to assist them.

- **Other Technical Support Services**
  Other technical support services may be necessary such as representatives of utilities, chemical manufacturers, radiation specialists, information technology or other specialists. These persons serve as technical advisors, liaisons and technical support within the scope of their expertise.

4. *Logistics*

- The Logistics Group is headed by the Logistics Group leader. This group is responsible for maintaining a display within the EOC of the current status of available government resources. Additionally, they must be knowledgeable of those resources available within the county but not under government control. This information will be assembled and frequently updated in a resource manual by the f Emergency Management Agency. The Logistics Group, may be established to coordinate the acquisition of supplies, equipment and other resources (public and private) necessary and approved to resolve / recover from the emergency or disaster situation. Logistics also is responsible for mass care and feeding and shelter operations.
- **School System**
  The Richland County Schools are represented in the EOC by the Superintendent of same and / or their respective appointed representative who has the authority to act on behalf of the schools. The primary function of this person is to coordinate school related issues such as student evacuations, transportation and the use of school facilities as shelters by the American Red Cross. This person works closely with Red Cross and the Department of Social Services to ensure facilities are adequate and that the needs of both the public and the schools are met in times of disaster. This person serves as the primary liaison between the County and the School system.
- **Red Cross**
  In addition to the services provided by these organizations on a routine basis, they are tasked in emergencies with operations of Congregate Care Centers (shelters) if required. Facilities to be used as Congregate Care Centers (shelters) are identified in appropriate plans. Congregate Care includes the entire spectrum of mass care from registering through feeding, bedding, physical hygiene, to returning the facility to its pre-shelter condition. The Department of Public Health and Social Services are responsible for coordinating Congregate Care to the Special Needs population.
- **A.R.E.S. / R.A.C.E.S.**
  ARES (Amateur Radio Emergency Service or/RACES (Radio Amateur Civil Emergency Service) is represented by volunteers, licensed Amateur radio operators and part of the Amateur Radio Emergency Service network. A liaison is assigned by Richland EOC Coordinator to the EOC. This liaison is responsible for all operations and staffing regardless of the location of operators. The primary function is to perform backup communications via radio with shelters and messaging from the EOC to outlying emergency operations and serve as the link between shelter operations and the Red Cross liaison at the EOC. This person also ensures that all amateur radio equipment used is functional and within the standards of the service and that all amateur radio personnel are licensed and members of ARES/RACES they are also responsible for updating weather information in a timely manner, using whatever tools are available and maintaining contact with NWS and keeping the EOC advised accordingly.
- **Donations Manager**
  The Donations Manager is appointed by the Emergency Management Coordinator, this person is responsible for the management of all donated goods received by the county that will be distributed to the public or for use by the public and / or the county.
  - o All donated monies however are received as follows:
    - Donations marked for use by the county - Finance Officer
    - Donations marked for charitable use - Designated organization (if undesignated United Way will receive and distribute)

- **Salvation Army**
  Supports Red Cross and or provides shelter within its guidelines and in coordination with Red Cross and Social Services. Also provides food / feeding support.

- **Transportation**

The Transportation Director for the county serves in the EOC to coordinate all public transportation needs and serves as technical advisor regarding transportation requirements. Coordinates with the school system.

5. *Finance*

   - This group is under the direction of the County Finance Officer. This group may be established to:
     - o compile and maintain documentation of purchases, acquisition and utilization of emergency supplies, equipment and other services;
     - o perform financial and cost analysis to develop conclusions on efficient methods of resolving and recovering from the emergency / disaster situation.

B. Message Control

V.
1. Radio communications received in the EOC will be via the County Communications Center or EOC Communications Center.
2. Incoming information will be passed to the Operations Group and or Emergency Management Coordinator/Director for information and disposition as deemed appropriate.
3. Incoming information received via telephone or messenger will be written using the EOC messaging system furnished by Emergency Management.
4. Actions taken as a result of incoming information will be made as an entry in the computer.
5. Outgoing Messages: Copies of messages directing the commitment of resources or personnel will be made available to the Operations Officer and the information passed on to the Emergency Management Coordinator by the agency directing the action.

ADMINISTRATION
A. Registration

A register will be maintained by Emergency Management for all personnel engaged in operational activities in the EOC. Name, title, agency, and time in and out will be required for record purposes. This will be recorded as set forth in the Operations Manual.

B. Manpower
EOC Group Chiefs or their designated representatives will be responsible for notifying members of their staff and providing alternates as required.

C. Staff Support
Administrative and logistical support of staff members within the EOC may be provided by the County Board of Commissioners and or EMA

D. Housekeeping
1. Bedding will be provided as needed during prolonged operations by the staff of Emergency Management and/or Red Cross.
2. Meals
   - With exception of special diets which are the responsibility of the individuals, meals will be provided within the EOC when circumstances dictate or outside travel is restricted or curtailed.
   - The procurement of food supplies will be the responsibility of the Emergency Management Coordinator/Director and/or Red Cross.
   - Preparation of meals within the EOC will be accomplished by either EOC Personnel and/or procured from the private sector.

3. Personal Items
4. Each individual reporting to the EOC for duty will make provisions for their own personal hygiene requirements, clothing, and any special dietary needs or prescription drugs.

E. Office Supplies

An initial supply of essential items will be furnished by the Department of Emergency Management. Subsequent supplies will be made available from county or retail stocks.

F. Transportation

Transportation to and from the EOC is the responsibility of the individual. Should inclement weather or other conditions prelude vehicle movement, the Emergency Management Coordinator/Director should be notified to provide transportation assistance.

G. Status Information

The following status information will be maintained up-to-date in the EOC by the Operations Section in an appropriate manner.

1. Operations Log
2. Shelters (capacity, name)
3. Weather Information
4. Decontamination stations
5. Traffic Control points / road blocks
6. Warning and notification routes

H. Maps

Maps that depict the area of the emergency will be posted and maintained. Such maps may depict demographic features and threats to the safety of people and property.
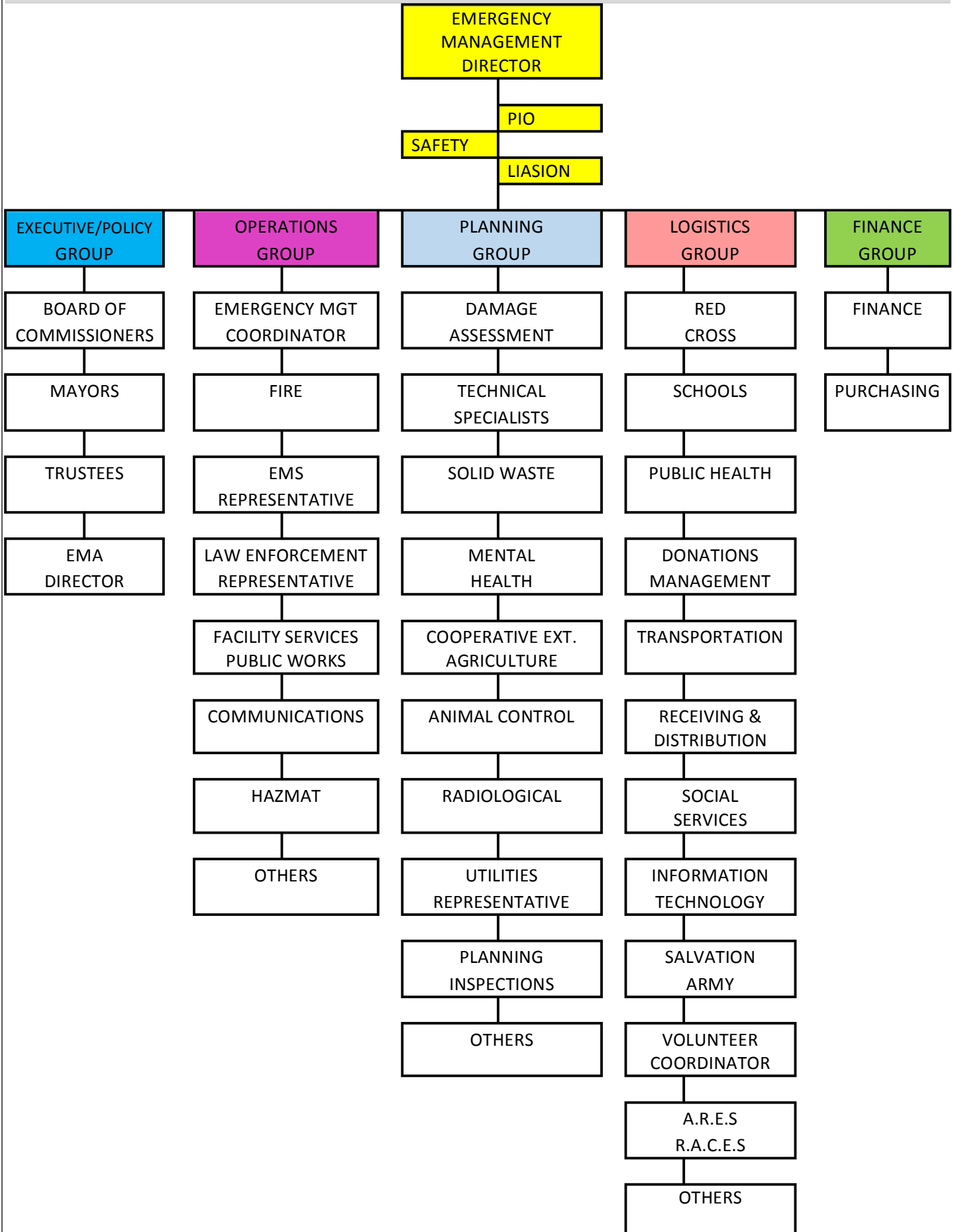
I. EOC Security

VI.   Security may be provided by Richland County Sheriff's Department or Ohio Special Response Team. Security will carry out the following:

1. Ensure picture IDs are worn or carried at all times and only those persons with proper identification are admitted to the EOC during operational hours.
2. Ensure an accurate log is kept of all persons entering or exiting the EOC.
3. Ensure authorized visitors are escorted at all times in the EOC.
4. Perform perimeter security checks and ensure appropriate doors are locked or otherwise secured.
5. Perform other security functions as directed by the Sheriff, ranking law enforcement officer or the Emergency Management Coordinator.

METHOD USED TO ALERT E.O.C. STAFF

1. The staff of Emergency Management and, following receipt of alert from the Richland County Communications Department, will alert the Emergency Operations staff.
2. As each employee arrives, they will be provided an alert list and be directed to alert certain persons remaining to be called.

EMERGENCY OPERATIONS CENTER CHAIN OF COMMAND

EMERGENCY MANAGEMENT DIRECTOR

- PIO
- SAFETY
- LIASION

EXECUTIVE/POLICY GROUP	OPERATIONS GROUP	PLANNING GROUP	LOGISTICS GROUP	FINANCE GROUP
BOARD OF COMMISSIONERS	EMERGENCY MGT COORDINATOR	DAMAGE ASSESSMENT	RED CROSS	FINANCE
MAYORS	FIRE	TECHNICAL SPECIALISTS	SCHOOLS	PURCHASING
TRUSTEES	EMS REPRESENTATIVE	SOLID WASTE	PUBLIC HEALTH	
EMA DIRECTOR	LAW ENFORCEMENT REPRESENTATIVE	MENTAL HEALTH	DONATIONS MANAGEMENT	
	FACILITY SERVICES PUBLIC WORKS	COOPERATIVE EXT. AGRICULTURE	TRANSPORTATION	
	COMMUNICATIONS	ANIMAL CONTROL	RECEIVING & DISTRIBUTION	
	HAZMAT	RADIOLOGICAL	SOCIAL SERVICES	
	OTHERS	UTILITIES REPRESENTATIVE	INFORMATION TECHNOLOGY	
		PLANNING INSPECTIONS	SALVATION ARMY	
		OTHERS	VOLUNTEER COORDINATOR	
			A.R.E.S R.A.C.E.S	
			OTHERS	

Emergency Operations Center Checklist

☐ Upon receipt of a confirmed/valid warning message or by being made aware of an incident, emergency, or impending event that may necessitate the activation of the Emergency Operations Center, the Emergency Management Coordinator will gather as much information about the event as possible and determine if the circumstances warrant recommending activation.

☐ If the incident or situation warrants it, recommend to Chairman of the Board, the issuance of a Proclamation of a State of Emergency.

☐ Make or cause to make contact with all appropriate EOC staff and/or all persons that should report to the EOC.

☐ Prepare an initial briefing to include, but not be limited to:

> The scope and known specifics of the incident that has caused the EOC to be activated.
> The names and locations of Incident Commanders and Incident Command Posts.
> Location of the incident(s) (i.e. countywide, area, specific location, etc.).
> Number of units or personnel currently assigned or dispatched to the incident(s).
> Number of currently known injured or dead.
> Weather conditions.
> Initial personnel that will man the EOC.
> The expected time period of activation.
> Security / Safety
> Sign in and sign out process.
> Messaging
> Communications (i.e. telephone number assignments, radio assignments, etc.).

☐ Establish EOC incident command.

☐ Ensure that personnel are assigned to and understand their assignment to one or more of the five groups.

> Executive
> Operations
> Planning
> Logistics
> Finance

☐ Turn on all electronic displays.

☐ Turn on and ensure operation of all computer equipment and software.

☐ Activate all telephones and place telephone books at work areas.

☐ Ensure sufficient workspace and work equipment is on hand and in good working condition.

> Pens
> Paper
> Computers
> Forms
> Other materials

☐ Start an EOC event/incident log (major events).

☐ Prepare an Incident Action Plan (IAP).

☐ Contact the State EOC or State EM Operations and submit initial (Situation Report or SitRep) to the State.

☐ Conduct a full briefing when EOC staff have arrived.

☐ The briefing should include but not be limited to:

> The scope and known specifics of the incident that has caused the EOC to be activated.
> The names and locations of Incident Commanders and Incident Command Posts.
> Location of the incident(s) (i.e. countywide, area, specific location, etc.).
> Number of units or personnel currently assigned or dispatched to the incident(s).
> Number of currently known injured or dead.
> Weather conditions.

Initial personnel that will man the EOC
The expected time period of activation.
Security / Safety.
Sign in and sign out process.
Messaging.
Communications (i.e. telephone number assignments, radio assignments, etc.).
"Housekeeping".
Maps.
Group assignments.
Likelihood of a "second shift" requirement.

- [ ] Continue briefings as often as necessary, but at least every two hours to update staff on new information and to be updated by them on their activity.
- [ ] Establish and maintain contact with State Emergency Management, or the State EOC, whichever is appropriate.
- [ ] Receive and process resource requests.
- [ ] Establish and maintain communications with:

On scene incident commanders / command posts.
State / Federal agencies as appropriate.
Communications Center.
Utilities
Media (through the Public Information Officer)

- [ ] Maintain the level of EOC activation as appropriate or until the incident is terminated.
- [ ] Prepare IAP for each shift.
- [ ] Submit follow up reports (Situation Reports or SitReps) to the State in a timely manner.
- [ ] As necessitated by the incident as it progresses, contact additional personnel for activation or possible activation. Such as:

Damage Assessment (Tax Assessor)
Debris Management (Solid Waste)
Animal Control
Radiation Protection
Transportation

Closing or deactivating the EOC

- [ ] When it is determined that closure of the EOC is imminent, prepare and hold a final briefing / debriefing. This debriefing should allow each EOC staff member to make comments, suggestions and offer a "thumbnail" critique of specific actions or inactions. During the debriefing you may wish to include:

Return of equipment.
Reports that are due or need to be collected.
Final reminders of safety or security.
Overall EOC performance.
Success stories (or not so successful stories).
Lessons learned.
Date and time of the incident/emergency/disaster response critique.

- [ ] Only close or deactivate the EOC if the incident or incidents that caused it to open have been terminated or all actions have successfully been concluded.
- [ ] If a Proclamation of a State of Emergency has been issued, ensure that a proclamation to terminate the emergency is also issued. It is recommended that such a proclamation terminating the emergency not be issued until all activity regarding the incident(s) / emergency / disaster have concluded, including debris management. You may wish to consult with State Emergency Management prior to formally terminating an emergency.
- [ ] Make backups or archives of all computer records.
- [ ] Print copies of reports or other documents that will be necessary to present to state/federal agencies.
- [ ] Collect all damage assessment reports or reports from other agencies relative to the incident(s) /emergency/disaster.
- [ ] Gather and return all rented or borrowed equipment.
- [ ] Turn off displays.
- [ ] Return telephones and telephone books and other supplies to their storage locations.

RICHLAND COUNTY EMERGENCY OPERATIONS CENTER (EOC) STAND UP

1. MAKE SURE ALL EMA STAFF HAVE BEEN NOTIFIED THAT THE EOC IS BEING STOOD UP AS WELL AS IT DEPARTMENT
    a. Mike Bailey   567-241-8810-   419-565-2777-   419-774-5686
    b. Rick Evans   419-565-9620-   419-989-3462-   419-774-5886-   419-589-7202
    c. Sue Hunt   419-544-2361-   419-774-3524
    d. Steve Boyd   419-961-6891
    e. Mark Cains   419-774-7887   419-522-4371

2. SHUT OFF CALL FORWARD
    a. This should only be turned on at the 1st phone (3500)
    b. Push the FWD button on the 3500 phone

3. FORWARD OFFICE PHONES TO EOC
    a. EMA STAFF WILL HANDLE THIS

4. CALL KATHI CUTLIP MILLS OR HER REP FOR CERT
    a. 419-512-7816

5. TRY TO GET 2 VOLUNTEERS TO ANSWER PHONES
    a. CERT
    b. OSRT
    c. RSVP

6. START UP ALL COMPUTER AND MONITORS
    a. Username --- eoc-
    b. Password --- richlandeoc-

7. EMAIL ADDRESS FOR EOC
    a. eoc@richlandcountyoh.us PASSWORD richlandeoc (barracuda login)

8. PUT WEATHERTAP UP ON SMART BOARD
    a. Click on weathertap icon or weathertap.com
    b. USERNAME   ema@richlandcountyoh.us
    c. PASSWORD: richlandeoc

9. TURN ON WEATHER OR NEWS ON TV
    a. Channel 16
    b. Channel 23
    c. Channel 372

10. CALL COMMISSIONERS AND ADVISE THAT THE EOC IS OPEN AND WHY
    a. Tony Vero   330-338-5135
    b. Marilyn John 419-989-7748
    c. Darrell Banks 419-565-5291

11. CALL ELVIN BURNELL - OSRT TO ASSIST WITH SECURITY AND BADGES
    a. 419-512-3709

12. NOTIFY MEDIA THAT THE EOC IS OPEN AND THE NUMBER THAT WE CAN BE REACHED AT 419-774-3500

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