

## 6.2 EOC Operations Section Overview

The Operations Section coordinates all jurisdictional operations in support of the overall emergency response effort through implementation of the Emergency Coordination Centre's (EOC's) Action Plan.

### Responsibilities:

- Provides situation and resource information to the Planning Section;
- Coordinates aviation services and resources, if more than one site, area or region, as the case may be, is using aircraft;
- Coordinates the activities of the functional branches and agencies assigned to operations; and
- Implements the Emergency Operation Centre (EOC) Action Plan.

### Functional Branches

Depending upon the nature of the emergency, the Operations Section will be organized into a number of functional branches, each led by a Branch Coordinator. A Deputy Operations Section Chief may be appointed to supervise these branches when the span of control exceeds five or six. In some circumstances there is no need to combine departments and agencies into functional branches. In these cases, the Operations Section may be organized by agency or department rather than function.

## 6.2.1 Operations Section Chief

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
**All forms listed below are found in Sec 10.3**

**Reports to:** Emergency Operations Centre Director

**Responsibilities:**

- Ensure that the Operations Coordination function is carried out including coordination of response for all operational functions.
- Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
- Establish the appropriate level of branch and unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
- Exercise overall responsibility for the coordination of Branch and Unit activities within the Operations Section.
- Ensure that the Planning Section is provided with Branch Status Reports and Major Incident Reports.
- Conduct periodic Operations briefings for the EOC Director as required or requested.
- Supervise the Operations Section.
- Coordinate any activated agency/organization operations centres in the operational area.
- Maintain a communications link between Incident Commanders (sites), agency / organization operations centres and the EOC for the purpose of coordinating the overall response, resource requests and event status information.

**Activation Phase:**

- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
- Meet with Planning Section Coordinator; obtain a preliminary situation briefing.
- Based on the situation, activate appropriate branches within the section.
- Designate Branch Coordinators as necessary.
  - Fire & Rescue
  - Police
  - Health
  - Public Works & Engineering
  - Ambulance
  - ESS
  - Utilities
  - Infrastructure
  - Neighborhoods
  - Air Operations
  - Emergency Social Services
  - Search and Rescue
  - Special Operations
  - Others as needed
- Determine need for mutual aid.
- Request additional personnel for the section as necessary for 24-hour operation.
- Establish radio or cell-phone communications with agency/organization operations centres, other EOC'S, or PREOC operating in the region and coordinate accordingly.
- Obtain a current communications status briefing from the Communications/Information Systems Branch Coordinator in Logistics.
- Ensure that there are adequate equipment and radio frequencies available for the section.
- Determine estimated times of arrival of section staff from the Personnel Unit Logistics.
- Confer with the EOC Director to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for agency representatives in the Operations Section.
- Determine activation status of other EOCs and establish communication links with their Operations Sections if necessary.
- Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- Identify key issues currently affecting the Operations Section; meet with Section personnel and determine appropriate section objectives for the first operational period.
- Review responsibilities of branches in section; develop an Operations Plan detailing strategies for carrying out Operations objectives.
- Obtain current communications status briefing from Logistics Section (Information Technology Branch Coordinator).
- Ensure that adequate equipment and frequencies are available for the section.

**Operational Phase:**

- Ensure that all section personnel are maintaining their individual position logs.

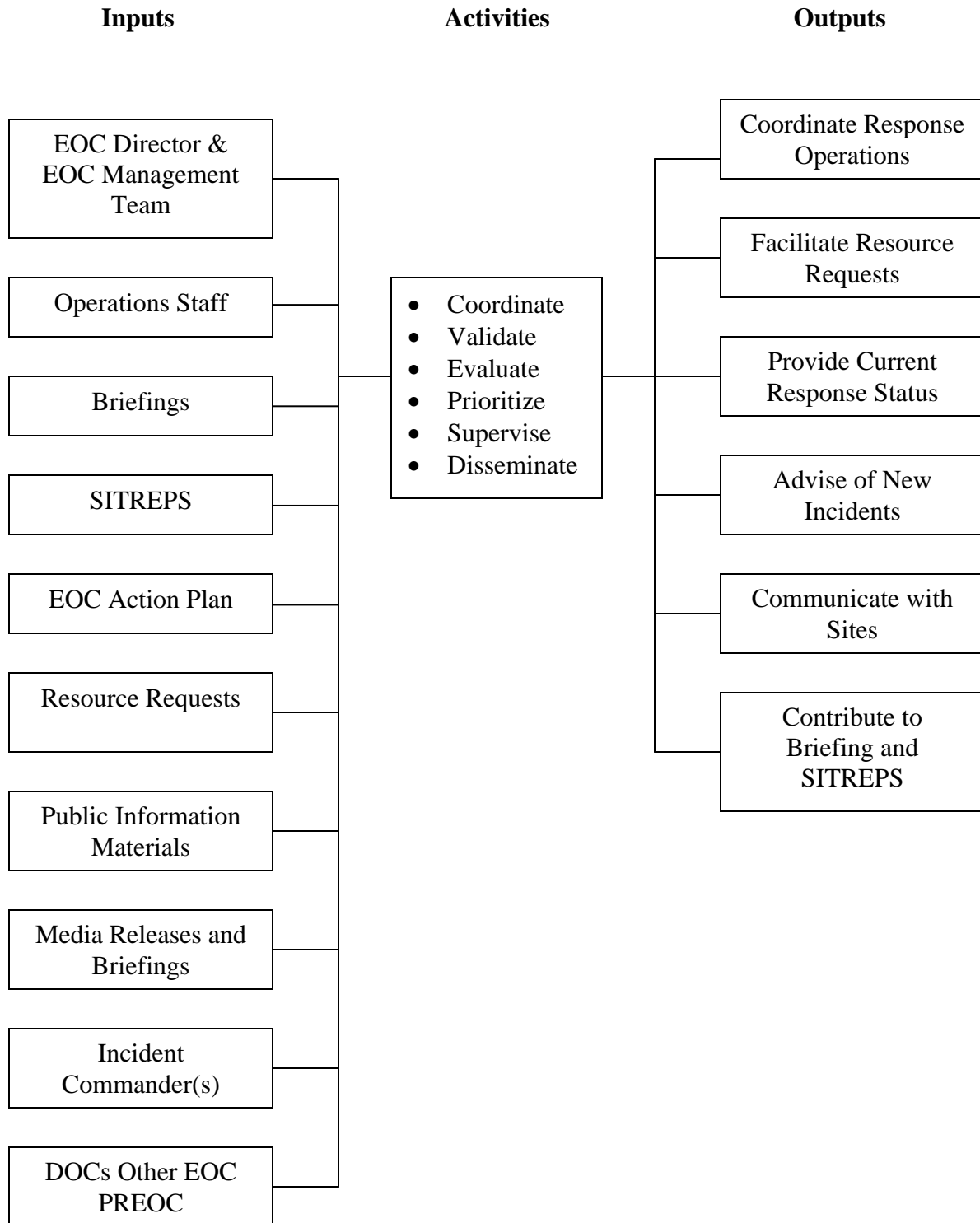
- Ensure that situation and resource information is provided to the Planning Section on a regular basis or as the situation requires, including Branch Status Reports and Major Incident Reports.
- Ensure that all media contacts are referred to the Information Officer.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- Attend and participate in EOC Director's Action Planning meetings and other relevant EOC Management Team meetings (See EOC 401A for Briefing Format).
- Provide the Planning Section Coordinator with the Operations Section's objectives prior to each Action Planning meeting.
- Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- Ensure that the branches coordinate all resource needs through the Logistics Section.
- Ensure that intelligence information from Branch Coordinators is made available to the Planning Section in a timely manner.
- Ensure that situation and resource information is provided to the appropriate units in the Planning Section on a regular basis or as the situation requires, including Branch Status Reports and new incoming incident reports.
- Authorize resource requests and forward extra-ordinary and/or Critical Resource requests to the EOC Director for approval (See EOC 414).
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets).
- Brief the EOC Director and other Management Team members on all major incidents.
- Complete a Major Incident Report for all major incidents; forward a copy to the Planning Section.
- Brief Branch Coordinators periodically on any updated information you may have received.
- Share status information with other sections as appropriate.

**Demobilization Phase:**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures.
- Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Deactivate branches and any organizational elements, when no longer required.

- Ensure that all paperwork is complete and logs are closed and sent to Documentation Unit.
- Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate.
- Deactivate the Section and close out logs when authorized by the EOC Director.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the EOC After-Action Report.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

### Operations Section Chief



## 6.2.2 Air Operations Branch Coordinator

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
**All forms listed below are found in Sec 10.3**

**Reports to:** EOC Operations Section Chief

This section can be divided into fixed and rotary wing sections.

### Responsibilities:

- Organize aviation resources at the local level to support site operations.
- As appropriate, initiate requests for Notice to Airmen (NOTAM).
- Establish procedures for emergency reassignment of aircraft if required.
- Coordinate with any provincial or regional authority's Air Operations in the operational area.
- Liaise with Air Operations at the PREOC.

### Activation Phase:

- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Assess current level of local regional and provincial air operations in the operational area.
- Determine activation status of PREOC aviation resources and establish communication links with their Air Operations if necessary.
- Identify key issues currently affecting air operations; prepare initial report for Operations Section Chief.

### Operational Phase:

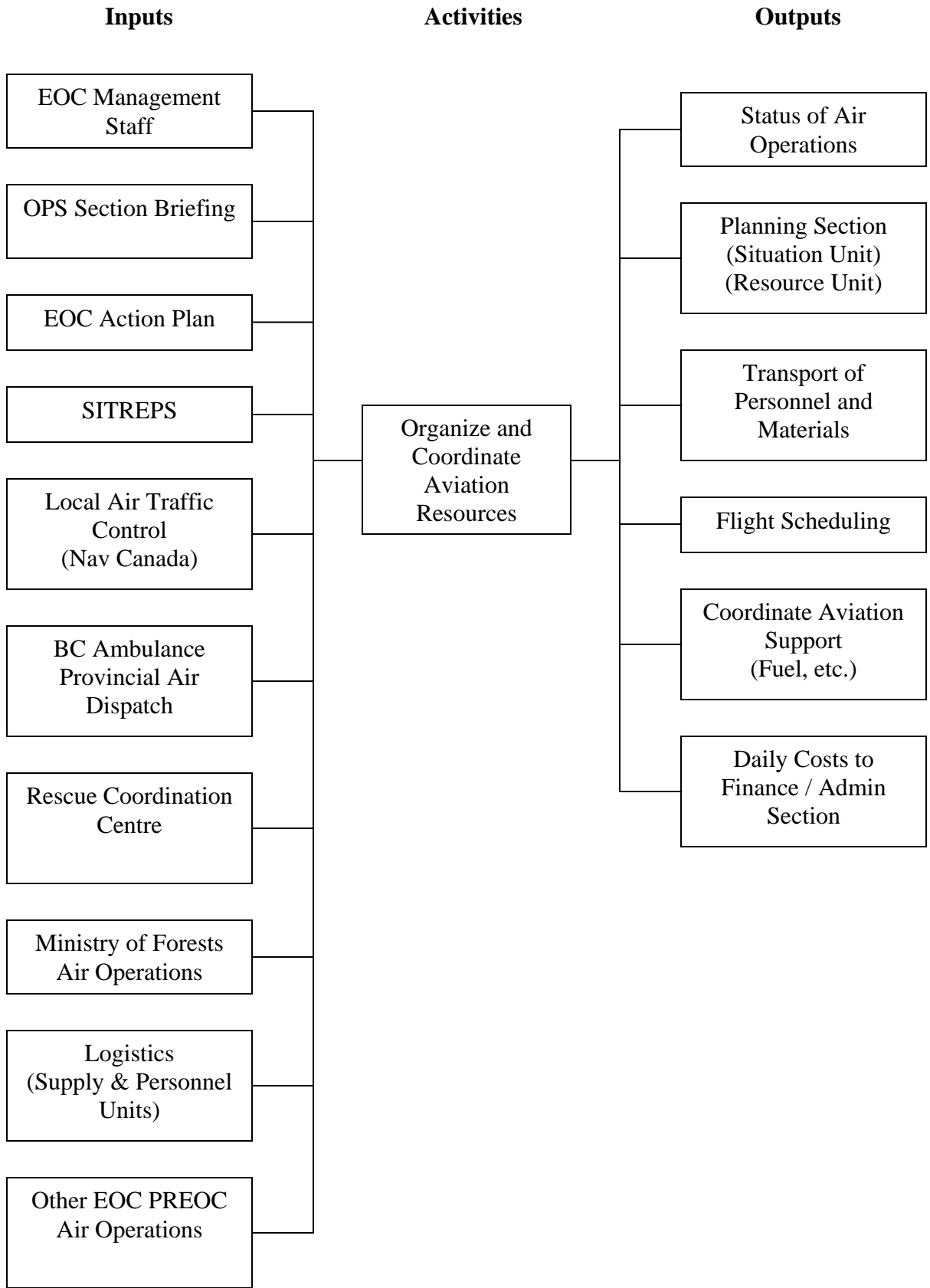
- Obtain briefing from Operations Section Chief.
- Liaise with BCAS Unit.

- Liaise with PREOC Air Operations.
- Receive resource requests and pass on to Operations Section Chief.
- Liaise with Logistics to coordinate air transport of personnel, material and evacuees, as required.
- Organize preliminary air operations.
- Initiate request for NOTAM if required.
- Schedule flights of non- emergency aircraft into the operational area if approved.
- Evaluate requests for non-tactical use of emergency aircraft assigned to the EOC.
- Ensure proper safety and risk management measures are being taken in regards to aircraft.
- Pass critical status information to Operations Section Chief, and Logistics Section (Situation Unit and Resource Unit).
- Provide reports on air operations issues to Operations Section Chief.
- Forward daily air operations costs to Finance/Administration Section.
- Divide Air Operations into Fixed Wing/Rotary Wing sections as required.

**Demobilization Phase:**

- Determine demobilization status of aviation resources in the operational area and advise Operations Section Chief and Logistics Section (Situation Unit).
- Ensure that all air expenditures and financial claims have been coordinated through the Finance/Administration section.
- Forward input for the EOC After-Action Report to Operations Section Chief.
- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Leave a forwarding phone number where you can be reached.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Clean up your work area before you leave.

### Air Operations Branch Coordinator



### 6.2.3 Special Operations Branch Coordinator

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
**All forms listed below are found in Sec 10.3**

**Reports to:** EOC Operations Section Chief

**Responsibilities:**

- Organize specialized resources at the site support (EOC) level to support site activities.
- As appropriate, initiate requests for Notice to Mariners.
- Establish procedures for emergency reassignment of specialized resources such as Heavy Urban Search and Rescue if required.
- Coordinate with any regional or provincial special operations in the operational area.
- Liaise with Special Operations at the PREOC.

**Activation Phase:**

- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Assess current level of local, regional and provincial special operations in the operational area.
- Determine activation status of provincial authority specialized resources and establish communication links with their Special Operations Branch if necessary.
- Identify key issues currently affecting special operations; prepare initial report for Operations Section Chief.

**Operational Phase:**

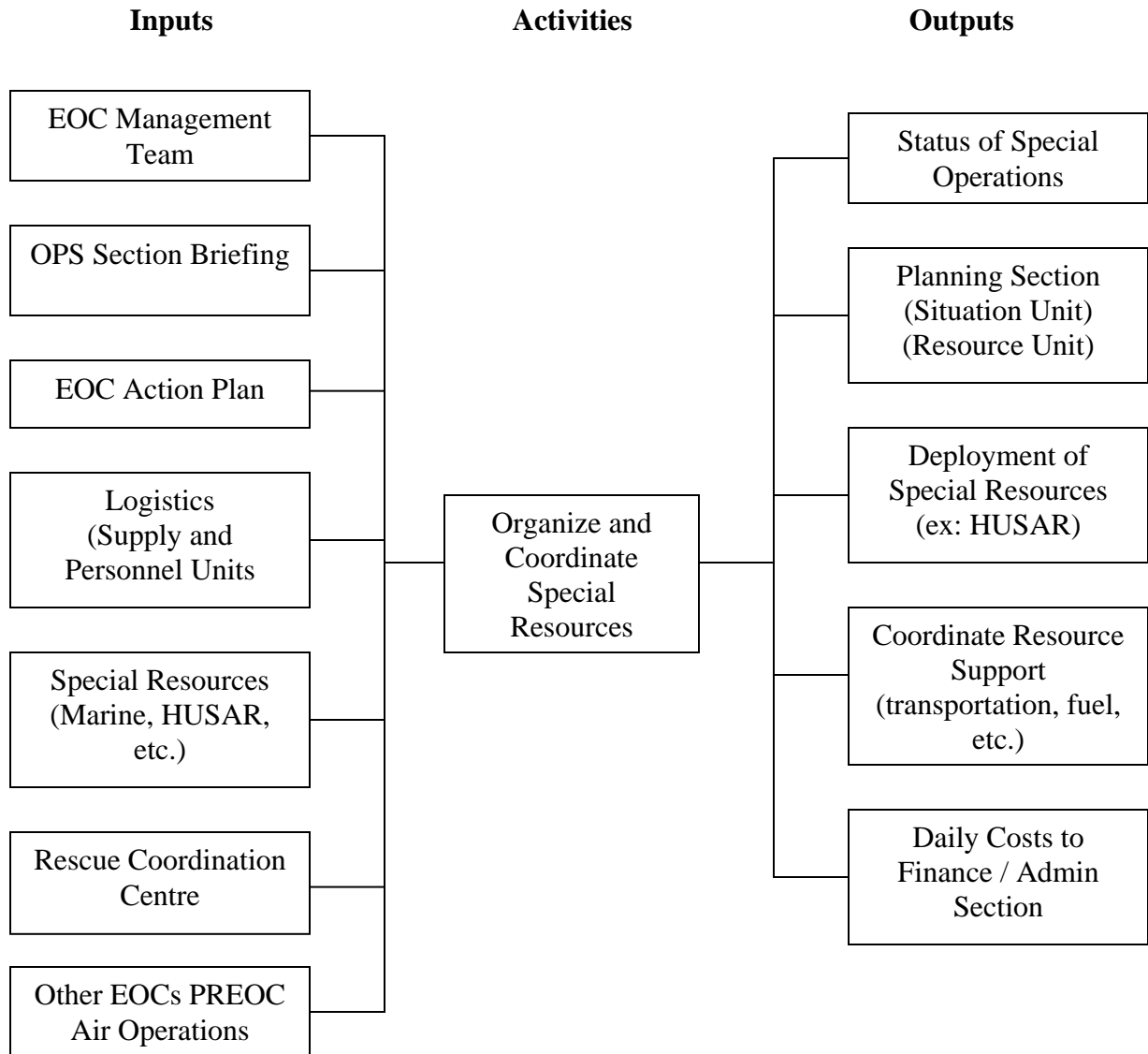
- Obtain briefing from Operations Section Chief.
- Evaluate requests for tactical and non-tactical use of specialized resources assigned to the EOC.
- Receive resource and operational requests and forward to Operations Section Chief.

- Organize preliminary special operations.
- Initiate request for Notice to Mariners if required.
- Ensure proper safety and risk management measures are being taken in regards to special operations.
- Pass critical status information to Operations Section Chief, Planning Section (Situation Unit and Resource Unit).
- Provide reports on special operations issues to Operations Section Chief.

**Demobilization Phase:**

- Determine demobilization status of any specialized resources in operational area and advise Operations Section Chief and Situation Unit.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration section.
- Forward input for the EOC After-Action Report to Operations Section Chief.
- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

### Special Operations Branch Coordinator



## 6.2.4 Fire & Rescue Branch Coordinator

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
**All forms listed below are found in Sec 10.3**

**Reports to:** EOC Operations Section Chief

**Responsibilities:**

- Coordinate fire suppression, hazardous materials, and search and rescue operations.
- Acquire mutual aid resources, as necessary.
- Coordinate the mobilization and transportation of all resources through the Logistics Section.
- Complete and maintain branch status reports for major incidents requiring or potentially requiring provincial and federal response support, and maintain status of unassigned fire and rescue resources in the area in conjunction with the Planning Section (Resource Unit).
- Implement the objectives of the EOC Action Plan assigned to the Fire & Rescue Branch.
- Ensure overall supervision of the Fire & Rescue Branch.
- Arrange and coordinate for urban and wildland fire suppression, as well as hazardous materials support operations.

**Activation Phase:**

- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Obtain briefing of the situation from the Operations Section Chief.
- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- If local authority mutual aid system is activated, coordinate use of area fire suppression resources with respective agency/organization operations centres and/or EOC'S.
- Based on the situation, activate the necessary Units within the Fire & Rescue Branch:
  - o Fire Suppression Operations Unit
    - Structural Fire Suppression

- Wildland Fire Suppression
  - Search & Rescue Unit
  - Hazmat Unit
  - Rescue
- ❑ Prepare and submit a preliminary branch status report and major incident reports as appropriate to the Operations Section Coordinator.
- ❑ Prepare objectives for the Fire & Rescue Branch; provide them to the Operations Section Coordinator prior to the first Action Planning meeting.

**Operational Phase:**

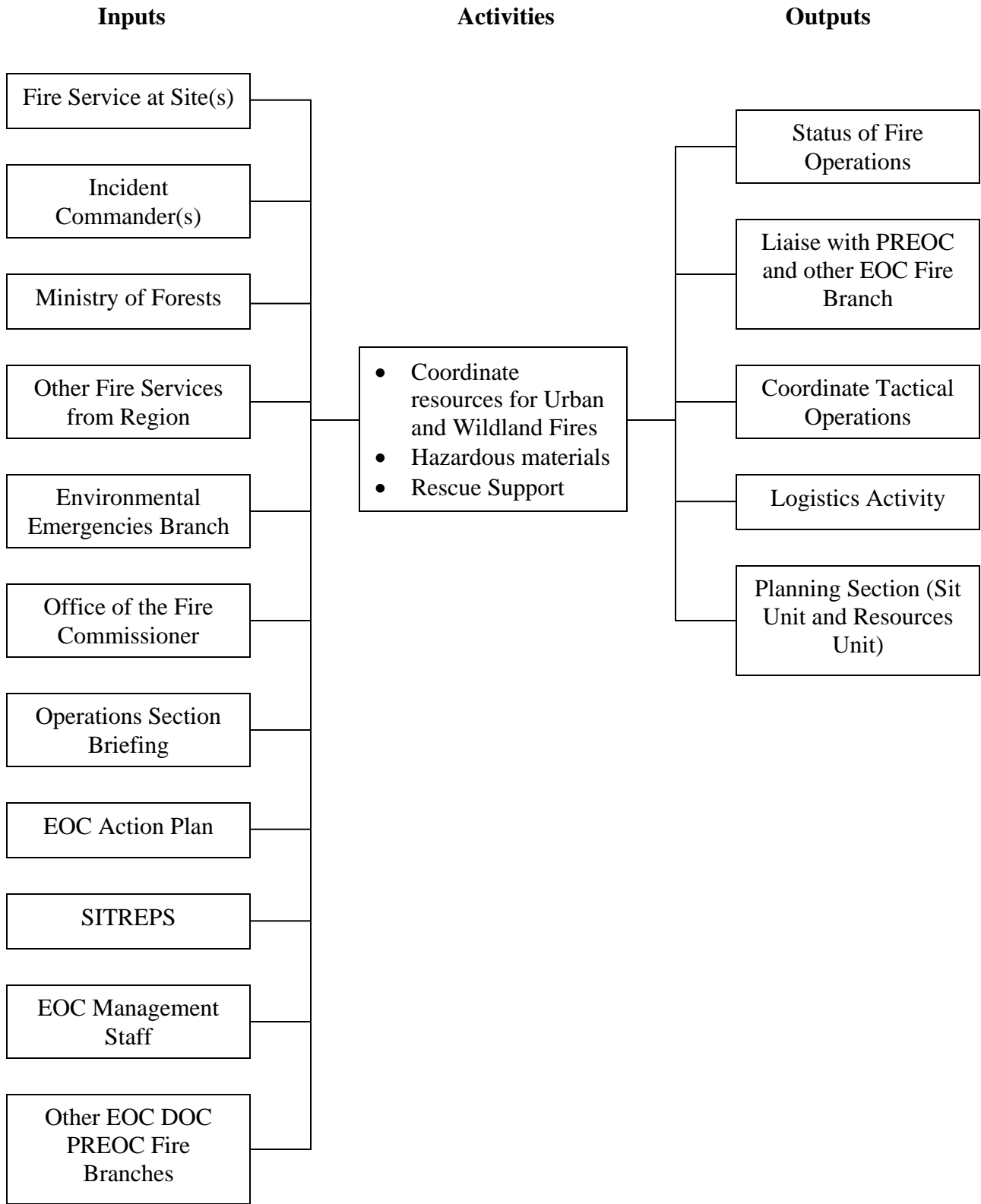
- ❑ Ensure that Branch and Unit position logs and other files are maintained.
- ❑ Maintain current status on Fire & Rescue Branch missions being conducted in the area.
- ❑ Provide the Operations Section Coordinator and the Planning Section Coordinator with an overall summary of Fire & Rescue Branch operations periodically or as requested during the operational period.
- ❑ Refer all contacts with the media to the Information Officer but be prepared to speak when requested by the Information Officer on technical matters.
- ❑ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
- ❑ Prepare objectives for the Fire & Rescue Branch for the subsequent operational period; provide them to the Operations Section Coordinator prior to the end of the shift and the next Action Planning meeting.
- ❑ Implement those objectives of the EOC Action Plan assigned to the Fire Branch.
- ❑ Provide your relief with a briefing at shift change; inform him/her of all on-going activities, branch objectives for the next operational period, and any other pertinent information.
- ❑ Ensure that all interface fire operations are being managed utilizing, when required, Unified Command with the appropriate agencies.
- ❑ Confirm and resolve through the EOC Director, any response boundary issues that may restrict mutual aid.
- ❑ Liaise with Provincial Fire Commissioner as required.
- ❑ Liaise with Ministry of Forests personnel in the PREOC as required.

**Demobilization Phase:**

- ❑ Deactivate your assigned position and close out logs when authorized by the EOC Director.
- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- ❑ Be prepared to provide input to the after-action report.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- ❑ Return any communications equipment or other materials specifically issued for your use.
- ❑ Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.

- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Determine demobilization status of branch units and fire operations in the area, and advise Operations Section Chief.
- Ensure any open actions are assigned to appropriate staff or other EOC Sections to follow-up.
- Ensure all expenditures and financial claims have been coordinated through the Finance/Administration Section
- Forward any input towards the After-Action Report to the Operations Section Chief.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

### Fire and Rescue Branch Coordinator



## 6.2.5 Police Branch Coordinator

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
**All forms listed below are found in Sec 10.3**

**Reports to:** EOC Operations Section Chief

**Responsibilities:**

- Coordinate movement and evacuation operations during a major emergency.
- Alert and notify the public of the impending or existing emergency, public safety orders, requests and information within the jurisdiction, as required within the area.
- Coordinate law enforcement and traffic control operations including evacuation, during the major emergency.
- Coordinate site security at incidents.
- Coordinate Police Mutual Aid requests.
- Coordinate all ground and inland water search and rescue operations and resource for the jurisdiction.
- Coordinate Police Mutual Aid requests.
- Supervise the Police Branch.

**Activation Phase:**

- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Obtain a briefing of the situation from Operations Section Chief and Site Personnel
- Based on the situation, activate the necessary Units within the Police Branch:
  - Law Enforcement Operations Unit
  - Coroner Unit
  - Police Operations
  - Search and Rescue
  - Evacuation

- Provide an initial situation report to the Operations Section Coordinator.
- Based on the initial EOC priorities prepare objectives for the Police Branch and provide them to the Operations Section Coordinator prior to the first Action Planning meeting.
- Coordinate mutual aid resources with other EOC Police Branch Coordinator(s) as required.
- Contact PREOC Police Branch Coordinator, if established, for the coordination of mutual aid resources.
- Provide an initial Police Services situation report to the Operations Section Chief.

**Operational Phase:**

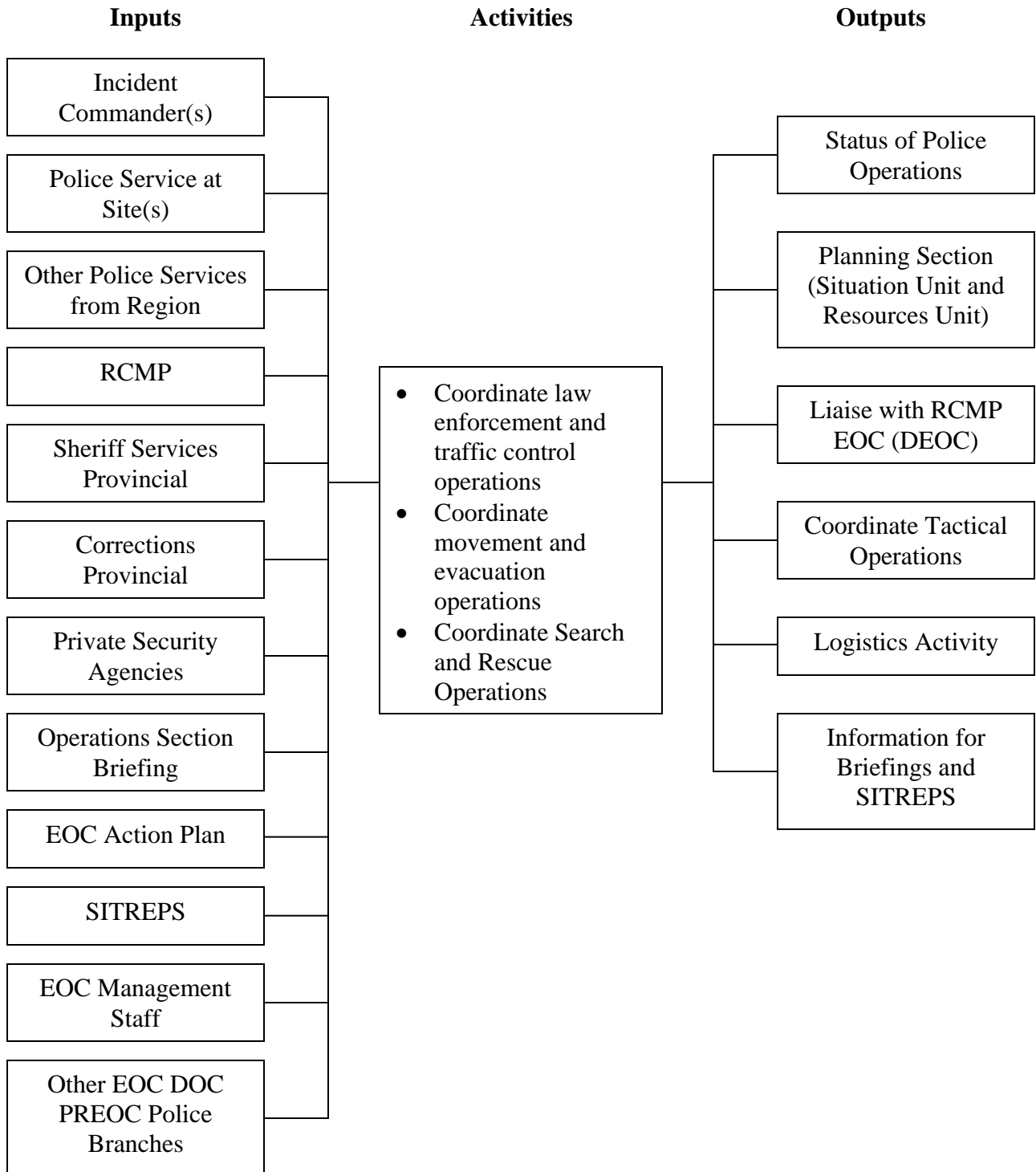
- Ensure that Branch and Unit position logs and other appropriate files are maintained.
- Maintain current status on Police Branch and Search and Rescue missions being conducted in the area.
- Provide the Operations Section Coordinator and the Planning Section with an overall summary of Police Branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the Police Branch Status Report.
- Refer all contacts with the media to the Information Officer but be prepared to speak when requested by the Information Officer on technical matters.
- Determine need for Police Mutual Aid and contact as required.
- Determine need for Coroner's Mutual Aid and arrange for appropriate assistance
- Determine need for Search and Rescue mutual aid and arrange for appropriate assistance
- Ensure all resource requests are coordinated through the Logistics Section.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Police Branch for the subsequent Operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning Meeting.
- Implement those objectives of the EOC Action Plan (EOC 502) assigned to the Police Branch.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

**Demobilization Phase:**

- Determine demobilization status of branch units and police operations in the area, and advise Operations Section Chief.
- Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Forward any input towards the EOC After-Action Report to the Operations Section Chief.
- Deactivate your assigned position and close out logs when authorized by the EOC Director.

- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

### Police Branch Coordinator



## 6.2.6 BC Ambulance Service Branch Coordinator

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
**All forms listed below are found in Sec 10.3**

**Reports to:** EOC Operations Section Chief

**Responsibilities:**

- Ensure that all available ambulance resources are identified and mobilized as required.
- Provide assistance to Incident Command Posts and Department Operations Centres in establishing triage teams.
- Determine the status of medical facilities within the affected area.
- Coordinate the transportation of injured victims to appropriate medical facilities as required.

**Activation Phase:**

- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

**Operational Phase:**

- Establish and maintain position logs and other necessary files.
- Work closely with all Operations Section Branch Coordinators to determine the scope of ambulance assistance required.
- Determine the status and availability of mutual aid resources in the operational area; specifically paramedics and ambulances.
- Establish radio or telephone communication with area hospitals and other medical facilities to determine their capability to treat disaster victims.
- Establish radio or telephone communication with Regional Dispatch Centre.
- Determine status and availability of specialized treatment such as burn centres.
- Assist the Search and Rescue Unit Leader in providing triage for extricated victims.

- Coordinate with the Logistics Section to acquire suitable transportation for injured victims as required or requested.
- Establish and maintain communication with the Provincial Regional Coordination Centre and determine status and availability of ambulance resources.
- Coordinate with the Logistics Section to obtain necessary supplies and equipment to support disaster medical operations in the field.
- Inform the Fire & Rescue Branch Coordinator of all significant events.
- Reinforce the use of proper procedures for media contacts. This is particularly critical in emergency medical situations where statistical information is requested by the media.
- Liaise with Health Branch Coordinator.

**Demobilization Phase:**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.

## 6.2.7 Health Branch Coordinator

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
**All forms listed below are found in Sec 10.3**

**Reports to:** EOC Operations Section Chief

**Responsibilities:**

- Ensure coordination of hospitals, health units, continuing care, mental health and environmental health occurs.
- Coordinate with BC Ambulance Service Branch Coordinator to ensure casualties are evenly distributed to receiving facilities.
- Coordinate the provision of public health measures including epidemic control and immunization programs in consultation with Medical Health Officer.
- Ensure potable water supplies are inspected and monitored.
- Ensure food quality is regulated and inspected.
- Coordinate support and supervision services for physically challenged or medically disabled persons.
- Coordinate the use of emergency hospital and advanced treatment centres supplied by Health Canada.
- Ensure that sewage systems are operating at acceptable levels.
- Coordinate the activation of emergency hospitals and advanced treatment centres supplied by Health Canada.
- Assist in identifying and mobilizing available ambulance and auxiliary ambulance resources as required.
- Coordinate health care needs at Reception Centres with ESS Branch Coordinator.
- Determine the status of medical and care facilities within the affected area and availability of facilities in surrounding area.
- Assist with the coordination of the transport of injured victims and health care personnel to appropriate medical facilities as required.
- Assist with the coordination of pharmaceuticals as required.
- Assist with the coordination of other health care resources as required.
- Liaise with Health Branches activated in other EOC's and at PREOC

**Activation Phase:**

- Set up your workstation and review your position responsibilities.
- Obtain a briefing from the Operations Section Chief.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.

- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Assess and anticipate health services required to support the situation.

**Operational Phase:**

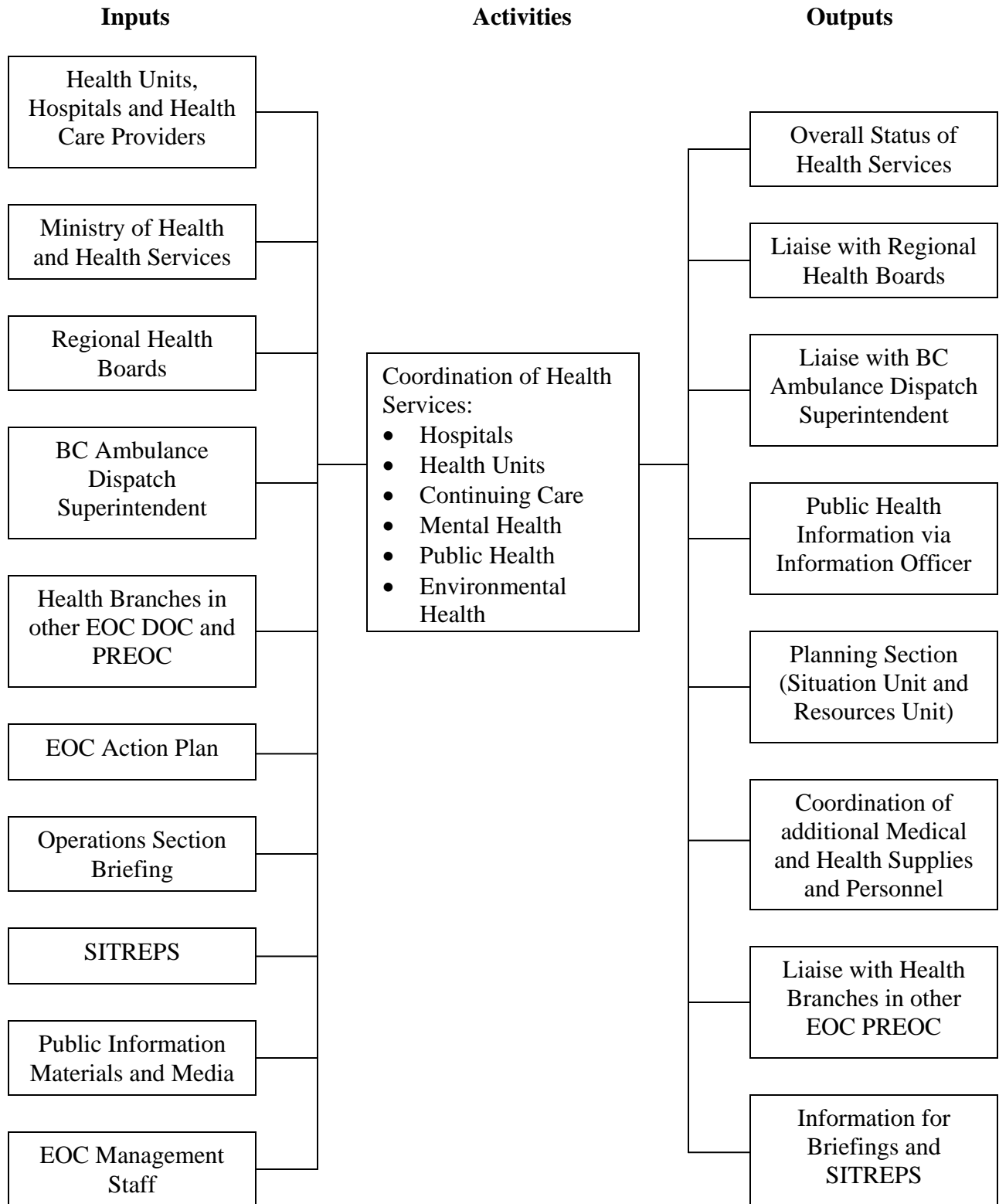
- Establish and maintain position logs and other necessary files.
- Work closely with all Operations Section Branch Coordinators to determine the scope of health assistance required.
- Determine the status and availability of medical facilities in the area affected and outside areas, including special treatment facilities for trauma, pediatrics, burn and psychiatric patients.
- Establish communications with Environmental Health Officers and Public Health Nurses
- Prioritize health issues.
- Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed.
- Request Logistics Section assistance to move and establish advanced treatment centre and/or 200 bed emergency hospitals if needed. **REMEMBER:** These units are not small and take time to establish.
- If local facilities are, or soon will be overwhelmed, contact other unaffected areas to receive patients.
- Consider need for critical incident stress debriefings for responders and victims
- Determine capacity of various health services.
- Prepare initial briefing for Operations Section Chief.
- Based on the situation, activate the necessary Units within the Health Branch and coordinate their activities.
  - o Regional Health Authorities Group
  - o BC Ambulance Service Group
  - o First Nations Health Group
- Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed. Coordinate with Logistics Section assistance to move and establish advanced treatment centre and/or 200 bed emergency hospital **if needed**. **REMEMBER:** these units are not small and take time to establish.
- Liaise with PREOC Health Branch, if established.
- If mass feeding areas are established, ensure food quality and other public health issues are addressed.
- Establish radio or telephone communication with area hospitals and other medical facilities to determine their capability to treat casualties.
- Establish radio or telephone communication with B.C. Ambulance Regional Dispatch Centre.

- Determine the status and availability of mutual aid resources in the operational area; specifically industrial first-aiders, St. John Ambulance and private/industrial ambulances.
- Determine the scope of ambulance resources and medical transport needs.
- Coordinate with the Logistics Section, Transportation Unit, to acquire suitable non-ambulance transportation such as buses for the injured as required or requested.
- Coordinate with BCAS Air Dispatch and the Air Operations Branch for air transportation needs.
- Coordinate with the Logistics Section to obtain necessary supplies and equipment to support disaster medical operations in the field.
- Advise Operations Section Chief and Branch Coordinators of all significant events.
- Prepare Health Services objectives for the EOC Action Plan for each operational period and submit to Operations Section Chief prior to Action Planning meetings.
- Working with the Information Officer, reinforce the use of proper Procedures for media contacts.
- Consider need for critical incident stress debriefings for responders and affected persons.
- Ensure proper documentation of plans, actions and decisions.

**Demobilization Phase:**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

### Health Branch Coordinator



## 6.2.8 Infrastructure Branch Coordinator

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
**All forms listed below are found in Sec 10.3**

**Reports to:** EOC Operations Section Chief

**Responsibilities:**

- Survey all public and private facilities, assessing the damage to such facilities, and coordinating the repair of damage to public facilities.
- Survey all other infrastructure systems, such as bridges and roads within the area.
- Assist other sections, branches, and units as needed.
- Supervise the Infrastructure Branch
- Liaise with other Infrastructure Branches in other agency/organization operations centres.
- Coordinate infrastructure crews, i.e., Roads, Environment, Utilities, etc.
- Liaise with the Ministry of Transportation and Highways representatives.

**Activation Phase:**

- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Obtain a briefing on the situation from the Operations Section Chief and site personnel.
- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Based on the situation, activate the necessary functions within the Infrastructure Unit:
  - Roads and Bridges Group
  - Damage/Safety Assessment Group
  - Public Works Group
- Provide an initial situation report to the Operations Section Chief.
- Based on initial EOC priorities prepare objectives for the Infrastructure Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

**Operational Phase:**

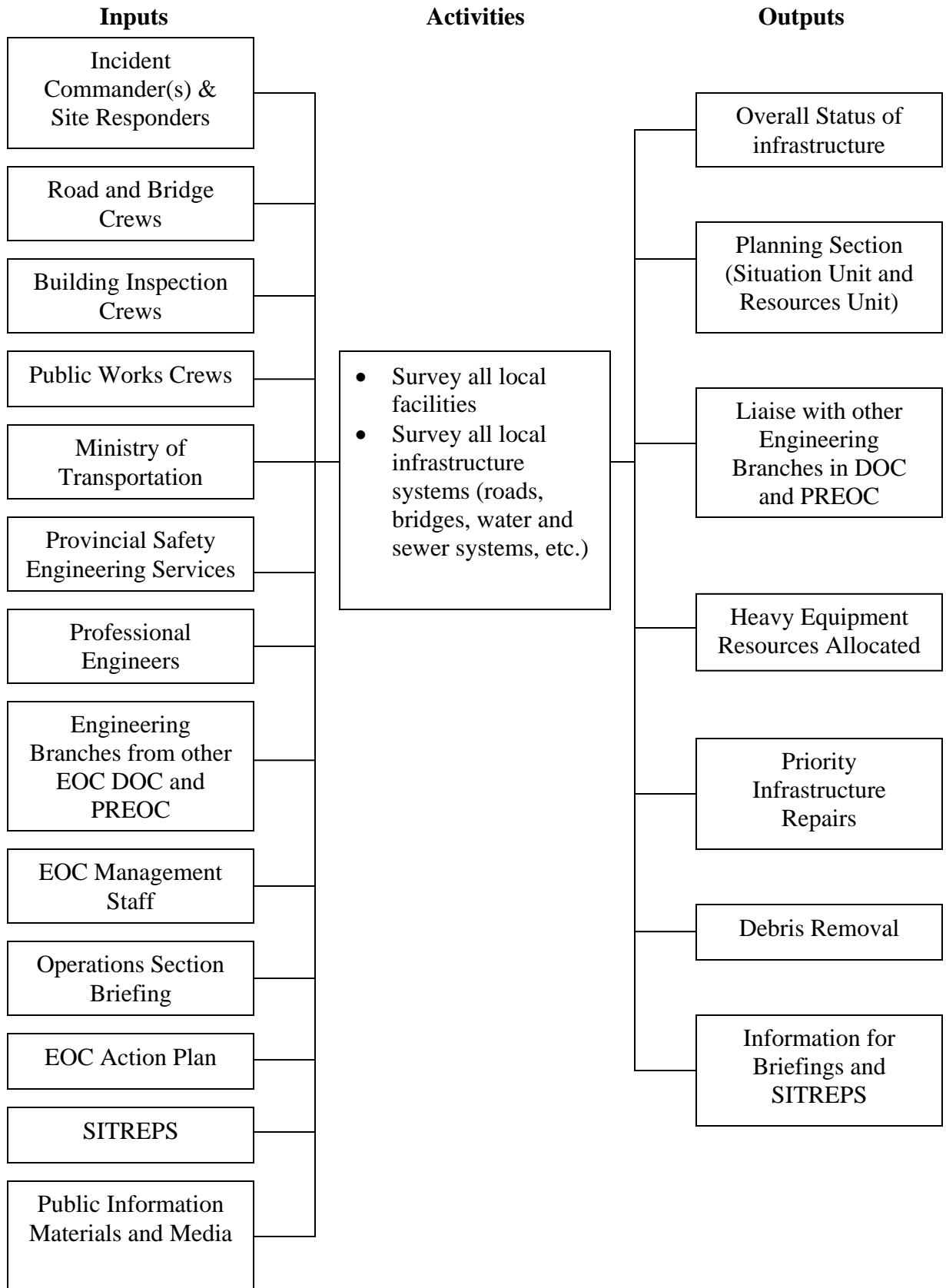
- Ensure that branch and unit position logs and other necessary files are maintained.
- Maintain current status on all Infrastructure activities being conducted in the area.
- Ensure that damage and safety assessments are being carried out for both public and private facilities (EOC 415).
- Determine and document the status of transportation routes into and within affected areas.
- Determine and document the status of utilities (water and sewer, hydro, natural gas, and communications systems) within affected areas.
- Coordinate debris removal services as required.
- Provide the Operations Section Chief and the Planning Section with an overall summary of Infrastructure Branch activities periodically during the operational period or as requested.
- Ensure that all Unit Status Reports, as well as, the Initial Damage Assessment are completed, maintained and forwarded to the Operations Section Chief and Planning Section (Situation Unit).
- Refer all contacts with the media to the Information Officer. Be prepared to act as a spokesperson and offer technical information as requested.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Infrastructure Branch for each operational period; provide them to the Operations Section Chief prior to the Action Planning meeting.
- Implement EOC Action Plan (EOC 502) assignments for Infrastructure Branch and functions.

**Demobilization Phase:**

- Determine demobilization status of branch units and infrastructure operations in the area, and advise Operations Section Chief.
- Complete all logs and documentation and forward to Planning Section (Documentation Unit).
- Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Forward any input towards the EOC After-Action Report to the Operations Section Chief.
- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Return any communications equipment or other materials specifically issued for your use.

- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

### Infrastructure Branch Coordinator



## 6.2.9 Environmental Group Supervisor

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
**All forms listed below are found in Sec 10.3**

**Reports to:** Infrastructure Branch Coordinator

**Responsibilities:**

- Coordinate and/or assist local response to hazardous spills, waste disposal and dam failure.
- Liaise with regional, provincial, and federal environment officials and the private sector.

**Activation Phase:**

- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Obtain a briefing from the Operations Section Chief.
- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Assess and anticipate environmental concerns and recommended responses in support of the emergency situation.

**Operational Phase:**

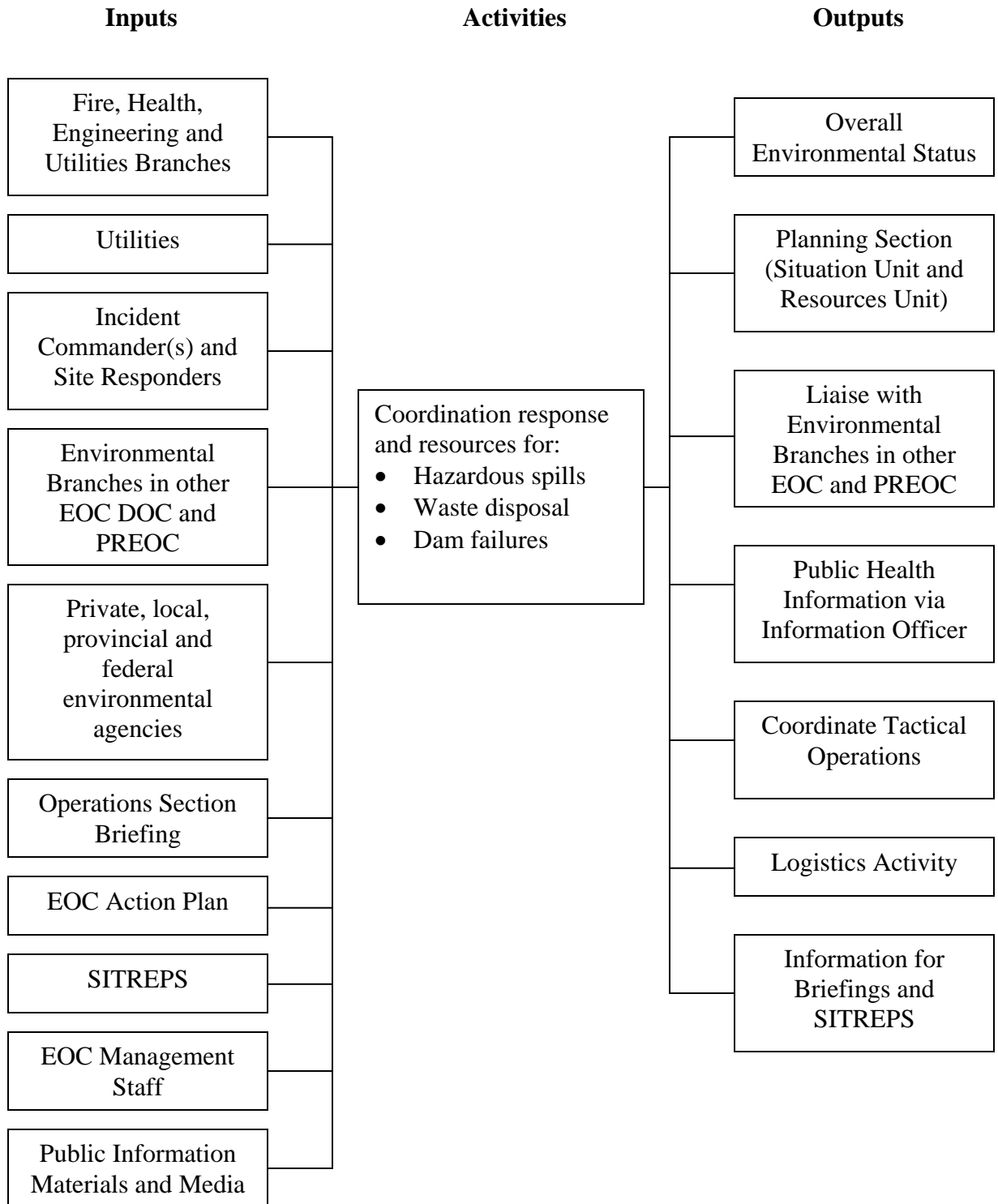
- Establish and maintain position logs and other necessary files.
- Determine the scope of environmental assistance required in consultation with Operation Section Chief and other Branch Coordinators.
- Determine the status and availability of waste storage and disposal facilities in the area.
- Liaise with Health Branch to assist and consult with exposure to hazardous materials and impacts on water and air resources.
- Develop intelligence of environmental issues, damage and threats. Forward to Planning Section (Situation Unit).
- Prioritize environmental issues.

- Liaise with Engineering and Utilities Branch Coordinators to assist with dam safety issues as required.
- Coordinate Haz/Mat response and support in cooperation with Fire Branch Coordinator, for situations involving hazardous materials.
- Liaison with Environmental Branches in other EOC's and PREOC if established.

**Demobilization Phase:**

- Determine demobilization status of environmental services in the area, and advise Operations Section Chief.
- Complete all logs and documentation and forward to Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Forward any input towards the EOC After-Action Report to the Operations Section Chief.
- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

### Environmental Group Supervisor



## 6.2.10 Utilities Group Supervisor

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
**All forms listed below are found in Sec 10.3**

**Reports to:** Infrastructure Branch Coordinator

**Responsibilities:**

- Survey all utility systems, and restore systems that have been disrupted, including coordinating with utility service providers in the restoration of disrupted services.
- Provide restoration priorities to providers.
- Assist other sections, branches, and units as needed.
- Liaise with other utility representatives not present in EOC.

**Activation Phase:**

- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Provide an initial Utilities Situation Report to the Operations Section Chief.
- Based on initial EOC priorities prepare objectives for the Utilities Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

**Operational Phase:**

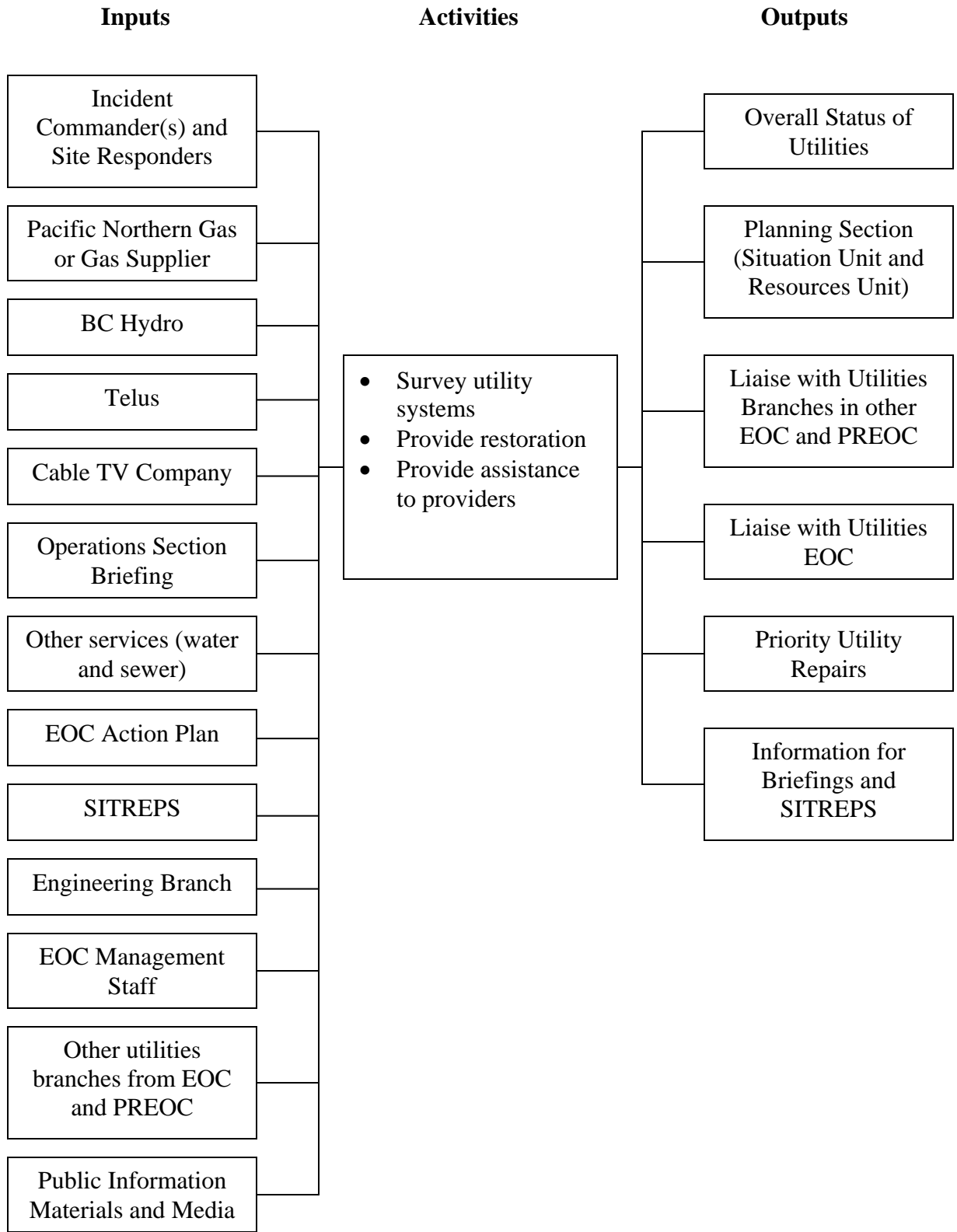
- Establish and maintain communications with the utility providers in the affected area.
- Determine the extent of damage to utility systems in the affected area.
- Coordinate with the Liaison Officer to establish whether agency representatives from affected utilities are available to attend the EOC.
- Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.
- Determine and document the status of utilities (water and sewer, hydro, natural gas, and communications systems) within affected areas.

- Keep the Health Branch Coordinator informed of any threats (real or potential) regarding water contamination issues.
- Keep the Engineering Branch Coordinator informed of the restoration status.
- Complete and maintain Utilities Status Reports, and share with Operations Section Chief, Branch Coordinators and Situation Unit.
- Refer all contacts with the media to the Information Officer, and be prepared to speak to technical issues as requested.
- Provide your relief with a briefing at shift change, informing him/her of all the ongoing activities, branch objectives for the operational period, and any other pertinent information.

**Demobilization Phase:**

- Determine demobilization status of the Utilities Branch and utility operations in the area, and advise Operations Section Chief.
- Complete all logs and documentation and forward to Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Forward any input towards the EOC After-Action Report to the Operations Section Chief.
- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached

### Utilities Group Supervisor



### 6.2.11 Emergency Social Services Branch Coordinator

**Read This Entire Position Checklist Before Taking Action**  
**All Items In This Checklist Will Not Apply To Every Emergency**  
All forms listed below are found in Sec 10.3

**Reports to:** EOC Operations Section Chief

**Responsibilities:**

- In coordination with volunteer and private agencies, provide clothing, shelter, and other mass care services as required, to disaster victims within the area.
- Supervise the ESS Branch.
- Provides routine situation reports to Operations Section Chief, Planning Section (Situation Unit) and Ministry of Human Resources (MHR) ESS Program Office in Victoria.
- Shares information and provide ESS mutual aid (upon request) with other affected communities in the region.
- Requests mutual aid assistance and/or provincial ESS resources from Ministry of Human Resources (MHR) headquarters in Victoria when local and/or regional ESS resources are exhausted.
- Confers with Operations Section Chief and EOC Director to ensure that ESS response is appropriate and that expenditures for ESS are authorized.

**Activation Phase:**

- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Set up your workstation and review your position responsibilities.
- Obtain briefing from Operations Section Chief or EOC Director.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Assess level of ESS services needed and initiate call-out of ESS staff and volunteers as required.
- If appropriate, activate the ESS Headquarters to coordinate delivery of ESS services (via reception centres) and coordinate ESS resources with local suppliers and agencies.

- Establish telephone and/or radio communications with ESS Headquarters, activated Reception Centres, Group Lodging Sites, other ESS support agencies and Ministry of Human Resources (MHR) Regional office.
- Establish communications with Ministry of Human Resources (MHR) - ESS Program Office in Victoria.

**Operational Phase:**

- Establish and maintain an ESS position log and other necessary files.
- Provide the Operations Section Coordinator and the Planning Section Coordinator with an overall summary of ESS operations periodically during the operations period or as requested.
- Coordinate activities with the Red Cross, Salvation Army, and other volunteer agencies as required.
- Prepare objectives for the ESS Branch for the subsequent operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Refer all contacts with the media to the Information Officer and ensure that critical ESS information (e.g.: location of activated reception centres) is included in media releases.
- Maintain communications with and provide direction to the ESS Headquarters pertaining to the level of services required and duration of services.
- Prioritize requests for ESS services.
- Maintain ESS resource status board, keeping track of number and type of ESS resources deployed and still available and share this information with Ops Section Chief, PREOC, Ministry Of Human Resources (MHR) and other EOC's upon request.
- In consultation with Liaison Officer and/or ESS Regional Representative, ensure contact is made with unaffected communities to assess ESS resource availability.
- Facilitate requests for mutual aid from other communities in the region, and/or from PREOC, as available to do so.
- Request and arrange for acquisition of provincial ESS resources (via PREOC) when local and regional ESS resources are insufficient to meet needs.
- If an ESS Mobile Support Team is deployed to the area, maintain communications with the Team Director to ensure appropriate placement and adequate support needs are met.
- Prepare and forward ESS Situation reports to Operations Section Chief, and Ministry Of Human Resources (MHR) in Victoria or ESS Regional Rep in the PREOC.
- Working with the Logistics Section, coordinate food and lodging needs for EOC staff and response personnel, as requested.
- Actively share ESS information with other branches and sections in the EOC.
- Maintain adequate records of financial expenditures:
  - Evacuee expenses must be coordinated with Ministry of Human Resources
  - EOC and Responder expenses must be coordinated with Finance and Administration Section
- Ensure emergency expenses and extensions for ESS are pre-authorized by Operations Section Chief.

**Demobilization Phase:**

- Determine demobilization status of ESS services (e.g. closing of reception centres, group lodging, volunteer centre, registration sites, etc.) and the deactivation of the ESS Headquarters and advise the Operations Section Chief.
- Collect and store all completed ESS forms and paperwork from all the ESS Reception Centres. Consult with Planning Section (Documentation Unit) for appropriate storage location.
- Complete personal logs and documentation and forward to Planning Section (Documentation Unit).
- Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.
- Coordinate the transition of ESS services to Ministry of Human Resources (MHR) Regional Office to ensure follow-up and/or continued services are provided to persons affected by the disaster.
- Ensure that all expenditures and financial claims have been submitted to the appropriate agency or Section.
- Forward any input towards the EOC After-Action Report to the Operations Section Chief.
- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

### ESS Branch Coordinator

