

APPENDIX 2 - STANDARD OPERATING GUIDE FOR EMERGENCY OPERATIONS CENTER (EOC)

A. INTRODUCTION

1. This Guide is a supplement to the Wyoming County Comprehensive Emergency Management Plan, Section II, 4.4.2, Emergency Operations Center (page 42).
2. The primary Wyoming County Emergency Operations Center (EOC) is located at the Public Safety Building, 151 N. Main Street, Warsaw. A backup EOC is located at the Wyoming County Fire Training Center at 3651 Wethersfield Rd, Warsaw. It serves as a location where multiple agencies and departments can coordinate emergency response and recovery activities for the County in support of on-scene operations.
3. The Wyoming County Director of Fire & Emergency Management (Emergency Manager) is responsible for maintaining the EOC in a state of readiness and providing for its continued operation during an emergency.

B. READINESS

1. The Emergency Manager maintains (at the EOC):
 - a) A current alert notification roster of all government, private sector, and volunteer emergency support services personnel assigned to the EOC (both in hard copy and in the EOC computer system).
 - b) A current chart and/or checklist of response activities required during emergencies
 - c) Current maps and data, including a county map depicting municipal boundaries, main roads and waterways; individual maps of each town and village, in the county depicting all public roads; population and special facility data for each municipality.
 - d) Current copies of county agencies' response plans/procedures.
 - e) A situation display board for recording and reporting during the progress of an emergency.
 - f) A "daily activities" log (both in hard copy and in the EOC computer system).
 - g) A current resource inventory (both in hard copy and in the EOC computer system).
 - h) EOC space is to be maintained in emergency operations mode by the Emergency Manager at all times. During non-emergency periods, the EOC can be used for meetings, training, and conferences.

C. ACTIVATION

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

Monitoring - This is the normal day-to-day operational level for WCOES. This response level includes monitoring local, regional, national, and international events; evaluating threats; and analyzing their impact on Wyoming County. Appropriate local, county, and state personnel and support organizations are notified and informed through a variety of communication methods based on the urgency required of the incident or event.

Response Level 1 - WCOES transitions to this level for incidents or special events that have the potential for escalation. Notifications are made to appropriate local, county, and state personnel and support organizations that may be required to take action as part of their normal responsibilities.

Response Level 2 - For this level, the EOC will be *partially activated*. EOC operations will run during daytime hours (8 a.m.–4 p.m.) as the incident requires. Key stakeholders will be notified and select County staff or other agency representatives will be requested as required to meet the operational needs of the incident. If there is no need for a major County response, formal use at the EOC of distinct ICS groups may be limited. In these situations, the EOC Director, under the authority of the Chairperson of the Board of Supervisors, will typically be responsible for all ICS functions and may utilize distinct ICS functional components as needed.

Response Level 3 - For a *full activation of the County EOC*, WCOES will staff and manage the Wyoming County EOC in continuous 24-hour operational periods, using two 12 ½ hour shifts (6:00–6:30, a.m. and p.m.). Upon the initiation of continuous shifts by the EOC Director, each agency will update their shift rosters as needed to the Operations Section Chief. Key stakeholders will be notified, and County staff or agency representatives will be requested as required to meet the operational needs of the incident. In addition, federal, state, and other partner agencies will be requested to staff the EOC as appropriate. The EOC Manager may also request a state incident management team (IMAT) assistance through NYS OEM.

2. Initial notification of an emergency to a County office other than the Wyoming County Enhanced 911 Center requires the recipient to notify the County Communications Center at 585-786-2255.
3. During normal working hours (M-F, 08:00 to 16:00), the Office of Emergency Services staff are immediately accessible for EOC operations. In every situation, the Director of Fire & Emergency Management can modify the EOC staffing as the situation requires.
4. For every emergency, the response level can shift from one level to another as the event escalates or de-escalates. EOC staffing should also change accordingly.
5. Information Technology will be contacted to assist in establishing necessary phone and computer connections or other support needs of the EOC.

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D. STAFFING

1. The levels of staffing will vary according to the Response Level and the actual demands of the situation.
2. For a Level 3 emergency, with full EOC staffing, staff will be organized into the five ICS groups: Command, Operations, Planning, Logistics, and Finance/Administration.
3. For Level 3 activation, 24-hour continuous-day EOC operations will likely be necessary until the situation de-escalates.
4. Each agency/organization assigned to the EOC will be prepared to maintain continuous operations using two 12 ½ hour shifts (6:00a to 6:30p and 6:00p to 6:30a).
5. Upon the initiation of the 12 ½ hour shifts by the Emergency Manager, each agency will update its shift rosters to the Operations Section Chief.
6. For lesser emergencies (Levels 1 and 2), where there is no need for a major County response, the formal use at the EOC of distinct ICS groups may be limited. In these situations, the Emergency Manager, under the authority of the Chair of the Board of Supervisors, will normally be responsible for all ICS functions and may utilize distinct ICS functional components as needed.

E. SITUATION REPORTING

1. The ICS Planning function is responsible for preparation of the Incident Action Plan and emergency situation reporting, and will:
 - a) Provide a uniform reporting format for all situation reporting to ensure that the information reported is precise, concise, and clear.
 - b) After the occurrence of an emergency, ensure that information on the emergency is collected and reported as soon as possible
 - c) Receive copies of all messages and/or situation reports from the Incident Commander and local and State government officials sent to the EOC pertaining to an emergency situation.
 - d) Periodically request situation reports from each agency represented at the EOC.
 - e) Select for posting, in chronological order on the situation board, the crucial situation reports and damage assessment information.
 - f) In preparation of the Incident Action Plan, analyze the situation reports and prepare an overall situation report. The report should contain the following information:
 - date and time of emergency
 - type, response level, and location
 - specific area affected (including number of people)

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- number of injured (estimated)
 - number of dead (estimated)
 - extent of damage (estimated)
 - damage or loss of municipal response equipment
 - roads closed
 - states of emergency declared
 - emergency order issued
 - mutual aid called upon
 - major actions taken
- g) Provide the report to the EOC Director, who reports to the Chair of the Board of Supervisors and the SEMO Regional Office.
- h) Based upon the report, conduct regular briefings to the Command and Operations Section.
- i) Prepare and provide follow-up situation reports on a regularly scheduled basis to the Sheriff, Chair of Board of Supervisors and the New York State Department of Homeland Security and Emergency Services – Office of Emergency Management Regional Office
- j) Maintain an event log to include all pertinent disaster-related information.

F. SECURITY

1. Internal security at the EOC will be provided by the County Sheriff's Department during Level 2 and 3 emergencies; during a Level 1 emergency, any security requirements will be provided as deemed necessary.
2. All persons entering and exiting the EOC will be required to check in at the security desk, located at the main entrance.
3. All emergency personnel will be issued a pass (permanent or temporary) to be worn at all times while in the EOC.
4. Anyone seen in the EOC without a visible pass will be approached by Sheriff's Department personnel and dealt with appropriately.
5. Temporary passes will be returned to the security desk when departing from the premises.