



IRVINE UNIFIED SCHOOL DISTRICT

5050 Barranca Parkway
Irvine, California 92604
(949) 936-5000

EMERGENCY OPERATIONS CENTER

Operational Guide



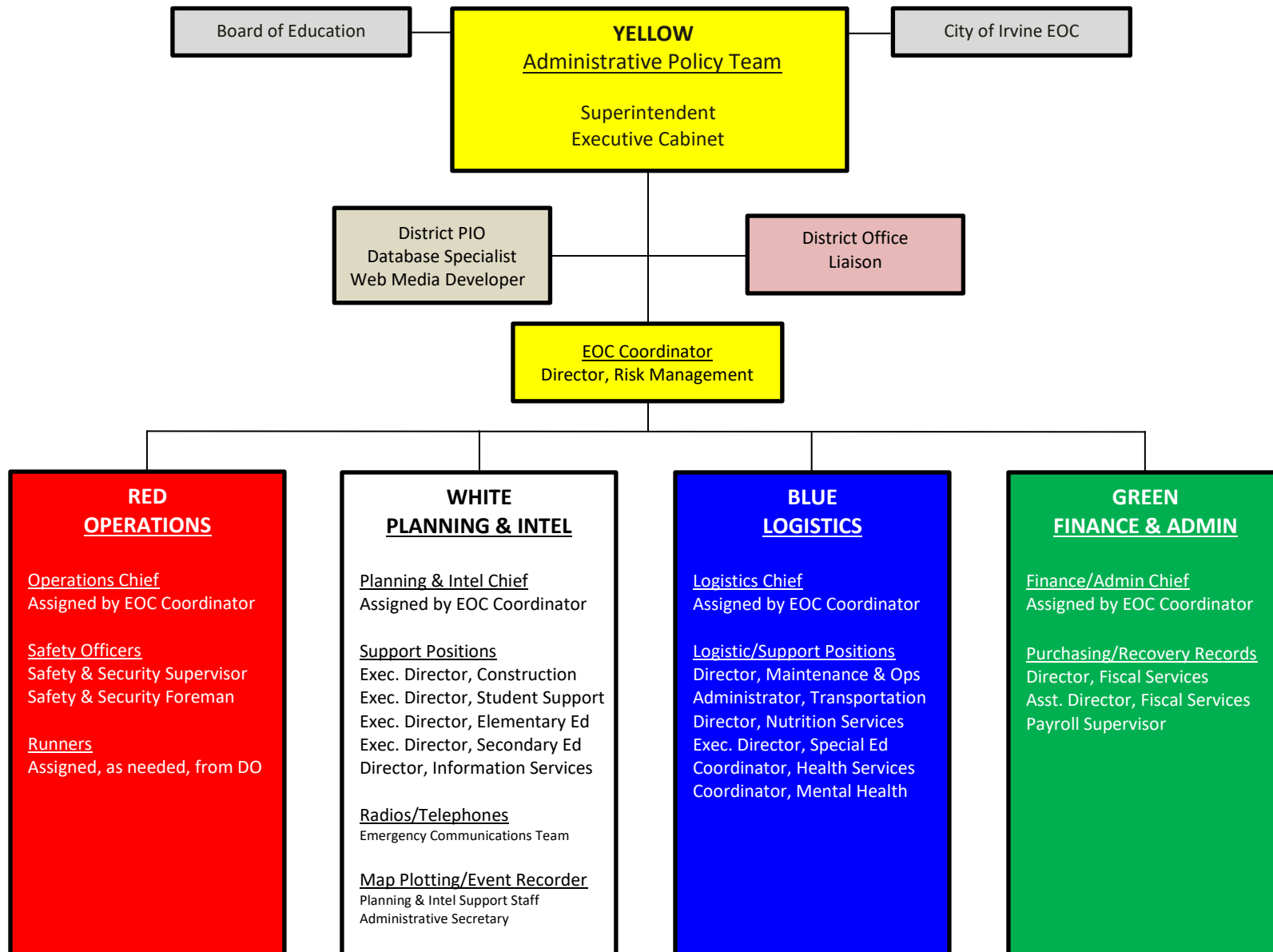
This Operational Guide replaces and supersedes previous revisions dated before August 2018

Irvine Unified School District
Emergency Operations Center

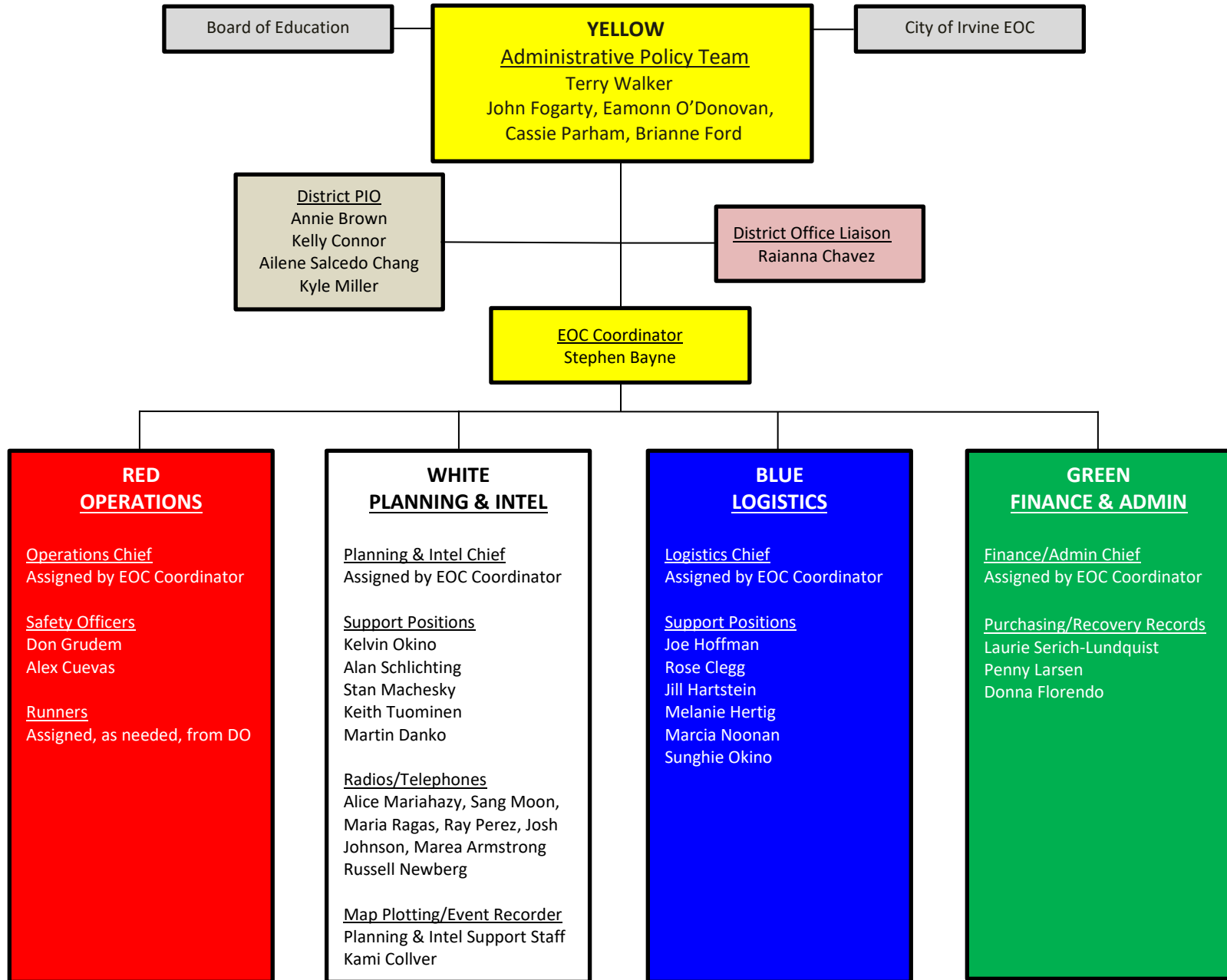
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Irvine Unified School District
EMERGENCY OPERATIONS CENTER
2018/19 - By Position



Irvine Unified School District
EMERGENCY OPERATIONS CENTER
2018/19 – Primary Member by Name



IRVINE UNIFIED SCHOOL DISTRICT EMERGENCY OPERATIONS CENTER

PURPOSE

A fully capable emergency operations facility is an essential element of a comprehensive emergency management system and necessary to ensure continuity of operations within the Irvine Unified School District. The District Emergency Operations Center (EOC) is a location designated for managing an emergency event. It is a center where EOC personnel support the efforts of multiple school-based Incident Command Systems (ICS) to monitor the emergency response at various school locations, make decisions to allocate and coordinate resources/personnel, and provides coordination of emergency communications.

OBJECTIVE

The District Emergency Operations Center's primary objective, during and after an emergency, is for the preservation of life and property, reuniting students with a responsible parent or guardian, providing accurate and timely communication, and implementing the restoration process to return to educational instruction and business in the Irvine Unified School District.

EMERGENCY OPERATIONS CENTER LOCATION

The primary District Emergency Operations Center is located in the District Administration Center - Board Room (5050 Barranca Parkway, Irvine). The facility is a designated, but not a dedicated, EOC facility. Equipment and supplies are maintained in a state of readiness for conversion and activation when needed. The District Emergency Operations Center serves as the centralized location in which assigned staff will report for duty and assume their roles in the EOC. Emergency response activities and work assignments will be planned, coordinated, and delegated from the EOC.

In the event the primary District Emergency Operations Center cannot be used, an alternate EOC may be established at Campus Safety Services (4861 Michelson Drive, Irvine) or at the District's mobile EOC at a predetermined location. The alternate EOC location may be re-designated depending on the nature of the event and required space. For partial activations (Level 2), the EOC may be established at or near the affected District facility.

In the event personnel assigned to the District Emergency Operations Center cannot physically be present at the EOC location then communication should be established using one of the published/non-published contact numbers or by two-way radio on the private Department radio frequency.

EMERGENCY OPERATIONS CENTER - ACTIVATION LEVELS

The District Emergency Operations Center will activate depending on the severity of the emergency. Any member of Executive Cabinet or their designee can activate the EOC.

An emergency activation level is a description of conditions that indicate a level of risk to the Irvine Unified School District. There are three *Activation Levels* to assist in classifying the severity and level of response to an incident. The *Activation Levels* are:

① **Level 1 – Minimal/Standby Activation**

Activation Level 1 (Minor Incident): A Level 1 incident is any incident, potential or actual, that will not seriously affect the overall functional capacity of the Irvine Unified School District. These would be campus emergencies that can be resolved with existing district resources or limited outside help. Examples may include minor chemical spills and low-level acts of violence. EOC activation is not required.

② **Level 2 – Partial Activation of District EOC**

Level 2 (Emergency/Partial Activation): A Level 2 incident is any incident, potential or actual, that affects an entire school or multiple schools that disrupt District operations. These would be campus emergencies that require a coordinated response beyond normal operating channels. Outside police and fire services will probably be required, as well as major efforts from District support staff. These situations are those that are likely to affect some community members, e.g., extended power outages, or fire.

③ **Level 3 – Full Scale Activation of District EOC**

Level 3 (Disaster/Full Activation): A Level 3 incident is any event or incident that has the potential or does seriously impair or halt Irvine Unified School District operations. In some cases, death of personnel and severe property damage may be sustained. Such major campus emergencies require a coordinated response by all District Departments and outside emergency services. These situations include disasters such as earthquakes, major chemical incidents and major fires. In all cases, the District Emergency Operations Center will be activated and assigned personnel will respond to the designated EOC location.

EMERGENCY OPERATIONS CENTER - PHONE CONTACT INFORMATION

Primary EOC - Main Number

(949) 502-4534

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INCIDENT COMMAND SYSTEM (ICS) NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

In compliance with Federal regulations and California statute, the Irvine Unified School District uses the National Incident Management System (NIMS) in its emergency plans and procedures. All Irvine Unified School District disaster plans are based on the Incident Command System (ICS) - a nationwide standard and a component of the Standardized Emergency Management System (SEMS).

Established on March 1, 2004, by Homeland Security Presidential Directive 5 (HSPD-5), NIMS specifies the standardized methods all emergency responders should follow to plan, coordinate and carry out responses to a variety of emergency incidents. It allows schools and local agencies to jointly manage incidents, regardless of their causes, sizes, locations or complexities. Local jurisdictions, including school districts that receive Federal emergency preparedness funding, are required to comply with the NIMS.

The Standardized Emergency Management System (SEMS) is the system required by California Government Code Section 8607(a) for managing emergencies involving multiple jurisdictions and agencies. All state government agencies must use SEMS when responding to multi-jurisdictional or multi-agency emergencies. All local government agencies must use SEMS in multi-jurisdictional or multi-agency emergency responses to be eligible for state reimbursement of response-related personnel costs.

ICS, a component of NIMS and SEMS, is a management system designed to enable effective and efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure (e.g., the District Emergency Operations Center).

MAJOR CONCEPTS/COMPONENTS

- Every emergency, no matter how large or small, requires that certain tasks be performed.
- Every incident will need a person in charge.
- Span of control - no one person should be in charge of more than 7 people or less than 3 (the optimum number is 5).
- Every incident needs an action plan (oral or written) to provide all incident supervisory personnel with appropriate direction for further actions - evaluate total situation, understand district policy, set priorities, determine objectives, select appropriate strategies, assign resources, and monitor performance. This is Management by Objectives and takes place on every incident regardless of size or complexity.
- Each person within the EOC structure has an assignment and ideally (in the best conditions) report to no more than one supervisor at a time - Unity of Command. However, based on flexibility and fluid conditions within the EOC, cross-communication may occur to quickly address issues/concerns without adhering to the rigor of a hierarchical ICS structure.

- Common terminology:
 - ✓ District EOC personnel should use the same words to refer to the same situation. This terminology should be known before a disaster. If and when the fire/police departments or other responding agencies communicate with the District EOC, they'll interface more effectively.

HOW ICS FUNCTIONS IN THE DISTRICT EMERGENCY OPERATIONS CENTER

The District Emergency Operations Center adopted a modified design of the Incident Command System built on Irvine Unified School District's Founding Principles:

- ✓ Decisions are optimally made proximate to the "action."
- ✓ Those who must act must control resources.
- ✓ Power and responsibility must be shared.
- ✓ Needs can be identified and met on very short timelines.
- ✓ Channels of communication must be wide open and non-hierarchical.
- ✓ Inter-agency cooperation/planning is essential.
- ✓ Ambiguity is the normal condition in a vital and adaptive organization.

Five *Sections* form the ICS - District Emergency Operations Center structure. EOC Personnel operating within the framework of this plan generally hold positional authority over critical District resources and personnel. Together the *Sections* gather emergency/disaster information, analyze the information, properly document the incident and dispatch resources/personnel to mitigate further injuries, death and loss of property. The four *Section Chiefs*, assigned by the EOC Coordinator, supervise the response activities in their assigned Section. The *Sections* include:

YELLOW – Command Staff

Makes informed policymaking decisions.

- Superintendent
- Executive Cabinet /or designee
- Director, Risk Management/or designee (EOC Coordinator)

RED - Operation Section

Includes all of the emergency response jobs.

- Operations Section Chief
- Safety & Security Supervisor
- Safety & Security Foreman
- Runners

WHITE – Planning & Intelligence Section

Keeps track of resources available or needed, assesses the situation, anticipates changing situations and needs, documents the response, and manages the large site map.

- Planning & Intelligence Section Chief
- Executive Director, Facilities & Construction /or designee
- Executive Director, Student Support /or designee
- Executive Director, Elementary Education /or designee
- Executive Director, Secondary Education /or designee
- Director, Information Services /or designee

- Administrative Secretary/or designee (Event Recorder)

BLUE - Logistics Section

Personnel assigned to Logistics have positional authority over department resources and can allocate personnel, supplies and equipment to affected areas.

- Logistics Section Chief
- Administrator, Transportation Department /or designee
- Executive Director, Special Education /or designee
- Director, Maintenance & Operations /or designee
- Director, Nutrition Services /or designee
- Coordinator, Health Services /or designee
- Coordinator, Mental Health /or designee

GREEN - Finance/Administration Section

Includes timekeeping of response workers during the disaster response and recovery phases, buying things and keeping comprehensive financial records, maintaining/managing all recovery records.

- Finance/Administration Section Chief
- Director, Fiscal Services /or designee
- Asst. Director, Fiscal Services /or designee
- Payroll Supervisor /or designee

SUPPORT POSITIONS

There are also two positions that support the District Emergency Operation Center and report directly to the Command Staff.

- District Public Information Officer (PIO) /or designee
- Web and Digital Media Developer
- Database Specialist
- District Office Liaison

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DISTRICT EMERGENCY OPERATIONS CENTER

YELLOW – Command Staff

ADMINISTRATIVE POLICY TEAM

Superintendent/Executive Cabinet or their designee work jointly to make informed decisions. Superintendent/Executive Cabinet has flexibility and mobility in and around EOC operations.

Duties and Responsibilities

- ✓ Receive Administrative Policy Team/Resource folder.
- ✓ Participate in providing initial briefing of the situation.
- ✓ Participate in policymaking discussions and decisions.
- ✓ Gather and analyze information from the Planning/Intelligence Section.
- ✓ Know what District resources are available.
- ✓ Assist in determining a strategy for implementing the plan to handle the emergency.
- ✓ Monitor how well (or poorly) the plan is working.
- ✓ Participate in adjusting the plan to meet the realities of the situation.
- ✓ Make sure that the response is being fully documented - for legal and financial reasons.
- ✓ May participate in the City of Irvine EOC operations (as needed).
- ✓ Keep the Board of Education informed (as needed).

EOC COORDINATOR

Director, Risk Management or designee to directly coordinate EOC operations. This means the EOC Coordinator does not leave the Emergency Operations Center without delegating someone to take over.

Duties and Responsibilities

- ✓ Receive EOC Coordinator/Resource folder.
- ✓ Review EOC Consideration Checklist (initial/on-going)
- ✓ Assign member from Communications Team to record information (if necessary).
- ✓ Assign personnel to positions within the EOC (as required).
- ✓ Provide situation briefing to EOC personnel.
- ✓ After briefing, begin to assess the situation.
- ✓ Know what District resources are available.
- ✓ Work with Executive Cabinet to determine strategy and implement plan.
- ✓ Work with Executive Cabinet to monitor how well (or poorly) the plan is working.
- ✓ Ensure that policy, objective and priorities are known to all involved.
- ✓ Adjust the plan to meet the realities of the situation.
- ✓ Make sure that the response is being fully documented - for legal and financial reasons.
- ✓ Be available to receive verbal information from sources within/outside EOC.
- ✓ Ensure information received verbally is properly relayed to the Event Recorder.
- ✓ Monitor and implement shift changes for Section Chiefs (as necessary).
- ✓ Demobilize the Emergency Operations Center (when appropriate).
- ✓ Provide situation debrief to EOC personnel.

DISTRICT EMERGENCY OPERATIONS CENTER

RED – Operations Section

OPERATIONS SECTION CHIEF

Operations Personnel

Section Chief Assigned by EOC Coordinator/ Selected from Operations Staff

Duties and Responsibilities

- ✓ Receive Operations Section Chief/Resource folder.
- ✓ Check in with the EOC Coordinator.
- ✓ Obtain necessary equipment and supplies for the Operations Section.
- ✓ Assume the duties of all positions until personnel are available and assigned.
- ✓ As personnel are assigned, brief them on the situation and supervise their activities.
- ✓ Make sure personnel are following established procedures and documenting activities.
- ✓ Think ahead and anticipate situations and problems before they occur.
- ✓ Monitor and implement shift changes for Operations personnel.
- ✓ Demobilize the Operations Section (when appropriate).
- ✓ Turn in all logs, documents and notes to the Finance/Administration Section Chief.

SAFETY OFFICER

Operations Personnel

Safety & Security Supervisor /or designee

Safety & Security Foreman /or designee

Duties and Responsibilities

- ✓ Receive Safety Officer/Resource folder.
- ✓ Obtain briefing from Operations Chief and/or EOC Coordinator.
- ✓ Secure the EOC facility or outside EOC location from unauthorized personnel.
- ✓ Document all visitors who enter/exit the EOC location.
- ✓ Refer all media inquiries to the District's Public Information Officer (PIO).
- ✓ Ensure the EOC environment is safe and free from known hazards.
- ✓ Assist with equipment/supplies for EOC operations.

RUNNERS

District Office Staff

Deployed (as needed) by Operations Chief

Duties and Responsibilities

- ✓ Receive Runners/Resource folder (if applicable).
- ✓ Obtain briefing from Operations Chief and/or EOC Coordinator.
- ✓ Personnel should have access to a motor vehicle to fulfill this assignment.
- ✓ Obtain verbal and/or written assignment from Operations Chief.



DISTRICT EMERGENCY OPERATIONS CENTER

WHITE – Planning & Intelligence Section

PLANNING & INTELLIGENCE SECTION CHIEF

Planning & Intelligence Personnel

Section Chief Assigned by EOC Coordinator/ Selected from Planning & Intelligence Staff

Duties and Responsibilities

- ✓ Receive Planning & Intelligence Section Chief/Resource folder.
- ✓ Check in with the EOC Coordinator.
- ✓ Obtain necessary equipment and supplies for the Planning & Intelligence Section.
- ✓ Assume the duties of all positions until personnel are available and assigned.
- ✓ As personnel are assigned, brief them on the situation and supervise their activities.
- ✓ Make sure personnel are following established procedures and documenting activities.
- ✓ Think ahead and anticipate situations and problems before they occur.
- ✓ Monitor and implement shift changes for Planning & Intelligence personnel.
- ✓ Demobilize the Planning & Intelligence Section (when appropriate).
- ✓ Turn in all logs, documents and notes to the Finance/Administration Section Chief.

PLANNING & INTELLIGENCE SUPPORT STAFF

Planning & Intelligence Personnel

Executive Director, Facilities & Construction /or designee

Executive Director, Elementary Education /or designee

Executive Director, Secondary Education /or designee

Executive Director, Student Support /or designee

Director, Information Services /or designee

Duties and Responsibilities

- ✓ Receive Support Staff/Resource folder.
- ✓ Obtain briefing from Planning & Intelligence Section Chief and/or EOC Coordinator.
- ✓ Monitor activities of Communication Team/Event Recorder to determine future planning & intelligence (support) needs.
- ✓ Keep in communication with affected schools to determine future planning.
- ✓ Provide policy recommendations to the Administrative Policy Team.
- ✓ Ensure updated information is recorded to the *EOC Status Board*.

DISTRICT EMERGENCY OPERATIONS CENTER

WHITE – Planning & Intelligence Section

COMMUNICATIONS (Radio/Phone) TEAM

Planning & Intelligence Personnel

Members of the District Emergency Communications Team

Duties and Responsibilities

- ✓ Receive Communications Team/Resource folder.
- ✓ Obtain briefing from Planning & Intelligence Section Chief and/or EOC Coordinator.

Emergency Telephone System - **Main Number (949) 502-4534** – *Inside Board Room Only*

- ✓ Set up Emergency Telephone System (5-phone lines located rear of Board Room)
- ✓ EOC phones are set up on a rolling system. Incoming calls to the EOC will automatically roll to next available open phone line.
- ✓ Schools and outside agencies may contact the EOC on the published number.
- ✓ Affected schools not responding by telephone may be contacted radio.
- ✓ As school status reports are gathered, document all relevant information and requests on the required form and pass information to the Event Recorder.
- ✓ If affected schools are requesting immediate outside resources, document the request and communicate the need verbally to the EOC Coordinator.

Emergency Radio System:

- ✓ Set up Emergency Radio Systems (VHF/UHF/OA-2)
- ✓ Monitor District frequencies for emergency radio communications from schools.
- ✓ Monitor City of Irvine and Transportation frequencies (if appropriate).
- ✓ Begin radio roll call of District schools (if appropriate) to determine condition/status.
- ✓ Affected schools not responding by radio should be contacted by telephone.
- ✓ As school status reports are gathered, document all relevant information and requests on the required form and pass information to the Event Recorder.
- ✓ If affected schools are requesting immediate outside resources, also communicate the need verbally to the EOC Coordinator.

Other Considerations:

- ✓ If communication cannot be established within a reasonable time, consider utilizing a *Runner* to respond to the affected location to determine campus condition/status.

DISTRICT EMERGENCY OPERATIONS CENTER

WHITE – Planning & Intelligence Section

EVENT RECORDER/MAP PLOTTING

Planning & Intelligence Personnel

Staffed by Planning & Intelligence Support Staff

Administrative Secretary assigned to EOC Coordinator (Event Recorder)

Duties and Responsibilities

- ✓ One member assigned to EOC Coordinator to record information (if required).
- ✓ Receive Event Recorder/Map Plotting/Resource folder.
- ✓ Obtain briefing from Planning & Intelligence Section Chief and/or EOC Coordinator.
- ✓ Set up *EOC Status Board* (inside Board Room only).
- ✓ Set up *White Status Board* (outside Board Room only).
- ✓ Obtain completed *School Status Report* forms from Communications Team.
- ✓ Record *School Status Reports* onto *EOC Status Board* or *White Status Board*.
- ✓ Keep posted information current. Continual updates/revisions are critical.

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DISTRICT EMERGENCY OPERATIONS CENTER

BLUE – Logistics Section

LOGISTICS SECTION CHIEF

Logistics Personnel

Section Chief Assigned by EOC Coordinator /Selected from Logistics Staff

Duties and Responsibilities

- ✓ Receive Logistics Section Chief/Resource folder.
- ✓ Check in with the EOC Coordinator.
- ✓ Obtain necessary equipment and supplies for the Logistics Section.
- ✓ Assume the duties of all positions until personnel are available and assigned.
- ✓ As personnel are assigned, brief them on the situation and supervise their activities.
- ✓ Make sure personnel are following established procedures and documenting activities.
- ✓ Think ahead and anticipate situations and problems before they occur.
- ✓ Monitor and implement shift changes for Logistics personnel.
- ✓ Demobilize the Logistics Section (when appropriate).
- ✓ Turn in all logs, documents and notes to the Finance/Administration Section Chief.

LOGISTICS/SUPPORT POSITIONS

Logistics Personnel

Executive Director, Special Education /or designee
Administrator, Transportation Department /or designee
Director, Maintenance & Operations /or designee
Director, Nutrition Services /or designee
Coordinator, Health Services /or designee
Coordinator, Mental Health /or designee

Duties and Responsibilities

- ✓ Receive Logistics Support Positions/Resource folder.
- ✓ Obtain briefing from Logistics Section Chief and/or EOC Coordinator.
- ✓ Establish initial communication with respective District Department and stand by.
- ✓ Monitor activities of Communication Team/Event Recorder to determine logistic needs.
- ✓ Wait for direction to deploy District resources.
- ✓ Once determined District resources are needed at a particular location, reestablish communication with respective District Department and execute request.
- ✓ Keep in constant communication with District Department when deployment.
- ✓ Obtain continual updates from District Department personnel at the location.
- ✓ Ensure updated information is relayed to Event Recorder.

DISTRICT EMERGENCY OPERATIONS CENTER

GREEN – Finance/Administration Section

FINANCE/ADMINISTRATION SECTION CHIEF

Finance/Administration Personnel

Section Chief Assigned by EOC Coordinator /Selected from Finance-Administration Staff

Duties and Responsibilities

- ✓ Receive Finance/Administration Section Chief/Resource folder.
- ✓ Check in with the EOC Coordinator.
- ✓ Obtain necessary equipment and supplies for the Finance/Administration Section.
- ✓ Assume the duties of all positions until personnel are available and assigned.
- ✓ As personnel are assigned, brief them on the situation and supervise their activities.
- ✓ Make sure personnel are following established procedures and documenting activities.
- ✓ Think ahead and anticipate situations and problems before they occur.
- ✓ Monitor and implement shift changes for Finance/Administration personnel.
- ✓ Collect all logs, documents and notes from Section Chiefs.
- ✓ Demobilize the Finance/Administration Section (when appropriate).
- ✓ Begin the Recovery Phase.

TIMEKEEPER/PURCHASING

Finance/Administration Personnel

Director, Fiscal Services /or designee

Asst. Director, Fiscal Services /or designee

Payroll Supervisor /or designee

Duties and Responsibilities

- ✓ Receive Timekeeper/Resource folder.
- ✓ Obtain briefing from Finance/Administration Section Chief and/or EOC Coordinator.
- ✓ The *Timekeeper* shall confer with the Finance/Administration Section Chief to determine the process for tracking regular and overtime hours of EOC personnel.
- ✓ Ensure that accurate records are kept of all EOC personnel indicating hours worked.
- ✓ If personnel not normally assigned to the EOC are working, be sure records of their hours are kept.
- ✓ *Purchasing* meets with the Finance/Administration Section Chief to determine the process for tracking purchases.
- ✓ Determine how emergency purchases will be made (cash/credit/purchase order).
- ✓ Support EOC operations and affected schools by making authorized District-level purchases.

DISTRICT EMERGENCY OPERATIONS CENTER

SUPPORT POSITIONS

Public Information Officer (PIO)

The Public Information Officer (PIO) or designee are the only personnel authorized to speak for the District. Schools should refer media inquiries to the District's PIO.

District Position Title

Coordinator, Public Information Officer
Web and Digital Media Developer
Database Specialist

Duties and Responsibilities

- ✓ Receive Public Information Officer (PIO)/Resource folder.
- ✓ Monitor and Post (as needed) emergency information on WebEOC.
- ✓ Check in with the EOC Coordinator/Administrative Policy Team.
- ✓ Monitor status boards to obtain condition of schools and/or affected areas.
- ✓ Work with Administrative Policy Team to determine if press release is warranted.
- ✓ Coordinate media response/joint media briefing with outside agencies (if needed).
- ✓ Contact media that may arrive at the EOC or school facility.
- ✓ Develop communication strategy for social media platforms.

District Office Liaison

EOC Position

Assigned pursuant to District Office ICS Organizational Chart

Duties and Responsibilities

- ✓ Check in with the EOC Coordinator/Administrative Policy Team.
- ✓ Stay within close proximity to EOC operations.
- ✓ Establish communication with District Office Command Post (if activated).
- ✓ Provide condition of the District Office to the Planning & Intelligence Section Chief/Event Recorder.
- ✓ Monitor District Office staffing levels.
- ✓ Summon and assign (as requested) District Office staff to perform *Runner* tasks.

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SCHOOL DISTRICT**