

Appendix 2

STANDARD OPERATING GUIDE FOR TOWN OF BETHLEHEM EMERGENCY OPERATIONS CENTER (EOC)

A. INTRODUCTION

1. This Guide is a supplement to the Town of Bethlehem Comprehensive Emergency Management Plan.
2. The Town of Bethlehem Emergency Operations Center (EOC) is located at 445 Delaware Ave. Delmar, New York 12054, and is a location where multiple agencies and departments can coordinate emergency response and recovery activities for the town in support of on-scene operations.
3. The EOC location has been designated as rooms #101 and #107 and any other space so designated.
4. Alternate or secondary locations for a Town EOC may be considered based on the incident at hand and/or damage to the infrastructure. Should a secondary or alternate location for an EOC be considered the following characteristics of that location should be present:
 - a) insulated from the disaster at hand
 - b) centralized location, if possible
 - c) self sufficient
 - d) expandable
 - e) structural integrity
 - f) security
 - g) know location
 - h) area where congestion can be avoided
 - i) easily converted from regular use
 - j) town owned building, if possible
 - k) acceptable floor plan
5. The Police Department's Mobile Operations & Command Center may be considered for use as an alternate EOC should situations dictate.
6. The Town of Bethlehem, Director of Emergency Management (Emergency Manager) is responsible for maintaining the EOC in a state of readiness and providing for its continued operation during an emergency. The assistance of the appropriate contributing agencies, organizations and bodies will be required by the Emergency Manager to fulfill this mission and each will appoint a representative to the EOC.
7. Executive and operational command and control will be exercised from the EOC.

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 (town) computer system).
 - b) A current chart and/or checklist of response activities required during emergencies
 - c) Current maps and data, including a comprehensive Town of Bethlehem map depicting municipal boundaries, main roads and waterways; individual maps of each hamlet and sub-division in the town depicting all public and private roads; population and special facility data for each area.
 - d) Current copies of 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 (town) computer system).
 - g) A current resource inventory (both in hard copy and in the EOC (town) computer system).
 - h) Since the EOC space can not be maintained in an emergency operations mode at all times due to the room's daily activities for meetings, training, conferences and other public use, the Emergency Manager shall have plans in place to convert the designated rooms to a working EOC within a reasonable time frame. Certain town personnel shall be designated to transition this area from the normal public area to the EOC.
 - i) Personnel from the Town of Bethlehem and other agencies/groups/organizations shall be pre-selected to assemble and staff the EOC. Other EOC personnel will be selected by agencies and organizations involved in the emergency at hand.
 - j) Current EOC room(s) schematic and set up procedures including designated personnel.

C. ACTIVATION

1. Each emergency in within the Town of Bethlehem should be classified into one of three Response Levels, according to the scope and magnitude of the situation:

Response Level 0: No emergency situation exists, facility readiness status maintained through planning sessions, training, drills and exercises.

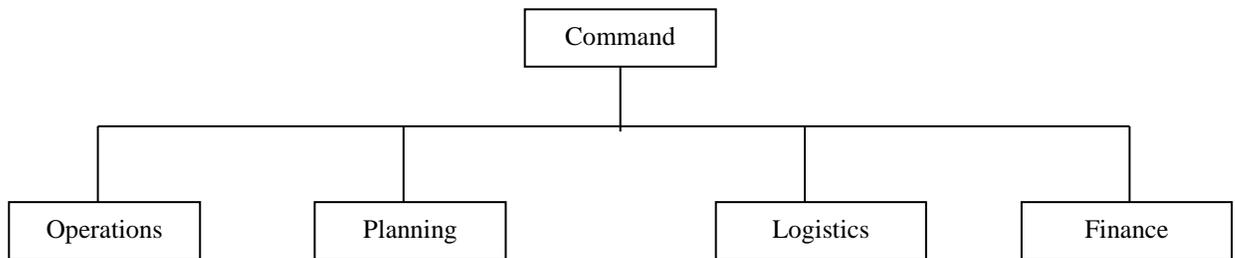
Response Level 1: Controlled emergency situation without serious threat to life, health, or property, which requires no assistance beyond initial normal first responders.

Response Level 2: Limited emergency situation with some threat to life, health, or property, but confined to limited area, usually involving a small population.

Response Level 3: Full emergency situation with major threat to life, health, or property, involving large population and/or wide geographic area.

2. Initial notification of an emergency is usually received at the Town of Bethlehem, 9-1-1 Communications Center where the information is recorded.
3. Upon initial notification of an emergency (or a potential emergency), the Communications Center duty supervisor will immediately, based upon all available information, assign a Response Level for the purposes of activating the appropriate emergency response units and Town of Bethlehem personnel as described below:
 - For Response Level 1, normal emergency response for involved agencies as dictated by CAD and dispatch SOP. Other notifications based on Communication's Duty Supervisor's discretion and command requests.
 - For Response Level 2, includes Level 1 assignments along with any additional assets as required by the on-scene Incident Commander (IC) including mutual aid request for fire and EMS and other police or internal town assets as may be required. Alerting of Command Staff, Town Supervisor and Emergency Manager will be based on the discretion of the police or communications supervisor.
 - For Response Level 3, includes Level 1 & 2 assignments, IC assistance and mutual aid requests along with command staff alerting and notifications including Town Supervisor and Emergency Manager and any other relevant town asset. A full EOC staffing request may be transmitted should the situation dictate.
4. Initial notification of an emergency to a Town of Bethlehem office or other municipal location other than the Town Communications Center requires the recipient to notify the Town Communications Center via 9-1-1 or 439-9973.
5. The Communications Duty Supervisor will notify the appropriate town personnel based on the Response Level noted above.
6. The opening and the activation of the EOC is at the sole discretion of the Supervisor or designee, and the conditions for an activation is any situation or emergency which so threatens the Town of Bethlehem and exhibits the need for centralized command, control and direction.
7. The opening and staffing of the EOC relates to the situation at hand and is not dependent upon the issuance of a declaration of emergency and/or emergency orders, although an EOC presence should be seriously considered upon a declaration of emergency.
8. In every situation, the Emergency Manager or designee can modify the EOC staffing, as the situation requires.
9. For every emergency, the Response Level can and may shift from one level to another as the event escalates or de-escalates. EOC staffing should also change accordingly.
10. Should the EOC opening be considered, appropriate staffing, as noted, and security personnel must be summoned to protect and set up the EOC based on the schematic and supplies list included herein.

**EMERGENCY OPERATIONS CENTER
ORGANIZATIONAL CHART**



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 EOC Commander or Emergency Manager, each agency will update its shift rosters and present same to the Operations Officer who will promulgate the schedule throughout the EOC and IC locations.
6. For lesser emergencies (Levels 1 and 2), where there is no need for a major town-wide response, the formal use of the EOC may be limited.
7. The following is a preliminary list of suggested internal staffing personnel (or their designee) for the EOC:
 - a) Town Supervisor
 - b) Deputy Supervisor
 - c) Police Chief
 - d) Fire Service Representative
 - e) Medical Advisor
 - f) Highway Superintendent
 - g) Director, Development & Planning
 - h) Commissioner, Public Works
 - i) Town Attorney
 - j) Director, Emergency Management
 - k) Industry Representative (appointed)
 - l) Fire Chief (appointed)
 - m) EMS Commander (appointed)
 - n) Comptroller
 - o) Public Information Officer (appointed)
 - p) Building Inspector
 - q) Administrator, Parks & Recreation
 - r) Director, Senior Services
 - s) Supervisor, Communications
 - t) Clerical Support (3) (appointed)
 - u) Message Controller (1) (appointed)
 - v) Messengers (3) (appointed)
 - w) Phone operators (2) (appointed)
 - x) Supervisor, MIS
8. Any or all of the above personnel that are utilized at the EOC will be part of one of the sections as noted previously; Command, Operations, Planning, Logistics, Finance/Administration or as directed by Command

9. External staffing will be based on the incident at hand and may include, but is not limited to the following:
 - a) Albany County Departments including: County Executive, Emergency Management, Fire Coordinator, EMS, Sheriff, Health, Mental Health, Social Services, Public Works, District Attorney, Office for Aging, Children, Youth and Families, Coroner and County Clerk.
 - b) New York State Agencies including: State Police, Office of Fire Prevention and Control, (OFFPC), Emergency Management Office (SEMO), Departments of Health, Social Services, Law, Transportation, Agriculture & Markets, Environmental Conservation, Parks & Recreation, Education, Public Service, Division of Criminal Justice Services, Military and Naval Affairs, Offices of Aging, Mental Health, and the Bureau of Funeral Directing and any other state agency deemed necessary.

E. SITUATION REPORTING

1. The ICS Planning function at the EOC is responsible for preparation of the Incident Action Plan and emergency situation reporting, and will:
 - a) Provide a uniform reporting format for all situations 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 town, County and State government officials sent to the EOC pertaining to an emergency situation.
 - d) Periodically request situation reports from each participating 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)
 - 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 Manager, who reports to the Town Supervisor, County Executive or designee 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 Supervisor, County Executive or designee and the SEMO Regional Office
 - j) Maintain an event log to include all pertinent disaster-related information.
- 2. The ICS Operations section at the EOC will be responsible for the execution of the tactical and operational aspects of the emergency as developed independently or in conjunction with the ICS Planning section, noted above.
 - a) The Operations Section Manager at the EOC will maintain constant contact with the Operational Commander at the scene of the incident and the Incident Commander.
 - b) Operations Sections personnel will review and modify, as needed the Action Plans as developed by the EOC Planning section.
- 3. The ICS Logistics Section at the EOC will be responsible for the locating and the acquisition of the necessary assets as required by Operations and Planning sections.
- 3. The ICS Finance/Administration section at the EOC will be responsible for all of the financial aspects and data accumulation and tracking associated with the emergency.
- 4. The ICS Information Officer, if utilized, will be the point of contact for the media, or other organizations seeking information directly from the incident or event. Although several agencies involved in the emergency may assign personnel to the incident as Information Officers, there will only be one Incident Information Officer. The Incident Information Officer will be so designated by the Incident Commander or Town Supervisor. Any other Information Officers on scene shall report to the designated Incident Information Officer and will assist that person with the development of information and other such data as deemed necessary.

F. SECURITY

- 1. Internal security at the EOC will be provided by the Town of Bethlehem Police Department or their designee during a Level 2 and 3 emergencies. During a Level 1 emergency, any security requirements will be provided as deemed necessary, also under the direction of the Bethlehem Police Department.
- 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. Town of Bethlehem personnel will wear their issued picture ID card at all times at the EOC and/or any area involved in the emergency.
- 4. Anyone seen in the EOC without a visible pass will be approached by the police department personnel and dealt with appropriately.
- 5. Temporary passes will be returned to the security desk when departing from the premises.
- 6. These security precautions will be in effect for any alternate EOC or for the Mobile Command /Field Operations Unit if deployed.
- 7. Depending on the type emergency at hand the level of security may be heightened and those involved should be guided accordingly.

G. TERMINATION/DEACTIVATION

As in the activation, the deactivation of the EOC activities will be at the discretion of the Incident Commander or Town Supervisor or designee. Closing of the EOC does not necessarily indicate the termination of the emergency but only that the need for a unified operational center has passed. The following steps, which are part of the deactivation/termination phase of the emergency, should be undertaken upon notification of the EOC closure.

1. Executive Summary
2. chronology of events
3. chronology of response
4. Agencies involved
5. Number of deaths
6. Number of Injuries
7. Property damage
8. List of agencies rendering assistance
9. After Action Report
10. Public Information report
11. Inventory of supplies and equipment used
12. Replenishment of supplies and equipment
13. Stress debriefing if necessary
14. Lessons learned