

4.0 EOC Facilities

4.1 **Emergency Operations Centre (EOC)**

An important component for coordinating the response to a disaster is the establishment of an Emergency Operations Centre (EOC), with all key decision-makers around the table. The EOC is a physical facility designated for the gathering and dissemination of information plus disaster analysis.

It is also the facility in which decisions and policies governing the emergency response are planned and considered.

The EOC is the centre in which information is collected, evaluated and displayed. The EOC will make maximum use of available technology and human resources because clear, concise and frequent communication is essential when responding to an emergency.

Above all, the EOC is there to support the site responders. The EOC helps the site organization obtain essential resources, especially people and equipment, to help deal with the emergency. The Emergency Operations Centre will normally be activated at the request of the emergency response agencies at the site of an incident.

4.2 **Primary and Alternate EOC Locations**

Primary Site: The Emergency Operations Centre (EOC) will be set up in the Highlands District Office, 1980 Millstream Road.

Secondary Site: If the District Office is unusable as a location for the EOC, the EOC will be convened in either of the East or West Fire Halls.

Other Site: If both of the above buildings are unusable, the Emergency Program Coordinator will select an alternative EOC location, with notification by a person or a sign posted at the District Hall, giving directions.

4.3 **EOC Facilities**

The components of the primary EOC include:

Policy Group Meeting Room	Administrator's Office
EOC Director	
Management Staff	
Public Information	Front Lobby
Media Briefing Room	Deputy Clerk's Office
Operations Section	Planning Technician's Office

Planning Section	
Logistics Section	
Communications	Building Inspector's Office
EOC Security	Front Lobby
Finance / Admin Section	

The components of the secondary EOC at the Fire Hall include:

Policy Group Meeting Room	Chief's Office
EOC Director	
Management Staff	
Public Information	
Media Briefing Room	
Operations Section	Meeting Room
Planning Section	
Logistics Section	
Communications	Radio Room
EOC Security	Front Lobby
Finance / Admin Section	

EOC communications consists of the following elements:

Telephone – Prioritized lines

- EOC Manager
- Risk Management Officer
- Liaison Officer
- Information Officer
- Operations Chief
- Planning Chief
- Logistics Chief
- Finance / Administration Chief

Radio – Multiple channel communications and HAM Operators at:

- EOC
- RCMP / Fire / Ambulance
- Communications / Message Centre

4.4 EOC Equipment and Supplies

EOC Equipment List

- Amateur radio equipment
- Cable TV and VCR, one
- Chalkboard, one
- Corkboards, one
- Dry-Erase boards, two
- Fax machines, two, one incoming and one outgoing
- Filing Cabinets, two legal size four-drawers
- Flip charts and flipchart stands, two
- Movable cubicle partitions, six
- Photocopier, one
- Telephone lines, two at each desk (1 for telephone - 1 for lap-top) for a total of 30 lines)
- Telephones with voice-mail option, fifteen

EOC Supplies

- Chalk for chalkboard
- Emergency Response and Recovery Plan, two binders
- Envelopes, 9 1/2 x 12
- Fax machine toner, paper or ribbons
- File cards, 3x5, multi-color
- In-box trays, 15
- Labels for file folders
- Manila file folders
- Paper pads, 20 pads, 8 1/2 x 11
- Pencils, 30
- Pens, ballpoint, 30
- Pens, dry erase, 10
- Pens, flipchart, 10
- Pens, high-lighter, 10
- Photocopier paper, 2 reams
- Photocopier toner
- Post-it notes (multi-color)
- Push-pins, 100
- Sharpeners
- Staplers and staples, six
- Storage boxes to hold supplies
- Three-hole punch
- VCR tapes, blank, 10

**4.5
Identification
within the
EOC**

To apply the common terminology guidelines of BCERMS, the Oak Bay EOC adopts the following identification system for EOC facilities and personnel.

- Green Director and Deputy Director
- Red Management Staff
- Orange Operations
- Blue Planning
- Yellow Logistics
- Grey Finance/Administration

Identification may take the form of a vest or armband. These identifiers do not prevent any personnel from wearing their department's or agency's insignia or uniform. Signs identifying the location of each EOC function shall also be posted for visual ease.

**4.6 EOC
Communi-
cations**

One of the critical reasons for creating an EOC is the consolidation of the communications network for the District of Oak Bay. A primary concern of the EOC is the efficient movement, assimilation, and dissemination of information from the emergency site to the resource managers and to the public at large.

It may be possible for the Incident Commander to establish a telephone link with the EOC from the site. While this is the most desirable link, it may not be a viable one, depending on the nature of the emergency and possible damage to the telephone system on location.

It is essential that other means of communication, independent of the telephone lines, be established. Some alternative means that may be considered are:

- Department Radios, e.g., Police, fire, engineering
- Radio or cellular telephones
- Local citizens band radio clubs
- Local ham radio clubs
- Local taxi or some courier companies
- Messengers, e.g., local motorcycle or bicycle clubs

Telephone will be the primary means used by the department representatives in communicating from the EOC, with radio as a backup.

4.7 EOC Demobiliz- ation

The Emergency Operations Centre Director will terminate the EOC activity for the current incident and notify all participants.

The EOC will be deactivated under the directions of the EC Director and EOC Support, if this function is activated. Deactivation will consist of:

1. Collect and archive all documents, maps, and records that have not already been managed by the Documentation Unit.
2. Return all borrowed equipment.
3. Itemize all purchased equipment and supplies, and give the list to the Emergency Program Coordinator.
4. Clean the EOC facilities.
5. Return tables and equipment, and check that everything is working well.
6. Return tables, chairs, and equipment to the pre-disaster conditions. Ensure all borrowed equipment is fully operations.
7. Restock supplies (see EOC facilities)
8. Gather keys to the facility.
9. Final readiness check by EOC Director, Emergency Program Coordinator
10. Cancel phone service, as appropriate