BUILDING A PROFESSIONAL EMERGENCY OPERATIONS PLAN (EOP) AND RESPONSE PROGRAM

EMERGENCY MANAGEMENT CONSULTANTS

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PRESENTATION OVERVIEW

Essential steps for your organization to be prepared for emergency response

♦ Development of a comprehensive yet user-friendly Emergency Operations Plan (EOP)

♦ Training the management staff to respond to a major emergency or disaster using SEMS

♦ Using an realistic scenario EOC Exercise Program to “Test the Plan”
WHY HAVE AN EMERGENCY OPERATIONS PLAN (EOP)

♦ Saves LIVES and PROPERTY
♦ Federal Requirement – Robert T. Stafford Disaster Relief Act
♦ Legal and moral responsibility of management
STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

Jurisdiction level management organization and system for conducting multi-agency or multi-jurisdictional emergency operations
STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

Continued

System is intended to improve the coordination of field and jurisdiction level emergency response
BASIC SEMS ORGANIZATION

MANAGEMENT SECTION
Director of Emergency Services

OPERATIONS
Operations Chief

PLANS
Planning Chief

LOGISTICS
Logistics Chief

FINANCE
Finance Chief

Note: ICS organization in the field is the same
WHAT SHOULD AN EOP ACCOMPLISH?

♦ Assign responsibility for response – Simple user friendly Checklists that provide basic steps and procedures for responders
♦ Establishes Authorities and Organizational Relationships for emergency response
♦ Identify Personnel, Facilities and Key Agencies and Resources
♦ Facilitates response and short term recovery
♦ Provides flexibility and capability to respond for use in all emergencies – including unforeseen events
COMPREHENSIVE EMERGENCY MANAGEMENT PROGRAM

Interrelated Actions Required by Government

♦ Mitigation
♦ Preparedness
♦ Response
♦ Recovery
THE EMERGENCY OPERATIONS PLAN (EOP)

* Centerpiece of Comprehensive Emergency Management
* Strategic response steps and considerations

♦ The EOP defines scope of preparedness and response activity
  – Facilitates response and short term recovery
    • Sets Stage for long term recovery
  – Specifics Training and Exercises
  – Provides authorities and reference information
WHAT AN EOP IS NOT

♦ Administrative Plan
  – Personnel management, financial management plans, etc.
♦ Mitigation Plan
  – Strategy for mitigating hazards
♦ Preparedness Plan
  – Maintaining emergency management capabilities
♦ Standard Operating Procedures (SOPs)
  – SOP(s) – Detail information “how to” accomplish specific tasks for law enforcement responders etc.
REQUIREMENTS TO BUILD A QUALITY EOP

EXECUTIVE MANAGEMENT SUPPORT

♦ Experience in Plan Writing
  – Look for samples of good plans and someone experienced in writing them

♦ Time
  – Writing a “good” plan takes time – it can’t be just thrown together

♦ Cost
  – Employee time, travel costs, printing, and updating
THE PLANNING PROCESS

♦ Determine Requirements
  – State Requirements – SEMS Legislation

♦ Gather Information
  – Threat Summary and Analysis
  – Identify key personnel, contacts, support agencies etc.

♦ Produce the 1st Draft EOP – then rewrite after review by key staff who will use the plan
THE PLANNING PROCESS – Continued

- Train response staff on SEMS and the EOP Procedures
- Test the Plan – Conduct Table Top and Functional EOC Exercises
- Finalize the Plan
- Annual EOP review, update, staff training and realistic EOC exercises
DON’T REINVENT THE WHEEL

♦ Look for and use other “good” models
  – Other college or university plans
  – California OES sample plans
♦ Ask for help and guidance from OES (County, OES Region, State)
♦ Computerize the effort
♦ Tailor your plan to meet your needs – be careful with boiler plate!
  – You have wasted your time if you throw together a plan that won’t work when you need it
  – Tailor your response organization and procedures to meet your specific needs
DON’T GO IT ALONE

Acceptance of the EOP is facilitated by development participation of the staff who will be using it.

♦ Identify “Project Manager”
♦ Establish development deadlines
♦ Form a Plan Committee to “Assist” the Program Manager – include:
  – College / University President – Key Player
  – Law Enforcement, Environmental Health & Safety, Facilities staff
  – Outside public safety officials
PLAN DEVELOPMENT AND FORMAT

  – FEMA State and Local Guide (SLG) 101
♦ California SEMS Planning Guidance
♦ Plan Functionality – Ease of Use
  – Simple Checklists for event response tasks
  – Simple Checklists for Emergency Operations Center Staff
  – EOC Documentation “Tools to facilitate management of information and recovery”
KISS PRINCIPLE

NATOPS Example

♦ Your EOP must be usable
  – Look good and be good
  – Provide Strategic Organization Structure & Procedures for response

♦ Separate the components to simplify use of the EOP
  – Don’t build a telephone book EOP

♦ Incorporate “good” ideas from other EOPs
KEY ELEMENTS OF A COLLEGE / UNIVERSITY EOP

♦ Volume One - Immediate Action and Event Specific Checklists
♦ Volume Two – EOC Guidebook and Procedures
♦ Volume Three – SEMS Basic Plan
TRAINING THE STAFF TO RESPOND TO A MAJOR EMERGENCY OR DISASTER

♦ Managing the response to a major emergency/disaster is not easy
♦ Two or three key individuals cannot manage a major emergency response
♦ Train like you plan to respond and respond like you were trained
KEY TRAINING COMPONENTS

♦ California SEMS and College / University organization structure

♦ The Emergency Operations Plan organization and use

♦ EOC Procedures and Documentation
REALISTIC EXERCISE PROGRAM

Test the Plan - Not the Staff

♦ Table Top Exercise to take the Crisis Action Team through the initial response steps
  – Immediate Action Checklists
  – Event Specific Checklists

♦ Functional EOC Exercise to take entire EOC Response Team through a realistic simulation of a major emergency response using your EOP
  – Low Stress Learning environment exercise
  – Stress the basics – Checklists, EOC Documentation, and staff coordination
OTHER KEY STEPS TO ENSURE YOU ARE READY

♦ Development of an effective Emergency Operations Center (EOC)
  – Organized to facilitate the use of SEMS
THE FINAL PLAN

♦ The EOP is a Living Document that must be kept up-to-date
  – Changing or new situations or requirements
  – Changing or new staff

♦ Establish and follow revision process

♦ Ensure appropriate departments develop SOP(s) to support EOP
AND FINALLY TO KEEP IT ALL GOING

♦ Follow-on steps
  – Annual Plan review and update
  – Annual Staff Refresher Training and Exercise Program
  – Development of additional capabilities
    • Department Staff Training
    • NERT Team Training
    • Communications and EOC enhancements
QUESTIONS