[Municipality]

Emergency Operations Center Operations Support Checklist

Table of Contents

[Overview 4](#_Toc159412597)

[Initial Response Actions (immediately following notification of event) 6](#_Toc159412598)

[EOC Facility Preparation 6](#_Toc159412599)

[EOC Activation 7](#_Toc159412600)

[EOC Operations 7](#_Toc159412601)

[EOC Deactivation/Demobilization 8](#_Toc159412602)

[EOC Operational Capabilities Checklist 9](#_Toc159412603)

[Community Status Report 10](#_Toc159412604)

[Mutual Aid Agreements 12](#_Toc159412605)

[Fire 12](#_Toc159412606)

[Police 12](#_Toc159412607)

[Board of Health 12](#_Toc159412608)

[Additional Agreements 12](#_Toc159412609)

[Standard Operating Guidelines 13](#_Toc159412610)

[Chief Elected Official SOG 14](#_Toc159412611)

[Initial Actions 14](#_Toc159412612)

[EOC Activation 14](#_Toc159412613)

[EOC Operations 14](#_Toc159412614)

[EOC Demobilization 14](#_Toc159412615)

[Emergency Management Director SOG 16](#_Toc159412616)

[Initial Actions 16](#_Toc159412617)

[EOC Activation 16](#_Toc159412618)

[EOC Operations 16](#_Toc159412619)

[EOC Demobilization 17](#_Toc159412620)

[Fire Department Representative SOG 18](#_Toc159412621)

[Initial Actions 18](#_Toc159412622)

[EOC Operations 18](#_Toc159412623)

[EOC Demobilization 19](#_Toc159412624)

[Police Department Representative SOG 20](#_Toc159412625)

[Initial Actions 20](#_Toc159412626)

[EOC Operations 20](#_Toc159412627)

[EOC Demobilization 20](#_Toc159412628)

[Department of Public Works (DPW) Representative SOG 22](#_Toc159412629)

[Initial Actions 22](#_Toc159412630)

[EOC Operations 22](#_Toc159412631)

[EOC Demobilization 23](#_Toc159412632)

[Public Information Officer SOG 24](#_Toc159412633)

[Initial Actions 24](#_Toc159412634)

[EOC Operations 24](#_Toc159412635)

[EOC Demobilization 25](#_Toc159412636)

[Public Health Representative SOG 26](#_Toc159412637)

[Initial Actions 26](#_Toc159412638)

[EOC Operations 26](#_Toc159412639)

[EOC Demobilization 27](#_Toc159412640)

# Overview

**Jurisdiction-Specific Information**: Portions of this Checklist require the addition of jurisdiction-specific information such as community name, officials’ titles and contact information, agency names, etc. To be readily identifiable, these portions of the plan are highlighted in yellow. **Delete this section when highlighted sections are complete.**

This checklist is intended as a stand-alone annex to help support jurisdictional Emergency Operations Center (EOC) operations. The sections contain pertinent information such as operational checklists, mutual aid agreements and standard operating guidelines for some EOC staff positions. This checklist should be readily accessible in the EOC.

The EOC is the location from which centralized coordination of a jurisdiction’s response is performed. The EOC serves as a communication and coordination hub for the community, coordinating among responding entities and with regional and state operations. Additionally, the EOC serves as a resource coordination center, filling resource needs locally or requesting resources from the State.

The following functions are performed in the EOC:

* Receive and disseminate warnings
* Coordinate operations between incident command and supporting agencies and organizations
* Work with elected officials to determine state of emergency
* Develop emergency policies and procedures
* Obtain and maintain situational awareness of the incident and ensure a common operating picture
* Disseminate information to responders, EOC staff, other jurisdictions and state and federal agencies
* Maintain current maps and information display boards
* Coordinate, mobilize and deploy resources to support event response guided by set priorities
* Coordinate mutual aid
* Coordinate public information
* Establish a seamless transition into recovery operations
* Assess and document impacts from events for recovery process

The Emergency Management Director (EMD) should develop an EOC management team consisting of representatives from the following departments:

* Chief Elected Official (CEO)/Town Administrator
* Department of Public Works (DPW)
* Police
* Fire/Emergency Medical Services (EMS)
* Public Information Officer (PIO)
* Finance
* Board of Health
* Historical Commission
* Conservation/Environmental Commission
* Building Inspector

This checklist should be included as an annex in the local Comprehensive Emergency Management Plan (CEMP).

# Initial Response Actions (immediately following notification of event)

* Assess the situation.
* Notify EOC management team and conduct an initial threat assessment.

**If decision is made to activate EOC by [Fill in this section with who has authority to active EOC]:**

* Identify if Primary or Alternate EOC will be activated depending on the event.
* Determine level of EOC activation based on CEMP guidelines.
* Notify all individuals on the EOC roster of the EOC activation using [Fill in this section. Example: BlackBoard Connect notification system or the land-line telephone system].
* Notify response entities, mutual aid partners and MEMA Regional Office of EOC activation.
* Identify a Public Information Officer (PIO) and determine the need for immediate public information release.
* Determine if immediate emergency alert and warnings need to be issued to the public.
* Ensure alerts, warning, and public messages are provided in languages common to the city/town.
* Identify any immediate resource needs.
* Assess the populations in community to begin identifying access and functional needs, limited English proficiency needs. This data can be found <https://memamaps.maps.arcgis.com/apps/webappviewer/index.html?id=054aa0ab06bd47db9bac91aac56c4296>
* Determine if a local Declaration of Emergency is needed at this time by [Fill in this section with who can make an emergency declaration].

# EOC Facility Preparation

* Set-up the EOC stations, equipment (computers, television, smart board, projectors, maps, etc.) and EOC communications.
* Install and check all telephones.
* Install and check all computers. Test EOC network and printer connectivity.
* Install and check all radios.
* Obtain EOC documents to be used during activation.
* Establish WebEOC connection with the MEMA.
* Establish check-in location and procedures.
* Establish an EOC personnel ID station (if needed).
* Assign security to EOC entrance and log all EOC access.
* Check fuel status for backup generator, if applicable.
* Command Staff review of EOC operating procedures.
* Emergency Management Director briefs EOC personnel on situation.

# EOC Activation

Activate and staff the EOC sections need for event. Each department shall be responsible for further notification and staffing in accordance with their department’s Standard Operating Procedures. Staffing levels will be determined by the Emergency Management Director based on the scope and extent of the emergency.

* Brief the EOC management team and EOC staff regarding:
  + Situation overview
  + EOC activation level
  + Ongoing response actions
  + Length of first operational period
  + List of objectives and priorities for the first operational period
* Issue emergency alerts and warnings to the public, if needed, ensuring necessary language translation.
* Request situation reports from Incident Command and develop initial situational awareness report.
* Establish/confirm procedure for resource ordering.
* Identify and request immediate resource needs.
* Issue local Declaration of Emergency, if needed.
* Discuss public information issues and decide whether a Joint Information Center (JIC) is required.
* Arrange for meals for EOC staff and ensure that anyone with a special dietary need is provided appropriate food.
* Provide staff with just-in-time training, if needed.

# EOC Operations

* Provide general incident objectives and strategies.
* Provide direction and overall coordination of event.
* Develop a 24-hour staffing plan.
* Maintain situational awareness during event by gathering timely, accurate, accessible, and consistent information.
* Provide information through Public Information Officer/JIC.
* Determine ongoing resource requirements.
* Ensure resource ordering process is in place.
* Ensure resource tracking procedure is in place.
* Ensure accessibility of services provided to the public.
* Activate mutual aid agreements, as needed.
* Schedule periodic EOC and media briefings.
* Maintain status boards showing essential information (for example):
  + Road closures
  + Shelter locations
  + Weather information
  + Actions taken
  + Resource status
  + Infrastructure impacted
  + Dwellings/businesses impacted
* Document financial expenditures and volunteer hours related to the event.

# EOC Deactivation/Demobilization

* Determine trigger point to initiate EOC deactivation.
  + Event has deescalated to point of local agency control
  + Response has been terminated
  + Recovery operations are underway
  + No public information dissemination is needed
* Establish timeline for deactivation.
* Notify partner agencies of EOC deactivation plan.
* Direct EOC staff to begin deactivation process.
* Develop a plan to return resources to their respective agencies.
* Clean and restore EOC facility to normal operations.
* Collect all EOC data, complete required forms, and apply for reimbursement through FEMA Public Assistance Portal, if applicable.
* Conduct After-Action Review (AAR) meeting to develop After-Action Report and Improvement Plan.
* Update plans, policies, and procedures based on lessons learned/best practices and AARs.

|  |  |  |
| --- | --- | --- |
| EOC Operational Capabilities Checklist | | |
| **Equipment** | **Primary EOC - (Location)** | **Alternate EOC - (Location)** |
| Generator (detail size, connections, fuel type, etc.) |  |  |
| Date of Last Test |  |  |
| Number Days of Fuel Supply |  |  |
| Radio Communications (channels, frequencies, bands, equipment, etc.) |  |  |
| Wall Charts (list what is in each EOC) |  |  |
| Media Briefing Room (equipment, capabilities, etc.) |  |  |
| Alternate Water Supply |  |  |
| Food Storage (how much, expiration, for how many people) |  |  |
| Number of Days of Food |  |  |
| Sleeping Area (how many beds, comfort kits, etc.) |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Community Status Report | | | | | | | | | | | | |
| Incident Overview | | | | | | | | | | | | |
| Report #: | | | | Date: | | | | | Time: | | | |
| Community: | | | | County: | | | | | MEMA Region: | | | |
| Reported By (NAME): | | | | | | Title: | | | | | | |
| Telephone: | | | | | | Cell Phone: | | | | | | |
| EOC Status (Circle): | | | Activated | | | Partial | | | | Closed | | |
| EOC Open Date/Time: | | | | | | EOC Closed Date/Time: | | | | | | |
| EOC Location: |  | | | | | | | | | | | |
| Local Declaration of State of Emergency (SOE) | | | | | | | YES | | | | NO | |
| SOE Declared Date/Time: | | | | | | | SOE Lifted Date/Time: | | | | | |
| Community Reports | | | | | | | | | | | | |
| Roadways | | | | | | | | | | | | |
| Status: | | Minor | | | Moderate | | | Severe | | | | Unknown |
| Number of Roadways Impacted: | | | | | | | | | | | | |
| Impacts: | | | | | | | | | | | | |
| Critical Infrastructure | | | | | | | | | | | | |
| Status: | | Minor | | | Moderate | | | Severe | | | | Unknown |
| Impacts: | | | | | | | | | | | | |
| Health and Medical | | | | | | | | | | | | |
| Status: | | Minor | | | Moderate | | | Severe | | | | Unknown |
| Impacts: | | | | | | | | | | | | |
| Communications | | | | | | | | | | | | |
| Status: | | Minor | | | Moderate | | | Severe | | | | Unknown |
| Impacts: | | | | | | | | | | | | |
| Energy and Utility | | | | | | | | | | | | |
| Status: | | Minor | | | Moderate | | | Severe | | | | Unknown |
| Impacts: | | | | | | | | | | | | |
| Waterway Impacts | | | | | | | | | | | | |
| Status: | | Minor | | | Moderate | | | Severe | | | | Unknown |
| Impacts: | | | | | | | | | | | | |
| Shelter Status | | | | | | | | | | | | |
| Facility Name: | | | | | | | | | | | | |
| Capacity: | | | | Occupancy: | | | | | Availability: | | | |
| Facility Address: | | | | | | | | | | | | |
| Status (circle): | | | OPEN | | | FULL | | | | CLOSED | | |
| Type (circle): | | | SIRS | | | REGIONAL | | | | LOCAL | | |
| Capabilities (circle all that apply): | | | | | | | | | | | | |
| ADA Compliant | | Functional Needs | | | Pet Friendly | | | Charging Station | | | | Back-up Generator |
| Shelter Point of Contact: | | | | | | Phone Number: | | | | | | |

# Mutual Aid Agreements

## Fire

* [Fill in this section. Examples: Name of town(s), Rescue Squad/Dive Team, Hospital, Ambulance Service,
* In Addition: Fire District Mutual Aid Agreement, Structure Task Forces, Forestry Task Forces, Disaster Task Forces]

## Police

* [Fill in this section. Example: Law Enforcement Council, Name of town(s)]

## Board of Health

* [Fill in this section. Example: DPH Regional Coalition]

## Additional Agreements

* [Fill in this section. Example: Local businesses, Contractors]

# Standard Operating Guidelines

**Standard Operating Guidelines:** These Standard Operating Guidelines (SOGs) are suggested actions to be used during an emergency. They can be tailored to fit what your staff do during an emergency by adding or deleting to the list. **Delete this section when the SOGs are updated for your community.**

Standard Operating Guidelines (SOGs) are guidance documents for how an agency should respond during a time of emergency. The following SOGs outline responsibilities for the Chief Elected Official, EMD, Fire Department Representative, Police Department Representative, DPW representative, Public Information Officer and Public Health Representative in the EOC during activation. Additional SOGs can be developed as necessary.

## Chief Elected Official SOG

The ultimate responsibility for all emergency management activities is vested in the Chief Elected Official. They are responsible for all emergency management policies, and during emergency operations will have final responsibility for decision making concerning emergency management actions. This includes ensuring that all programs and services provided are fully accessible to people with disabilities and limited English proficiency.

It is the responsibility of the Chief Elected Official to ensure an approved line of succession exists in case some individuals are unable to perform their duties during an emergency. It is ultimately incumbent upon the Chief Elected Official to ensure vital records are maintained.

All required reports and records of emergency operations activities should be submitted to the Chief Elected Official as well as the Emergency Management Director (EMD).

### Initial Actions

* Receive notification of emergency.
* Discuss with EMD the need to activate the Emergency Operations Center (EOC).
* Review emergency management plan with EMD.
* Maintain situational awareness and determine if there is an imminent threat.
* Discuss with EMD the need to declare a local state of emergency and declare if needed.
* Report to the EOC if activated.

### EOC Activation

* Report to the EOC.
* Work with EMD to establish priorities and objectives for EOC operations.
* Keep a log of all decisions made and actions taken.
* Assign Public Information Officer.
* Issue initial public information statements, if necessary.
* Authorize activation of community notification system(s).
* Identify someone to manage expenditures/finance, if needed.
* Review the community Continuity of Operations Plan for line of succession guidance.

### EOC Operations

* Log all actions taken.
* Discuss anticipated resource needs with EMD.
* Authorize activation of shelters, if needed.
* Authorize evacuation/shelter-in-place, if needed.
* Coordinate with elected officials at state and federal level.
* Prepare and coordinate public information releases.
* Discuss with EMD relocation of EOC, if necessary.

### EOC Demobilization

* Authorize re-entry of evacuees.
* For evacuees who cannot return home arrange temporary housing in coordination with partner agencies.
* Coordinate with volunteer agencies involved in disaster relief operations.
* Apply for state and federal disaster relief funds, if appropriate and available.
* Address public health and sanitation issues.
* If needed, establish disaster recovery centers in coordination with MEMA, and FEMA, SBA if applicable.
* Address legal and insurance matters.
* Be prepared to provide input to After-Action Report.
* Close logs of all actions taken and submit paperwork to the EMD.

## Emergency Management Director SOG

The Emergency Management Director (EMD) advises the Chief Elected Official on courses of action available for decision making during the emergency. The EMD acts as the Emergency Operations Center (EOC) manager while the EOC is activated. The EMD will periodically brief participating officials on their emergency management roles. The EMD has primary responsibility for ensuring that all programs and services provided for response and recovery are fully accessible to people with disabilities and limited English proficiency.

### Initial Actions

* Receive notification of incident.
* Review emergency management plan with Chief Elected Official.
* With the Chief Elected Official determine the need to declare a local state of emergency.
* Assess the situation and make appropriate notifications to activate and staff EOC.
* Establish a communications link with response entities, mutual aid partners and MEMA Regional Office.

### EOC Activation

* Activate the EOC.
* Keep a log of all decisions made and actions taken.
* Establish communication with MEMA Regional office.
* Brief EOC staff on status of emergency.
* Prepare for 24-hour operations if necessary to include staffing, food/water, and facility operation.
* Determine readiness of communications and back-up communication systems.
  + Telephone and radio networks, including cell phones
  + Fire and Police radios
  + 800 MHz systems
  + Phone systems of state agencies
  + Community notification system
* Coordinate need for EOC security with Police Department.

### EOC Operations

* Prepare an Incident Action Plan in conjunction with Incident Commander for all active resources.
* Maintain situational awareness to determine impacts.
* Implement shelter plan in coordination with partner agencies, if needed.
* Manage requests from incident scene.
* Work with Department liaisons assigned to EOC to ensure all essential emergency services are activated.
* Validate status of critical resources to support operations.
* Periodically solicit reports from EOC staff to maintain Community Status Report.
* Continue to monitor NWS alert system in coordination with MEMA.
* Review mutual aid agreements.
* Submit resource request(s) for any unmet needs to the MEMA regional office.

### EOC Demobilization

* Coordinate with local, state, and federal agencies in damage assessment and cost of recovery activities.
* Inform the public of disaster recovery activities via community notification system.
* Continue to assist in the restoration of normal services and operations.
* Close shelters and coordinate re-entry of evacuees with partner agencies.
* Work with Department liaisons assigned to EOC to ensure all essential emergency services are working towards demobilization/recovery activities.
* Periodically receive reports from EOC staff regarding situation recovery status.
* Maintain records of personnel, equipment, and supplies use for possible reimbursement.
* Conduct critical incident stress management activities.
* Establish disaster recovery centers for victims in conjunction with MEMA/FEMA, if asked.
* Coordinate application for state and federal disaster relief funds with CEO, if appropriate.
* Lift local state of emergency, if declared.
* Initiate deactivation of EOC and notify Chief Elected Official and departments heads.
* Close logs of all actions taken.
* Contact MEMA regional office to notify of EOC deactivation.
* Debrief response personnel; prepare incident report, and update plan based on lessons learned.
* Conduct an after-action meeting to evaluate the overall effectiveness of the community’s response and recovery actions.

## Fire Department Representative SOG

The role of the Fire Department in emergency/disaster situations is primarily fire-related incident control and management of any hazardous materials, including radiological. They also may lead search and rescue operations. During emergency response activities, if Fire Department resources become exhausted, additional support will be obtained through local mutual aid and then state agencies. The Fire Chief or their designee is responsible for coordinating all Fire Department operations and the accessibility of any services provided to the public.

### Initial Actions

* Receive notification of emergency.
* Review emergency management plan and SOG checklist.
* Keep detailed logs of all actions taken by Fire Department during the incident.
* Maintain situational awareness and how it may pertain to Fire Department operations.
* Activate staff for Fire Department operations and EOC operations.
* Determine the status of medical treatment site(s) to be used as triage areas or mass decontamination sites.
* Determine availability of EMS personnel, supplies, and equipment and if more is needed, request mutual aid support.
* Determine availability of search and rescue personnel, supplies and equipment and if more is needed, request mutual aid support.

### EOC Operations

* Obtain regular status reports on the fire situation from Incident Command. Coordinate dispatch of EMS teams to the scene(s) as required.
* Coordinate dispatch of search and rescue teams to scene(s) as required.
* Coordinate evacuation for affected residents including provision of paratransit and language interpreters when needed.
* Arrange for a representative of the Fire Department to team with Police and Department of Public Works representatives to identify and restrict access to all structurally unsafe buildings.
* If mass casualties have occurred work with EMD to contact mutual aid partners and establish triage site.
* Coordinate the set-up of the decontamination area for emergency responders and those affected, if needed. If insufficient, notify the EMD.
* Coordinate emergency power and lighting at the incident site upon request.
* Coordinate the identification of the condition of hazardous materials where they are stored or used.
* Coordinate with hazardous materials response teams as required.
* Identify resource shortfalls and coordinate additional contractor resources to assist in hazardous materials response, informing EMD of availability.
* Coordinate with Fire Department staff to determine if all critical equipment is operational.
* Coordinate door-to-door warnings with the Police Department, if necessary.
* Route resource requests for unmet needs to the EMD.
* Periodically update EMD on incident status.

### EOC Demobilization

* Support damage assessment activities, as needed.
* Coordinate clean-up as required.
* Coordinate the return of all equipment to quarters or mutual aid partners.
* Coordinate the decontamination of firefighters, gear, and equipment, as needed.
* Coordinate inventorying of equipment and assess any operational issues experienced during the incident.
* Coordinate the release of mutual aid companies.
* Be prepared to provide input to After-Action Report.
* Close logs of all actions taken and submit paperwork to the EMD.

## Police Department Representative SOG

The Police Department’s role in an emergency will be an expansion of its normal daily routine. The Police Chief is responsible for coordinating law enforcement emergency activities and ensuring the accessibility of any services provided to the public. If, during emergency operations, local law enforcement capabilities are exceeded, support will be available through existing mutual aid agreements and from state and federal law enforcement agencies. The Police Chief or their designee will integrate and manage outside law enforcement agencies which are brought in for assistance.

The Police Department is generally responsible for all traffic control and security services. In addition, during a large-scale incident, they may be asked to perform additional activities depending on the incident. If the EOC becomes activated, the Police Department will place a representative in the EOC to help coordinate activities with other community resources.

### Initial Actions

* Receive notification of emergency.
* Review emergency management plan and SOG checklist.
* Keep detailed logs of actions taken by Police Department during the incident.
* Maintain situational awareness and how it may pertain to Police Department operations.
* Activate staff for Police Department operations and EOC operations.

### EOC Operations

* Coordinate availability of emergency response equipment and place on standby.
* Coordinate the verification of communications capability within the affected area.
* Assign a liaison to Incident Command in the operational area.
* Coordinate the request of mutual aid from State Police as required.
* Establish security for EOC and other critical facilities and essential supplies, if requested.
* Establish security for damaged public buildings, if needed.
* Coordinate confinement and access control areas for security purposes.
* Coordinate dedicated access routes to these areas for Incident Response personnel.
* Coordinate the investigation of the cause of the incident, as appropriate.
* Coordinate the securing of the scene, rerouting of traffic, and implementing crowd control measures.
* Organize the evacuation of the public and of special facilities, if required.
* Coordinate road closures.
* Coordinate providing back-up communication, if needed.
* Periodically update EMD on emergency response status.
* Coordinate door-to-door warnings with Fire Department.
* Route resource requests for unmet needs to the EMD.

### EOC Demobilization

* Support damage assessment activities, as needed.
* Coordinate with state and federal authorities to investigate the incident, if needed.
* Coordinate restricted access to suspected unsafe structures pending evaluation by Building Inspector.
* Coordinate reentry of evacuees.
* Coordinate the return of all equipment to station or mutual aid partners.
* Coordinate inventorying of equipment and assess any operational issues experienced during the incident.
* Coordinate the release of mutual aid units.
* Be prepared to provide input to After-Action Report.
* Close logs of all actions taken and submit paperwork to the EMD.

## Department of Public Works (DPW) Representative SOG

In emergency situations the Department of Public Works is responsible for deploying available equipment and manpower. If local resources are exhausted, assistance may be requested from mutual aid partners or MEMA. The Department of Public Works is responsible for ensuring the community’s roads and bridges are in passable condition. During a large-scale incident they may be asked to perform additional activities depending on the incident. If the EMD activates the EOC the Department of Public Works will place a representative in the EOC to help coordinate activities. This SOG can be shared with park, water, sewer or other department representatives as needed.

### Initial Actions

* Receive notification of emergency.
* Review emergency management plan and checklist.
* Keep detailed logs of actions taken by the Department of Public Works during the incident.
* Maintain situational awareness and how it may pertain to the Department of Public Works operations.
* Activate staff for DPW Department operations and EOC operations.

## EOC Operations

* Coordinate availability of emergency response equipment and place on standby.
* Coordinate the verification of communications capability within the affected area.
* Assign a liaison to Incident Command in the operational area.
* Coordinate the request of mutual aid from mutual aid partners and contractors as required.
* Coordinate providing essential supplies to the operational area, if requested.
* Ensure dedicated access routes to operational areas are open for Incident Response personnel.
* Coordinate assisting the Police Department with traffic control, if necessary.
* Coordinate assisting with evacuation of public and special facilities, if required.
* Coordinate road closures, if necessary.
* Periodically update EMD on emergency response status.
* Coordinate door-to-door warnings with other departments, if necessary.
* Coordinate the rectification of immediate life-threatening hazards.
* Coordinate with EMD for site decontamination assistance from regional Hazmat Team.
* Coordinate identification of and restrict access to structurally unsafe buildings with Police Department.
* Coordinate the remediation and clean-up of any hazardous materials that may have entered well water or drainage systems.
* Coordinate the clearance and removal of debris and/or snow as directed.
* Support Fire Department in search and rescue operations.
* Monitor municipal dams during emergency event.
* Provide barricades and temporary fencing as requested.
* Coordinate emergency repairs to streets and bridges as necessary to support emergency operations.
* Coordinate with representative from the Fire Department to conduct preliminary assessment of damage to structures and utilities.
* Provide other public works and engineering support for emergency operations as necessary.
* Route resource requests for unmet needs to the EMD.

### EOC Demobilization

* Support damage assessment activities, as needed.
* Coordinate demolition of unsafe structures.
* Assist Public Health Services with emergency waste disposal and sanitation, as necessary.
* Assist other agencies with recovery operations.
* Coordinate with utilities to restore services.
* Coordinate the return of all equipment to garage or mutual aid partners.
* Coordinate inventorying of equipment and assess any operational issues experienced during the incident.
* Coordinate the release of mutual aid units.
* Be prepared to provide input to After-Action Report.
* Close logs of all actions taken and submit paperwork to the EMD.

## Public Information Officer SOG

The Public Information Officer is responsible for managing Emergency Public Information activities within the EOC and in support of all community public information operations. They are responsible for monitoring media reports, rumor control, arranging for media interviews and developing media releases. The PIO is also responsible for ensuring that all messaging is equally accessible to and effective for individuals with disabilities and those with limited English proficiency.

### Initial Actions

* Receive notification of emergency.
* Review emergency management plan and checklist.
* Keep detailed logs of actions taken by Public Information Officer during the incident.
* Determine if immediate emergency alert and warnings need to be issued to the public.
* Determine the need for immediate public information release.
* Determine points of contact for media.
* Staff the EOC.

### EOC Operations

* Obtain policy guidance about media releases.
* Establish contact with local and national media representatives, as appropriate.
* Keep EMD advised of all unusual requests for information and all major critical or unfavorable media comments.
* Recommend procedures or measures to improve media relations.
* Discuss public information issues and decide whether a Joint Information Center (JIC) is required.
* Identify the methods for obtaining and verifying significant information as it is developed.
* Develop and publish a media briefing schedule to include, location, format, and preparation and distribution of handout materials.
* Implement and maintain an overall information release program.
* Develop content for emergency alert and warnings.
* Interact with PIOs from other jurisdictions, agencies, or the state to obtain information relevant to public information operations.
* Issue timely and consistent advisories and instructions for the public. These must be approved by the EMD.
* Prepare media briefings for agency representatives and provide assistance as necessary to facilitate their participation in media briefings and press conferences including providing ASL interpreters and non-English language interpreters according to the city or Town’s language access plan.
* Establish a rumor control system to correct false or erroneous information.
* Update community website with current new releases, as appropriate.
* Ensure that emergency information materials are translated and prepared for Access and Functional Needs populations (non-English speaking, hearing impaired, etc.) and are compliant with Sect 508 digital accessibility requirements.
* Monitor broadcast media, using information to develop follow-up news releases and rumor control.
* Record all interviews and copy all news releases.
* Provide copies of all media releases to the EMD.
* Periodically update EMD on emergency response status.
* Route resource requests for unmet needs to the EMD.

### EOC Demobilization

* Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.
* Be prepared to provide input to After-Action Report.
* Coordinate inventorying of equipment and assess any operational issues experienced during the incident.
* Close logs of all actions taken and submit paperwork to the EMD.

## Public Health Representative SOG

The Public Health representative is responsible for coordinating the needs of mass care activities during the emergency. This can include but is not limited to providing care and shelter for evacuated or displaced personnel, ensuring public physical and mental health, and ensuring the accessibility of mass care facilities, sites, programs and services.

### Initial Actions

* Receive notification of emergency.
* Review emergency management plan and checklist.
* Keep detailed logs of actions taken during the incident.
* Report to the EOC.

### EOC Operations

* Monitor status of and impacts to public health and healthcare facilities.
* Issue health advisories as needed.
* Determine status of water and sanitation systems.
* If systems are damaged, assess drinking water quality and potential health risks from ruptured sewer/sanitation systems.
* Obtain portable toilets and other temporary facilities for the disposal of human waste and other infected waste as needed.
* Inspect emergency supplies to be used by responders, such as food, drugs or other consumables for purity and utility.
* Ensure coordination of all mass care and shelter activities.
* Ensure animal care and sheltering activities are in effect during the emergency.
* Refer all media inquiries to the Public Information Officer.
* Coordinate safe waste disposal.
* Coordinate food and water inspection and associated laboratory testing.
* Assist in the determination and elimination of health hazards in the disaster area.
* Coordinate provision of mental health services to the general public.
* Coordinate the monitoring of food safety and general sanitation at mass care shelter facilities.
* Notify Health and Medical Coordinating Coalition (HMCC) of emergency conditions.
* Coordinate with PIO to advise the public on health hazards related to the incident, including as appropriate, medical waste and other biohazards, hazardous materials and radiological materials during an emergency.
* Liaise with state and federal health and environmental agencies.
* Coordinate with EMD and Fire Department to facilitate the transportation of individuals with access and functional needs.
* Periodically update EMD on emergency response status.
* Route resource requests for unmet needs to the EMD.

#### Incident-specific actions may include:

* Upon authorization from MA Dept. of Public Health, implement isolation and quarantine measures as needed.
* Coordinate necessary mortuary services with the Chief Medical Examiner, including operation of temporary morgues and identification and registration of victims.
* Determine the need for disease vector control and coordinate for disease vector control services as required.
* Order testing of diseased animals.
* Coordinate the activation and operation of Emergency Dispensing Sites.
* Distribute medications and other medical supplies to shelters or treatment areas as needed.

### EOC Demobilization

* Coordinate with EMD to conduct damage assessments as needed.
* Coordinate with debris removal agencies regarding any debris that may pose a public health hazard.
* Be prepared to provide input to After-Action Report.
* Coordinate inventorying of equipment and assess any operational issues experienced during the incident.
* Close logs of all actions taken and submit paperwork to the EMD.