

HEALTH REPRESENTATIVE

1. General responsibilities

- Operational planning, decisions and coordination within services or committees represented. (eg Military, Fire, Damage assessment committee, Shelter committee, etc)
- Operational support to the disaster with continued service to unaffected areas of the country.

2. Alert phase

- Check personal telephone/desk
- Open personal log and record date and time of arrival
- Check for any messages which relate to your function or responsibilities delivered prior to your arrival.
- Obtain brief from Operations Officer on all available information on the emergency/disaster including resources committed and held in reserve
- Check operational status of the Ministry of Health and all other medical services.
- Report operational status to the Operations Officer.
- Establish communications with other Health and medical officials.
- Check with hospitals to determine any unusual problems or needs.
- Alert any Health clinics in the immediate area of the emergency/disaster or hazard and offer assistance in relocating patients or residents.
- Report any immediate or future communications needs to the Communications Officer.
- Begin long range planning

3. Response phase

- Brief Operations Officer on departmental status and provide a situation report on the emergency/disaster. Highlight problem areas or unusual resource requirement.
- Answer the immediate needs of the emergency/disaster

4. Recovery phase

- Hand over to normal Government/Commercial agencies.

RADIO OPERATOR

1. General responsibilities

- Operates assigned radio frequencies
- Maintains accurate in/out message logs under the direction of the Communications Officer
- Monitors and documents alternate frequencies.

PLOTTER

1. General responsibilities

- Maintains maps, charts and status boards, and posts situations as required to keep current.
- Becomes familiar with identifying codes and symbols of agencies in the operations room.
- Ensures that sufficient map symbols are available and marked properly.
- Ensures that actions are entered on the status board and action board, and that these boards are kept current.

RUNNER/MESSENGER

1. General responsibilities

- Maintains prompt flow of information within the NEOC as directed by the assistant Operations or Communications Officer
- Picks up and distributes messages within the NEOC
- Reproduces the required number of copies of messages on duplicating equipment.

RECEPTIONIST/TELEPHONE OPERATOR

1. General responsibilities

- Receives all visitors, determines their business and informs appropriate member of the NEOC staff.
- Maintains visitors register (see annex C)
- Handles incoming telephone calls and informs the called individual through the intercom system (if available) or other ring-down means.
- Keeps a record of incoming calls not completed and routes information to called individual through messenger

JOURNAL CLERK

1. General responsibilities

- Maintains the NEOC operations journal (see annex C)
- Records incoming and outgoing messages in the journal.
- Files one copy of each message and report with the journal.

SENIOR STAFF CLERK

General responsibilities

- Ensures sufficient clerical support staff for operations, services and committees at all times.
- Correlates and reproduces records pertaining to the emergency/disaster.

OTHER CLERKS

1. General responsibilities

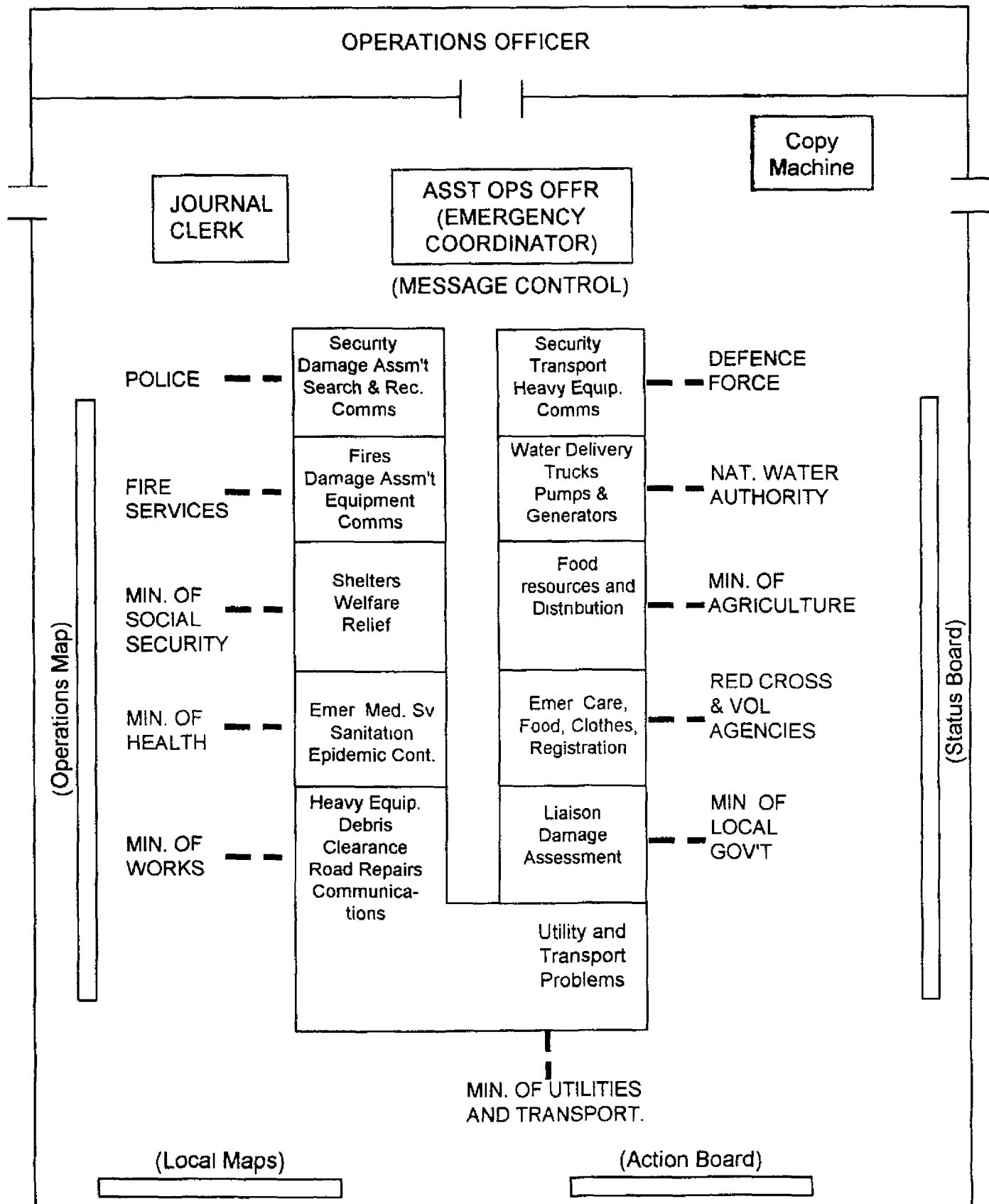
- Dictation, typing, filing of information as directed by the senior clerk
- Assists operations/services and/or committees in the NEOC with clerical needs
- Operates photocopier and other office equipment as required

DIVISIONAL COORDINATORS

1. General responsibilities

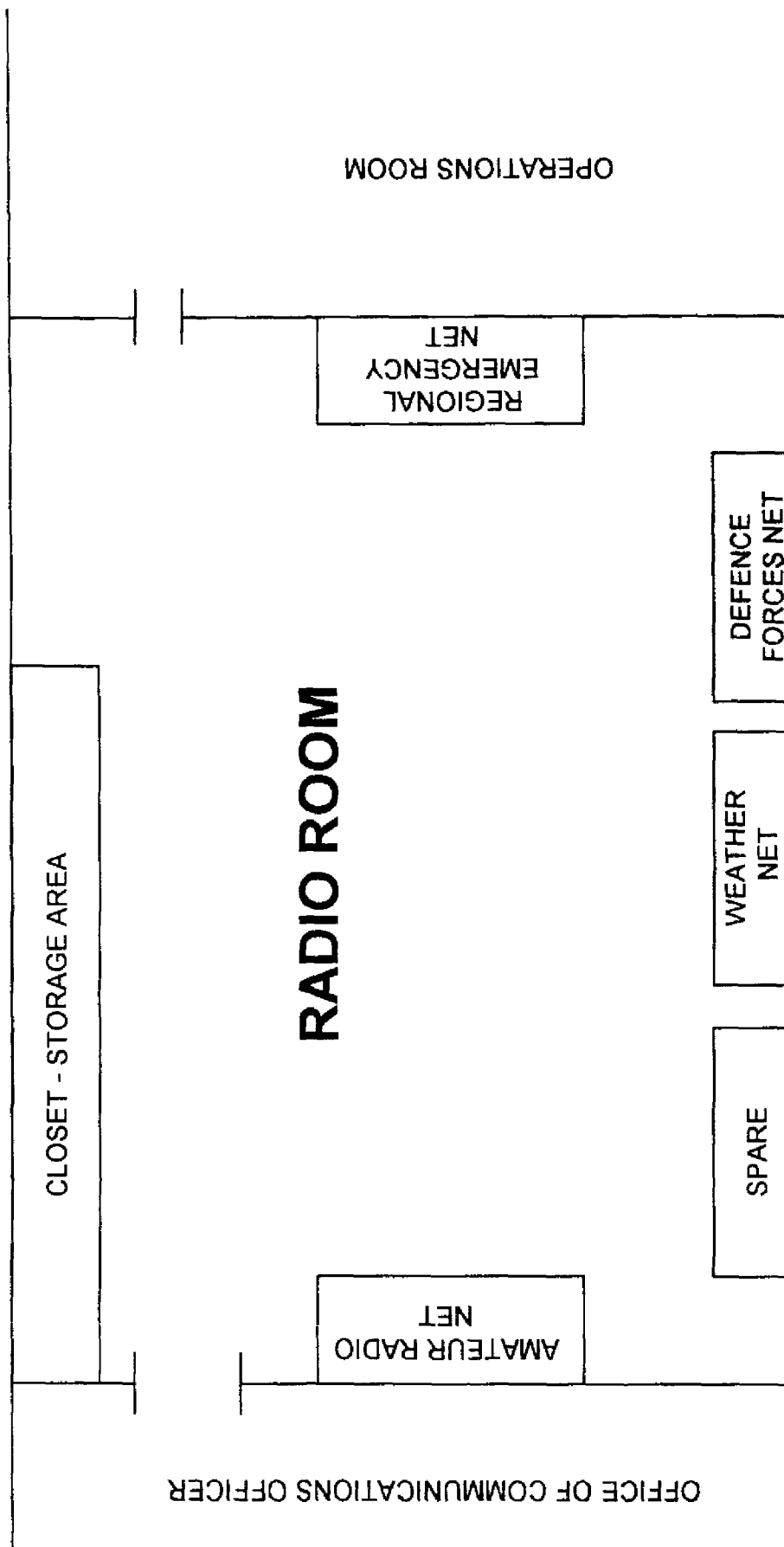
- Evaluates the situation
- Assesses requirements for assistance
- Represents the NDC on parish disaster committees
- Keeps the NDC advised of the situation and conditions in the division.

NATIONAL EOC OPERATIONS ROOM SCHEMATIC

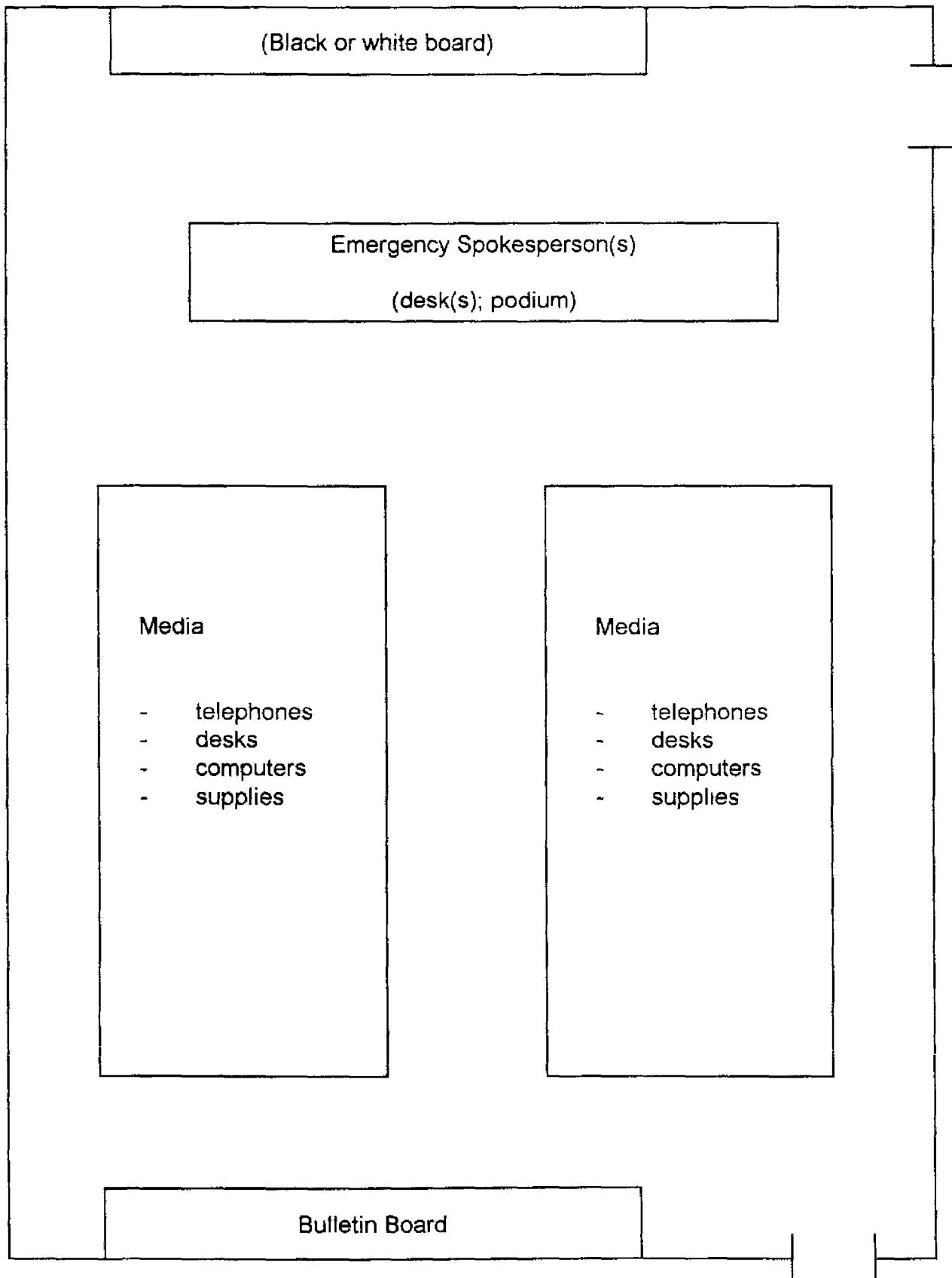


NOTE: THE COMPOSITION OF SERVICES/AUTHORITIES REPRESENTATIVES (RESOURCES GROUP) WILL VARY DEPENDING ON THE TYPE OF EMERGENCY/DISASTER.

NATIONAL EOC COMMUNICATIONS ROOM LAY-OUT



BASIC MEDIA CENTER AND BRIEFING ROOM



NEOC RESOURCE LIST

Appendix 1
to Annex C

Equipment

The following items of equipment are ideally held in the NEOC:

- Tables
- Desks
- Chairs
- Clocks
- Photocopy machine
- Manual and electric typewriters
- Computers/modems
- Video cameras
- Television sets
- VCRs
- Tape recorders
- Cameras
- HF radios
- VHF radios
- UHF radios
- SW radios
- Portable satellite terminal
- Commercial radios
- Telephone switchboards
- Telephones (listed and unlisted numbers)
- Telephone jacks for additional phones to be installed
- Radio station remote hookups
- Telephones for press/public
- Projection screens
- Film, slide and OHP's
- Easels with flipcharts
- Blackboards
- Whiteboards
- Events display boards
- Local, parish, country and regional maps
- Aerial photos
- Coffee machine
- Stove
- Food storage cabinets
- Refrigerator/freezer

- Dishwasher
- Beds/cots
- Flashlights
- Auxiliary power (generator)
- Air conditioners
- Extractor fans

Supplies

The following supplies are ideally needed in the NEOC:

- Food/beverage supplies
- Juices
- Coffee pots and cups
- Tea kettles
- Paper cups
- Water pitchers
- Glasses
- Paper towel dispensers
- Paper towels
- Food preparation/serving equipment
- Eating utensils
- Coffee maker filters
- Sheets/pillowcases
- Towels
- Soap (personal, detergent, laundry, dishes)
- Toilet paper
- Coat racks/hangers
- Coveralls for change of clothes
- Extension cords
- Light bulbs
- Garbage bags
- Matches
- Medical supplies
- Batteries/bulbs for flashlights
- Film/ashes for cameras
- Ash trays

Stationery

The following items of stationery will be required in the NEOC:

- In/out registers
- Operations log sheets
- Note pads
- Message pads
- Message forms
- Mutual aid request forms
- Situation report forms
- Overhead projection materials
- Audio cassettes
- Video cassettes
- Reels for tape recordings
- File folders
- Typewriter ribbons
- Paper and supplies for duplicating machine
- Adding machine tape
- Rubber stamps/ink pads
- Felt tip markers
- Washable markers
- Chalk and erasers
- Paper for easel charts
- Poster board for signs
- Map tack
- String
- Typing paper (standard and legal size)
- Envelopes of various sizes
- Scrap paper
- Waste paper baskets
- Pens
- Pencils
- Scissors
- Staplers/staples/staple removers
- Glue sticks
- Scotch tape
- Scotch tape dispensers
- Rubber bands
- Erasers
- Thumb tacks
- Organization and name tags
- Waste baskets
- Filing cabinets

- Adding machines/calculators
- Pencil sharpeners
- Telephone books
- In/out boxes
- Calendars
- Paper clips
- Paper fasteners

Prepositioned data and analytical aids

The following documents and aids are pre-positioned in the operations room to assist the NDC and NEOC staff:

- National and local emergency/disaster operations and preparedness plans:
 - Hurricane/tropical storm
 - Earthquake
 - Flooding
 - Oil spill
 - Chemical spill/explosion
 - Explosion
 - Ships fire
 - Major fire
 - Marine accident
 - Aviation accident
 - Civil disturbance
 - Volcanic eruption
 - Others
- Maps of the Islands/countries, parishes and major towns and communities showing physical features, land use and population densities.
- Data on parishes and major communities including their population, resources, and any mutual aid agreements that may exist.
- Roster of key local government and private officials including their organizations, business and home addresses, and telephone numbers.
- NEOC SOP's
- Emergency/disaster communications plan and SOPs
- Mutual aid agreements (Local, Regional and International)
- National emergency legislation
- Agency emergency/disaster response plans (police, fire etc)
- Agency organization charts.

- National evacuation plan
- Emergency/disaster plans for neighbouring

Communities/Towns/Parishes

- Current list of locations and descriptions of dangerous goods within the Town/Parish/Country.
- Relevant documentation of dangerous goods
- Resource inventories
- Reference library (inventory of documents)
- Distribution lists
- Other

Files

Below are some files that are normally maintained in the NEOC.

- Status reports
- Estimate of situation
- News releases
- Police incident reports
- Message file
- Journal file
- Damage assessment file
- Needs assessment file
- Pledges file
- Dispatches file
- Receipts file
- Distribution and use file
- Other

DEPARTMENT LOG

Department _____

Date _____

Name _____

Page _____ of _____

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APPENDIX 6 TO
ANNEX C

IN REGISTER

Operator Page of

Network

Time: From

to

Number	Time Received	From	Originator Number	Precedence
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

EOC JOURNAL

FROM:
Date
TIME

TO:
Date
TIME

[illegible]

Medical and Health Personnel Available**Medical Doctors****HOME PHONE****OFFICE PHONE****Public Health Nurses****Pharmacies**

APPENDIX 6 TO
ANNEX C

PARTIES INVOLVED IN MUTUAL AID AGREEMENTS

1. Party Business Phone	Contact Person	Title	Home Phone
_____	_____	_____	_____
_____	_____	_____	_____

Mutual Aid Summary _____

2. Party Business Phone	Contact Person	Title	Home Phone
_____	_____	_____	_____
_____	_____	_____	_____

Mutual Aid Summary _____

SHEET NO:

DEPARTMENT		DATE	
TIME	EVENT	RESPONSE	ACTION

APPENDIX 6 TO
ANNEX C

Out Register

Operator Page of

Network

Time: From

to

Number	Time Sent	To	Sender Number	Precedence
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Transportation Equipment Available: Type and Owners

Boats

Trucks

Heavy Equipment

Passenger Transport

VISITORS' REGISTER

DATE:.....

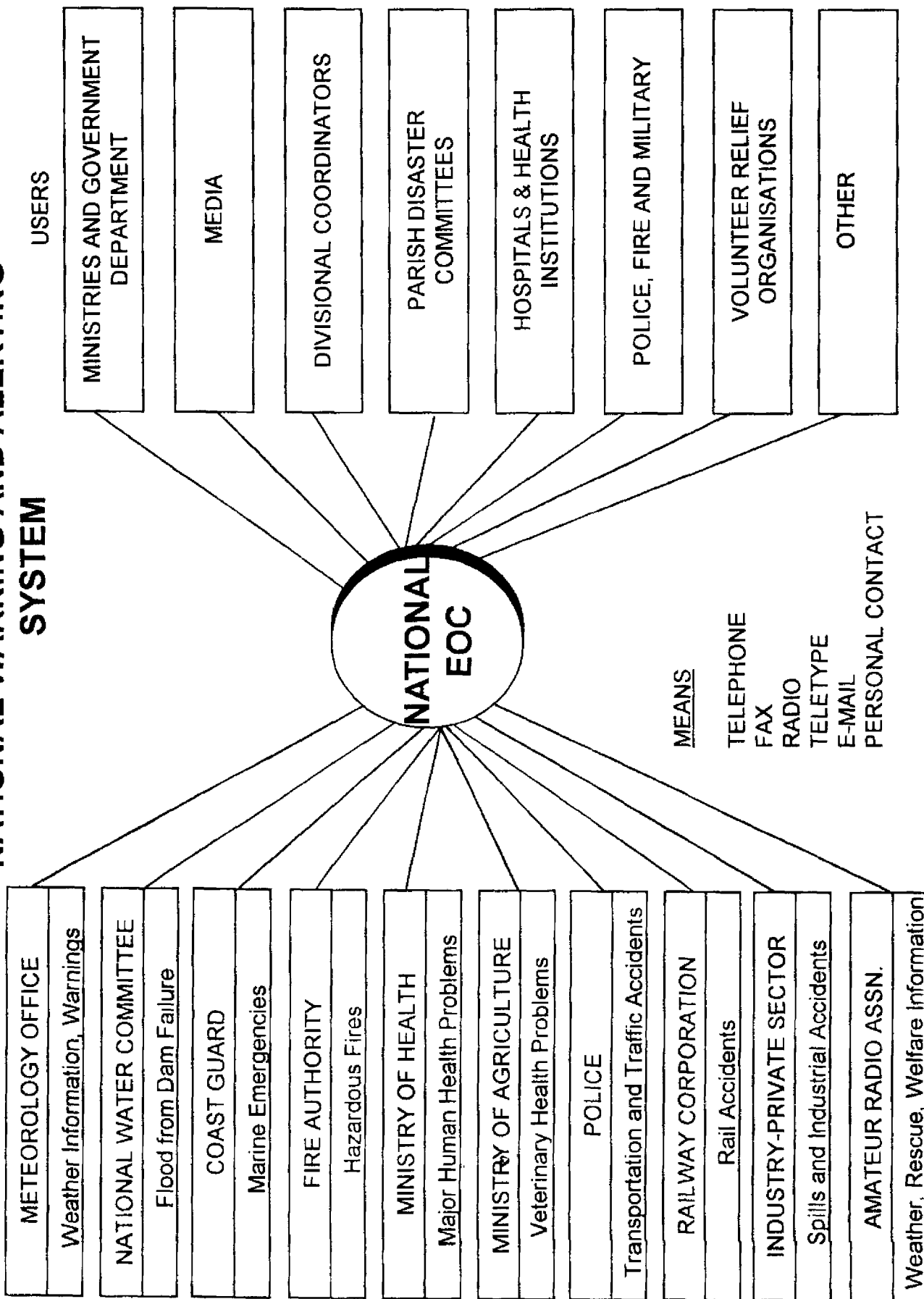
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Equipment & supplies for Public Info Center

The following items are required for the Public Information and Education center:

- Separate entrance/exit for the PIEO
- Desks
- Chairs
- Folding tables
- Filing cabinets
- Telephones
- Tape recorders
- Video camera
- TV monitor
- VCR
- Slide/sound carousel
- Computer
- Photocopier
- Whiteboard
- Bulletin board
- Coat rack

NATIONAL WARNING AND ALERTING SYSTEM



REPORT OF WARNING OR ACTUAL EMERGENCY/DISASTER

1. _____
Name of persons making report
2. _____
Jurisdiction or Agency of person making report
3. _____
Telephone Number of person making report
4. Situation/Incident Description
 - A. Nature of the problem _____

 - B. Severity of the problem _____

 - C. Type and amount of assistance required _____

 - D. When is assistance needed _____

 - E. How long will assistance be needed _____

 - F. Where and to whom assistance should report or be delivered

 - G. What action has been taken locally? _____

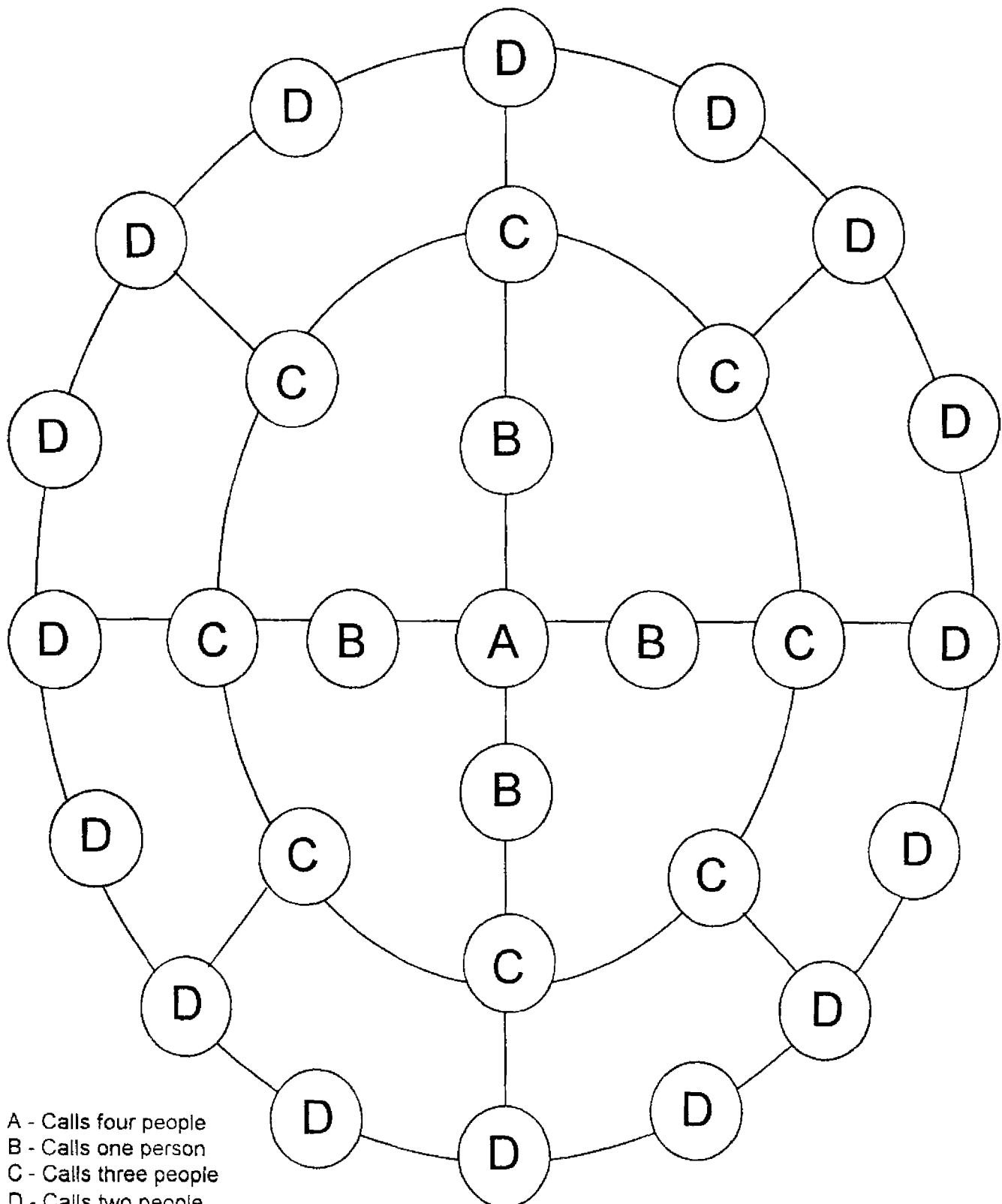
 - H. What local resources have been used? _____

APPENDIX 1 TO
ANNEX F

NOTIFICATION TABLE

	EARTH- QUAKE	HURRICANE	HAZ MAT	AIR CRASH	FLOOD OR DAM FAIL	ATTACK- RELATED EMERGENCY
<u>NDC STAFF</u>						
NDC	*	*	*	*	*	*
DIRECTOR	*	*	*	*	*	*
OPS OFFICER	*	*	*	*	*	*
ASST OPS OFFICER	*	*	*	*	*	*
ADMIN & SP OFFR	*	*	*	*	*	*
LOGISTICS OFFICER	*	*	*	*	*	*
PUBLIC INFO OFFR	*	*	*	*	*	*
COMMS OFFICER	*	*	*	*	*	*
RADIO OPERATOR	*	*	*	*	*	*
<u>OTHER AGENCIES</u>						
POLICE	*	*	*	*	*	*
MILITARY	*	*	*	*	*	*
COAST GUARD	*	*		*	*	*
FIRE	*	*	*	*	*	*
PUBLIC WORKS	*	*	*	*	*	*
TELEPHONE CO	*	*				*
WATER AUTHORITY	*	*	*		*	*
ELECTRICITY CO	*	*			*	*
TRANSPORT AUTH	*	*			*	*
PARISH COUNCIL	*	*	*	*	*	*
MIN OF HEALTH	*	*	*	*	*	*
RED CROSS	*	*	*	*	*	*
SALVATION ARMY	*	*		*	*	*
AIRPORT	*	*		*		*
SEAPORTS	*	*			*	*
OTHER						

TELEPHONE FAN-OUT CHART



Note D could call three people - you have to add an additional circle to accommodate more people.

ALERT LIST

SELF-TRIGGERING - In the event of an emergency in which telephone or beeper service is interrupted, staff members should see to the safety of their families and then report to the Emergency Operations Center as soon as possible thereafter.

PHONE ALERT - The Police or Fire Department will normally receive first notification of any emergency. Whichever agency is first notified, it will ensure that the other is aware of the situation, and then notify the National Disaster Coordinator or duty officer, who will initiate further notifications as shown in the fan sketch.

POSITION	INCUMBENT	WORK	HOME	OTHER
NDC	Victor Mains	375-9856	776-7851	-
NEOC	Joan Jones	358-4892	728-1278	727-3847
Director	Mary Smith	323-4567	765-4321	567-8910
OPSO	Fred Jones	323-7645	766-2181	-
A/OPSO	Will Uttley	323-8691	765-5749	-
CO	Ann South	323-6848	765-1188	323-7711
ASO	Mark Wells	323-2122	766-8743	-
PIEO	Beth Price	323-4568	765-8841	-
RO	Carl Pawsie	323-6921	765-7021	-
Police Rep	Sue Munoz	323-1134	765-4030	-
Fire Rep	Al Wilkes	323-2121	765-8840	-
Public Works Rep	Herb Taney	323-4131	765-5741	323-8123
Red Cross Rep	Nan Shultz	764-8811	765-4877	764-8822
Water Authority Rep	Bill Mabey	323-7463	766-8780	-
Tel. Co. Rep	Ann Kalb	323-2483	765-3665	-
Min. of Health Rep	Dr. Ross	764-1212	766-2739	764-2479
Military Rep	Maj Powell	763-1457	762-2589	-
Airport Rep	Keith Johnson	428-1279	223-1528	-
Salvation Army Rep	Pat Chance	765-4281	765-4731	-
Parish Council	Wes Long	765-6661	766-5012	-

SAMPLE EOC ACTIVATION CHECKLIST**ALERT ONE EACH OF THE FOLLOWING GROUPS:**

_____ Alerted	_____ NEOC Director	
	_____ Ops Officer at	_____ (time)
	_____ Asst Ops Officer	
_____ Alerted	_____ Police HQ	
	_____ Military HQ at	_____ (time)
	_____ Coast Guard HQ	
_____ Alerted	_____ Fire Chief	
	_____ Asst Fire Chief at	_____ (time)
	_____ Local Fire Service	
_____ Alerted	_____ Telecommunications Coordinator	
	_____ Communications Officer at	_____ (time)
	_____ Radio Operator	
_____ Alerted	_____ Public Works Dept	
	_____ Ministry of Construction at	_____ (time)

2. ALERT THE FOLLOWING:

_____ Alerted	
_____ Ambulance Service at	_____ (time)
_____ Hospital at	_____ (time)
_____ Alerted Red Cross at	_____ (time)
_____ Alerted Ministry of Health at	_____ (time)
_____ Alerted Salvation Army at	_____ (time)
_____ Alerted Water Authority at	_____ (time)
_____ Alerted Gas Company at	_____ (time)
_____ Alerted Electricity Company at	_____ (time)
_____ Alerted Telephone Company at	_____ (time)
_____ Alerted Airport at	_____ (time)

3. DETERMINE WHETHER TO USE MAIN OR ALTERNATE EOC.

SAMPLE EOC SETUP CHECKLIST

- _____ Set up furniture (stored behind stage)
Keys in NDC's desk
- _____ Mount displays (stored behind stage)
- _____ Connect phones, radios, and scanners (stored in closet)
- _____ Distribute stationery supplies to each desk (stored in
National Disaster Coordinator's Office)
- _____ Inspect generator, antennae, food and water stocks, and
fuel supply
- _____ Set up media center
Chalkboards, chalk, and erasers are in NDC's Office
- _____ Set up public information center

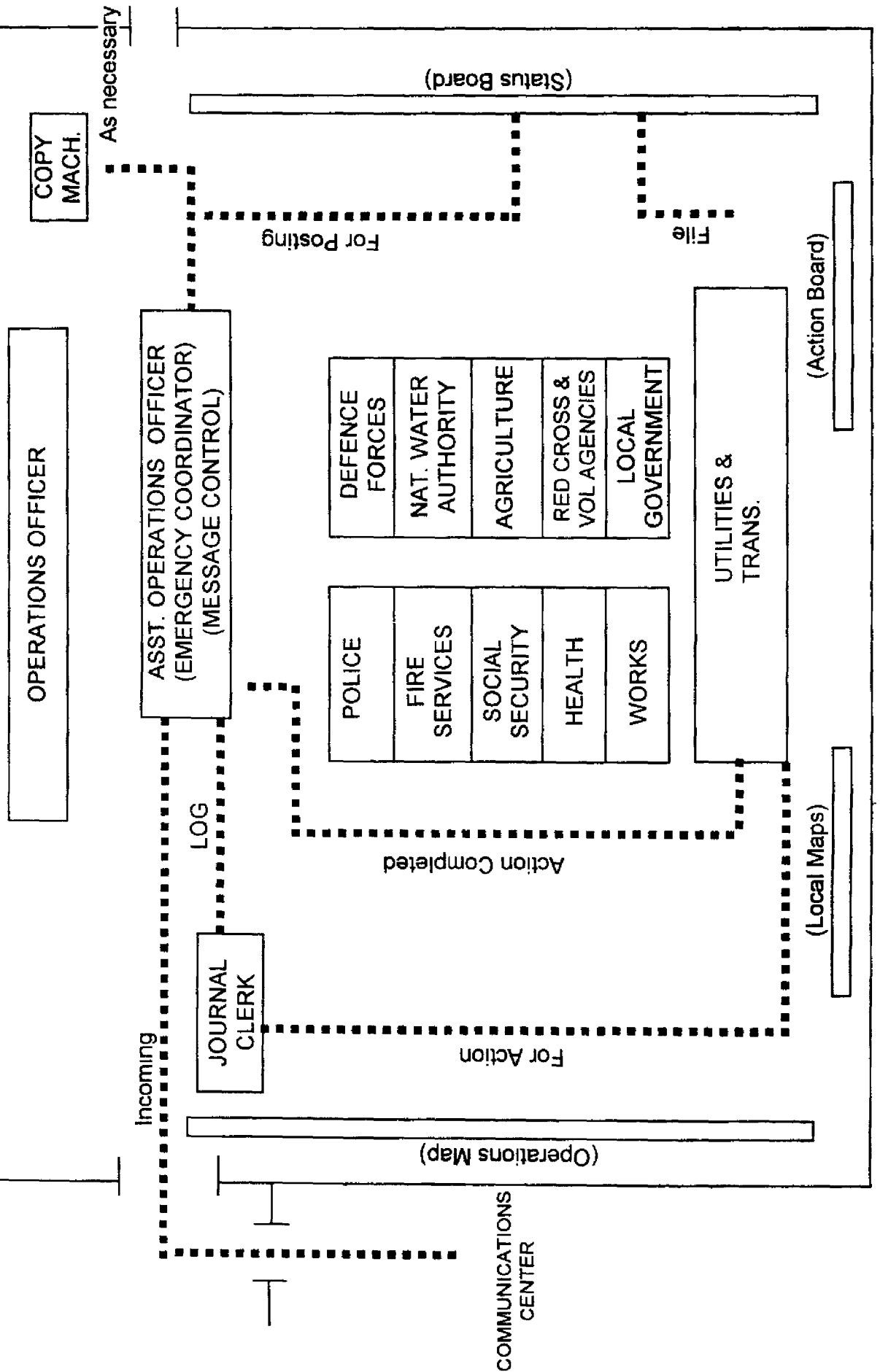
SAMPLE EOC DEACTIVATION CHECK LIST

ACTION

- _____ Store furniture behind stage
- _____ Clean and store displays
- _____ Disconnect and store communications
- _____ Inventorise and store supplies
- _____ Replenish supplies
- _____ Prepare after-action report

MESSAGE FLOW DIAGRAM

APPENDIX 1
TO ANNEX G



EMERGENCY MESSAGE

TO: DATE:

FROM: TIME:

LOCATION: MESSAGE NO:

PRIORITY NO:

ASSIGN TO:

SITUATION/INCIDENT DESCRIPTION: _____

ACTION TAKEN: _____

TIME TAKEN:

SIGNATURE:

APPENDIX 1 TO
ANNEX H

DAMAGE ASSESSMENT CHART

PUBLIC-SECTOR DAMAGE		PRIVATE-SECTOR DAMAGE	
Total Public Damage	\$		0
Public Facilities	\$	3D	0
Government Facilities	\$	3C	0
Schools	\$	3B	0
Roads	\$	3A	0
Total Private Damage	\$		30,000
Private Utilities	\$	2I	0
Private Schools	\$	2H	0
Private Hospitals	\$	2G	0
Pt Railroads	\$	2F	0
Agriculture	\$	2E	0
Businesses Destroyed	#	2D	0
Businesses Damaged	#	2C	0
Homes Destroyed	#	2B	0
Homes Damaged	#	2A	1
Number Dead	#	1B	0
Number Injured	#	1A	3
DATE & TIME OF REPORT			081430 AUG
INCIDENT AND LOCATION			1

SITUATION REPORT (SITREP)

AGENCY OR
JURISDICTION REPORTING:

DATE:

PERSON REPORTING:

TIME:

PEOPLE	Dead	1	No.
	Missing	2	No.
	Hospitalized	3	No.
	Sick/Injured (Not hospitalized)	4	No.
	Homeless/evacuated	5	No.
PERMANENT DWELLINGS	Destroyed	6	No.
	Damage but habitable	7	No.
	Damage but inhabitable	8	No.
BUSINESSES	Destroyed	9	No.
	Damaged but habitable	10	No.
	Damage but inhabitable	11	No.
UTILITIES	Damaged or Destroyed	12	No.
SCHOOLS	Damaged or Destroyed	13	No.

4. General comments on damages to businesses, industries, roads, public utilities, farms, schools, hospitals, etc to include cost of rehabilitation, where possible.

5. Comments on local government response:

16. Assistance Required

PROBLEM LOG

Incident Number	Date/Time of Report	Problem/Location	Assigned To	Response
1	081430 AUG	Chlorine Leak/South & Main Streets	Fire Department	2 trucks

MAIN EVENT DISPLAY BOARD		
TIME	EVENT	ACTION

APPENDIX 3 TO
ANNEX K

Significant Event Display Board

Time	From	Event	Remarks

The Significant Event Display Board should be placed in such a way as to be clearly visible to all members of the EOC.

The Board itself can be:

- A. a 'white board', which is erasable;
- B. a chalk board; or
- C. an overhead projector and screen.

It is important to keep information on the board as current as possible.

APPENDIX 4 TO
ANNEX K

DAMAGE ASSESSMENT CHART

PUBLIC-SECTOR DAMAGE				
Total Public Damage	\$		0	
Public Facilities	\$	3D	0	
Government Facilities	\$	3C	0	
Schools	\$	3B	0	
Roads	\$	3A	0	
Total Private Damage	\$		30,000	
PRIVATE-SECTOR DAMAGE				
Private Utilities	\$	2I	0	
Private Schools	\$	2H	0	
Private Hospitals	\$	2G	0	
Pt Railroads	\$	2F	0	
Agriculture	\$	2E	0	
Businesses Destroyed	#	2D	0	
Businesses Damaged	#	2C	0	
Homes Destroyed	#	2B	0	
Homes Damaged	#	2A	1	
Number Dead	#	1B	0	
Number Injured	#	1A	3	
DATE & TIME OF REPORT			081430 AUG	
INCIDENT AND LOCATION			1	

MEDICAL FACILITY CHART

	BEDS	BEDS AVAILABLE	PATIENTS SENT	PATIENTS TREATED	COMMUNICATIONS	REMARKS
Hospital A	120	20	500		362-1848	
Hospital B	75	15	100		367-8613	
Hospital C	50	2	70		492-8486	
Law St Clinic	200	50	50		CB CH 15	

SHELTER FACILITIES CHART

FACILITY	CAPACITY	AVAILABLE SPACE	COMMUNICATIONS	REMARKS
St Lukes Church	475	70	362-1848	
Central High School	47	20	367-8613	
Down town Community Center	1083	80	492-8486	
Law Street Clinic	1430	500	CB CH 20	

LAW ENFORCEMENT RESOURCES CHART

UNIT	LOCATION	COMPOSITION	ASSIGNMENT	COMMS	REMARKS
Alpha Team	Police HQ	1 ASP 5 Officers	Search and Rescue Blue Mountain Area	765-1861	
Hills High Schools Cadets	Hills High School	2 Cadets NCO's 24 Scouts	Search and Rescue Mountain Area	323-4884 Ch. 15	
	Woodvill Stables 100 Woodville Road	12 horses and riders	Search and Rescue Mountain Area	ALERT 174 Ch. 19	
	Government Center	1 Lt, 1 Sgt 16 Soldiers	Downtown Patrol	TAC 2	

FIRE RESOURCES CHART

UNIT	LOCATION	COMPOSITION	ASSIGNMENT	COMMS	REMARKS
York Park	Fire HQ	1 ASP 5 Officers	Brown High School Fire	723-1256	
St Andrews Fire Unit	HWT Road	2 Sgts 24 Firemen	Tax Office Fire	381-1786 Ch. 24	