



Laguna Woods Village®

Emergency Operations Center Activation Guide

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Emergency Operations Center Activation Guide

To: Laguna Woods Village Emergency Operations Center Team
From: Siobhan Foster, CEO
Date: February 2022
Re: Emergency Operations Center Activation Guide

Enclosed is the Emergency Operations Center (EOC) Activation Guide, which details essential guidelines and protocols for managing a disaster response within Laguna Woods Village as effectively and efficiently as possible and minimizing an event's impact to Village residents and Village Management Services employees.

Homeland Security defines first responders as “ ... individuals who in the early stages of an incident are responsible for the protection and preservation of life, property and the environment, including ... emergency management, public works and other skilled support personnel (such as equipment operators) who provide immediate support services during prevention, response and recovery operations.” In Laguna Woods Village, first responders also include dedicated Village Management Services staff.

As a designated EOC responder, keep a hard or electronic copy of this guide at the ready in your home, car and office. Please take time to familiarize yourself with its contents, and ensure necessary department staff receive appropriate annual training and are familiar with the responses expected of them.

For more information on preparing yourself and your family, and accessing training tools to ensure you are ready for your response leader responsibilities, please visit ready.gov/responder and readyoc.org.

Your commitment to our community's emergency preparedness is appreciated, and we have high expectations for EOC team success during an emergency situation.

Siobhan Foster, CEO
Laguna Woods Village

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Emergency Operations Center Activation Guide

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**Laguna Woods Village
Emergency Operations Center
ACTIVATION GUIDE**



EMERGENCY STEPS

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Top 10 Priorities List

1. Grab your checklist
2. Notify
3. Communicate
4. Single command post
5. Logistics
6. Activate emergency operations center
7. Media management
8. Family
9. Documentation
10. Wrap-up

Steps to Follow

Security Services Dispatch

Immediate Steps

- Poll units and compile availability and damage reports
- Prioritize incidents and requests for assistance
- Security Dispatch personnel based on priorities
- Monitor OA Radio, which is a simplex (VHF) radio system licensed to Orange County and has been assigned to local city governments, key county departments and others
- Attempt to communicate with division directors and the emergency management team via telephone, cell phone, email and text messaging (SMS messaging is sometimes available even when other systems are impacted)

The Laguna Woods Village EOC director

During Working Hours, Shall:

Immediate Steps

- Establish communication with security dispatch/watch commander
 - Determine the extent of damage and injuries already reported
- Maintain cell phone communication or radio communication to necessary sites
- Determine if the primary EOC is fully functional
 - Consider the alternate EOC
- Begin preparation for initial executive briefing
 - Prepare an agenda
 - Set up a conference call if possible
 - Notify participants as to the conference call number and call start time
 - Identify an alternate briefing method if phone communication is unavailable
- Ensure that appropriate personnel, like IT, have been notified to report
- Make an emergency notification using CodeRED to notify Village Management Services personnel
- Consider the Orange County AlertOC Emergency Notification System as well

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Within First 30 Minutes

- Contact division directors to determine total personnel and equipment available for deployment and review first damage assessment reports
- Begin documentation of actions and decisions
- The Laguna Woods Village EOC director should conduct an initial briefing either via conference call or face to face (NOTE: If phones are inoperable, spread the word via radio, runners, etc. as to when and where initial briefing will be held)
 - The initial briefing should include as many of the following personnel as possible, but should not be delayed:
 - Chief executive officer
 - Community manager
 - Towers manager
 - Division directors
 - Public information officer (PIO)
- Direct all supervisors to hold all units/field personnel until a complete picture is in place
- Encourage supervisors to pull their subordinates together at one or more central staging locations
- Be aware that areas that are not reporting in may be the most heavily impacted

Within First 45 Minutes

- Determine if EOC should be activated and to what level
- As conditions warrant, direct personnel to:
 - Assist in lifesaving extrications
 - Clear major arteries of debris
 - Assist with movement of public safety traffic (e.g. ambulances)
 - Conduct facility inspections
 - Mitigate immediate dangers (i.e. placing of barricades, yellow taping areas, pulling down damaged structures, diking, etc.)
 - Restore critical services
- As conditions warrant, dispatch representatives to the following sites to serve as liaisons and communication links if direct communication linkages do not already exist:
 - Security Services office (dispatch)
 - Clubhouse care and reception locations
 - City of Laguna Woods EOC
- Consider instructing division directors that, at their discretion, they may allow supervisors to begin selected release of personnel to check well-being of their families and homes
 - Supervisors must advise the EOC of actions
 - Stress that it is to the employees' advantage to maintain their presence, since the Laguna Woods Village EOC will be gathering damage information and will be able to tell them what's happening and the best routes to head home if they so desire

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Within First 60 Minutes

- Notify the City of Laguna Woods that the Laguna Woods Village EOC is activated and provide a situation report
- Establish an ongoing briefing schedule for the next 12-hour period (encourage the use of conference calls if possible)

For Next 24 Hours

- Maintain state of preparedness for residual damage
- Keep equipment and critical supplies outside of buildings
- Conduct post-event critique

After Working Hours Shall:

Immediate Steps

- Assess personal condition and take whatever action necessary to keep yourself and your family out of danger
- Lend assistance to persons immediately around you
- Gain control of your immediate surroundings (address gas leaks, fires, downed power lines, etc.)
- Secure supplies you will need to take care of yourself for the next few hours (e.g. jacket, flashlight, water, etc.)

NOTE: During the initial periods of the emergency, Laguna Woods Village will be relying on “on-duty” security, police, fire and utility personnel to handle all situations

Within First 15 Minutes

- Monitor whatever intelligence sources you may have (e.g. radio, TV, internet) to make preliminary assessment of situation
- Listen to news reports to determine scope of emergency within Laguna Woods Village

Within First 30 Minutes

- Attempt to contact Village Management Services dispatch via land-line phone, cell phone, text or radio
- Do not move from your current location until you know conditions on your proposed route
- Overall, strategy is to stay dispersed and limit mobilization until a firm understanding of the extent of damage is made by safety personnel on duty at the time of the incident

Sometime After First 60 Minutes

- If TV or AM radio is reporting significant damage in Orange County, all division directors who feel that their personal situation is under control and that they have a safe path to Laguna Woods Village are encouraged to report to the Laguna Woods Village EOC

For the Next 24 Hours

- Understand that the number of personnel reporting to work may be limited as they deal with cleaning-up their own homes and neighborhoods
- Keep equipment and critical supplies outside in consideration of subsequent events

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Managers

During Working Hours Shall:

Immediate Steps

- Assess personal condition and take whatever action necessary to keep yourself out of danger
- Lend assistance to persons immediately around you
- Gain control of your immediate surroundings (address gas leaks, fires, downed power lines, etc.)
- Check status of family
- Secure supplies you will need to take care of yourself for the next few hours (e.g. emergency back pack, jacket, flashlight, water, radio, etc.)
- Decide your next step

Within First 15 Minutes

- The chief executive officer, community manager and/or designee will determine the need to activate the Laguna Woods Village Emergency Operations Center (EOC)
- Monitor news reports on KFWB 980 or 1070 AM radio and TV. Document incidents affecting the Village (i.e. begin assessment of severity)
- Verify that check-ins from your field units are in progress noting their availability and damage report information
- Prepare for long-term stay. Do you have what you need? Is drinking water available?
- Will weather require special actions (e.g. blankets, jackets, rain protection)?
- Post list showing status of staff reporting, equipment location, and status

After Working Hours Shall:

Immediate Steps

- Assess personal condition and take whatever action necessary to keep yourself and your family out of danger
- Lend assistance to persons immediately around you
- Gain control of your immediate surroundings (address gas leaks, fires, downed power lines, etc.)
- Secure supplies you will need to take care of yourself for the next few hours (e.g. jacket, flashlight, water, etc.)

NOTE: During the initial periods of the emergency, Laguna Woods Village will be relying on “on-duty” security, police, fire and utility personnel to handle all situations

Within First 15 Minutes

- Monitor whatever intelligence sources you may have (e.g. AM radio, TV, radio) to make preliminary assessment of situation
- Listen to news reports to determine scope of emergency within the Laguna Woods Village area

Within First 30 Minutes

- Attempt to contact Village Management Services dispatch via land-line phone, cell phone or radio
- Do not move from your current location until you know you can fulfill a definite role and you know conditions on your proposed route

Emergency Operations Center Activation Guide

- Overall, after-hour strategy is to stay dispersed and limit mobilization until a firm understanding of damage extent is made by safety personnel on duty at the time of the incident

Sometime After First 60 Minutes

- If TV or AM radio is reporting significant damage in Southern Orange County, all division directors who feel that their personal situation is under control and that they have a safe path to Laguna Woods Village are encouraged to report to the Laguna Woods Village EOC

Crews in the Field – Maintenance, Landscape, General Services, Recreation Services, Etc.

During Working Hours Shall:

Immediate Steps

- Shut down and secure job sites
- Determine group leader and stay together
- Load all equipment and supplies onto your vehicles and make sure the job site is not a hazard
- Monitor cell phone or radio for instructions
- Prepare to move as directed
- If no instructions are given within first 15 minutes, or you do not have a radio and you believe damage is significant, move to your dispatch location/yard
- Write down damage seen as you move to above sites or as instructed on radio and provide this information when requested

After Working Hours Shall:

Immediate Steps

- Assess personal condition and take whatever action necessary to keep yourself and your family out of danger
- Lend assistance to persons immediately around you
- Gain control of your immediate surroundings (address gas leaks, fires, downed power lines, etc.)
- Secure supplies you will need to take care of yourself for the next few hours (e.g. jacket, flashlight, water, etc.)

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Within First 15 Minutes

- Monitor whatever intelligence sources you may have (e.g. AM radio, TV, radio) to make preliminary assessment of situation
- Listen to news reports to determine scope of emergency within the Laguna Woods Village area

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Within First 30 Minutes

- Attempt to contact your supervisor via land-line phone, cell phone, or radio
- Do not move from your current location until you know you can fulfill a definite role and you know conditions on your proposed route
- Overall, after-hour strategy is to stay dispersed and limit mobilization until a firm understanding of damage extent is made by safety personnel on duty at the time of the incident

Sometime After First 60 Minutes

- If TV or AM radio is reporting significant damage in Southern Orange County and you feel that your personal situation is under control, if you have a safe path to Laguna Woods Village, then you are encouraged to report to your normal work location

Staff Personnel in Their Normal Work Locations

During Working Hours Shall:

Immediate Steps

- Move to a safe location within the building or outside (where are the safest areas)
- Establish a coordination area (table, chairs) within the building or parking lot. You'll need writing tablets, pencils, AM radio, listing of personnel, Village map and a listing of equipment (if any) as a beginning
- Monitor local radio stations to determine situation (e.g. KFVB 980 AM or 1070 AM)
- Check-in with your supervisor via phone or radio if possible
- Move vehicles and critical equipment to a safe location (e.g. outdoors)
- Prepare to close facility, move to new location as directed, serve as a shelter site, or get back to regular business

After Working Hours Shall:

Immediate Steps

- Assess personal condition and take whatever action necessary to keep yourself and your family out of danger
- Lend assistance to persons immediately around you
- Gain control of your immediate surroundings (address gas leaks, fires, downed power lines, etc.)
- Secure supplies you will need to take care of yourself for the next few hours (e.g. jacket, flashlight, water, etc.)

NOTE: During the initial periods of the emergency, Laguna Woods Village will be relying on "on-duty" security, police, fire, and utility personnel to handle all situations

Within First 15 Minutes:

- Monitor whatever intelligence sources you may have (e.g. AM radio, TV, radio) to make preliminary assessment of situation
- Listen to news reports to determine scope of emergency within the Laguna Woods Village area

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Within First 30 Minutes:

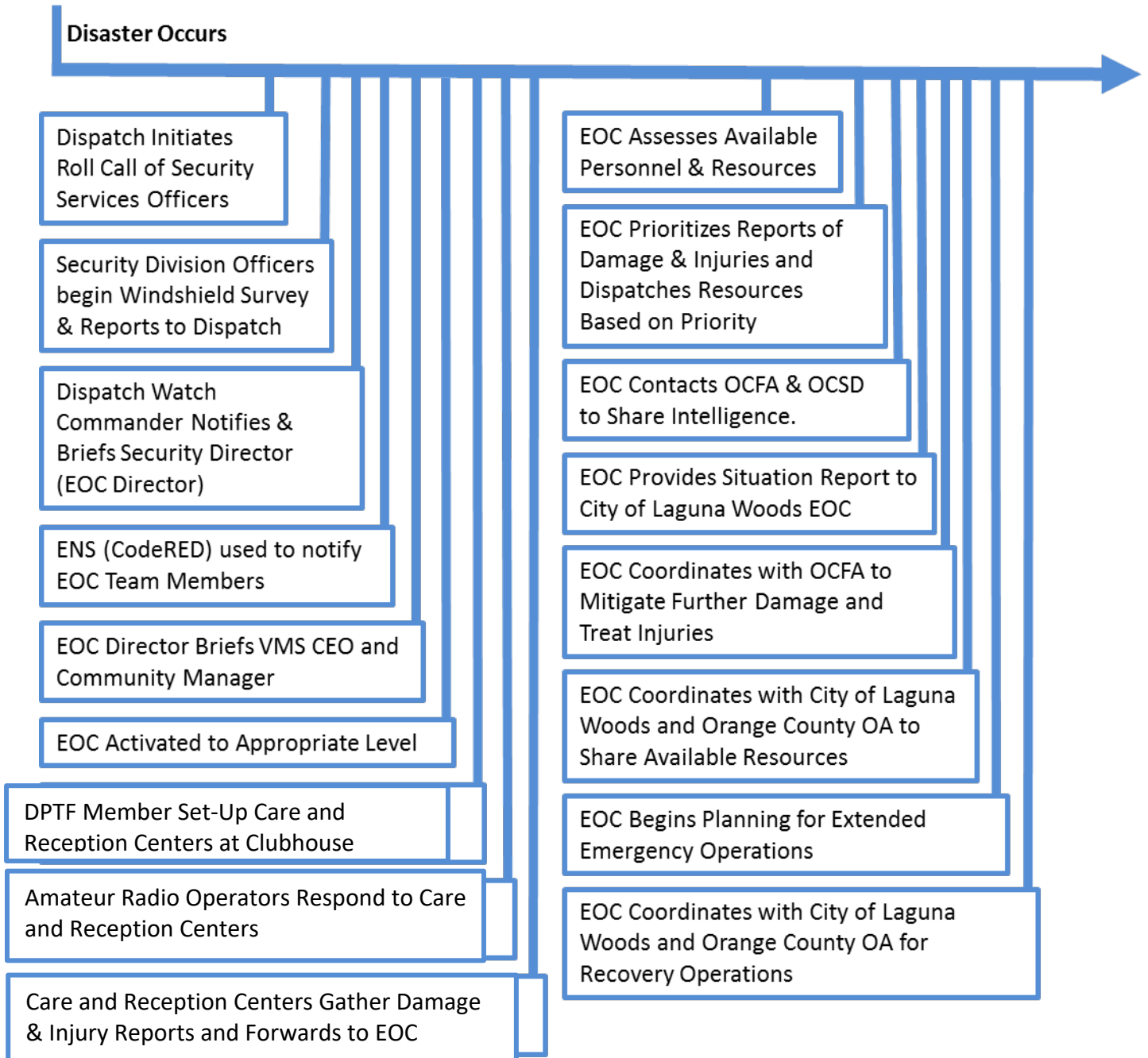
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- Do not move from your current location until you know you can fulfill a definite role and you know conditions on your proposed route
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Sometime After First 60 Minutes:

- If TV or AM radio is reporting significant damage in Southern Orange County and you feel that your personal situation is under control, if you have a safe path to Laguna Woods Village, then you are encouraged to report to your normal work location

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Timeline of Events



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General Tips to Remember in a Crisis

- **Save power.** Both vehicle and radio batteries will be rapidly depleted if not carefully used.
- **No gas.** Without power, gas pumps will not work. Save the gas you have in your vehicle and don't drive unless necessary.
- **Personal preparedness kit/Backpack.** Remember to take your emergency kit with you so you will have your essentials such as medicine and toiletries etc. water and food bars.
- **No cash.** ATM's will not work without power. Point of sale terminals (registers) in most retail establishments will not work. You may wish to keep emergency cash on hand.
- **No radio repeater.** It is possible that the village repeater or the 800 MHz transmitter(s) may be put out of operation. If this happens, you will not be able to communicate with anyone on your regular radio channel. If available, switch to the "talk around" position. Transmitting distance will be reduced. Monitor the OA Radio for information.
- **Secure hazards.** Don't leave resources unattended (e.g. your car). In the panic, they may be misused.
- **Don't become a victim.** Stay a survivor. Go slow. Don't respond for the sake of responding. Wait until you have the information to make a significant contribution.

Emergency Operations Center Activation Guide

Management Tasks and Concerns for Major Emergencies

This list of tasks and concerns has been developed to assist the emergency management team in making sure that no step has been overlooked in an emergency situation.

TASKS		CONCERNS	
	Take command/manage the incident		What is going on?
	Size up incident		What are the critical incidents?
	Establish command post		Who is in charge?
	Establish communications		Where is everyone?
	Activate Laguna Wood Village EOC		Who has what assignment?
	Post significant events to WebEOC®		What resources do I have?
	Activate a functional, expandable organization		What resources are available, and/or are responding?
	Document incident status (snapshots)		Where are the resources assigned?
	Keep equipment and personnel status		How can I manage all of this?
	Maintain critical incident log or activity log		Are we adequately handling the incident?
	Make policy decisions		What are the priorities?
	Establish strategic priorities		What are the strategies?
	Manage field operations		Who is directing/assisting incoming resources?
	Prepare to receive and manage large amount of resources		Are communications for the organization adequate?
	Interface with media		Getting feedback and updates from the field?
	Interface with outside agencies		Getting redundant calls or responses?
	Interface with city government		Is the media taken care of?
	Is law enforcement on site		What about looting?
	Authorize financial expenditures		What about citizen welfare?
	Maintain continuity of organization		What about relief/food/rest for workers?
	Relocate residents if necessary		What about liability?
	Care for victims		What about finances?
	Protect Village Management Services from liability		What is the estimate for damage?
	Provide for relief/feeding/care of workers		Begin recovery
	Obtain technical input		Consider activation of crisis team
	Obtain technical input		Consider activation of crisis team

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Management Tools at Your Disposal

As a member of the Laguna Hills Village EOC team, you have many resources at your disposal to assist in managing dynamic or day-to-day events. You have access to and may take full advantage of the following:

Communications

Consider the multiple ways that exist to stay in touch, including email, text, phone lines, conference calls, cellular phones, wireless devices and amateur radio club members.

Conference Calls

Establish a conference call if necessary to coordinate the response.

Emergency Notification System (ENS) CodeRED®

CodeRED® is the VMS emergency notification system used to communicate time-sensitive, critical information to residents and employees. Text messages, email accounts and voice messages may be sent to every resident of Laguna Woods Village and VMS employees.

AlertOC

AlertOC is a mass emergency notification system designed to keep Orange County residents and businesses informed of emergencies. VMS may coordinate with the City of Laguna Woods PIO to disseminate information the community. Text messages may also be sent to cell phones, email accounts and hearing-impaired receiving devices. Polling features can be utilized for situation assessment with the public. For more information and to register for Alert OC, visit www.alertoc.com.

Emergency Information Hotline/Phone Bank

A bank of phones may need to be established to handle a flood of incoming calls. The conference rooms in the Laguna Woods Village Community Center can be set up for this use. Ensure proper staff is available. If volunteer support is necessary, contact Disaster Task Force Preparedness.

Specialized Equipment

A variety of specialized equipment is available and can be used during an emergency. Such equipment includes emergency generators, emergency lighting and power, water tanker, pumps, busses, public, lift trucks, trailers, backhoes, hand tools and more.

Volunteer Emergency Communicators

Laguna Woods Village Amateur Radio Club and RACES operators stand ready to assist in linking sites, providing radio communications to personnel or viewing/reporting conditions. They can be mobilized through the security dispatcher.

Contact Lists

Contact phone numbers are available in the Laguna Woods Village EOP and in this EOC activation guide. Additional specialized services phone numbers are also available in the appendixes of the Laguna Woods Village EOP and in specific sections of EOC activation guide.

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Incident Management Software

WebEOC® <https://webeoc.ocsd.org> may be used to manage events that involve multiple agencies and jurisdictions. Accessible through the internet, WebEOC® lets the whole team know the details of a particular incident throughout Orange County. Access to WebEOC® for Laguna Woods Village is granted through the City of Laguna Woods WebEOC®. EOC Section Chiefs have authority to populate WebEOC®. When the “thresholds” are met, open an incident and let the team know.

Laguna Woods Village Critical Corridors

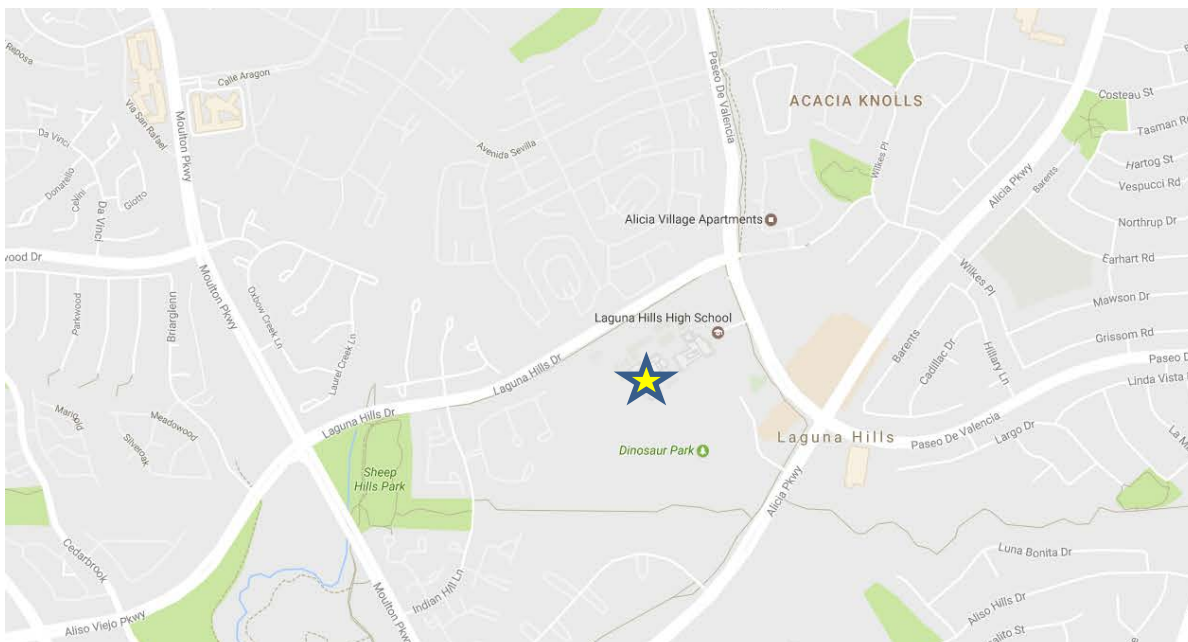
- El Toro Road
- Moulton Parkway
- Santa Maria Avenue
- Paseo de Valencia
- Avenida de la Carlota

American Red Cross Shelters

Orange County American Red Cross Americans with Disabilities Act (ADA)-compliant shelters:
714-481-5338

The following site is identified by the American Red Cross as an ADA-compliant shelter:

- Laguna Hills High School, 25401 Paseo de Valencia, Laguna Hills, CA 92653



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Incident Briefing

(May be conducted via conference call or at Laguna Woods Village EOC)

- A. Discuss vulnerability
 - 1. Intelligence briefing from incident commander, OCSD or OCFA
 - 2. Incident briefing from effected sites
 - 3. System status briefing from other division directors
- B. Personnel inventory
 - 1. Should time off be cancelled or should an employee recall be initiated?
 - 2. Ongoing operations
 - a) Establish hours of operation (e.g. 12-hour shifts)
 - b) Prioritize certain activities (patrols for visibility reasons)
 - c) Begin cross division coordination
 - 3. Executive coordination
 - a) Division directors expected to remain in town or provide contact number
 - b) Division directors to maintain multiple communication modes
- C. Equipment inventory/Delay purchases/Preserve cash flow
 - 1. Action items
 - a) Minimize equipment under repair and check/test emergency generators
 - b) Check emergency generators for fuel and readiness
 - c) Keep vehicle fuel tanks three-fourths full
 - d) Check radios and verify battery condition for all equipment
 - e) Review (personal) emergency supplies (e.g. water, food)
 - f) Delay purchases and payments to preserve cash flow
- D. Public information strategies will be coordinated by the community manager or the senior public affairs specialist
 - 1. Initiate messages to employees by ENS CodeRED
 - 2. Inform board of directors of action and steps
 - 3. Provide updated information as necessary
 - a) Methods include: CodeRED, web, press release, cable TV rolling script
 - 4. Messages to residents to be conveyed through CodeRED and webpage
 - 5. Coordinate information for the City of Laguna Woods PIO, Orange County Operational Area PIO and/or the Joint Information Center (JIC) if established
- E. Facility inventory
 - 1. Discuss options for dealing with facilities, such as
 - a) Roving patrols/On-site protection
 - b) Closure/Event cancellation
 - c) Hardening (e.g. barricades)

Post-Event Management Meeting

- A. Situation Size-Up
 - 1. Situation Report

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- a) Location
- b) Incident size-up
 - i. Type
 - ii. Magnitude
 - iii. Best/Worst case assessment
- c) Damage
 - i. Injuries/Deaths
 - ii. Area/Size
 - iii. Property damage
- d) Resource status
 - i. Committed
 - ii. Required
 - iii. City of Laguna Woods EOC status
 - iv. Persons notified

2. Initial Questions

- a) Who is in charge? Where? Of what?
- b) Has there been proper vesting of authority?
- c) Availability of support from OCSD and OCFA?
- d) What financial issues are surfacing?
- e) Is there a need to place other personnel on alert?

B. Action Steps

- 1. Have notifications been made (CodeRED) ?
- 2. Has WebEOC[®] been activated and has an incident name been created to document all related response, activity and related cost?
- 3. Where are the clubhouse shelters and/or American Red Cross shelters identified for our area?
- 4. Secure transportation routes?
- 5. Format for activity logs and financial records?
- 6. Liaison with other officials
 - a) Who should be contacted?
 - b) What information provided?
- 7. Media and community information
 - a) Confirm designation of spokesperson
 - b) Prepare initial press release, talking points, key messages
 - c) Media notifications
 - d) Community briefings
 - e) Staff briefings and PIO/JIC briefing

C. Meeting Wrap-Up

- 1. Confirm next meeting
 - a) Mode, Time, Agenda
- 2. Communication mode between meetings
- 3. Housekeeping issues
 - a) Family communication and support
 - b) Food and shelter for responders

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**Laguna Woods Village
Emergency Operations Center
ACTIVATION GUIDE**



**ACTIVATION OF
THE
EMERGENCY
OPERATIONS
CENTER**

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EOC Activation Overview

It is critical in any disaster to quickly establish control and a chain of command so that necessary decisions can be made and vital information can be centrally coordinated and communicated. The EOC serves as the centralized point to manage overall emergency response operations. The EOC provides:

- Communication, response, planning, and financial support
- Coordination with the City of Laguna Woods and external organizations
- Resource allocation
- Policy implementation
- Recovery activities to restore facilities in a timely manner
- Communications with incident command posts, other local governments, and agencies

Incidents involving field operations, such as a building collapse due to an earthquake, will require an incident command post to be established in a safe area near the collapse. The incident command system will be used to standardize the response and report incident related information to the management organization in the EOC. In the event of a large emergency affecting two or more jurisdictions, the Orange County Operational Area EOC will be activated. The Laguna Woods Village EOC will report to the City of Laguna Woods EOC (if activated), who will in turn report information to the Orange County Operational Area.

Emergency Management Structure

In an incident or an emergency, the first responder will initially act as the incident commander. The first responder and subsequent line of personnel are fully empowered to act as the incident commander and direct all response activities until relieved by a person of higher authority or termination of the emergency.

Laguna Woods Village's Emergency Operations Plan (EOP) is the planned response to large scale emergency incidents affecting Laguna Woods Village. In an emergency situation, the EOP will be implemented at the discretion of the VMS chief executive officer, the community manager or a designated representative. The EOP details actions and responsibilities for all employees of Village Management Services.

The Village's overall response to an emergency will be directed by the director of security, or a designee, who will serve as the Laguna Woods Village EOC director. The EOC director will manage Village Management Services' response from the Laguna Woods Village EOC along with the operations section chief, planning/intelligence section chief, logistics section chief and the finance section chief. The Laguna Woods Village EOC director will advise the chief executive officer, community manager, and board of directors of the extent of the emergency. All Village Management Services personnel involved in emergency response will be under the direction of the EOC director.

The Emergency Operations Center Team will assist in the decision-making process providing expert assistance to the EOC Director during the emergency. The team will interface with outside agencies and other parties during the response. Key responsibilities of the EOC director include:

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- Evaluating the risk potential
- Determining source and possible effect
- Delegating responsibility and authority
- Identifying priorities in terms of allocating manpower, materials, and equipment
- Mobilizing and managing proper response effort
- Establishing communications with management

The Laguna Woods Village EOC may be activated in an emergency situation. The chief executive officer, community manager, director of security or his/her designated representative will activate the Laguna Woods Village EOC if necessary. The EOC may be staffed by one or more key administrators depending on the situation and the response.

Laguna Woods Village EOC Policy Group

The policy group provides support in the decision-making process and includes the following:

- Chief executive officer
- Community manager
- Board of directors

EOC Response

The response to an emergency situation includes measures such as implementing the EOP; activating the emergency operations center; establishing incident command posts; mobilizing resources; issuing health and safety warnings; and directing evacuations and enforcement of Village Management Services emergency policies. Village Management Services emergency organization will be activated as needed.

Key Village Management Services emergency response personnel are trained in the Standardized Emergency Management System and the National Incident Management System and will be organized into five sections:

- Management
- Operations
- Planning/Intelligence
- Logistics
- Finance/Administration

When Village Management Services resources are committed to the maximum extent and additional material or personnel are required to respond to the emergency, requests for mutual aid will be initiated through a City of Laguna Woods.

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If damage is moderate to severe, the City of Laguna Woods may proclaim a local emergency if there is an actual or threatened existence of conditions of disaster or extreme peril to the safety of persons and property within the territorial limits of the city. Village Management Services may request the aid of employees and residents as deemed necessary to cope with an emergency.

EOC Personnel Reporting

In the event of a major disaster that would make it impossible for the Village to function effectively, the Laguna Woods Village EOC and/or City of Laguna Woods EOC will be activated and all coordination would be accomplished between the identified EOCs. In some cases, city personnel may report to the Laguna Woods Village EOC, as well as the Laguna Woods Village liaison may be directed to report to the City EOC to share information regarding specifics to Laguna Woods Village.

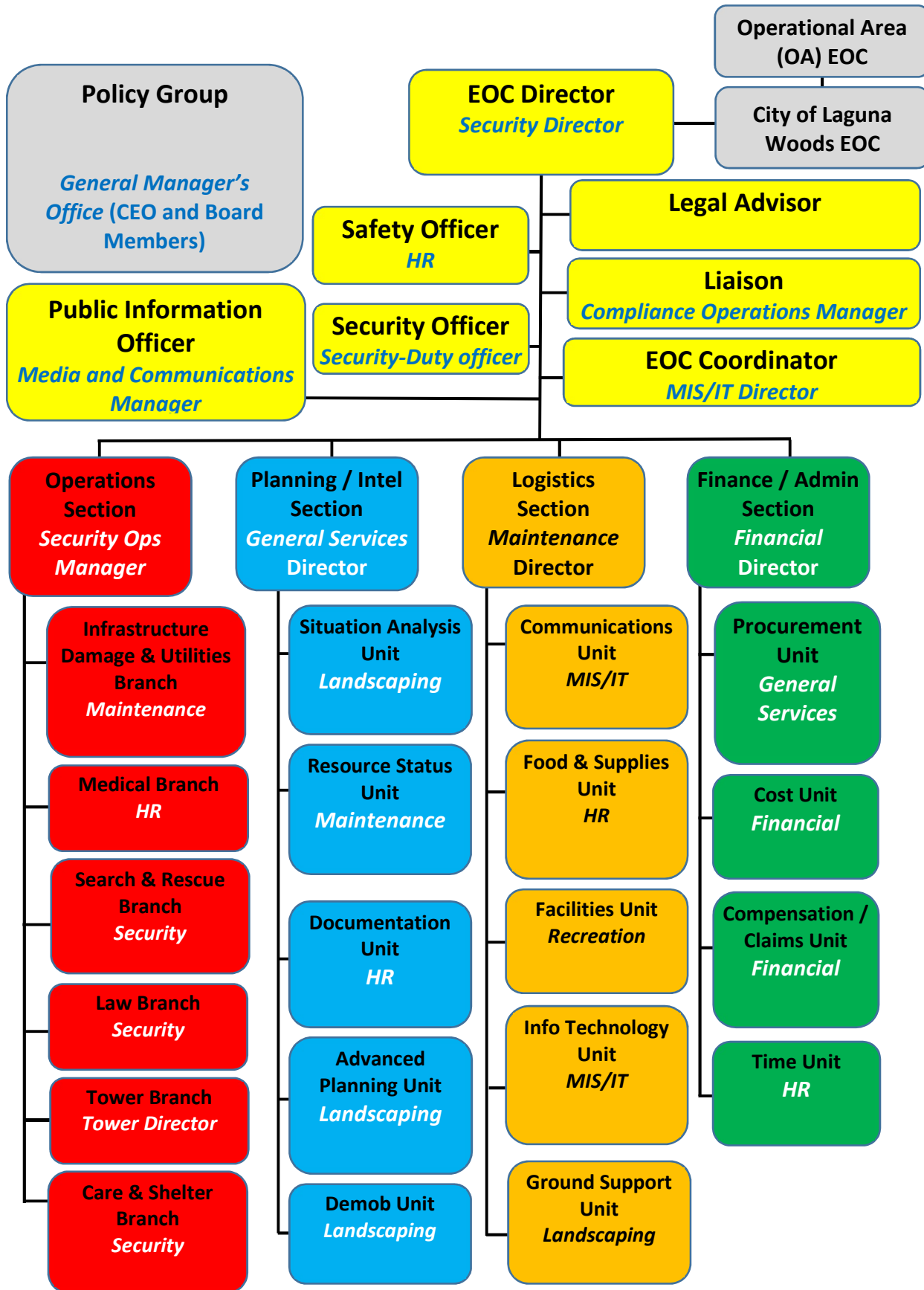
In the event the Laguna Woods Village EOC is activated, the EOC Director or designee will contact key personnel. If personnel are at home at the time of the incident, staff is expected to:

- Ensure the safety of their family and home
- Respond to EOC director with estimated time of arrival to the EOC
- If unable to access any telecommunication systems such as landline or cell phone, email, text or radio communication remain at home
- Monitor the local EAS radio station

If at work at the time of the incident, staff is expected to:

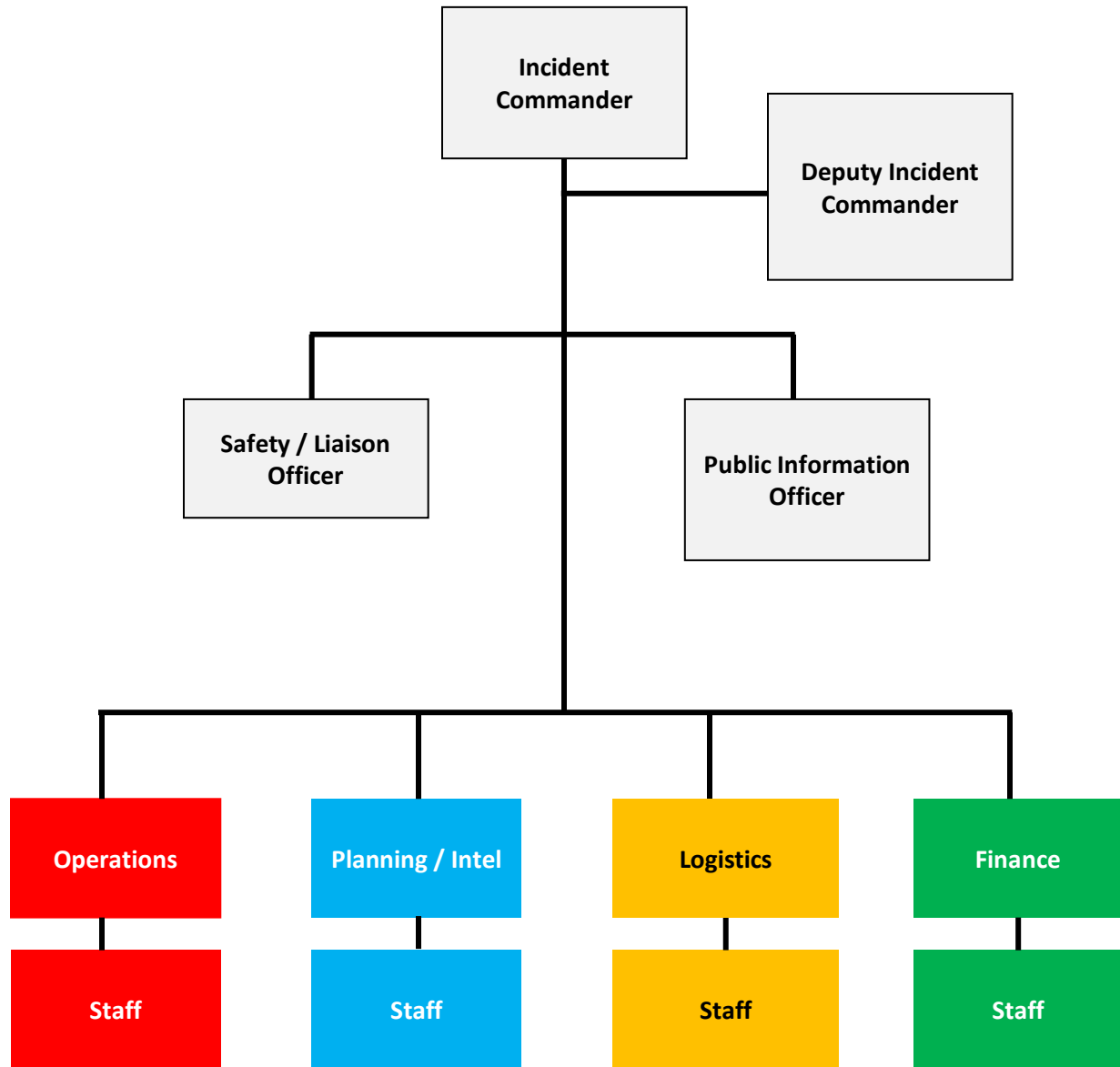
- Ensure their personal safety and those around them
- Report their status to division directors
- Each management level to report their status
- Conduct a conference call briefing

Laguna Woods Village EOC Organization Chart



Emergency Operations Center Activation Guide

Laguna Woods Village Field Command Post (FCP) Organization Chart



Emergency Operations Center Activation Guide

EOC Phone Numbers

Laguna Woods Village Primary EOC		Laguna Woods Village Alternate EOC	
EOC Coordinator / PIO <i>MAIN No.</i>			
EOC Liaison / Safety Officer			
EOC Director			
Operations			
Planning			
Logistics			
Finance			
Radio Room			
Partner Agency EOCs		OA EOC Important Numbers	
City of Laguna Woods EOC		OC Operational Area (OA)	
Orange County Fire Authority EOC		OC OA FAX Number	
El Toro Water District		OC OA Manager	
ARC Main Business Line		Asst. OA Manager	
ARC Disaster Hotline		Public Information Number	
ARC Disaster Program Manager		Control One (Loma Ridge)	
OC Health Care Agency EOC		Orange County Fire Authority	
OC Sheriff's Dept. Fred Thompson		Cal EMA Southern Region	
OA PIO		Cal EMA (Sacramento)	
SCE Emergency Services			
SCE SONG Specialist			

Emergency Operations Center Activation Guide

Emergency Operations Center Supplies

The Laguna Woods Village EOC should have the following available:

- Emergency contact information
- EOC vests
- EOC checklists and activity logs for each position
- Status boards for documentation of emergency status and statistics in the Village
- Casualty/Damage status boards and or flip charts
- EOC staff assignment board
- Emergency operations plan
- Office supplies, pencils, pens, message pads, tablets
- Telephones
- Maps
- Emergency generator support

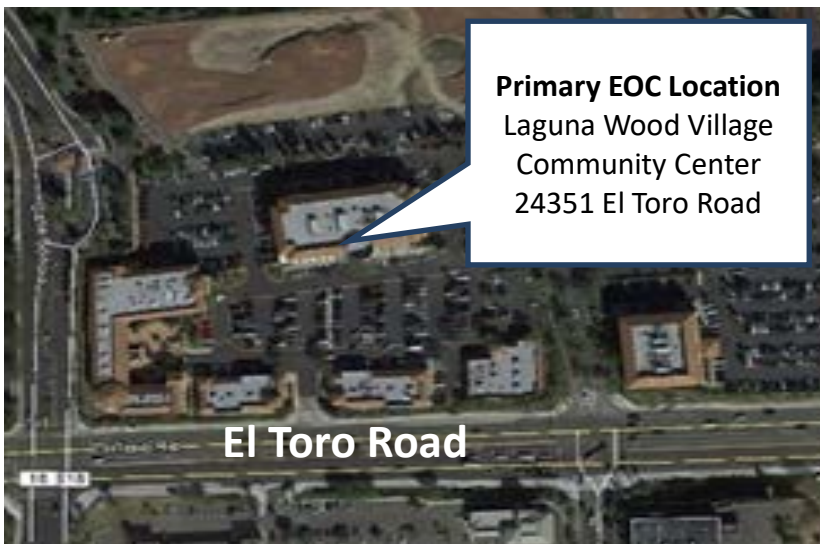
Emergency Operations Center Activation Guide

EOC Locations

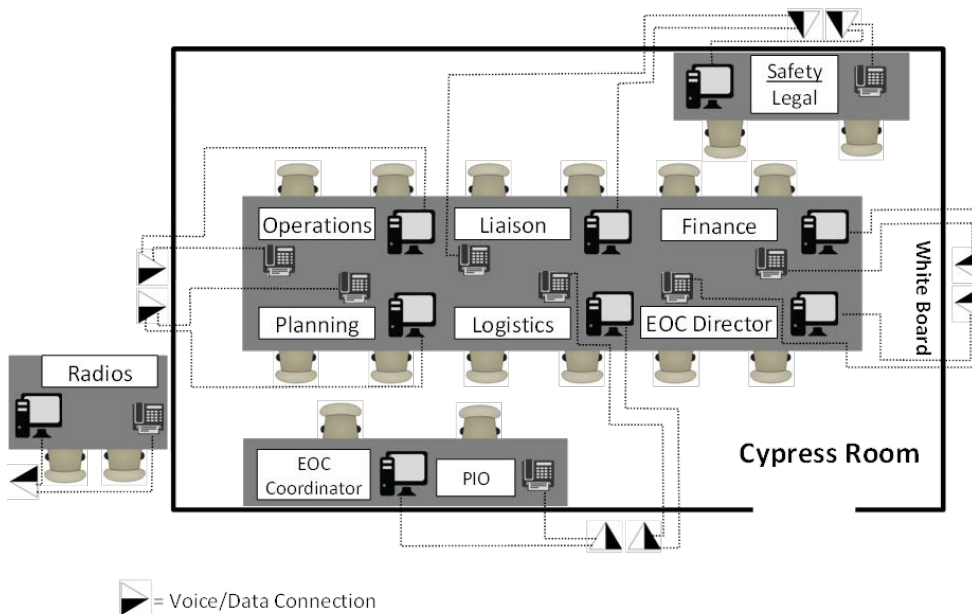
Primary Laguna Woods Village EOC

The Laguna Woods Village EOC is the primary location for the command, control and coordination of any Village Management Services response. The Laguna Woods Village EOC is located in the Laguna Woods Village Community Center Cypress Room at 24351 El Toro Road, Laguna Woods, CA 92653. The primary Laguna Woods Village EOC is colocated with day-to-day operations offices to eliminate the costs of duplication, simplify operations and streamline redundant communications such as, landlines, cell phones, computers and radios.

Note: The Laguna Woods Village primary EOC is identified in the City of Laguna Woods Emergency Operations Plan as the alternate EOC for the City of Laguna Woods.



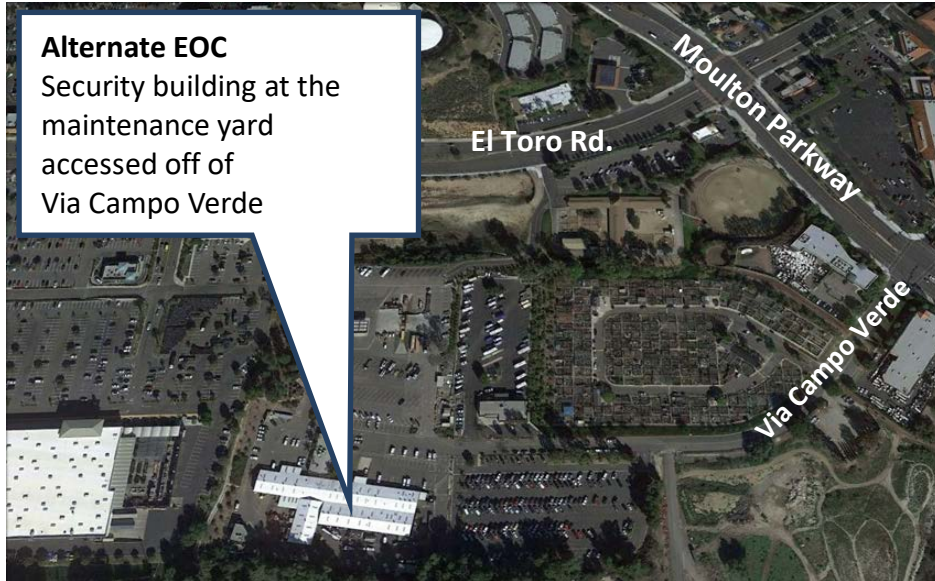
Primary EOC Layout



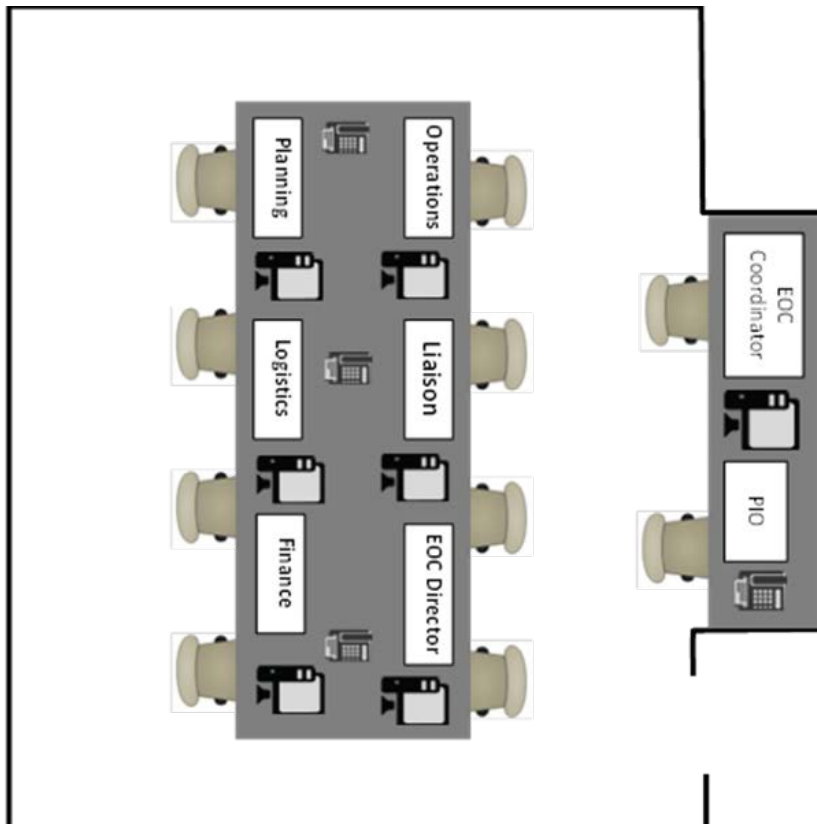
Emergency Operations Center Activation Guide

Alternate Laguna Woods Village EOC

The alternate Laguna Woods Village EOC is located the security building at the maintenance yard accessed off of Via Campo Verde.



Alternate EOC Layout



Emergency Operations Center Activation Guide

Level of EOC Activation

EOC Activation Guidelines		“Personnel required to report will depend upon the level of activation.”
Level I	Level II	Level III
<ul style="list-style-type: none"> A major local or regional disaster where resources in or near the impacted area are overwhelmed and extensive resources are required. The EOC will be fully activated and all EOC positions filled as needed. All response and early recovery activities will be directed from the Laguna Woods Village EOC. Off-duty personnel maybe recalled as needed. 	<ul style="list-style-type: none"> A moderate to severe emergency for which local resources are not adequate and mutual aid may be required on a regional or even statewide basis. Key personnel will report to the Laguna Woods Village EOC. After providing the Policy Group, and staff with an incident briefing, the EOC Director may choose to deactivate the EOC and release emergency management staff while maintaining contact via phone, or another method of communication, or may activate to a Level III. Off-duty personnel may be recalled A local emergency may be proclaimed by the City of Laguna Woods and a state of emergency may be proclaimed. 	<ul style="list-style-type: none"> A minor to moderate incident for which local resources are adequate and available. A local emergency may or may not be proclaimed. Off-duty personnel may be recalled.
Recommended Staffing		
All Laguna Woods Village EOC positions will be automatically staffed.	Director of EOC	Director of EOC
	Deputy director of EOC	Safety officer/liaison
	Public information officer/ Information hotline	Public information officer
	Liaison/Safety officer	Other positions as needed
	Operations chief	
	Planning chief	
	Logistics chief	
	Finance chief	
	Technical specialists (as identified by the EOC director if necessary)	
	Other personnel as identified by the EOC	

The Laguna Woods Village EOP designates three levels of emergency activation of the Laguna Woods Village EOC. The nature of the emergency will determine the level of the EOC activation and which personnel should report.

Emergency Operations Center Activation Guide

Level I

A Level I incident requires the coordinated response of all levels of government to save lives and protect property. Such an emergency may require sheltering or relocating the affected population. Under such conditions, the Laguna Woods Village EOP will be implemented. Level I personnel will be notified by CodeRED. The following incidents require an automatic EOC Level I activation:

- Earthquake involving obvious structural damage
- Major flooding that displaces residents and/or results in major damage to multiple structures
- Hazardous materials incident involving major airborne release, sheltering in place or evacuation
- Act of terrorism directing affecting Laguna Woods Village
- Aircraft accident which is also a mass casualty incident
- Major civil disorder

Level II

An incident requiring the acquisition and use of specialized resources or is beyond the scope of available resources. The following incidents may require Level II activation:

- Accidents, with injuries, which disrupt service and traffic flow for more than one hour
- Mass casualty incidents
- Structural fires second alarm or greater
- Moderate to major hazardous materials incidents
- SWAT or CRU operations within Laguna Woods Village
- Any evacuation expected to last more than four hours

Level-II personnel will be notified by Code Red ENS and directed to report to the identified site at a specified time. Personnel include the following:

- Incident commander
- Public information officer
- Safety officer
- Operations section personnel
- Logistics section personnel
- Planning section personnel
- Finance section personnel

Level III

In a minor incident, emergency assigned personnel will monitor the situation or incident. The incident commander will determine level of emergency notification and provide briefings and/or updates as necessary to the Emergency Management Team. Level III personnel may include the following:

- Watch commander
- Director of security
- Chief executive officer
- Community manager

Emergency Operations Center Activation Guide

WebEOC[®] Procedures

WebEOC[®] Instructions:

Login

1. Connect to the internet using **Internet Explorer only**.
2. Go to WebEOC[®] website: <https://webeoc.ocsd.org>
3. Enter the following username and password:
Username:
Password:
4. Choose the appropriate EOC position from the **Position** list and **Login Incident** (choose **OC Emergency** only if you are logging in for a real emergency).
5. Enter **Additional Login Information** as requested.
The main **Control Panel** window appears (shown right).



Main Control Panel Features

The **Control Panel** allows access to all WebEOC[®] functions. Below is a brief description of the main features found on the **Control Panel** and how to use them.

- **Activity Log** – Maintains a historical log of all the activities, decisions and information related to an entire incident. Logs can be shared internally with EOC staff, as well as externally with the Operational Area (OA) EOC by pushing up selected activity logs to the **Significant Events** or **OA Events** boards.
- **Significant Events** – Displays selected activity logs relevant to your agency. Entries here are only seen by Laguna Woods Village EOC staff members that are logged in to WebEOC[®]. To add an entry to the **Significant Events** board, create a new record in the **Activity Log**. Fill in fields in the **Activity Log**, as requested. At the bottom of the report check the **Post to Significant Events** box.
- **Operational Area Events** – Displays selected activity logs relevant to the entire OA. Entries are seen by all entities logged in to WebEOC[®]. To add entries to the **Significant Events** board, create a new record in the **Activity Log**. Fill in fields, as requested. At the bottom of the report check the **Post to Operational Area Events** box. The entry will not immediately post to the **Operational Area Events** board; it must first be approved by the EOC coordinator or planning/intel chief. When a new request to post to the **Operational Area Events** board has been submitted, the OA events controller function title on the WebEOC[®] **Control Panel** will be highlighted in red font. The planning/intel chief or the EOC coordinator can then open the request to review and approve the message for posting.
- **Resource Manager** – Manages and tracks resource requests (refer to the resource manager quick guide for further assistance)

Emergency Operations Center Activation Guide

- **JIMS 4.2**– Manages all incident status updates through five basic screens (a brief description of how to use each screen is found below).

JIMS 4.2 Screens Overview

The Jurisdiction Information Management System (JIMS) has five basic screens. These allow users to add, view, filter, sort or update **Status Updates**.

- 1. Activations (JIMS 4.2 Home Page)** - View and filter EOC activation status and information for all entities.
 - Sort by clicking on the title of a column
 - Filter by selecting the **Click to Filter** list
- 2. Initial Activation Status** - Enter initial activation information for the city. To update status, click on city's name under **Jurisdiction** column.
- 3. Add Incident** - Create a new incident or use an existing incident. Every status update in WebEOC[®] must be connected to an incident.
- 4. Individual Status Updates** - Enter, view or update status updates for the user's agency (all status updates are listed and described in the following section).
- 5. View All Status Updates** – View, filter and sort all updates for all jurisdictions/agencies.
 - Sort by clicking on the title of a column.

**Laguna Woods Village
Emergency Operations Center
ACTIVATION GUIDE**



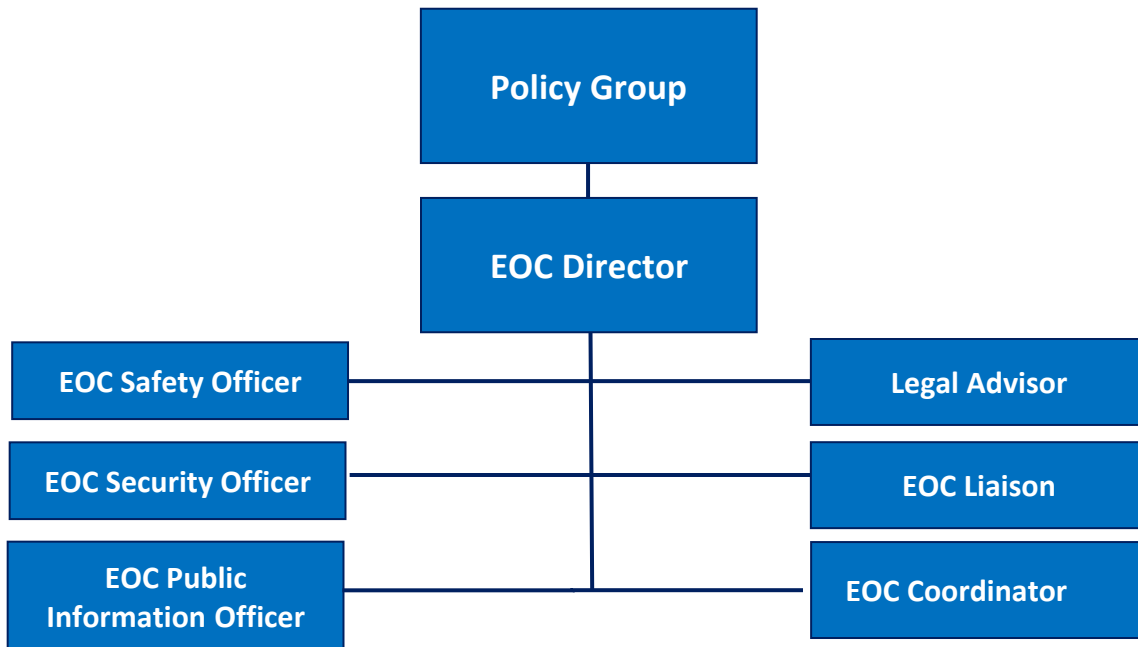
EOC Checklists

Emergency Operations Center Activation Guide

EOC Management Section

The overall objective of the management section is to ensure the effective management of response and recovery activities. As well as resources in preparing for and responding to situations associated with all hazards. To carry out its responsibilities, the management section will accomplish the following objectives during a disaster/emergency:

- Overall management and coordination of emergency response and recovery operations, including coordination of on-scene incident management as required
- Coordinate and liaison with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies
- Establish priorities and resolve any conflicting demands for support
- Prepare and disseminate emergency public information to inform, alert and warn the public
- Disseminate damage information and other essential data
- Ensure that all EOC sections are aware of and follow documentation procedures to recover all eligible disaster response and recovery costs



Emergency Operations Center Activation Guide

EOC Policy Group

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

GENERAL DUTIES

- Establishes basic operational, response, and recovery policies which govern the manner and means in which Laguna Woods Village will respond to and recover from an actual and/or perceived disaster
- Provides support to the director of Emergency Operations Center (EOC)
- Acts as advisor and provides critical data to view the incident from different perspectives
- Assists in making executive decisions based on policies of Laguna Woods Village management

CHECKLIST ACTIONS

Activation:

- Participate in policy level conference calls
- As appropriate, report to the City of Laguna Woods EOC
- Verify that appropriate staff and personnel are being mobilized for initial activation of the EOC
- Obtain briefings from whatever sources are available
- Gain overall situational awareness and determine any immediate policy issues
- Attend media briefings as requested

Start-Up Actions:

- Upon arrival, identify yourself as a member of the policy group
- Review your position responsibilities (general duties)
- Identify yourself by putting on a vest or name tag
- Print your name on the EOC organizational chart next to your assignment (policy group)
- Determine if key department personnel or alternates have been notified or are en route to the EOC as necessary
- Obtain a briefing or preliminary survey from your staff of the emergency/disaster and determine impact on the community
- Determine and report any immediate unmet needs and/or resource requests
- Receive incident briefing from the incident commander or local law/fire
- Provide a status report of your department
- Arrange for additional personnel if needed to maintain a 24-hour operation, as required

Emergency Operations Center Activation Guide

- Assist the planning/intelligence section in the preparation of the incident action plan
- Determine information needs and advise the director/EOC or EOC liaison officer of those needs
- Assign your department staff to the EOC as needed
- Advise and assist the public information officer in the release of information to the public and the media, requests for additional resources, requests for release of resources and plans for recovery, reconstruction and demobilization
- Brief incoming personnel prior to assuming their duties. Briefings should include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of coworkers within the job function and/or geographical assignment
 - Availability of communications
 - Location of work area
 - Identification of eating and sleeping arrangements as appropriate
 - Procedural instructions for obtaining additional supplies, services and personnel
 - Identification of operational period work shifts
- Maintain all required records and documentation to support the after-action report and the history of the emergency/disaster event. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty, and assignments

Deactivation:

- Assist with recovery operations
- Provide policy direction on re-entry and resource allocation issues during recovery
- Ensure that all required forms or reports are completed prior to your release and departure
- Be prepared to provide input to the after-action report
- Determine what followup to your assignment might be required before you leave
- As necessary, give a forwarding phone number where you can be reached

Emergency Operations Center Activation Guide

EOC Director

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

GENERAL DUTIES

- Exercises overall management responsibility for the coordination of the response efforts within the affected area. In conjunction with the EOC general staff, sets priorities for response efforts and ensures that all actions are accomplished within the priorities established
- Makes executive decisions based on policies of Laguna Woods Village
- Keeps the City of Laguna Woods EOC apprised of response operations
- Develops and issues rules, regulations and orders
- Establishes the appropriate level of EOC organization and staffing necessary to support operations and continuously monitors the effectiveness of that organization
- Obtains support for the EOC as required
- With assistance provided by EOC personnel:
 - Operates communications and warning systems
 - Provides information and guidance to the public
 - Maintains information on the status of resources, services and operations
 - Identifies and analyzes potential hazards, and recommends appropriate countermeasures
 - Collects, evaluates and disseminates damage assessment and information
 - Provides reports to the City of Laguna Woods EOC as necessary and/or log on to WebEOC[®] and populate information related to the incident

CHECKLIST ACTIONS

Activation:

- Conduct a conference call with department heads to discuss the following:
 - Determine the operational status and appropriate level of EOC activation based on the known situation
 - Respond to the Laguna Woods Village EOC as appropriate
 - Determine any immediate community alert/warning needs and activate appropriate warning systems
 - Verify that appropriate personnel for initial activation of the EOC are en route
 - Direct activation of EOC as required
 - Obtain briefings from whatever sources are available

Emergency Operations Center Activation Guide

- Include the EOC Liaison in all briefings

Start-Up Actions:

- Review your position responsibilities as identified in the EOP
- Identify yourself as the director of the EOC by putting on the vest with your title or name tag
- Print your name on the EOC organizational chart next to your assignment
- Direct the implementation of the Laguna Woods Village EOP
- Confirm the level of EOC activation and ensure that EOC positions and ICS field positions are staffed as needed
- In coordination with EOC liaison officer, notify the City of Laguna Woods via telephone that the Laguna Woods Village EOC is activated
- Assign staff to initiate EOC check-in procedures
- Ensure the EOC operations chief is designated and that the EOC is properly set up and operational
- Confer with EOC personnel to determine what representation is needed at the EOC from other agencies
- Schedule the first policy meeting
- Ensure that management is staffed as soon as possible at the level needed:
 - Public information officer
 - Liaison officer
 - Legal/Legislative liaison
 - Safety officer
 - Security officer
- Appoint and ensure that EOC section chiefs (general staff) are in place as soon as possible and are staffing their respective sections, branches, groups and units as appropriate:
 - EOC operations section chief
 - EOC planning/intelligence section chief
 - EOC logistics section chief
 - EOC finance/administration section chief
- Request additional personnel to maintain a 24-hour operation as required
- Attend briefings conducted by the EOC section personnel prior to them assuming their duties. Briefings should include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of coworkers within the job function and/or geographical assignment
 - Availability of communications
 - Location of work area
 - Identification of eating and sleeping arrangements as appropriate
 - Procedural instructions for obtaining additional supplies, services, and personnel
 - Identification of operational period work shifts
- Identify immediate unmet needs and/or outstanding resource requests
- In coordination with the planning section chief, establish the frequency of briefing sessions
- Ensure that all EOC management team meetings, general staff meetings and policy decisions are documented by a scribe

Emergency Operations Center Activation Guide

- Ensure that telephone, radio and data communications with other facilities are established and tested
- Ensure that all departments account for personnel and work assignments
- Confirm the delegation of authority; obtain any guidance or direction as necessary
- Determine the appropriate delegation of purchasing authority to the purchasing unit of finance/administration
- Ensure that the field agency representatives have been assigned to other facilities as necessary
- Determine the need for and establish, if necessary, a deputy EOC director position
- Based on the situation as known or forecast, determine likely future EOC management section needs
- Think ahead and anticipate situations and problems before they occur

General Operational Duties:

- Make a list of key issues to be accomplished within the next operational period
- Ensure that all activity logs and files are maintained
- Resolve problems that arise in fulfilling EOC responsibilities
- Anticipate potential situation changes, such as severe aftershocks
- Chair periodic briefings of the policy group (As the director of EOC, you may also be referred to as the director of emergency services who chairs the EOC policy group)
- Ensure that the EOC liaison is included in all briefings
- Use face-to-face communication in the EOC whenever possible and document decisions and policy
- Brief your relief at the shift change; ensure that in-progress activities are identified and follow-up requirements are known
- Ensure that all personnel time and costs are tracked for documentation

Specific Operational Duties:

- Develop overall strategy with the EOC section chiefs
- Ensure that EOC sections are carrying out their principle duties:
 - Implementing operational objectives per the EOC action plan
 - Preparing action plans and status reports
 - Providing adequate facility and operational support
 - Providing administrative and fiscal record keeping and support
- Develop and issue appropriate rules, regulations and orders
- Monitor periodic briefing sessions with the entire EOC team to update the overall situation
- Conduct periodic situational updates with the City of Laguna Woods EOC
- Set priorities for restoration of services
- Participate in action planning meetings of section and branch coordinators, agency representatives (as required) and key staff. The activities to be covered in an action planning meeting are:
 - Review briefings on current and forecasted situation
 - Obtain any additional information from other sources on the current situation assessment
 - Review availability and status of ordered, en route, or staged resource
 - Establish with staff the next operational period for which the EOC action plan should be developed

Emergency Operations Center Activation Guide

- Define priority actions to be accomplished or undertaken within the next operational period in light of the known and forecasted situation and status of available resources
 - Establish assignments for available and incoming resources based on current and forecast situation and established priorities
 - Determine needs for additional resources
 - Establish specific responsibilities for ordering
 - Discuss and resolve any internal coordination issues
 - Ensure that staff is clear on the EOC action plan
 - Confirm the time for the next action planning meeting
- Approve and authorize the implementation of the EOC action plan developed and prepared by EOC planning/intelligence and EOC management team
 - In conjunction with the EOC public information officer (PIO), coordinate and conduct news conferences and review media releases as required. Establish procedures for information releases affecting interagency coordination
 - Authorize the PIO to release information to the media and to coordinate with the city and OA PIO
 - Monitor performance of EOC personnel for signs of stress or underperformance, initiate critical incident stress debriefing as appropriate in coordination with personnel unit of the logistics section
 - In conjunction with the EOC safety officer, establish and maintain a safe and healthy working environment
 - Ensure that proper security of the EOC is maintained at all times
 - Ensure that the EOC liaison officer is providing for and maintaining positive and effective interagency coordination
 - Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate
 - Monitor section-level activities to ensure that all appropriate actions are being taken
 - Brief your relief at the shift change; ensure that in-progress activities are identified and follow-up requirements are known

Deactivation:

- Authorize deactivation of sections, branches or units when they are no longer required
- In coordination with the liaison officer, notify City of Laguna Woods and other stakeholders as necessary of planned time for deactivation
- Ensure that any open actions not yet completed will be taken care of after deactivation
- Ensure that all required forms or reports are completed prior to deactivation
- Be prepared to provide input to the EOC after-action report
- Deactivate the EOC and close out logs when the emergency situation no longer requires EOC activation
- Identify primary lead/contact person/department as the recovery lead/officer
- As necessary, provide a forwarding phone number where you can be reached
- Support ongoing recovery efforts and monitor any unmet needs
- Provide support as necessary to city, state and federal agencies

Emergency Operations Center Activation Guide

Legal Advisor

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

GENERAL DUTIES

- Prepares legal documents and provide legal services as required
- Maintains legal information, records, and reports relative to the emergency
- Commences legal proceedings as needed
- Participates as a member of the EOC team when requested by the director of the emergency operations center

CHECKLIST ACTIONS

Start-Up Actions:

- Check in upon arrival at the EOC
- Report to the EOC director
- Obtain a briefing on the situation
- Determine your personal operating location and set up as necessary
- Review your position responsibilities
- Identify yourself as the legal advisor/officer by putting on the vest with your title or name tag
- Print your name on the EOC organizational chart next to your assignment
- Clarify any issues regarding your authority and assignment and what others in the organization do
- Determine 24-hour staffing requirements and request additional support as required
- Request additional resources through the appropriate EOC logistics unit
- Based on the situation as known or forecasted, determine likely future needs
- Think ahead and anticipate situations and problems before they occur
- Open a position log and maintain all required records and documentation to support the EOC after-action report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - Legal opinions given

Emergency Operations Center Activation Guide

General Operational Duties:

- Keep up to date on the situation and resources associated with your position; maintain current status reports and displays
- Keep the EOC director advised of your status, activity and on any problem areas that currently need or will require solutions
- Review situation reports as they are received; verify information where questions exist
- Determine and anticipate support requirements
- Monitor your position activities and adjust staffing and organization to meet current needs
- Use face-to-face communication in the EOC whenever possible and document decisions and policy
- Ensure that your personnel and equipment time records as well as record of expendable materials used are provided to the EOC director at the end of each operational period
- Brief your relief at shift-change time
- Ensure that in-progress activities are identified and follow-up requirements are known
- Ensure all personnel time and costs are tracked for documentation

Specific Operational Duties:

- Prepare legal documents required by the EOC director
- Ensure that legal documents are properly recorded so as to be enforceable
- Develop rules and regulations required for the acquisition and/or control of critical resources
- Determine emergency ordinances and regulations to provide a legal basis for evacuation and/or population control
- Commence civil and criminal proceedings as necessary and appropriate to implement and enforce emergency actions
- Advise the EOC director on areas of legal responsibility and identify potential liabilities
- Advise EOC director, and management personnel of the legality and/or legal implications of contemplated emergency actions and/or policies
- Prepare documents relative to the demolition of hazardous structures or conditions
- Provide legal interpretations of union contracts, personnel codes and policies, purchasing policies, etc., as requested

Deactivation:

- Ensure that all required forms or reports are completed prior to your release and departure
- Be prepared to provide input to the EOC after-action report
- Determine what follow-up to your assignment might be required before you leave
- Deactivate the legal advisor/officer position and close out logs when authorized by the EOC director
- As necessary, provide a forwarding phone number where you can be reached

Emergency Operations Center Activation Guide

EOC Liaison Officer

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

GENERAL DUTIES

- Acts as a point of contact for the following types of agencies/external organizations:
 - City of Laguna Woods
 - Operational area
 - Other jurisdictions
 - American Red Cross
 - Businesses
 - California OES
 - FEMA
 - Hospitals
 - Orange County Health Care Agency
 - Salvation Army
 - Other
- Advises the EOC director regarding emergency management issues and proper requesting and recording procedures
- Coordinates with agency representatives assigned to the EOC and handles requests from other agencies for sending liaison personnel to other EOCs
- Functions as a central point of contact for incoming agency representatives and provides workspace/arrangements for agency representatives as necessary.
- As required, works in coordination with the EOC director to obtain workspace or resources to support agency representatives
- Ensures that all developed guidelines, directives, action plans and appropriate situation information is disseminated to agency/external representatives

CHECKLIST ACTIONS

Start-Up Actions:

- Check in upon arrival at EOC; set up as necessary
- Report to the EOC director
- Obtain a briefing on the situation
- Determine your personal operating location and set up as necessary
- Review your position responsibilities

Emergency Operations Center Activation Guide

- Identify yourself as the EOC liaison officer by putting on the vest with your title and/or name tag
- Print your name on the EOC organizational chart next to your assignment
- Clarify any issues regarding your authority, assignments and what others in the organization are doing
- Initiate and maintain an activity log of significant events
- As soon as practicable after determination of the initial situation, the liaison officer must establish communication between any necessary adjacent EOC personnel, responding government agencies, and responding outside-jurisdiction EOC personnel (be proactive; don't wait for these individuals to come to you)
- Determine what communications systems will be utilized and ensure that all are fully operational
- Maintain and post a list of phone contacts and numbers for assisting and coordinating agencies and agency representatives that are working with the EOC
- Determine if you will need additional personnel to handle the liaison function; activate and manage a liaison unit as needed
- Attend all policy group meetings and EOC briefings
- Initiate an activity log, maintain all required records and documentation to support the after-action report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on/off duty and assignments

General Operational Duties:

- Keep up to date on the situation and resources associated with your position; maintain current status reports and displays
- Keep the EOC advised of your status and activity and on any unmet needs and/or resource requests
- Review situation reports as they are received; verify information where questions exist
- Monitor your position activities and adjust staffing and organization to meet current needs
- Use face-to-face communication in the EOC whenever possible and document decisions and policy
- Brief your relief at the shift change; ensure that in-progress activities are identified and follow-up requirements are known
- Ensure that all personnel time and costs are tracked for reimbursement

Specific Operational Duties:

- Arrange and coordinate VIP tours with PIO, legislative liaison and others as directed
- Contact all on-site EOC agency representatives to ensure that they:
 - Signed into the EOC
 - Understand their assigned function
 - Know their work location
 - Understand EOC organization and floor plan (provide both)
 - Have been given an appropriate safety briefing
- Determine if outside liaison is required with other agencies such as:

Emergency Operations Center Activation Guide

- Local/county/state/federal agencies
 - Volunteer organizations
 - Private sector organizations
- Brief agency representatives on current situation, priorities and EOC action plan
 - Request that agency representatives contact their agency, determine level of activation of agency facilities and obtain any intelligence or situation information that may be useful to the EOC
 - Respond to requests for liaison personnel from other agencies
 - Act as liaison with city, state or federal emergency response officials and appropriate local personnel
 - Respond to requests from sections and branches/groups/units for agency information and direct requesters to appropriate agency representatives
 - Provide periodic update briefings to agency representatives as necessary

Deactivation:

- Release agency representatives no longer required in the EOC after coordination with the director/EOC and rest of the general staff
- Ensure that all required forms or reports are completed prior to your release and departure
- Be prepared to provide input to after-action report
- Determine what follow-up to your assignment might be required before you leave
- Deactivate the liaison officer position and close out logs when authorized by the director of emergency services
- As necessary, provide a forwarding phone number where you can be reached

Emergency Operations Center Activation Guide

EOC Coordinator

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

CHECKLIST ACTIONS

Start-Up Actions:

- Clarify EOC activation level and activation of the employee notification procedure
- Receive incident briefing from the EOC director
- Notify the City of Laguna Woods of the EOC activation
- Assess emergency impacts and provide advice to the EOC director as necessary
- Assist the EOC director in filling needed workstation assignments
- Provide assistance and information to section chiefs as required
- Assist in determining 24-hour staffing requirements and request additional support as required

Position Operational Duties:

- Assist the general staff and the EOC director in developing an overall strategy, including:
 - Assess the situation
 - Define the problem
 - Establish priorities
 - Determine the need for evacuation
 - Estimate the incident duration
 - Assist in determining if there is a need to request the City of Laguna Woods to proclaim a Local Emergency
- Advise the EOC director about proclamations, emergency ordinances and other legal documents required by the policy group and the EOC director
- Assist planning/intelligence in the development, continuous updating and execution of the EOC action plan
- Ensure efficient operating procedures within the EOC; assist any function in addressing any issues that might arise
- Monitor performance of EOC personnel for signs of stress or under-performance and advise EOC director of condition
- Ensure that EOC personnel are properly maintaining all documentation
- Log on to WebEOC[®] if necessary
- Facilitate and attend periodic briefing sessions conducted by the EOC director

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- Advise the EOC director of any issues that need to be addressed and of any responsibilities that need to be assigned
- Liaison with other agencies (ARC, city emergency managers, operational area, state and FEMA) as assigned; eEnsure that all notifications are made to the City of Laguna Woods and verify that requests for assistance have been addressed
- Ensure that all necessary communications have been established
- Coordinate and monitor all EOC visitations
- Coordinate all EOC functions with neighboring jurisdictions, the City of Laguna Woods and other support and response organizations
- Assist in shift change issues

Deactivation:

- Ensure that all required forms or reports are completed prior to your release and departure
- Be prepared to provide input to after-action report
- Determine what follow-up to your assignment might be required before you leave
- Close out logs when authorized by the EOC director
- As necessary, provide a forwarding phone number where you can be reached
- Checkout of the EOC

Emergency Operations Center Activation Guide

Public Information Officer

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

GENERAL DUTIES

- Formulates emergency messages for corrective action recommendations to the community and for press release information
- Warns employees and the community of impending dangers via CodeRED®
- Coordinates media relations with the City of Laguna Woods and the Orange County operational area
- The Village Management Services CEO's office and/or EOC serves as the dissemination point for all media releases; other agencies wishing to release information to the public should coordinate through the public information officer and/or the City of Laguna Woods EOC PIO
- Coordinates as necessary to ensure that the public within the affected area receives complete, accurate, timely and consistent information about lifesaving procedures, health preservation instructions, emergency status and other information, as well as relief programs and services
- Maintains a relationship with the media representatives and hold periodic press conferences as required

CHECKLIST ACTIONS

Start-Up Actions:

- Check in upon arrival at the emergency operations center and set up as necessary
- Report to EOC director
- Obtain a briefing on the situation
- Review your position responsibilities
- Identify yourself as the PIO by putting on the vest with your title and/or name tag
- Print your name on the EOC organization chart next to your assignment
- Clarify any issues regarding your authority and assignment
- Determine 24-hour staffing requirements and request additional support as required
- Make required personnel assignments as staff arrives at the EOC or media center
- Think ahead and anticipate situations and problems before they occur
- Initiate an activity log to maintain all required records and documentation to support the after-action report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken

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- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty and assignments

General Operational Duties:

- Keep up to date on the situation and resources associated with your position; maintain current status reports and displays
- Keep the EOC director advised of your status and activity and on any problem areas that currently need or will require solutions
- Establish operating procedures with the communications unit of logistics for use of telephone, radios, and data systems; make any priorities or special requests known
- Review situation reports as they are received; verify information where questions exist
- Anticipate potential situation changes, such as severe aftershocks, in all planning; develop a backup plan for all plans and procedures requiring off-site communications
- Maintain fact sheet and information for the Laguna Woods Village website
- Monitor your position activities and adjust staffing and organization to meet current needs
- Use face-to-face communication in the EOC whenever possible and document decisions and policy
- Establish phone banks for citizen's information calls as needed through logistics unit
- Assign responsibilities:
 - Media center
 - Field operations media coordinator(s)
 - Documentation coordinator
 - Phone coordinator/information hotline, and clerical support
 - Social media messaging and website updates
- Ensure that your personnel and equipment time records and documentation of expendable materials used are provided to your section coordinator at the end of each operational period
- Ensure that all personnel time and costs are tracked for documentation
- Brief your relief at the shift change. Ensure that in-progress activities are identified and follow-up requirements are known
- If phones are inoperable request the Laguna Woods Village amateur radio operators for support

Specific Operational Duties:

- Secure guidance from the EOC director regarding the release of available information
- Ensure that all information released to the public is properly vetted and verified
- Keep the EOC director advised of all unusual requests for information and of all major critical or unfavorable media comments; provide an estimate of the impact and severity and make recommendations as appropriate
- Coordinate all media events with the EOC director
- Ensure that all personnel are aware that they must coordinate release of emergency information through the PIO and that all press releases must be cleared with the Village Management Services chief executive officer, community manager or EOC director before releasing information to the media

Emergency Operations Center Activation Guide

- Establish the joint information center (JIC) at an appropriate remote site from the incident for media use and dissemination of information (as necessary); identify necessary workspace, materials, telephones and staffing; announce safe access routes to the JIC for media
- Schedule and post times and locations of news briefings in appropriate areas
- Prepare and provide approved information to the media; post news releases in the EOC and disseminate to residents
- Monitor for conflicting public information being released by other entities, including the City of Laguna Woods EOC
- Interact with other branches/groups/units to provide and obtain information relative to public information operations
- Coordinate with the situation status unit of planning/intelligence and define areas of special interest for public information action. Identify means for securing the information as it is developed
- Maintain current situational status for presentation to media
- Obtain, process and summarize information in a form usable in presentations
- Provide periodic briefings and press releases about the disaster situation throughout the affected areas. Refer media representatives to incident level PIOs for specific information
- As required and in coordination with the EOC director, periodically prepare briefings and/or talking points for the policy group, liaison and elected officials
- Respond to information requests from the EOC director and EOC team
- Ensure that an information hotline function is established as necessary and has the means for providing information to the residents and for responding to false or erroneous information
- Request sufficient staffing (from personnel or volunteer unit) and telephones to efficiently handle incoming media/public calls and to gather status information
- Prepare, update and distribute to the residents/public disaster assistance information identifying locations to obtain food, shelter, supplies, health services, etc.
- Prepare a briefing sheet to be distributed to all residents/employees at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, etc.
- Broadcast emergency information/updates on local media; arrange for meetings between media and Village Management Services or incident personnel
- Provide escort services to the media and VIPs; arrange for tours and photo opportunities when available staff and time permit; coordinate VIP tours with liaison officer, Village Management Services and city officials
- Assist in making arrangements with adjacent jurisdictions for media visits
- Determine requirements for support to the emergency public information function at other EOC levels
- Monitor broadcast media and use information to develop follow-up news releases and rumor control
- If and when federal emergency response teams respond, coordinate activities through the City of Laguna Woods EOC to ensure coordination of local, state and federal public information activities
- Ensure that announcements, information and materials are translated/prepared for special populations (non-English speakers, nonreaders, the elderly and the hearing, sight and mobility impaired, etc.)
- Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures

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- Prepare instructions for residents who must evacuate from a high-risk area, including the following information for each threat: evacuation routes, locations of shelters and suggestions on types and quantities of clothing, food and medical items
- During periods of increased national readiness, or in times of need, prepare materials that address national security survival tips
- Issue timely and consistent public advisories, information and instructions for life safety, health and assistance:
 - What to do and why
 - What not to do and why
 - Hazardous areas and structures to stay away from
 - Evacuation routes, instructions and arrangements for persons without transportation or special needs (nonambulatory, sight impaired, etc.)
 - Location of mass care shelters, first aid stations, food and water distribution points, etc.
 - Location of volunteer registration centers in the city if necessary
 - Information regarding donations
 - Street and freeway overpass conditions, congested areas to avoid, and alternate routes to take
 - Instructions from the coroner and public health officials pertaining to dead bodies, potable water, human waste and spoiled food disposal
 - Weather hazards when appropriate
 - Public information hotline numbers
 - Status of local proclamation, governor's proclamation or presidential declaration
 - Local, state and federal assistance available; locations and times to apply
 - How and where people can obtain information about relatives/friends in the emergency/disaster area (coordinate with the American Red Cross on the release of this information)
- Issue other information pertaining to the emergency/disaster (acts of heroism, historical property damaged or destroyed, prominence of those injured or killed and other human-interest stories)
- Through the City of Laguna Woods, coordinate with state, federal, or private sector agencies to get technical information (health risks, weather, etc.) for release to the public and media
- Ensure file copies are maintained of all information released and posted in the EOC
- Provide copies of all releases to the EOC director
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories

Deactivation:

- Ensure that all required forms or reports are completed prior to your release and departure
- Prepare and release public information throughout the recovery process
- Be prepared to provide input to the after-action report
- Determine what follow-up to your assignment might be required before you leave
- Deactivate the emergency public information position and close out logs when authorized by the director of the EOC
- As necessary, provide a forwarding phone number where you can be reached
- Check out of the EOC

Emergency Operations Center Activation Guide

EOC Safety Officer

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

GENERAL DUTIES

- Ensures that all emergency response personnel follow and demonstrates appropriate health and safety precautions during an emergency
- Ensures that all facilities used in support of EOC operations have healthy and safe operating conditions
- Ensures that all facilities meet Americans with Disabilities Act requirements
- Identifies hazardous situations associated with the incident
- Reviews the EOC action plan for safety implications and provides safety messages in the incident action plan
- Exercises emergency authority to stop any activity deemed unsafe and prevents unsafe acts
- Coordinates with the on-site safety officers to ensure that on-site safety plans are developed as needed
- Reviews on-site safety plans
- Identifies and mitigates safety hazards and situations of potential liability
- Investigates accidents that have occurred within the incident area or at sites/facilities supporting response operations

CHECKLIST ACTIONS

Start-Up Actions:

- Check in upon arrival at the EOC
- Report to the EOC director
- Obtain a briefing on the situation
- Participate in all policy group meetings; advise on safety and other risk management issues
- Determine your personal operating location and set up as necessary
- Identify yourself as the EOC safety officer by putting on the vest with your title and/or name tag
- Print your name on the EOC organizational chart next to your assignment
- Clarify any issues regarding your authority and assignment
- Determine 24-hour staffing requirements and request additional support as required
- Based on the situation, as known or forecast, determine likely future branch/unit needs

Emergency Operations Center Activation Guide

- Initiate an activity log, maintain all required records and documentation to support the after-action report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation

General Operational Duties:

- Keep up to date on the situation and resources associated with your position; maintain current status reports and displays
- Keep the director/EOC advised of your status, activity and any problem areas that currently need or will require solutions
- Establish operating procedure with the communications unit of EOC logistics for use of telephone, radio and data systems; make priorities or special requests known
- Review situation reports as they are received; verify information where questions exist
- Monitor your position activities, adjust staffing and organization to meet current needs
- Use face-to-face communication in the EOC when possible and document decisions/policy
- Ensure that all personnel time and costs are tracked for documentation
- Ensure that your personnel and equipment time records and documentation of expendable materials used are provided to your section coordinator at the end of each operational period
- Brief your relief at the shift change; ensure that in-progress activities are identified and follow-up requirements are known
- Keep up to date on the situation and resources associated with your position; review and maintain current status reports and displays
- Anticipate potential situation changes, such as severe aftershocks, in all planning; develop a backup plan for all plans and procedures requiring off-site communications

Specific Operational Duties:

- Assist the director/EOC in all health and safety issues
- Participate in all policy group meetings; advise on health, safety and other risk management issues
- Participate in planning meetings and EOC briefings
- Participate in the development of the EOC action plan, making sure it includes health and safety messages
- Coordinate the on-site safety officers to ensure that on-site safety plans are developed
- Ensure that safety is the first priority for all residents and employees
- Periodically tour the entire facility to determine the scope of ongoing operations and address any health and safety concerns
- Identify hazardous situations in:
 - EOC
 - Field
- Investigate or ensure an investigation of accidents that have occurred
- Work through finance/claims unit to investigate worker's compensation claims
- Request additional resources through the appropriate EOC logistics section unit
- Think ahead and anticipate situations/problems before they occur

Emergency Operations Center Activation Guide

Deactivation:

- Ensure that all required forms or reports are completed prior to your release and departure
- Be prepared to provide input to the EOC after-action report
- Determine what follow-up to your assignment might be required before you leave
- Deactivate the EOC safety officer position and close out logs when authorized by the director/EOC
- As necessary, provide a forwarding phone number where you can be reached
- Checkout of the EOC

Emergency Operations Center Activation Guide

EOC Security Officer

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

GENERAL DUTIES

- Provides 24-hour a day security for EOC facilities
- Controls personnel access to facilities in accordance with policies established by the director of the emergency operations center
- Checks identification of EOC staff and visitors
- Ensures that personnel sign in upon arrival and sign out when leaving the EOC facility

CHECKLIST ACTIONS

Start-Up Actions:

- Check in upon arrival at the EOC
- Report to EOC director
- Obtain a briefing on the situation
- Determine your personal operating location and set up as necessary
- Identify yourself as the EOC security officer by putting on the vest with your title and/or name tag
- Print your name on the EOC organizational chart next to your assignment
- Clarify any issues regarding your authority and assignment and what others in the EOC organization do
- Determine 24-hour staffing requirements and request additional support as required
- Request additional resources through appropriate EOC logistics section unit
- Based on the situation as known or forecast determine likely future branch/unit needs
- Initiate an activity log, maintain all required records and documentation to support the after-action report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation

General Operational Duties:

Emergency Operations Center Activation Guide

- Keep up to date on the situation and resources associated with your position; maintain current status reports and displays
- Keep the EOC director advised of your status, activity and on any problem areas that currently need or will require solutions
- Establish operating procedures with the communications unit of EOC logistics for use of telephone, radio and data systems; make any priorities or special requests known
- Review situation reports as they are received; verify information where questions exist
- Monitor your position activities and adjust staffing and organization to meet current needs
- Use face-to-face communication in the EOC whenever possible and document decisions and policy
- Ensure all personnel time and costs are tracked for documentation
- Ensure that your personnel and equipment time records and documentation of expendable materials used are provided to your section coordinator at the end of each operational period
- Brief your relief at the shift change; ensure that in-progress activities are identified and follow-up requirements are known

Specific Operational Duties:

- Determine current security requirements and establish staffing as needed
- Ensure that all access points to the EOC are staffed to ensure security
- Determine needs for special communications; make needs known to the communications unit of the EOC logistics section
- Complete a radio or communications check with all on-duty security personnel as appropriate
- Establish or relocate security positions as dictated by the situation
- Determine needs for special access facilities; consider need for vehicle traffic control plan and develop if required
- Assist in any EOC evacuation
- Assist in sealing off any danger areas; provide access control as required
- As requested, provide security for any EOC critical facilities, supplies or materials
- Provide executive security as appropriate or required
- Provide security input and recommendations to the EOC director as appropriate to conditions

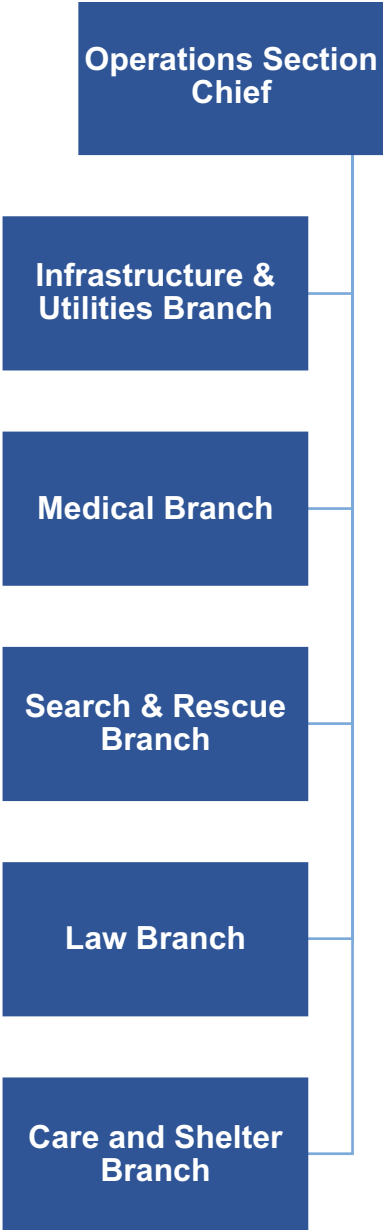
Deactivation:

- Ensure that all required forms or reports are completed prior to your release and departure
- Be prepared to provide input to after-action report
- Determine what follow-up to your assignment might be required before you leave
- Deactivate the security officer position and close out logs when authorized by the EOC director
- As necessary, provide a forwarding phone number where you can be reached
- Check out of the EOC

Emergency Operations Center Activation Guide

EOC Operations Section

The operations section is responsible for coordination of all response elements applied to the disaster/emergency. The EOC operations section carries out the objectives of the EOC action plan and requests additional resources as requested.



Emergency Operations Center Activation Guide

Operations Section Chief

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

Immediate Supervisor Director of emergency operations center (EOC)

Supervises: Search and rescue branch
Infrastructure damage and utilities branch
Medical branch
Law branch
Care and shelter branch

GENERAL DUTIES

Under the direction of the director/EOC, the operations section chief manages all incident tactical activities, implements tactical components of the incident action plan and is responsible for the management of all operations directly applicable to the primary mission:

- Executes the EOC action plan
- Manages activities in direct support of field operations for the entire disaster organization
- Implements executive decisions with respect to priorities and response plans
- Participates in development of the EOC action plan
- Supervises operations section in accordance with the incident action plan
- Supports incident command posts in identifying incident priorities, assessing resources and maintaining situational awareness
- Determines the need for resources, as required by the incident
- Requests mutual aid and other necessary resources
- Monitors incident activities and recommends EOC incident action plan changes as necessary

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

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Start-Up Activities:

- Obtain briefing from EOC director
- Gain overall situational awareness and assess the incident situation
- Assume command of the operations section
- Maintain an activity log of significant events, phone/radio calls and decisions made

Operational Activities:

- Ensure emergency warnings disseminated as necessary including the special needs population
- Obtain authority to alert and warn the community as necessary
- Ensure personnel are conducting evacuations as necessary
- Ensure evacuation of pets is included in the evacuation process
- Ensure traffic, direction and control is being provided
- Coordinate debris removal as required
- Maintain access and control to the EOC and other sites as necessary
- Contact Orange County Sheriff if needed
- Ensure that all operations section positions are filled, as needed
- Brief operations section personnel in accordance with the EOC action plan
- Determine the amount and type of resources available
- Determine any immediate unmet needs and/or resource requests
- Request initial damage assessment information from operations departments
- Complete the operational area resource request form, as needed, and give to the plans section/documentation unit leader to transmit to the City of Laguna Woods EOC via internet or fax
- Participate with the policy group in the development of the action plan
- Coordinate crisis counseling for personnel and emergency responders
- Coordinate search and rescue operations
- Ensure personnel are aware of any issues regarding disease and prevention control
- Utility restoration
- Flood operations
- Coordinate shelter and feeding as needed
- Brief operations personnel in accordance with the action plan
- Develop the operations portion of the action plan
- Implement the operations portion of the action plan
- Request and coordinate mutual aid and other necessary resources
- Manage operations activities

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- Continually monitor operations activities and make changes as necessary
- Brief EOC director and/or policy group as needed
- Hold section meetings as necessary to ensure communications and coordination among branches and units
- Ensure all personnel time and costs are tracked for documentation
- Conduct safety assessment and ensure general welfare and safety of section personnel

Deactivation:

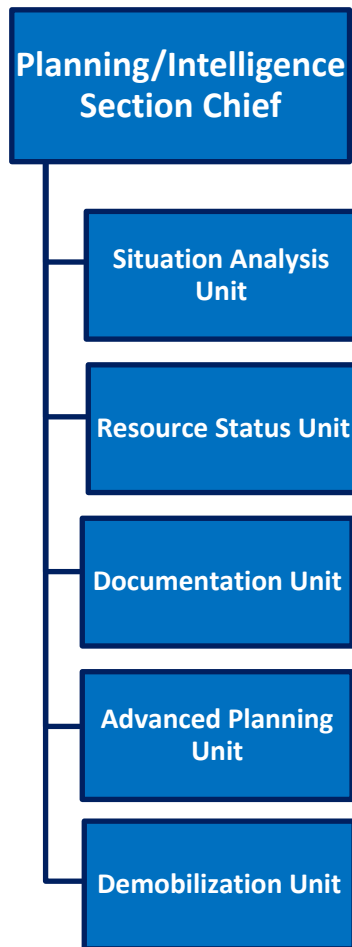
- Ensure that all required forms or reports are completed prior to your release and departure
- Pass log on to your replacement
- Be prepared to provide input to after-action report
- Determine what follow-up to your assignment might be required before you leave
- Close out logs when authorized by the EOC director
- As necessary, provide a forwarding phone number where you can be reached
- Check out of the EOC

Emergency Operations Center Activation Guide

EOC Planning / Intelligence Section

The EOC planning/intelligence section is responsible for overall supervision of collecting, verifying, analyzing and displaying situation information; preparing periodic situation reports; preparing and distributing the EOC action plan; facilitating the action planning meeting; conducting advanced/recovery planning activities; providing technical support services to the various EOC sections and units; and documenting and maintaining files on all EOC activities.

The information gathered needs to be reported in an expeditious manner to the EOC and the City of Laguna Woods EOC as necessary. The EOC planning/intelligence section is also responsible for the detailed recording of the response effort and the preservation of these records during and following the disaster.



Emergency Operations Center Activation Guide

Planning / Intelligence Section Chief

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

Immediate Supervisor Director of Emergency Operations Center (EOC)

Supervises Situation analysis unit
Resources status unit
Documentation unit
Advanced planning unit
Demobilization unit
Technical specialists

Function Description: The EOC planning/intelligence section chief manages the section units that are responsible for gathering, analyzing, evaluating, displaying and disseminating emergency information; in addition to forwarding planning recommendations to the EOC director and all other affected EOC sections. This section maintains information and intelligence on the current and forecasted situation, as well as the status of resources assigned to the incident. The planning section prepares and documents an EOC action plans and incident maps, and gathers and disseminates information and intelligence critical to the incident.

GENERAL DUTIES

- Ensures that the planning/intelligence function is performed consistent with SEMS/NIMS guidelines, including:
 - Collecting, analyzing and displaying situation information
 - Preparing periodic situation reports
 - Initiating and documenting the EOC action plan and after-action report
 - Advance planning for future operational periods and recovery operations
 - Planning for demobilization
- Provides geographic information services and other technical support services to the various organizational elements within the EOC
- Establishes the appropriate level of organization within the section, and continuously monitors the effectiveness of that organization
- Exercises overall responsibility for the coordination of branch/group/unit activities within the section
- Reports to the director/EOC on all matters pertaining to section activities

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- Develops EOC action plan
- Briefs the EOC and response agencies on the situation and status of resources
- Considers communications, medical and traffic plan requirement
- Maintains situation and resource status reports
- Plots activities on status boards and maps
- Documents all response activities and maintains a master log
- Collects and reports damage assessment information
- Advises section personnel of a transition to an alternate EOC, if necessary

CHECKLIST ACTIONS

Start-Up Actions:

- Check in upon arrival at the EOC
- Print your name on the EOC organization chart next to your assignment
- Report to the EOC director
- Obtain a briefing on the situation
- Identify yourself as the EOC planning/intelligence section chief by wearing the vest with your title and/or name tag
- Review position responsibilities and this checklist
- Complete the jurisdiction situation report form and fax it to the City of Laguna Woods EOC if necessary; also provide a hard copy to the liaison officer
- Ensure that the planning/intelligence section is set up properly and that appropriate personnel, equipment and supplies are in place, including maps and status boards
- Clarify any issues you may have regarding your authority and responsibilities
- Review organization in place at the EOC; know where to go for information or support
- Determine if other section staffs have checked in to the EOC
- Confirm that all key EOC planning/intelligence section personnel or alternates are in the EOC or have been notified; recall the required staff members necessary for the emergency
- Based on the situation, activate units within the section as needed and designate unit leaders for each element that may be needed and/or implemented:
 - Situation status unit
 - Resource status unit
 - Documentation unit
 - Advance planning unit
 - Demobilization unit
 - Technical specialist(s)
- Request additional personnel for the section as necessary to maintain a 24-hour operation as required

Emergency Operations Center Activation Guide

- Identify the need for any technical specialists and make related requests
- Determine operational periods for planning purposes
- Begin the initial EOC action plan
- Brief incoming section personnel prior to their assuming their duties; briefings should include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of co-workers within the job function and/or geographical assignment
 - Availability of communications
 - Location of work area
 - Identification of eating and sleeping arrangements as appropriate
 - Procedural instructions for obtaining additional supplies, services and personnel
 - Identification of operational period work shifts
- Inform the EOC director and general staff when your section is fully operational
- Initiates an activity log and maintains all required records and documentation to support the after-action report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
- Review responsibilities of units in your section; develop a plan for carrying out all responsibilities
- Make a list of key issues to be addressed by the planning/intelligence section; in consultation with section staff, identify objectives to be accomplished during the operational period
- Meet with other activated section chiefs
- Review major incident reports and additional field operational information that may pertain to or affect section operations
- Obtain and review major incident reports and other reports from adjacent areas that have arrived at the EOC
- Direct the situation status unit leader to initiate collection and display of significant disaster events
- Based on the situation as known or forecast, determine likely future planning/intelligence section need
- Adopt a proactive attitude, think ahead and anticipate situations/problems before they occur
- Request additional resources through the appropriate logistics section unit as needed
- Keep the director/EOC informed of significant events

Operational Actions:

- Carry out responsibilities of the planning/intelligence section units that are not currently staffed
- Ensure that planning/intelligence section position logs and other necessary files are maintained

Emergency Operations Center Activation Guide

- Ensure that the information is provided to the City of Laguna Woods EOC as necessary
 - Status report
 - Situation report
 - Resource request
 - Initial damage estimates
- Ensure that the situation analysis unit is maintaining current information for the situation analysis report
- Ensure that major incident reports and status reports are completed by the operations section and are accessible by the planning/intelligence section
- Ensure that a situation analysis report is produced and distributed to the EOC sections and the City of Laguna Woods EOC at least once, prior to the end of each operational period
- Make a list of key issues currently facing your section to be accomplished within the next operational period
- Working with the EOC management team and the documentation unit, prepare an EOC action plan to identify priorities and objectives
- Ensure that the EOC action plan is completed and distributed for current and forthcoming operational periods
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible
- Brief the director on major problem areas that may require solutions
- Determine status of the transportation system into and within the affected area in coordination with the transportation unit of the logistics section, find out present priorities and estimated times for restoration of the disaster route system and provide information to appropriate branches/units
- Monitor section activities and adjust section organization as appropriate
- Ensure internal coordination between unit leaders
- Review intelligence, confirm reports and predict their influence on the situations
 - Receive information from all departments
 - Request confirmation of reports
 - Specify method and location of display of this information
 - Ensure all reports and data are displayed
- Sort and categorize information for briefing
- Assess the impact of the disaster on the community
- Periodically brief the command staff members
- Participate in policy group meetings as requested
- Using the policy group's recommended priorities and strategy, prepare and distribute an incident action plan for each planning period
- Determine what information is needed

Emergency Operations Center Activation Guide

- Decide on reporting schedules
- Utilize relevant ICS forms to develop the EOC action plan
- Provide hard copy AP to the EOC director and EOC liaison
- Request weather reports to include in the action plan
- Update status information with other sections as appropriate
- Resolve problems that arise in conducting the section responsibilities
- Anticipate potential situation changes, such as severe aftershocks, in all section planning
- Develop a backup plan for all plans and procedures requiring off-site communications
- Conduct periodic briefings for section staff and work to reach consensus among staff on section objectives for forthcoming operational periods; eEnsure that all organizational elements are aware of priorities
- Use face-to-face communication in the EOC whenever possible and document decisions/policy
- Ensure that the PIO has immediate and unlimited access to all status reports and displays; ensure that all contacts with the media are fully coordinated first with the PIO
- Facilitate planning meetings approximately two hours before the end of each operational period
- Ensure that objectives for each section are completed, collected and posted in preparation for the next action planning meeting
- Ensure that the advance planning unit develops and distributes a report which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period, particularly those situations which may influence the overall strategic objectives of the EOC
- Ensure that all section personnel and equipment time records and documentation of expendable materials used are provided to the time and cost analysis units of finance/administration at the end of each operational period
- Assess the impact of the disaster/emergency on the community, including the initial safety/damage assessment by field units
- Ensure that pertinent disaster/emergency information is disseminated through appropriate channels to response personnel, EOC section staff, Village Management Services personnel, City of Laguna Woods and the PIO
- Review and approve reconnaissance, community status and safety/damage assessment reports for transmission by the situation status unit to the City of Laguna Woods
- Ensure that the EOC action plan is completed and distributed for current and forthcoming operational periods
- Provide technical specialists to all EOC sections as required
- Assemble information on alternative strategies
- Identify the need for use of special resources
- Ensure coordination of collection and dissemination of disaster information and intelligence with other sections
- Ensure all personnel time and costs are tracked for documentation

Emergency Operations Center Activation Guide

- Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known
- Begin planning for recovery

Deactivation:

- Authorize deactivation of organizational elements within your section when they are no longer required and ensure demobilization procedures are followed
- Ensure that any open actions are handled by your section or transferred to other EOC elements as appropriate
- Ensure that any required forms or reports are completed prior to your release and departure
- Be prepared to provide input to the after-action report
- Deactivate your section and close out logs when authorized by the EOC director
- As necessary, provide a forwarding phone number where you can be reached
- Evaluate the need for critical incident stress debriefing for all affected personnel; arrange debriefings through the personnel unit of the logistics section
- Check out of the EOC

Emergency Operations Center Activation Guide

EOC Logistics Section

The EOC logistics section’s primary responsibility is to provide all necessary personnel, supplies, equipment, support, transportation and mobilization of resources to support the response effort at the disaster sites, public shelters and EOC, etc. Methods for obtaining and using facilities, equipment, supplies, services and other resources to support emergency response at all operational sites during emergency/disaster conditions will be according to established disaster accounting procedures developed by the finance/administration section in the EOC, unless authorized by the EOC director or emergency orders of Village Management Services.



Emergency Operations Center Activation Guide

Logistics Section Chief

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

Immediate Supervisor Director of Emergency Operations Center (EOC)

Supervises: Communications unit
Food and supply unit
Facilities unit
Information technology unit
Ground support unit

GENERAL DUTIES

- Provides oversight relative to support operations
- Provides support to the supply and procurement process; oversees acquisition of needed supplies and resource tracking
- Provides personnel, facilities, services and materials in support of the incident
- Participates in development of the EOC action plan
- Identifies, tracks and provides personnel to support emergency operations
- Manages transportation, fuel and materials for all operations
- Manages and schedules the transportation needs for emergency workers, supplies, evacuees and other essential resources
- Assigns work locations and assignments to section personnel
- Provides field incident support
- Identifies facilities to serve emergency needs as necessary
- Identifies service and support requirements for planned and unexpected operations
- Coordinates and processes requests for additional resources
- Ensures computer support is available as needed
- Reviews the EOC action plan and estimates section needs for the next operational period
- Ensures that an incident communications plan is prepared and that communications are efficiently and effectively established
- Ensures general welfare and safety of section personnel
- Arranges for relocation of EOC staff members to the alternate EOC if necessary

Emergency Operations Center Activation Guide

- Advises section personnel of a transition to an alternate EOC if necessary

CHECKLIST ACTIONS

Start-Up Actions:

- Check in upon arrival at the EOC
- Determine any immediate unmet needs/resource requests
- Review your position responsibilities by reading this entire checklist
- Identify yourself as logistics by putting on the logistics vest and/or name tag
- Print your name on the EOC organization chart next to your assignment
- Notify key logistics section personnel or alternates; recall the required staff members necessary for the emergency
- Call back additional personnel for the section to maintain a 24-hour operation, if required
- Brief incoming section personnel prior to them assuming their duties and include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of coworkers within the job function and/or geographical assignment
 - Availability of communications
 - Procedural instructions for obtaining additional supplies, services and personnel
 - Identification of operational period work shifts
- Inform the EOC director when your section is fully operational
- Open and maintain section logs
- Initiate an activity log, maintain all required records and documentation to support the after-action report and the history of the emergency/disaster and document:
 - Messages received
 - Actions taken
 - Decision justification and documentation
 - Requests filled
 - Logistics personnel, time on duty, and assignments
- Prepare work objectives for section staff and make staff assignments
- Based on the situation as known or forecast, determine likely future logistics section needs

General Operational Duties:

- Carry out responsibilities of the logistics section branches/groups/units that are not currently staffed
- Make a list of key issues currently facing your section to be accomplished within the next

Emergency Operations Center Activation Guide

operational period

- Keep up to date on situation and resources associated with your section; maintain current status and displays at all times
- Brief the director/EOC on major problem areas that need or will require solutions
- Ensure that your section logs and files are maintained
- Monitor your section activities and adjust section organization as appropriate
- Participate in policy group meetings as requested
- Update status information with other sections as appropriate
- Anticipate potential situation changes such as severe aftershocks in all section planning; develop a backup plan for all plans and procedures requiring off-site communications
- Conduct periodic briefings for your section; ensure that all organizational elements are aware of priorities
- Use face-to-face communication in the EOC whenever possible; document decisions and policy
- Ensure that all personnel time and costs are tracked for documentation
- Ensure that all of your section personnel and equipment time records and documentation of expendable materials used are provided to the finance section at the end of each operational period
- Brief your relief at the shift change; ensure that in-progress activities are identified and follow-up requirements are known

Specific Operational Duties:

- Meet with the finance section and review financial and administration support needs and procedures
- Following action planning meetings; ensure that orders for additional resources necessary to meet known or expected demands have been placed and are being coordinated within the EOC and field units
- Provide input on resource availability, support needs, identified shortages and response timelines for key resources
- Identify future operational needs (both current and contingency) in order to anticipate logistical requirements
- Ensure that the logistics function is carried out effectively, including the coordination of resource acquisition, management and distribution
- Hold section meetings, as necessary, to ensure communication and coordination among logistics branches and units
- Ensure general welfare and safety of section personnel
- Exercise overall responsibility for the coordination of activities within the section
- Ensure that logistics section personnel coordinate with all sections in requests for and allocation of resources

Emergency Operations Center Activation Guide

- Keep the City of Laguna Woods EOC logistics section apprised of overall situation and status of resource requests if the City of Laguna Woods EOC is activated

Deactivation

- Authorize deactivation of your section when they are no longer required
- Ensure that any open actions are handled by your section or transferred to other EOC sections as appropriate
- Ensure that any required forms or reports are completed prior to your release and departure
- Be prepared to provide input into the after-action report
- Deactivate your section and close out all logs when authorized by the EOC director
- Turn all logs and paperwork over to the plans section/documentation unit
- As necessary, provide a forwarding phone number where you can be reached
- Check out of the EOC

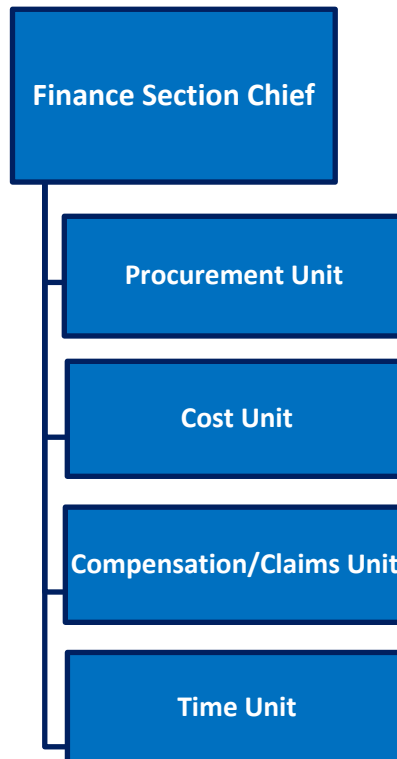
Emergency Operations Center Activation Guide

Finance / Administration Section

The EOC finance/administration section's primary responsibility is to maintain, to the greatest extent possible, the financial systems necessary to keep Laguna Woods Village functioning during a disaster/emergency. These systems include:

- Payroll payments revenue collection
- Claim processing
- Cost analysis and recovery documentation
- Revenue collection
- Documentation, timekeeping and tracking

The Section also supervises the negotiation and administration of vendor and supply contracts and procedures. The extent of the disaster/emergency will determine the extent to which the EOC finance/administration section will mobilize.



Emergency Operations Center Activation Guide

Finance / Administration Section Chief

Name _____ Phone _____

Date _____ Start Time _____ End Time _____

Responsible Department _____

Responsible Position _____

Immediate Supervisor: Director of Emergency Operations Center (EOC)

Supervises: Procurement unit
Cost unit
Compensation/Claims unit
Time unit

GENERAL DUTIES:

Ensures that the finance/administration function is performed consistent with SEMS/NIMS guidelines, including:

- Oversees the finance/administration section and reports to the director of emergency operations center
- Responsible for all fiscal management and cost analysis of the incident
- Provides accounting of costs as required
- Quantifies damage to community property
- Provides financial liaison between Village Management Services and other agencies
- Manages the financial claims process
- Recommends financial policies to policy group and carries out agreed upon policies
- Implements a disaster accounting system
- Tracks and records all staff time
- Processes purchase orders and contracts
- Processes workers' compensation claims
- Handles travel and expense claims
- Advises section personnel of a transition to an alternate EOC if necessary
- Responsible for cost recovery, travel request, forms and claims

Emergency Operations Center Activation Guide

CHECKLIST ACTIONS

Start-Up Actions:

- Check in upon arrival at the EOC
- Report to the EOC director
- Obtain a briefing on the situation
- Use your EOC section materials and on-site supplies
- Review your position responsibilities
- Identify yourself as the finance/administration section chief by putting on the vest with your title and/or name tag
- Print your name on the EOC organization chart next to your assignment
- Review the organization in place at the EOC; know where to go for information or support
- Determine if other section staff is needed; recall the required staff members necessary for the emergency
- Activate organizational elements within your section as needed and designate leaders for each element or combination of elements
- Request additional personnel for the section to maintain a 24-hour operation as required
- Ensure that all personnel time and costs are tracked for reimbursement
- Brief incoming section personnel and include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of coworkers within the job function and/or geographical assignment
 - Availability of communications
 - Location of work area
 - Identification of eating and sleeping arrangements, as appropriate
 - Procedural instructions for obtaining additional supplies, services and personnel
 - Identification of operational period work shifts
- Inform the EOC director and general staff when your section is fully operational
- Open and maintain section logs
- Initiate an activity log, maintain all required records and documentation to support the after-action report and the history of the emergency for the cost recovery process and document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
- Review responsibilities of units in your section; develop a plan for carrying out all responsibilities
- Prepare work objectives for section staff and make staff assignments

Emergency Operations Center Activation Guide

- Meet with other activated section chiefs
- From the planning section, obtain and review major incident reports and additional field operational information that may pertain to or affect your section operations; provide information to appropriate units
- Determine likely future finance/administration section needs based on the situation, as known or forecasted
- Think ahead and anticipate situations and problems before they occur
- Request additional resources through the appropriate logistics section unit, as needed

General Operational Duties:

- Carry out responsibilities of the finance/administration section units that are not currently staffed
- Evaluate the need for critical incident stress debriefing for all affected personnel, victims and bystanders; arrange debriefings through the human resources unit of the logistics section
- Make a list of key issues currently facing your section
- Keep up to date on situation and resources associated with your section; maintain current status and displays at all times
- Brief the director/EOC on major problem areas that need or will require solutions
- Provide situation and resources information to the planning section on a periodic basis or as the situation requires
- Establish operating procedures with logistics section/communications unit for use of telephone, data and radio systems; make any priorities or special requests known
- Determine status of transportation system into and within the affected area in coordination, find out present priorities and estimated times for restoration of the disaster route system and provide information to appropriate units
- Ensure that your section logs and files are maintained
- Monitor your section logs and files
- Monitor your section activities and adjust section organization as appropriate
- Ensure internal coordination between unit leaders
- Update status information with other sections as appropriate
- Resolve problems that arise in conducting your section responsibilities
- Anticipate potential situation changes, such as severe aftershocks, in all section planning; develop a backup plan for all plans and procedures requiring off-site communications
- Conduct periodic briefings for your section; ensure that all organizational elements are aware of priorities
- Use face-to-face communications in the EOC whenever possible and document decisions and policy
- Participate in the action planning meetings
- Brief your relief at shift change; ensure that in-progress activities are identified and follow-up requirements are known

Emergency Operations Center Activation Guide

Specific Operational Duties:

- Authorize use of the disaster accounting system
- Ensure that purchasing/accounting function codes for the disaster response/recovery have been determined and disseminated
- Ensure that the payroll process and the revenue collection process continue
- Collect your section personnel and equipment time records and documentation of expendable materials used; provide copies to the time unit and cost analysis units at the end of each operational period
- Ensure that all personnel and equipment time records and documentation of expendable materials used are received from other sections and submitted to the time unit and cost analysis units at the end of each operational period
- Organize, manage, coordinate and channel the donations of money received during and following the emergency from individual citizens and volunteer groups
- Coordinate with the cost analysis unit to make recommendations for cost savings to the general staff
- Meet with assisting and cooperating agency representatives as required
- Maintain separate logs for overtime hours
- Establish and maintain a file for employee time records within the first operational period for each person
- Ensure that all obligation documents initiated during the emergency are properly prepared and completed
- Keep the general staff apprised of overall financial situation

Deactivation:

- Authorize deactivation of organizational elements within your section when they are no longer required
- Ensure that any open actions are handled by your section or transferred to other EOC elements as appropriate
- Ensure that any required forms or reports are completed prior to your release and departure
- Deactivate your section and close out logs when authorized by the director/EOC
- As necessary, provide a forwarding phone number where you can be reached
- Check out of the EOC

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**Laguna Woods Village
Emergency Operations Center
Activation Guide**



**Emergency
Communications
& Media
Guidelines**

Emergency Operations Center Activation Guide

Emergency Notification

Village Management Services shall prepare, implement and maintain an emergency notification system (ENS) that will provide efficient and effective emergency notification to all board members, employees and residents. The ENS will administer notification and communication via email, voice and/or text messaging.

The decision to send out an emergency alert will be based on the need for immediate action. Whenever possible a pre-alert conference call should be initiated and the director of the Department of Security Services or a designee should be notified before any emergency message is broadcast.

An initial message may be disseminated by the community manager, chief executive officer, a designated representative or an available PIO, informing assigned personnel to report to the field command post or to the Laguna Woods Village EOC. Subsequent messages will be disseminated by the PIO.

The employee who first becomes aware of a potential or existing emergency is required to notify the security dispatcher, who will notify the security services director, who will in turn notify appropriate personnel.

The ENS includes the following methods of communication:

- CodeRED[®] text message
- Telephone (home, office, cell, text)
- Email
- Emergency information phone line
- Computer and web announcements
- Outdoor public address system/sirens/radios/bull horns
- Social media

The PIO will develop and release approved information about the incident to the media, employees and residents.

Emergency Operations Center Activation Guide

Village Management Services Radio System

Village Management Services personnel use two-way radios as its primary communication system for several departments working in Laguna Woods Village. The two-way radio system operates on an ultra-high frequency (UHF) system. UHF is the designation for radio frequencies in the range between 300 MHz and 3 GHz. UHF radio waves propagate mainly by line of sight; they are blocked by hills and large buildings, although the transmission through building walls is strong enough for indoor reception.

The point-to-point transmission and reception of radio signals is affected by many variables. Atmospheric moisture, solar wind, physical obstructions (such as mountains and buildings) and time of day all affect the signal transmission and the degradation of signal reception. The main advantage of UHF transmission is the short wavelength associated with its high frequency. The major disadvantage of UHF is its limited broadcast range, often called line of sight between transmission antenna and reception antenna, as opposed to VHF's longer broadcast range. UHF is widely used in two-way radio systems and whose range is short. Their transmissions do not travel far enough to interfere with other communications.

Radio Frequency and Call Signs

Channel Name	Call Sign	Transmit	Receive
Landscape	WPGY975	469.3500	464.3500
Maintenance	KGS942	469.9750	464.9750
Security 1	WPYE490	458.9350	453.9350
Security 2	KLR632	469.8250	464.8250
Towers	WNXY833	468.3875	463.3875
Transportation	WNKS249	469.3750	464.3750

Note: Every radio in the community is programmed with these frequencies with the exception of Security 1. Only the Department of Security Services radios and the Towers front desk radio has Security 1 programmed. Security 1, Security 2, Transportation and Maintenance channels are monitored by Security dispatch.

Operational Area (OA) EOC to EOC Radio

The OA radio system communicates directly with the operational area. The OA radio frequencies are monitored by Orange County Control One in the event a jurisdiction, special district or other entity cannot communicate by any other method. However, most county departments do not monitor these systems continuously. Once the OA EOC has been activated, notifications are sent out advising all agencies to monitor the EOC-to-EOC radio.

Amateur Radio Services

Laguna Woods Village Amateur Radio Club/City of Laguna Woods RACES Radio Officers

- Bruce Bonbright: NH7WG
- John Pilger, K6PIO
- Jim Riedel, K6EEE

Emergency Operations Center Activation Guide

- Don Schwab, K61AA

Laguna Woods Village Amateur Radio Frequencies

- Primary simplex: 146.580
- Alternate simplex: 144.320
- Primary repeater: 147.615 (-) PL 136.5

County of Orange RACES

orangecountyraces-eoc@comm.ocgov.com

- Area coordinator: Lee Kaser, KK6VIV

Public Information and Media Guidelines

Media Relations

The ultimate authority and responsibility for the release of information to the media shall remain with the CEO or his/her designee.

Media Access to Laguna Woods Village

The CEO or his/her designee will make the final determine if media will be given access to the Laguna Woods Village. If access is given, media will be subject to the following conditions:

- The media representative shall produce valid press credentials that shall be prominently displayed at all times
- A designated media staging area will be established for members of the media to set up equipment and receive information from the PIO
 - The staging area should be a safe distance from the event while providing ease of access by both first responders and the media
 - The PIO should coordinate with public safety organizations to identify a suitable staging location
- Media representatives will not interfere with emergency operations or any other VMS operation
- No member of Village Management Services will be subjected to media visits or interviews without the consent of the involved employee
 - The CEO or his/her designee will authorize all interviews by the media
- Specific information concerning criminal investigations or deceased individuals shall be referred to the Orange County Sheriff's Department

PIO Responsibilities

The PIO is primarily responsible for timely, accurate and transparent dissemination of information to the media. The PIO will be the primary contact for media and public inquires for information directly related to the Laguna Woods Village. The dissemination of information may come in the form of press releases, electronic communication, verbal statements, press conferences or social media. The PIO may act as the spokesperson during critical operational incidents, significant events and noteworthy

Emergency Operations Center Activation Guide

occurrences. Other Village Management Services personnel may act as the spokesperson at the direction of the CEO.

Any media request for information shall be referred to the PIO. Prior to releasing any information to the media, the PIO shall consider the following:

- At no time shall the PIO make any comment or release any official information to the media without prior approval from the CEO or his/her designee
- In incidents involving multiple organizations, every reasonable effort should be made to coordinate media releases with the authorized representative of each involved organization prior to the release of any information by VMS

Restricted Information

It shall be the responsibility of the PIO dealing with media requests to ensure that restricted information is not inappropriately released to the media. When in doubt, legal counsel should be obtained. Information should not be provided on the following:

- Personal VMS employee information
- Information of any resident, guest or visitor
- Information that would jeopardize or disrupt the successful completion of any ongoing activity within the Laguna Woods Village

Press Conferences

Press conferences are utilized to provide a consistent message to members of the media at a specified time/location. Typically, a media advisory will be drafted and sent to the press release distribution list, indicating who, what, where and when regarding the press conference. The following are procedures for preparing for a scheduled press conference:

- Identify a location and visit the location prior to the conference to identify a staging area
- Determine if the video unit is needed for audio/visual support
- Draft a written script to work off at the press conference
- Provide information pertinent to the incident and don't stray off the message

Emergency Operations Center Activation Guide

Local Public Information Officers & Contact Information

Laguna Woods Village PIO	
Phone Numbers	
Email	
Laguna Woods Village PIO Alternate	
Phone Numbers	
Email	
OC Sheriff PIO	
Phone Numbers	
Email	
OC Fire PIO	
Mobile Phone Number	
Email	
El Toro Water District PIO	
Phone Numbers	
Email	
City of Laguna Woods PIO	
Phone Numbers	
Email	
SCE/SONGS Emergency Planning Manager	
Phone Numbers	
Email	
OC HCA PIO	
Phone Numbers	
Email	
Southern California Edison/Power Outage	
Phone Numbers	
Email	

Emergency Operations Center Activation Guide

Sample Press Releases

Shelter in Place

FOR IMMEDIATE RELEASE

Media contact: Ellyce Rothrock, 949-268-2345, Ellyce.Rothrock@vmsinc.org

CITIZENS IN Laguna Woods Village (AREA) ADVISED TO SHELTER IN PLACE UNTIL FURTHER NOTICE

Laguna Woods CA - (date) The Laguna Woods Village officials are (recommending/have ordered) residents in the (BLOCK) to take immediate shelter where you are until further notice.

Due to police activity

Due to fire department activity

Due to chemical spill or air-borne contamination

Basic shelter in place actions includes:

- Close and lock doors and windows
- Turn off ventilation systems
- Bring emergency essentials such as food and water into the room with you
- Seal rooms until shelter in place order is lifted

At (time) Laguna Woods Village Security Services and/or Orange County Sheriff have cordon off the area and directing traffic. (Give what streets are blocked) Streets are now blocked and traffic is restricted in the surrounding area.

Alternate routes are (give alternate routes) and traffic is being diverted.
(Laguna Woods Village action for clean-up, regarding safety, or as pertinent).

Please visit www. [redacted] for updated information.

ABOUT LAGUNA WOODS VILLAGE: Laguna Woods Village is the largest retirement community in California, featuring 12,736 homes privately owned by approximately 18,000 residents. Laguna Woods Village is a gated, age-restricted community for active seniors. Just 10 minutes from the Laguna Beach coastline, the Village is located on 3.8 square miles (2,100 acres) of rolling hillsides in south Orange County, California.

Laguna Woods Village is professionally managed and staffed by Village Management Services, Inc.

Emergency Operations Center Activation Guide

Sample Press Releases

General Evacuation

FOR IMMEDIATE RELEASE

Media contact: Ellyce Rothrock, 949-268-2345, Ellyce.Rothrock@vmsinc.org

AUTHORITIES REQUIRE RESIDENTS TO EVACUATE

Laguna Woods CA - (date) The Laguna Woods Village is alerting all residents that due to (incident) authorities are requiring everyone living within (area) (blocks/miles) are to be evacuated. People residing in (give evacuation zone boundaries) must leave as soon as possible due to the potential (health/safety) risk.

Authorities are recommending these Residents go immediately to the home of a friend or relative outside the evacuation area or to (indicate shelter) at (address). Residents who can drive a neighbor who has no transportation are requested to do so. Those in need of transportation can call (number). Emergency personnel are on the scene and will work diligently to ensure that all residents can return to their homes quickly and safely.

Further instructions can be heard on (station).

(Explain incident and why being evacuated)

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Emergency Operations Center Activation Guide

Sample Press Releases

Unidentified Spill / Release

FOR IMMEDIATE RELEASE

Media contact: Ellyce Rothrock, 949-268-2345, Ellyce.Rothrock@vmsinc.org

UNIDENTIFIED SPILL/RELEASE AT (LOCATION)

Laguna Woods, CA - (date) The Laguna Woods Village is alerting all residents that an unidentified substance, which may be hazardous, has been (spilled/released) at (specific location). Please avoid the area, if possible, while crews are responding. The best alternate routes are (alternate routes).

Those already in the area are asked to please be patient and follow directions of emergency response personnel. The substance will be evaluated by specially trained personnel, and further information will be released as soon as possible.

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Emergency Operations Center Activation Guide

Sample Press Releases

Hazardous Substance Detected FOR

IMMEDIATE RELEASE

Media contact: Ellyce Rothrock, 949-268-2345, Ellyce.Rothrock@vmsinc.org

HAZARDOUS SUBSTANCE DETECTED; IMMEDIATE AREA TO EVACUATE

Laguna Woods, CA - (date) The Laguna Woods Village became aware at approximately (time) that a small amount of a hazardous substance has been released at (location). Law and Fire personnel are responding to cordon off the area and direct traffic. (Give what streets are blocked) Streets are now blocked and traffic is restricted in the surrounding area.

Authorities have asked residents in the immediate (location) (block/area) to evacuate. Please avoid the area. The material is (slightly/highly) toxic to humans and can cause the following symptoms: (symptoms).

Residents who think that they may have come in contact with this material should (give health instructions and hotline number). Authorities are asking the public to avoid the area if at all possible. Alternate routes are (give alternate routes) and traffic is being diverted. Residents who are now near the release area should follow the directions of emergency response personnel.

Clean-up crews are on the scene now and will work continuously until the problem is resolved.

ABOUT LAGUNA WOODS VILLAGE: Laguna Woods Village is the largest retirement community in California, featuring 12,736 homes privately owned by approximately 18,000 residents. Laguna Woods Village is a gated, age-restricted community for active seniors. Just 10 minutes from the Laguna Beach coastline, the Village is located on 3.8 square miles (2,100 acres) of rolling hillsides in south Orange County, California.

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Emergency Operations Center Activation Guide

Sample Press Releases

Hazardous Substance Requiring Evacuation

FOR IMMEDIATE RELEASE

Media contact: Ellyce Rothrock, 949-268-2345, Ellyce.Rothrock@vmsinc.org

HAZARDOUS SUBSTANCE DETECTED: EVACUATION MANDATORY

Laguna Woods CA - (date) The Laguna Woods Village is alerting all residents that a (large/small) amount of (substance), a highly hazardous substance, has been released at (location). Because of the potential health hazard, authorities are requiring all residents within (area) (blocks/miles) of the area to evacuate.

People residing in (give evacuation zone boundaries) must leave as soon as possible. Authorities are recommending these residents go immediately to the home of a friend or relative outside the evacuation area or to (indicate shelter) at (address). Residents who can drive a neighbor who has no transportation are requested to do so. Those in need of transportation can call (number).

The material is highly toxic to humans and can cause the following symptoms: (symptoms). If you are experiencing any of these symptoms, seek help at a hospital outside the evacuation area, or at the evacuation center at (address).

Further instructions can be heard on (station).

If you are in the area of (area) you must leave, for your own safety. Do not use your telephone unless you need emergency assistance.

Clean-up crews are on the scene now and will work continuously until the problem is resolved.

ABOUT LAGUNA WOODS VILLAGE: Laguna Woods Village is the largest retirement community in California, featuring 12,736 homes privately owned by approximately 18,000 residents. Laguna Woods Village is a gated, age-restricted community for active seniors. Just 10 minutes from the Laguna Beach coastline, the Village is located on 3.8 square miles (2,100 acres) of rolling hillsides in south Orange County, California.

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Emergency Operations Center Activation Guide

Sample Press Releases

Earthquake

FOR IMMEDIATE RELEASE

Media contact: Ellyce Rothrock, 949-268-2345, Ellyce.Rothrock@vmsinc.org

(MAGNITUDE) EARTHQUAKE SHAKES LAGUNA WOODS VILLAGE

Laguna Woods CA - (date) at (time) (this morning, afternoon, evening) a (magnitude) earthquake shook Laguna Woods Village and the surrounding areas. (Explain damage that has been done, and casualties, if any).

Several aftershocks have been experienced since the initial quake with magnitudes ranging from (aftershock magnitudes). Authorities are concerned for the safety of residents and have requested that families (evacuate, stay inside, etc.).

Southern California is known by seismologists to be an area at high risk for earthquake activity. This information enables the Laguna Woods Village to be prepared in the unfortunate event that an earthquake would occur. Laguna Woods Village is currently using all possible means to ensure that its residents are safe and out of harm's way.

An emergency telephone number, (number), has been established for residents who need assistance or are in need of emergency care. In order to keep telephone lines open for emergency communication, residents are asked to refrain from using the telephone for anything other than this use. In addition, out-of-area residents are asked not to telephone into the area for purposes of keeping telephone lines open.

ABOUT LAGUNA WOODS VILLAGE: Laguna Woods Village is the largest retirement community in California, featuring 12,736 homes privately owned by approximately 18,000 residents. Laguna Woods Village is a gated, age-restricted community for active seniors. Just 10 minutes from the Laguna Beach coastline, the Village is located on 3.8 square miles (2,100 acres) of rolling hillsides in south Orange County, California.

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Emergency Operations Center Activation Guide

Sample Press Releases

Earthquake Requiring Evacuation

FOR IMMEDIATE RELEASE

Media contact: Ellyce Rothrock, 949-268-2345, Ellyce.Rothrock@vmsinc.org

(MAGNITUDE) EARTHQUAKE SHAKES LAGUNA WOODS VILLAGE; EVACUATIONS CALLED

Laguna Woods CA - (date) at (time) (this morning, afternoon, evening) a (magnitude) earthquake shook the area. (Explain damage incurred and casualties, if any).

Since the initial earthquake, Laguna Woods Village has experienced several aftershocks ranging in magnitude from (magnitudes). Authorities are concerned for the safety of residents and have requested that residents living in (name of area) evacuate as soon as possible. (Give boundaries of local area, evacuation routes). Authorities are recommending these people go immediately to the home of a friend or relative outside the evacuation area or to (indicate shelter) at (address).

People evacuating should secure their homes and bring only the following essential items: medicine, special foods, personal items, clothing, money and valuable papers. Residents are also asked to check on any neighbors who may need assistance. Those in need of transportation can call (number).

Southern California is known by seismologists to be an area at high risk for earthquake activity. This information enables Laguna Woods Village to be prepared in the unfortunate event that an earthquake should occur. Laguna Woods Village is currently using all possible means to ensure that its residents are safe and out of harm's way.

An emergency telephone number, (number), has been established for residents who need assistance or are in need of emergency care. In order to keep telephone lines open for emergency communication, residents are asked to refrain from using the telephone for anything other than this use. In addition, out-of-area residents are asked not to telephone into the area for purposes of keeping telephone lines open.

ABOUT LAGUNA WOODS VILLAGE: Laguna Woods Village is the largest retirement community in California, featuring 12,736 homes privately owned by approximately 18,000 residents. Laguna Woods Village is a gated, age-restricted community for active seniors. Just 10 minutes from the Laguna Beach coastline, the Village is located on 3.8 square miles (2,100 acres) of rolling hillsides in south Orange County, California.

Laguna Woods Village is professionally managed and staffed by Village Management Services, Inc.

Emergency Operations Center Activation Guide

Sample Press Releases

Boil Water Notification FOR

IMMEDIATE RELEASE

Media contact: Ellyce Rothrock, 949-268-2345, Ellyce.Rothrock@vmsinc.org

BOIL WATER ADVISORY [OR ORDER, DEPENDING ON ETWD] ISSUED FOR LAGUNA WOODS VILLAGE

Laguna Woods CA – [DATE] Laguna Woods Village is alerting all residents to boil water before use. Due to the recent event [water outage, power outage, flood, fire, earthquake, etc.], the California Department of Public Health in conjunction with the Orange County Health Department and El Toro Water District (ETWD) are advising residents of Laguna Woods Village to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

Until the advisory is lifted, ETWD has the following recommendations for customers in the affected area only:

- Do not drink tap water without boiling it first.
- Bring water to a boil, let boil for one minute, and let it cool before drinking/using.
- Boiled or bottled water should be used for drinking, making ice, brushing teeth and food preparation until the advisory is lifted.
- Unboiled tap water may be used for bathing and other nondrinking purposes.
- Water disinfection tablets may also be used by following the manufacturer's instructions.
- [Optional] Potable water is available at the following locations (bring a clean water container; 5 gallons maximum capacity) [List locations]:

We will inform you when tests show that water is safe to drink and you no longer need to boil your water. We anticipate resolving the problem within [estimated time frame].

For more information, please contact the El Toro Water District at 949-837-7050 or visit etwd.com.

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**Laguna Woods Village
Emergency Operations Center
Activation Guide**



**Care and
Reception
Centers and
Emergency
Shelters**

Emergency Operations Center Activation Guide

Care and Reception Center Locations

Clubhouse 1

24232 Calle Aragon, Laguna Woods, CA 92637
949-597-4281

Clubhouse 2

24112 Moulton Parkway, Laguna Woods, CA 92637
949-597-4286

Clubhouse 3

Performing Arts Center
23822 Avenida Sevilla, Laguna Woods, CA 92637
949-597-4289

Clubhouse 4

23501 Via Mariposa, Laguna Woods, CA 92637
949-597-4291

Clubhouse 5

24262 Punta Alta, Laguna Woods, CA 92637
949-597-4381

Clubhouse 6

24061 Algarrobo, Laguna Woods, CA 92637
949-597-4436

Clubhouse 7

24111 Moulton Parkway, Laguna Woods, CA 92637
949-268-2417

Gate 14, Building 4008, Recreation Room

Par Three Golf Course, Patio

24215 Paseo Del Lago West, Laguna Woods, CA 92637

Potential Emergency Shelter Site Locations

American Red Cross Shelter

Laguna Hills High School
25401 Paseo De Valencia, Laguna Hills, CA 92653
949-770-5447

Showers/Toilets	Refrigeration	Generators	Agreement Date	Capacity Evac.	Capacity P	Accessible
24	6	Yes	11/21/2005	280	140	Yes

Emergency Operations Center Activation Guide

Care and Reception Centers

In the event of a significant incident, and at the direction of the EOC, the clubhouses will serve as care and reception center sites. Residents may go to any one of the clubhouses for assistance and or information.

Reception centers will be staffed by Laguna Woods Village Disaster Preparedness Task Force volunteers, who possess training and/or expertise to fill functional positions. Staff will activate the reception centers as volunteers become available.

- Reception center coordinator
- Reception center clerk
- Medical team member
- Reception center radio operator

Detailed procedures are located in the EOP.

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**Laguna Woods Village
Emergency Operations Center
Activation Guide**



**Disaster
Windshield
Survey
Procedures**

Emergency Operations Center Activation Guide

Damage Evaluation

Regardless of the cause, the initial response following a large-scale incident is determining the size and scope of the impact on the community. The windshield survey or initial damage assessment allows incident commanders to determine:

- Extent of damage
- Evaluate immediate needs to ensure the health, safety and security of the community
- Provide a basis for near- and long-term needs such as mass-care shelters, food and infrastructure restoration.

Assessment of structures in the damaged area is focused on the safety of the building, the ability of the infrastructure to support sanitation for occupants and the security of the structure from further damage. Generally speaking, structures may be impact free, were impacted or have minor/moderate/major damage.

Impacted: Buildings that have not been damaged, but the disaster makes the ability to access or use the structure difficult or impossible. For example, a home in a flood plain that is lifted off the ground but that has water under and surrounding the building is impacted. The structural stability is unaffected but access is diminished.

Minor damage: A building that has received damage to noncritical components; for example, minor drywall damage with no damage to sewer, sanitation and water systems. These buildings can be used for habitation with minor repair. For instance, a building that has received damage to windows or roof coverings with the roof deck still intact is classified as minor damage. The building is fit for human habitation and can be made secure with minor repairs, such as boarding the windows or placing a tarp over roof openings.

Moderate damage: Buildings that have received damage to structurally significant members or systems but can be repaired; for example, significant damage to a non-load-bearing wall. This will require a larger level of temporary repair to make the structure secure for habitation.

Major damage: Buildings in which the structural members have been significantly damaged/destroyed, have had the sewer, sanitation or electrical systems destroyed are considered to have received major damage or are classified as destroyed since they are no longer fit for human habitation. This also includes total damage to support systems with no damage to the structure itself. For example, floods often destroy sewer and water systems below raised trailers. This makes the trailer unfit for habitation until the systems can be replaced or repaired. The structure is sound but unfit for habitation, so it is classified as either major damage or destroyed.

Emergency Operations Center Activation Guide

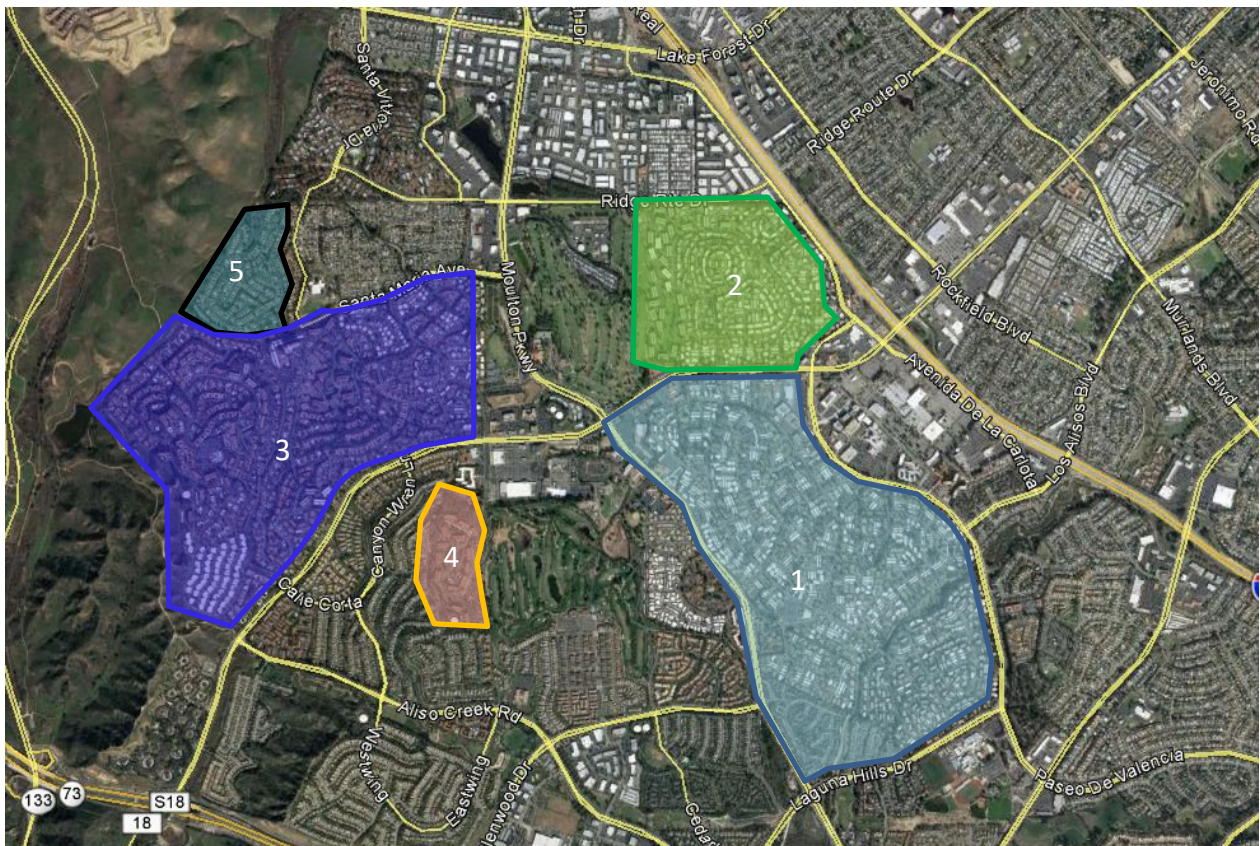
Windshield Survey Procedures

Immediately following significant natural disaster event such as an earthquake, tornado or flood, the Department of Security Services should initiate a windshield survey to determine the size and scope of the impact on Laguna Woods. The watch commander is responsible for determining the need for a windshield survey based on the size and severity of the event. Upon the watch commander determining that a windshield survey is necessary, dispatch will broadcast a message to all available security units to begin the windshield survey in their designated areas of responsibility. Dispatch will assure that units are assigned to each of the five phases of the community. Multiple units within a single area (phase) shall coordinate to avoid duplication of effort and to ensure a complete a through survey. Information shall be recorded on the windshield survey Form.

The following situations should be radioed back to dispatch immediately upon identification:

- Collapsed structures
- Active fire
- Major flooding
- Trapped victims

Upon completion of the survey, the windshield survey form shall be delivered to dispatch or the planning/intelligence section of EOC if activated.



Emergency Operations Center Activation Guide

Laguna Woods Village Disaster Windshield Survey Form

Call Sign	Survey Zone/Phase No.	Time Started
Name	Date	Time Completed

Building Damage

Building No. / Name	Damage				Damage Currently Occurring		Casualties Estimated No. of		
	Collapse	Major	Moderate	Minor	Fire	Flooding	Deaths	Injuries	Trapped

Comments:

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Comments:

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Comments:

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Comments:

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Comments:

Road Damage

Street Name	Closest Building No.	Damage Description

**Laguna Woods Village
Emergency Operations Center
Activation Guide**



**Village
Evacuation
Routes**

Emergency Operations Center Activation Guide

Village Evacuation

In the event that a complete or partial evacuation of residents from Laguna Woods Village becomes necessary, it will imperative that such an evacuation be conducted and directed in an organized manner that disperses vehicle traffic away from the Village, avoids conflicting traffic routes and minimizes the impact on historically congested intersections.

Evacuation routes are designed for each “phase” of Laguna Woods Village and provide authorities and gate monitors with enough information to implement a “default” evacuation plan. The planned routes can be modified at any time to best respond to the threat or as a result of direction received from the Orange County Fire Authority or Orange County Sheriff’s Department.

Emergency Operations Center Activation Guide



Emergency Operations Center Activation Guide



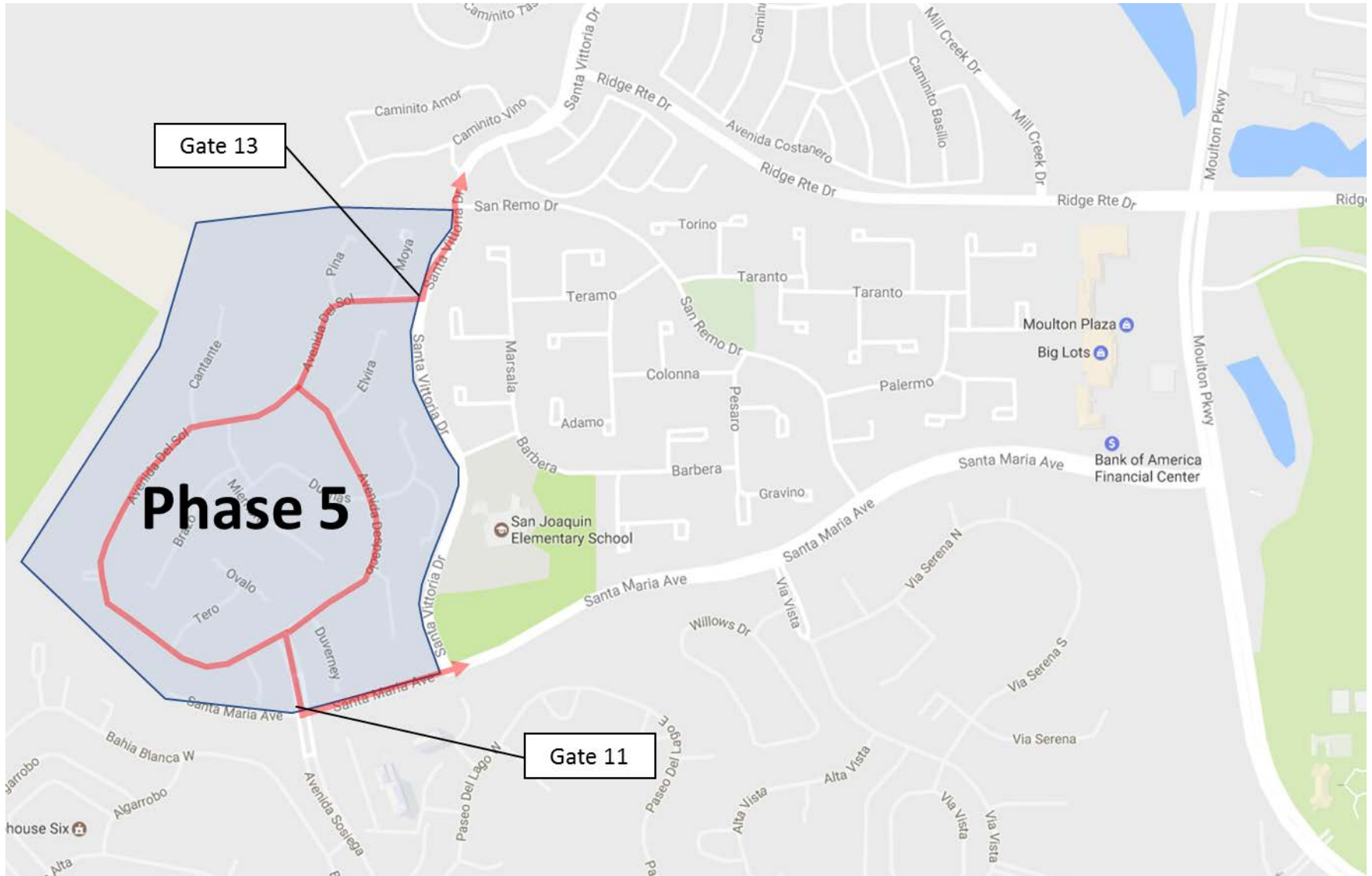
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Laguna Woods Village Emergency Operations Center Activation Guide



Social Services

Emergency Operations Center Activation Guide

Laguna Woods Village Social Services

949-597-4267

Website: lagunawoodsvillage.com/residents/social-services

Emergency Resources

- American Red Cross: 714-481-5300 or redcross.org/local/california/southern-california/about-us/locations/orange-county.html
- Adult Protective Services: 800-451-5155 or ssa.ocgov.com/abuse-reporting/elder-disabled
- Crisis Assessment Team (CAT): 866-830-6011 or ohealthinfo.com/sites/hca/files/import/data/files/118983.pdf
- Older Adult Service Behavioral Health: 714-972-3700 or ohealthinfo.com/services-programs/mental-health-crisis-recovery/older-adult-60-services
- Call 2-1-1 for Essential Community Services or 211oc.org

In-Home Needs

Food Resources

- AgeWell Senior Services Meals on Wheels: 949-380-0155, ext. 12
- 2-1-1 Immediate Need of Food Assistance

Home Care Organizations

- Department of Social Services – Orange County
cld.dss.ca.gov/carefacilitysearch/
Search by local cities, i.e., Laguna Woods, Laguna Hills, Lake Forest, Mission Viejo, etc.
- American Board of Home Care – Orange County
americanboardofhomecare.org/wp-content/uploads/2024/01/ABHC_Membership_List_OC_12_05_2024-Opti.pdf

Transportation

- Laguna Woods Village: 949-597-4659
lagunawoodsvillage.com/amenities/transportation
- Falck Ambulance dispatch: 877-972-0999 or 9-1-1
- AgeWell Senior Services transportation: 949-855-9766
- OCTA Access: 714-560-5956
- California Yellow Cab 714-948-2040

Emergency Operations Center Activation Guide

If necessary to move a resident out of an unsafe manor

Hotels

- Ayres Hotel 949-588-0131 – 24341 El Toro Rd, Laguna Woods 92637
- Laguna Hills Lodge 949-830-2550 – 23932 Paseo de Valencia, Laguna Hills 92653
- The Hills Hotel 949-586-5000 – 25205 La Paz Rd, Laguna Hills 92653

Pet Friendly Hotels

- Staybridge Suites 949-462-9500 – 2 Orchard, Lake Forest 92630
- Quality Inn & Suites 949-458-1900 – 23702 Rockfield Blvd, Lake Forest 92630
- Extended Stay America Hotel 949-598-1998 – 20251 Lake Forest Dr, Lake Forest 92630

Animal Care

- Laguna Woods Village Cat Club 215-896-7054
- Laguna Woods Village Dog Club 949-228-2462
- Laguna Beach Animal Control 949-467-0701

Local Assisted Living and Skilled Nursing Facilities

- Ivy Park at Laguna Woods 949-313-8668 – 24441 Calle Sonora, Laguna Woods 92637
- The Ivy at Wellington 949-408-0032 – 24903 Moulton Pkwy, Laguna Hills 92653
- The Meridian at Laguna Hills 949-273-4308 – 24552 Paseo de Valencia, Laguna Hills 92653
- Freedom Village 949-472-4733 – 23442 El Toro Rd, Lake Forest 92630

Placement Specialists – will assist in locating a facility (no charge for their services).

- A Caring Heart – Donlyn Young, MA, 949-354-3380
- Home Care Placement – Blake Naudin, 949-230-8255
- Pathfinders – John Menzies-Clark 800-640-5626
- Alliance Eldercare – Derek Mannion 866-936-4241

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Laguna Woods Village Emergency Operations Center Activation Guide



Forms

Emergency Operations Center Activation Guide

Laguna Woods Village Disaster Windshield Survey Form									
Call Sign:				Survey Zone/Phase No.			Time Started:		
Name:				Date:			Time Completed:		
Building Damage									
Building No. / Name	Damage				Damage Currently Occurring		Casualties Estimated No. of		
	Collapse	Major	Moderate	Minor	Fire	Flooding	Deaths	Injuries	Trapped
Comments:									
Comments:									
Comments:									
Comments:									
Comments:									
Road Damage									
Street Name					Closest Building No.		Damage Description		

Laguna Woods Village Emergency Operations Center Activation Guide



Critical Phone Numbers

Emergency Operations Center Activation Guide

General Emergency Numbers

Service Desk Hotline 949-597-4668 Emergency Communication Only

Watch Commander	949-597-4257	
Security Dispatch	949-580-1400	
OC Sheriff Department	949-425-1800	
OA Control One	714-628-7008	
OC Fire Authority	714-573-6000	
City of Laguna Woods	949-639-0525	
Orange County Operational Area EOC Liaison	714-628-7060	
Saddleback Memorial Medical Center	949-837-4500	
Mission Hospital	949-364-1400	
Care Ambulance	714-288-3888	
El Toro Water District	949-837-0660	
Gas Co.	800-427-2200	
SCE Emergency Power Outage	800-611-1911	
California Generator Corp. (generator service calls)	909-543-2570	
Animal Control	949-497-3552	
American Red Cross	714-481-5338	
RACES	714-704-8080	