



**STATE OF FLORIDA
FLORIDA DIVISION OF EMERGENCY
MANAGEMENT**

EMERGENCY OPERATIONS PLAN

Effective October, 2008

Emergency Operations Plan (EOP)

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EMERGENCY OPERATIONS PLAN

I. INTRODUCTION

A. Purpose

The purpose of this document is to provide guidance and procedures for the activation and operation of the State Emergency Operations Center (SEOC). This procedure is a supporting document to the Comprehensive Emergency Management Plan (CEMP) and is incorporated in the Direction and Control of that plan.

B. Scope

This procedure focuses on the response phase of emergency management and the transition to recovery. It is applicable to state operations for hazards and contingencies outlined in the Comprehensive Emergency Management Plan (CEMP). The procedure addresses operations at the state's Emergency Operations Center (SEOC) located in Tallahassee, Florida. Operations at an alternate location in the event that the Tallahassee facility is unusable or inaccessible will be addressed in support of the Continuity of Operations Plan.

II. GENERAL CONCEPT OF OPERATIONS

The SEOC will support state agency operations and local jurisdictions in response to an emergency or disaster. Representatives when requested from state agencies will be in the SEOC to coordinate their agency's response with overall state operations. The SEOC operation is based on use of the Incident Command System (ICS) and is designed to function at a level consistent with the size and complexity of an event.

III. RESPONSE PLAN: SUMMARY

The response plan is designed to staff a response operation as dictated by the size and complexity of the event.

The nature and extent of the response to any given incident by the Division will vary with the size and complexity of the incident. The functions carried out in any response are basically the same and will follow the Incident Command System concept along with designated Emergency Support Functions (ESF) in order to easily align with the National Response Framework and the CEMP. The type of activity, the number of incidents, and staff required to carry out those activities will vary. The Duty Officer receives the initial notification of an incident a position staffed on a 24/hour a day basis.

Actions to be taken at this time may include:

- ◆ Response agencies actively assess the situation, gather intelligence from the field, and prepare to respond to the affected local jurisdiction.
- ◆ The SEOC and other agency command posts (CP) are staffed in preparation for

full activation. Key state agencies may be requested to send representatives to state EOC.

- ◆ Liaisons are dispatched to local Emergency Operations Centers (EOC), field Command Posts (CP), or Emergency-Operating Facilities (EOF) as they are activated and requested by the local jurisdiction.
- ◆ Notification of the event and the alert actions are made to the following:
 - Governor's Staff
 - All potentially affected or responding state agencies
 - Local governments
 - Neighboring states and provinces
 - Various federal agencies

If additional staff support is required, the SERT Chief will have the authority to escalate to Level I EOC activation or any intermediate level of staffing that the situation may dictate.

A. Level I - Full Activation

An incident's size and complexity requires representation in the EOC by all appropriate state, outside agencies, and organizations to support expanded operations. The number of staff and the agencies represented will vary by incident. The level of activity dictates that normal Emergency Management Division day-to-day staff functions cease and all assigned personnel respond in support of the incident, performing functions in accordance with position checklists and previous EOC training. As the event becomes more defined, some staff may be released after shift staffing schedules are established.

Possible actions to be taken at this time include:

- ◆ The state EOC and other command posts are fully activated, with representation from appropriate state agencies, along with necessary federal agencies, local government and volunteer organizations. Requests from local governments for state assistance are prioritized and fulfilled commensurate with available resources.
- ◆ One or more selected state level Emergency Support Functions (ESF) will be activated to respond to the situation.
- ◆ If requested liaisons to local EOCs, are dispatched to the field as the local EOCs or command posts are activated.
- ◆ Continued notifications to local governments, neighboring states, and federal agencies, informing them of state emergency actions and coordinating responses.
- ◆ Public information team activates and handles all public information activities from the SEOC and other locations as desired.
- ◆ FEMA Region IV is notified and the Regional Operations Center (ROC) activated

to establish links with the SEOC until the Federal Incident Management Assistance Team (IMAT) is on station at the SEOC.

- ◆ Continued notifications to local governments, neighboring states, federal agencies are made, informing them of state emergency actions and coordinating responses.
- ◆ A Governor's Emergency Declaration is in effect and pending the approval of a Presidential Declaration which will allow use of federal assets.
- ◆ The Duty Officer will continue to handle calls for assistance related to the incident as well as calls unrelated to the incident.

IV. NOTIFICATIONS FOR EMERGENCIES

NOTIFICATION OF OPERATIONS CHIEF, STATE EMERGENCY RESPONSE TEAM (SERT) CHIEF, DIRECTOR/DEPUTY DIRECTOR, AND THE GOVERNOR'S OFFICE

A. Notification Of The Operations Chief Or State Emergency Response Team (SERT) Chief

1. The Duty Officer will notify the Operations Chief or State Emergency Response Team (SERT) Chief when:
 - a) "Warnings" are received (e.g. a "Warning Message" other than weather).
 - b) On all weather related "Watches" and "Warnings."
 - c) Aircraft accidents involving loss of life.
 - d) The incident is "unusual" and does not happen frequently (e.g., train derailment or the discovery of unexploded ordinance).
 - d) Petroleum spills over 100 gallons and any other reported hazardous spill that the Director should know about.
 - e) Significant incidents on state and Interstate Highways.
 - f) Incidents where sabotage or terrorism is suspected.
 - g) Anything of a sensitive nature that would be of interest to the news media (e.g. Search and Rescue missions).
 - h) Significant updates regarding a previous incident already in progress.
 - i) Any other incident types that are unusual or that do not fit the standard notification matrix.

B. Notification Of The Director

1. The State Emergency Response Team (SERT) Chief or the Operations Chief will notify the Director or Deputy Director when:

- a) The severity of the situation warrants.
- b) The event meets the criteria for notification of the Governor's Office

THE DIRECTOR WILL THEN NOTIFY THE GOVERNOR'S OFFICE.

C. Governor's Office

Whenever notification of the Governor's office is required, both the Governor's Chief of Staff and Communications Director will be notified.

1. The Governor's Chief of Staff and the Governor's Communications Director may be notified regarding emergencies that meet one or more of the following criteria:

- a) Activation of the Florida National Guard is anticipated or requested.
- b) The emergency affects multiple jurisdictions and is anticipated to continue for more than a few hours.
- d) Evacuation of citizens is occurring or anticipated.
- e) An event has or is likely to require activation of the SEOC and/or local EOCs.
- f) The event is likely to result in wide news coverage.
- g) Any severe weather warning that is likely to cause widespread damage and/or injury/death.
- h) Forest fires, which are threatening homes or communities or major infrastructure.
- i) Significant hazardous materials spill.
- j) Events occurring at a Fixed Hazard Facility, i.e., Turkey Point, Crystal River or St. Lucie Nuclear Power Plants (NPP)
- k) Known or suspected terrorist use of weapons of mass destruction.

The Emergency Management Division Director or Deputy Director will be the primary contact with the Governor's Office. However, if the Duty Officer is unable to immediately contact the Operations Chief, State Emergency Response Team (SERT) Chief or Director, he/she will assume the responsibility for notifying the Governor's Office in that order.

Whenever a "gray area" for notification is encountered, the state Duty Officer will err on the side of making the notification.

2. When notification of the event is made to the Governor's Staff Director and Communications Director, the following will be discussed:

- a) Nature of the event
- b) Prognosis, if known
- c) Actions being taken
- d) Anticipated/recommended schedule for briefing or update

V. EOC ACTIVATION PROCEDURES

A. State Watch Officer

The State Watch Officer (SWO) will discuss possible EOC activation with the Operations Chief and/or State Emergency Response Team (SERT) Chief and determine the extent of staff and agency call out depending on the situation. In the event that the SWO is unable to contact the Operations Chief or the State Emergency Response Team (SERT) Chief or the Director/Deputy Director, the SWO should take steps to activate the EOC based on his/her own independent judgment.

B. Activation Process

The activation process is initiated by an announcement to the Emergency Management Division staff and the State Emergency Response Team utilizing available technology during business and non-business hours. The SEOC can deploy a mass notification system capable of reaching hundreds in minutes via voice, text messaging, and e-mail. Upon notification appropriate staff will report to the SEOC for a briefing on the incident by the SWO. Selection of person (s) to support the operation, and shift assignments will then be determined. The Branch Directors/Section Chiefs and PIO are also alerted, as part of the initial call in, to report to the SEOC to initiate staffing of their assigned functional areas.

C. Initial Staffing

1. The Operations Chief, or Deputy Operations Chief, upon arrival, will:
 - a) After reviewing pertinent messages and information from the field, ensure all warning information has been disseminated.
 - b) Be prepared to make essential operational decisions, to include preliminary staff assignments and deployment of manpower and resources.
 - c) Assume control of incident operations and remain in control until properly

relieved.

2. All subsequent staff reporting to the SEOC will follow the initial activation priorities:
 - a) Report to the Branch Director/Section Chief (or Operations if no Supervisor assigned) to receive functional assignment and to assist with warnings, notifications, or staff recalls.
 - b) Bring facility equipment into operation and begin posting pertinent information on video displays, Smart boards, etc.
 - c) Attend situation brief and begin functional activities until relieved by other staff in a full activation.

VI. ORGANIZATION AND RESPONSIBILITIES

A. Location

The major portion of the Florida SEOC along with general office space is located at 2575 Shumard Oak Blvd, Tallahassee, Florida,

B. Organization

The SEOC is organized in accordance with the basic concepts of the National Incident Management System (NIMS) and the Incident Command System (ICS) and incorporates Emergency Support Functions (ESF)s. Figure # 1 diagrams the organization and functions. This model includes the following five functional areas:

- Executive Leadership
- Operations Section
- Logistics Section
- Finance/Administrative Section
- Plans Section

In addition, staff may be assigned to local EOCs as Liaison Officers, field command posts, or local Emergency Operations Facilities (EOFs), as provided for within the SEOC Incident Command System.

C. Responsibilities

1. Functional Staffing

- a) The Operations and Plan Sections will be used to the maximum extent possible to staff the initial response. This will allow other staff to concentrate on program and service delivery as appropriate until such time as their assistance is required in the SEOC.

- b) Each Branch/Section will be responsible to provide trained personnel for their SEOC functional areas of responsibility as well as back-up as necessary to other areas, if enhancement to the initial response is necessary or activation will be protracted.

The functional areas are designed to be flexible and all will have as their secondary function the responsibility to assist other functional areas as intensity levels change.

2. Executive Leadership

- a) Governor - The Governor provides overall direction and control for emergency actions to protect life and property under the scope of the CEMP and F.S. 252.

The Executive Leadership is comprised of:

- The Governor's Chief of Staff
- The Governor's General Counsel
- Director, Emergency Management Division/State Coordinating Officer

In addition to the members listed above, other Cabinet level members and state agency heads, as appropriate, will be represented on the Executive Leadership.

- b) Emergency Management Director/State Coordinating Officer
 - 1) Makes executive and policy decisions.
 - 2) Notifies Governor, as appropriate and keeps him informed.
 - 3) Coordinates with other state agency heads and Cabinet level members.
 - 4) Coordinates with state and local elected officials.
 - 5) Coordinates with FEMA Regional Director.
 - 6) Coordinates with the Federal Coordinating Officer (FCO).
 - 7) Coordinates with state directors from neighboring states.
 - 8) Recommends emergency declaration to Governor.
- c) State Emergency Response Team (SERT) Chief
 - 1) Directs and controls SEOC response and recovery operations

through the Section Chiefs and Branch Directors.

- 2) Coordinates with the Federal Incident Management Assistance Team (IMAT) Leader.
- 3) Recommends executive and policy decisions to Executive Leadership.
- 4) Implements executive and policy decision through the SEOC.
- 5) Directs Public Information activities.
- 6) Performs activities of the Emergency Management Director/State Coordinating Officer in his absence.

3. Operations Section

The Operations Chief and Deputy Operations Chief I provide overall direction and coordination to all branches, i.e. Emergency Services, Human Services, Infrastructure and Operations Support. The Operations Section is responsible for overarching coordination with federal, state and provincial agencies during activations of the SEOC. The operations Section is responsible for processing all local government requests for assistance and tasking of missions. Operations Chief/Deputy Operations Chief acts on behalf of the State Coordinating Officer and State Emergency Response Team (SERT) Chief to manage the SEOC.

4. Finance/Administration Section

The Administration Section is responsible for comptroller services and all internal support to the SEOC and SEOC staff. This includes, but is not limited to, activation cost tracking, clerical support, staff assignment and scheduling, record/log maintenance, staff feeding, equipment, supplies, and other administration activities.

5. Logistics Section

The Logistics Section is responsible for locating, procuring, cataloging, and prioritized redistribution of resources. This section also tracks availability, distribution, redistribution and projected resource needs during the response phase as well ensuring the return of resources during the recovery and demobilization efforts.

6. Plans Section

The Plans Section collects, compiles, evaluates and displays information to assess the overall impact and magnitude of an incident. They focus ahead of the current situation; anticipating and prioritizing projected needs and actions. This also includes the damage assessment function in the early stages of recovery efforts that collect intelligence information to facilitate analysis and forecasting.

D. Shifts

The SEOC, when activated, will operate round-the-clock utilizing 12-hour shifts. SEOC shifts will generally run from 7:00 a.m. (0700) to 7:00 p.m. (1900) on a single day and 7:00 p.m. (1900) to 7:00 a.m. (0700) of the following day. New shifts must arrive promptly and remain after their shift starts for the shift change briefing. The outgoing "On Duty" Plans Chief will conduct the formal shift change briefings and each section will brief their relief.

The SEOC will remain activated round-the-clock until the event has terminated and the Director, or designee for Emergency Management makes the decision to close the SEOC and return to Level III operations.

VII. **Transition to Recovery Operations**

Recovery components are embedded in every aspect of response and continue after the response activities cease. Recovery includes individual assistance (Human Services Branch during response) and public assistance (Infrastructure Branch during response) programs which provide assistance to eligible individuals and government entities to recover from the effects of a disaster.

After an incident occurs, operational focus is centered on Response (life safety activities). This effort may last from a few hours to an extended period of time (several days or weeks) depending on the situation. During this time when response has priority, Recovery is already fully engaged, starting from providing State Emergency Response Team (SERT) liaisons to the impacted counties, to conducting preliminary damage assessments, and establishing disaster recovery centers. As Response activities begin to taper off and non-life safety issues can begin to be addressed, the operational focus begins to shift from Response to Recovery. This may include the establishment of the Joint Field Office (JFO), the transition facilitated by incident management teams that no longer are tied to response missions. It is critical that the transition from Response to Recovery be smooth and as seamless as possible.

Concept of Operations:

Transition from the Response Phase to the Recovery Phase of an incident will be accomplished in three steps: Step 1: Recovery staff is assigned to the SEOC in various capacities; Step 2: Operational Focus shifts to Recovery, and Step 3: Recovery moves to the Joint Field Office.

- **Step 1: Recovery staff assigned to various positions in the SEOC**
 - Recovery Bureau Chief is assigned as the Deputy SERT Chief to ensure smooth transition to recovery operations
 - Recovery Section Chief and Planner will provide input for the Incident Action Plan (IAP) in the SEOC from the onset of operations
 - Human Services is staffed partially by individual assistance staff to provide visibility on current and future issues
 - Monitor Infrastructure Branch to provide visibility on current and future issues
 - Compile necessary initial damage information to determine, if damages are sufficient to justify forming joint federal/state/local Preliminary Damage Assessment teams.

- Step 2: Operational Focus Shifts to Recovery: This step begins when response requests have decreased and recovery requests are becoming the primary focus of SEOC operations and/or the Joint Field Office has been established.
 - The field IMT will assist in the transition from the SEOC or temporary recovery location to the Joint Field Officer
 - Preliminary Damage Assessment information has become a top priority
 -

- Step 3: Recovery Operations Move to the JFO: This step begins when Recovery has received all information necessary to conduct Recovery Operations in a location to be determined. The SEOC remains at Level II after Recovery operations are moved to respond to any late breaking response requests and to monitor any ongoing missions initiated during the response phase.
 - Establish the requirements to exchange Situation Reports (SITREP) and other reports
 - Ensure the SEOC and JFO have representatives present at each other's briefings or critical meetings

ANNEX A State Watch Office

I. Introduction

The State Watch Office (SWO) is a 24-hour information collection, dissemination and initial operations center for all event driven emergencies that are impacting, or may impact the state of Florida. It also serves as the initial point of contact for local jurisdictions or agencies requesting state assistance for situations beyond their response capabilities. The primary mission of the SWO is to collect, analyze and act on incoming data and provide warning to appropriate state and local agencies and individuals of impending danger or existing hazardous situations. The SWO is responsible for providing notifications and warning to county dispatch centers, the State Emergency Response Team (SERT), nuclear power plants, and federal agencies regarding emergency situations and relaying of official requests for outside assistance.

II. Purpose

The purpose of this document is to provide guidance and procedures for the operation of the SWO. It also defines the initial actions that must be taken during the early stages of an event as well as a process for documenting notifications and incident information. .

III. Scope

This procedure focuses on the operational phase of the SWO and the transition to activation. It is applicable to state operations for all-hazards events and contingencies as outlined in the State Comprehensive Emergency Management Plan (CEMP). This SOP is intended for use by all SWO Operators, the Watch Officers, Plans Officer, Meteorology and SWO Supervisors.

IV. Concept of Operations

A. General

The SWO will serve as the primary collection point for information gathering, analysis, documentation and initial actions for emergency situations across the state. Additionally, the SWO will collect, analyze and disseminate information on national and international incidents that may have an impact on the state of Florida.

A basic role of the SWO is relaying emergency communications from one source to another (singular or multiple). The SWO should ensure accurate transmission of the information and that it will be communicated exactly as given as well as identifying the source of the information.

B. Roles and Responsibilities

Operations Chief

The Operations Chief shall be responsible for the overall management of the State Watch Office, operating procedures and personnel. They will also be responsible for the following:

- Daily Activities
 - Approve work schedules for SWO Supervisors
 - Review and approve staffing rosters
 - Maintain county essential of information database
 - Develop staff training
 - Perform other duties as requested by the SERT Chief
- Event/Incident Activities
 - Obtain briefing of the situation
 - Determine the requirements for short-range operational planning
 - Determine the need for an Incident Action Plan (IAP)
 - Provide the operational objectives for the IAP
 - Establish priorities for response efforts
 - Advise SERT Chief as to whether or not event can be coordinated from the SWO

Watch Office Supervisors

The Watch Center Supervisors will be responsible for the overseeing the SWO, ensuring that all operational functions are properly staffed and that checklist functions are being carried out as follows:

- Daily Activities
 - Ensure adequate staffing in Watch Office
 - Ensure SEOC operational readiness
 - Ensure local COOP site operational readiness
 - Review daily Situation Report (SITREP)
 - Develop staff professional development training
- Event/Incident Activities
 - Obtain briefing of the situation.
 - Ensure appropriate personnel are notified
 - Advise Operations/SERT Chief whether incident can be handled in SWO
 - Ensure any required reports (FLASH, SITREP) are submitted
 - Determine if any outside assistance is needed

Watch Officer

The Watch Officer will be responsible for maintaining situational awareness and determining operational readiness of the SEOC and SWO by completing the following activities.

- Daily Activities
 - Consult with night shift SWO Operator on status of any ongoing events or potential issues of concern
 - Check events calendar for meetings, tours and visiting dignitaries. Ensure reserved rooms are in operational status and all requested audiovisual requirements have been met.
 - Consult with Meteorology staff on status of any potential weather threats
 - Confirm status of Regional Coordinators and update the status board

- Maintain executive level notifications
 - Provide back up for SWO Operators and Plans Officer
 - Produce Daily Situation Status Report
 - Perform systems checks on all computers and communications devices in the SWO, SEOC main floor and conference rooms
 - Monitor the following internet sites on an ongoing basis:
 - Situation Room (monitor weather and climate, wildfire, space weather and nuclear power plants) – http://www.disastersus.org/emtools/threats_briefing_sequence.htm
 - Homeland Security Information Network – <https://government.hsin.gov/default.aspx>
 - Major Florida and National media outlets – <http://www.floridadisaster.org/NewsMedia.asp>
 - Coordinate with Director's office on Director and Bureau Chief travel schedules and maintain awareness of Acting Director and Bureau Chief status
 - Inspect outside doors of the Rudd and Sadowski buildings (east side) after hours, weekend and holidays to ensure they are secured.
- Weekly
 - Conduct systems check on all computers and communications devices at the Easley Center
 - Ensure Section and Branch staffing board is updated
 - Conduct systems check of Blackboard/Connect.gov emergency notification system (test message to internal staff only)
 - Event/Incident
 - Initiate call down of appropriate response personnel
 - Determine what organizations are engaged in the incident
 - Determine if any other assistance is required
 - Keep Watch Supervisor, or in their absences, Operations/SERT Chief advised

Plans Officer

The Plans Officer will be responsible for the collection, evaluation and dissemination and use of information about the development of an incident. During an incident/event the Plans Officer is responsible for the following actions in the SWO:

- Daily Activities
 - Staff one position within the SWO as staffing levels permit
 - Provide daily information for the Situation Report
 - Provide a back up to the Watch Officer to fill their role for short periods of time
- Event/Incident Activities
 - Plot Area of Operations
 - Determine population in the area of impact
 - Determine demographics for Area of Operation
 - Identify geographical features that may impact field operations

- Develop initial IAP with Operations input
- Develop list of critical facilities that may be impacted
- Develop and distribute Flash Report/Situation Reports as needed
- Determine need to bring in additional Planning staff

Meteorology Officer

The Meteorology Officer will be responsible for the collection, evaluation and dissemination of weather data that is either threatening or affecting the state. The Meteorology Officer is responsible for the following actions:

- Daily Activities
 - Staff one position within the SWO during normal business hours
 - Develop a weather outlook for Daily Situation Report
 - Develop Executive Travel Outlooks
 - Develop graphical information for executive briefings
 - Keep website/bulletin boards posted within current meteorological information
- Event/Incident Activities
 - Staff one position within the SWO during initial onset of event.
 - Maintain contacts with all of the National Weather Service
 - Maintain contacts with the National Hurricane Center
 - Keep website/bulletin boards posted with current meteorological information

Watch Office Operators

The Watch Center Operators will be responsible for receiving information from county warning points, nuclear power plants, NWS office and any other agency relaying information to the state. The SWO Operator will be responsible for conveying notifications to the SERT, local, state and federal agencies based on the information received and will be responsible for the following actions both daily and during an event/incident:

- Make initial notifications to the SERT and local county warning points
- Conduct daily communication check on ESATCOM and State NAWAS at the start of each shift
- Review all open incidents and update every 3 hours until the incident is closed
- Review fax server for pending faxes that have not been processed
- Monitor the following internet sites on an ongoing basis:
 - Situation Room (monitor weather and climate, wildfire, space weather and nuclear power plants) – http://www.disastersus.org/emtools/threats_briefing_sequence.htm
 - Homeland Security Information Network – <https://government.hsin.gov/default.aspx>
 - Major Florida and National media outlets – <http://www.floridadisaster.org/NewsMedia.asp>

- Pass along all open incidents, special notations and pertinent information to incoming shift
- Be prepared to serve as a back up to State Watch Officer

C. Notifications

Notifications are defined as the conveying of incident information electronically or verbally to those indicated on the appropriate notification matrix, or designated for notification by the Watch Officer. Personnel and agencies will be notified for each given situation or incident as indicated on the notification matrix. It must be realized that the notification matrix contained in the SWO log can not possibly address every incident reported to the SWO. Therefore, each SWO operator must coordinate with the Watch Officer regarding the classification of incidents which does not clearly fit into an established notification matrix.

For all incidents reported to the SWO requiring notification, the SWO operator will complete the notification matrix checklist in the following order:

- Affected County Warning Point
- Nuclear Power Plant (if designated)
- Watch Officer (if designated)
- All other internal and external notifications will occur after the Watch Officer has been notified.

If the SWO operator is unable to establish immediate contact with the Watch Officer, the operator will continue to accomplish the remainder of the notification checklist and provide the Watch Officer with a briefing upon making contact. If unable to establish any contact with the Watch Officer after the second attempt, the operator will contact the following personnel, in order, until contact is established:

- Deputy Chief of Operations
- Chief of Operations
- State Emergency Response Team Chief
- Deputy Director, Division of Emergency Management
- Director, Division of Emergency Management

The following are the basic, core procedures to be used in ALL notifications. By exception, occasions may exist when the process may be modified due to the situation, conditions, compounding issues, etc... In such cases, the decision to modify will be granted to the Watch Officer or Watch Supervisor who will contact, as soon as possible, the Chief of Operations or the SERT Chief to explain the situation. Otherwise, the following procedures will be maintained ...

1. A call or notification is received by the SWP Operator.
2. The SWP Operator receiving the call opens an Incident Recorder form to log information about the event.
3. Depending on the severity of the event, the SWO Operator contacts the Duty Officer or Watch Supervisor and passes along the event and the information received. The Duty Officer or Watch Supervisor provides guidance to the SWO Operator concerning any special notifications that might be necessary.

4. The SWO Operator makes notifications via email to the standard notification listing maintained by the SWO for each threat category/level AND makes notifications to those parties identified and added by the Duty Officer. The Duty Officer will be copied on the notification message.
5. Depending on the nature of the event, notification should be requested of and confirmed by a reply from the parties being notified.
6. All the above actions will be maintained and documented in the SWO Incident Recorder.

D. Unusual or Exceptional Incident Reporting Process

From time to time an unusual or exceptional incident may be called into the SWP that does not fit into an existing threat category or level listing notification. In such circumstances, the following will occur:

1. The SWO Operator receiving the call opens an Incident Recorder form to log information about the event.
2. The SWO Operator contacts the Watch Officer and passes along the event and the information received. The Duty Officer provides guidance to the SWO Operator concerning notifications to be conducted.
3. The SWO Operator makes notifications based on guidance from the Watch Officer. The Watch Officer will be copied on the notification message.
4. Depending on the nature of the event, notification should be requested of and confirmed by a reply from the parties being notified.

If at any time critical information is obtained that changes the severity level of the incident according to the criteria stated in the notification matrix checklists, the SWO operator will accomplish the notification matrix checklist for the new level providing all parties with the new information.

Based on the initial information that is received from the SWO operator, the Watch Officer has the authority to direct the SWO operator to vary from the notification matrix checklist. In this situation, the SWO operator will provide all available information regarding the incident to the Watch Officer; the Watch Officer will specify which notifications from the appropriate notification matrix checklist are necessary; the operator will document in the SWO log those internal and external notifications that were made; and the operator will document in the SWO log that the Watch Officer authorized limited notifications (*i.e. "no further notifications necessary per the WO"*).

E. Incident Reporting Guidelines

The following are levels of incidents reported to the State Watch Office. Not all incidents can be defined or anticipated. The State Watch Officer will assist in determining if a particular incident is reportable and or how assistance can be provided

Level 1- An incident has occurred and was handled by local authorities. Weather Watches and Warnings (Info Page Only)

Level 2- An incident/threat is occurring and is being handled by local authorities. Limited protective actions, requires local mutual aid, minor damages, limited injuries or casualties, minor impacts or damage to public infrastructure.

Level 3- An incident/threat is occurring that requires significant protective actions, requires regional mutual aid, limited state response, moderate to major damages, significant injuries or casualties, major impacts or damage to public infrastructure.

Level 4- An event is occurring that requires or may require significant state response.

The State Watch Office at this time has 30 different incident types that have been predetermined and are included in the Incident Recorder.

Aircraft Incident	Migration
Animal Disease	NPP - Crystal River
Biological Threat	NPP - Farley (AL)
Bomb/Threat	NPP - St. Lucie
Chemical Agent Threat	NPP - Turkey Point
Civil Disturbance	Petroleum Spill
Dam Failure	Radiological (Non-NPP)
Drinking Water Facilities	Railroad
Energy Emergency	Search & Rescue/ELT
Environmental Crime	Security - Nonspecific
Fire - Brush/Forest	Severe Weather
Fire - Major Structure	Sinkhole
General	Tomahawk Missile Launch
Hazardous Materials	Transportation
Kennedy - Cape Canaveral	Wastewater

F. Documentation

The SWO operator and Duty Officer or Watch Supervisor will ensure that all incident information and notifications in which they are involved are accurately documented in the SWO log. This includes, but is not limited to all internal and external points of contact, all requests for assistance (resources, information, technical assistance, etc.), and all information regarding impacts to structures and infrastructure, injuries, and fatalities. As additional incident information is received and incorporated into the SWO log, the party entering the information will include their initials immediately following the log entry for identification purposes.

The following criteria will be followed when determining whether a reported incident should be entered into the SWO log, or whether information received in the SWO should be considered as an incident and included in the SWO log:

- The incident satisfies any of the notification checklist criteria listed under "*Severity Description.*"
- Any state or federal assistance in the form of resources or technical assistance is requested.
- Any impacts from an incident are reported including but not limited to:

1. damage or threats of damage to structures, vehicles, infrastructure, or the environment;
 2. injuries or deaths;
 3. reduction of public or emergency services; and/or
 4. threats to public safety.
- Escalation of an existing incident is possible, per the reporting party.
 - Any notification of State, federal, local, or private entities (excluding Florida Division of Emergency Management staff) is requested by the reporting party or deemed necessary by the SWO operator.
 - Incident is being covered by local or national media outlets.

Should an operator determine that an incident or information does not necessitate documentation in the SWO log, they will coordinate with the Duty Officer who will determine whether the incident should be logged. If the Duty Officer determines that the incident does not need to be logged, the SWO operator will document this decision through an email to the SWO Supervisor with the following information:

- Date and time information was received
- Reporting party
- Incident details (very brief)
- Name of Duty Officer/Watch Officer

Transition to Activation from SWO

Activation levels are designed to staff response operations as dictated by the size and complexity of the event.

A. Level III – Monitoring

As incidents are reported to the SWO, these incidents will initially be handled by the SWO staff as follows:

- Watch Officer notifies SWO Supervisor of an event which requires state actions or potential action.
- SWO Supervisor pulls together the following persons to discuss potential initial action by SERT:
 - Watch Officer;
 - Plans Officer; and
 - Meteorology.
- SWO Supervisor determines need to bring in additional staff.
- SWO Supervisor advises Operations Chief and/or SERT Chief.
- All initial actions for Level 3 incidents will be coordinated out of the SWO.
- SERT Chief, or designee, will determine need to move to SEOC based on staffing need.

ANNEX B Operations Section

The Operations Section supports local response agencies by coordinating the deployment of state, federal, and interstate resources. The Section includes 14 of the 18 State Emergency Support Functions (ESF) to efficiently coordinate response issues. The Section is organized into four operational branches representing groups of related response functions.

The Operations Section is supervised by a Section Chief with support from an Deputy Operations Chief. The Section Chief is responsible for the overall performance of the Section while the branch chiefs oversee the performance and support the needs of the members of their group.

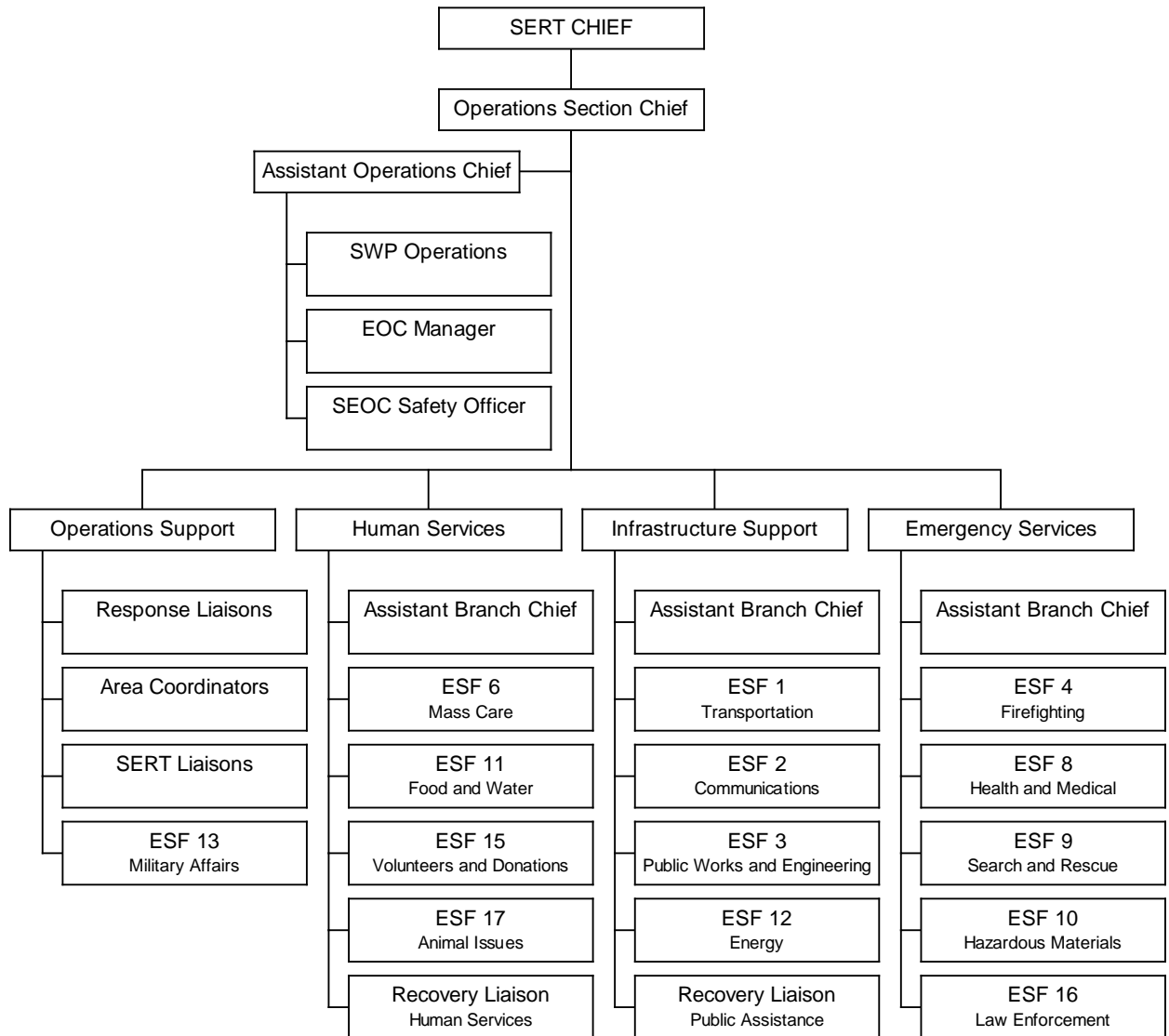


Figure 1: SEOC Operations Section

The following tables provide an overview of the Operations Section branches, the duties of each ESF or operational element within the section, and the lead state agency for each ESF.

Emergency Services Branch	
Functions	Lead Agency
<p>ESF 4, Firefighting</p> <ul style="list-style-type: none"> • Supports local responders with fire suppression in urban, rural, and wild land areas • Coordinates statewide and interstate mutual aid of firefighting resources • Provides ICS overhead teams to assist SERT operations, as necessary 	Department of Financial Services
<p>ESF 8, Health and Medical</p> <ul style="list-style-type: none"> • Coordinates EMS mutual aid resources to support local responders • Facilitates mobilization of federal medical resources to support SERT operations • Assists ESF 6 with deployment of comfort stations 	Department of Health
<p>ESF 9, Search and Rescue</p> <ul style="list-style-type: none"> • Supports local responders with urban, non-urban, and wilderness SAR missions • Coordinates statewide mutual aid of SAR resources • Facilitates mobilization of federal SAR resources to support SERT operations 	Department of Financial Services
<p>ESF 10, Hazardous Materials</p> <ul style="list-style-type: none"> • Supports local agencies in response to actual or potential releases of hazardous materials • Implements the Coastal Oil Spill Contingency Plan with support from the SERT 	Department of Environmental Protection
<p>ESF 16, Law Enforcement</p> <ul style="list-style-type: none"> • Supports local law enforcement agencies with state law enforcement personnel, equipment, and coordination • Coordinates statewide mutual aid of local law enforcement resources • Coordinates the use of Florida National Guard personnel in security missions 	Department of Law Enforcement

Human Services Branch	
Functions	Lead Agency
<p>ESF 6, Mass Care</p> <ul style="list-style-type: none"> Assists local mass care agencies with providing shelter, food and crisis counseling to victims Coordinates the bulk distribution of relief supplies Establishes base camps for emergency workers 	Department of Business and Professional Regulations
<p>ESF 11, Food and Water</p> <ul style="list-style-type: none"> Supports ESF 6 by identifying and obtaining bulk food supplies Obtains and distributes bulk ice and potable water supplies to impacted local jurisdictions Assists the Operations Support Branch with establishing and staffing LSAs 	Department of Agriculture
<p>ESF 15, Volunteers and Donations</p> <ul style="list-style-type: none"> Establishes and manages Regional Recovery Centers to process and distribute donated items to impacted areas Coordinates the efforts of volunteer agencies in support of state and local response needs 	Florida Commission on Community Service
<p>ESF 17, Animal Issues</p> <ul style="list-style-type: none"> Supports local agencies with evacuating, sheltering, feeding and providing basic medical care to animals in impacted areas Coordinates the diagnosis, control, and prevention of diseases impacting State animal populations Supports local agencies in responding to disease outbreaks and the disposal of dead animals 	Department of Agriculture
<p>Recovery Liaison, Individual Assistance</p> <ul style="list-style-type: none"> Coordinates the distribution of recovery assistance to impacted individuals Assists with establishing recovery centers in impacted jurisdictions 	Florida Division of Emergency Management

Infrastructure Support Branch	
Functions	Lead Agency
<p>ESF 1, Transportation</p> <ul style="list-style-type: none"> • Coordinates the provision of air, water, land, and rail transportation resources to support SERT operations • Coordinates the restoration of transportation infrastructure • Provides technical support and resources to impacted local jurisdictions to address emergency transportation needs 	Department of Transportation
<p>ESF 2, Communications</p> <ul style="list-style-type: none"> • Prioritizes and provides communications resources to state and local agencies • Assists in restoring local communications networks • Coordinates with communication carriers and federal agencies regarding service restoration 	Department of Management Services
<p>ESF 3, Public Works and Engineering</p> <ul style="list-style-type: none"> • Support local agencies with debris clearance and removal • Coordinates resource support for emergency repairs to water, sewer, natural gas and storm water systems • Provides technical assistance to local agencies regarding impact assessments and repairs to infrastructure 	Department of Transportation
<p>ESF 12, Energy</p> <ul style="list-style-type: none"> • Supports local agencies and utility companies with the restoration of power and fuel supplies in impacted areas • Coordinates the provision of emergency power, natural gas, and fuel supplies • Monitors the integrity of power supply systems and availability of generating capacity and reserves 	Public Service Commission,
<p>Recovery Liaison, Public Assistance</p> <ul style="list-style-type: none"> • Provides technical assistance to impacted local jurisdictions 	Florida Division of Emergency Management

Operations Support Branch	
Functions	Lead Agency
ESF 13, Military Affairs <ul style="list-style-type: none"> Provides logistical and resource support to the SERT and impacted local jurisdictions Supports ESF 16 with law enforcement missions Coordinates transportation and communication issues for Rapid Impact Assessment Team missions 	Department of Military Affairs
Response Liaisons <ul style="list-style-type: none"> Serve as the single point of contact for impacted counties requesting resources or providing verbal information Maintain communications with SERT Liaisons and impacted counties providing current information on SERT actions Document status and location of deployed SERT Liaisons and Area Coordinators 	Florida Division of Emergency Management
Regional Coordinators <ul style="list-style-type: none"> Coordinate with impacted counties Relay information regarding county operations to the Operations Support Branch Chief 	Florida Division of Emergency Management
SERT Liaisons <ul style="list-style-type: none"> Represent the SERT in county EOCs, unified command posts, or other field locations Coordinate with impacted jurisdictions and exchange information between the SEOC and the point of field deployment 	Florida Division of Emergency Management

Operations Section Chief

Mission

The Operations Section Chief carries out the operational objectives of the SERT ensuring coordination between all state and local response agencies.

Responsibilities

- Serves as the Operations Chief for the SERT
- In conjunction with the SERT Chief and the Information and Planning Chief, establishes the operational objectives of the SERT through the action planning process
- Coordinates priority missions with Operations Section branch chiefs and directs the prioritization of resource deployment consistent with the operational objectives
- Coordinates with Operations Section branch chiefs to identify resource requirements beyond state agency inventories; communicates resource needs to the Logistics Section Chief
- Coordinates with SERT field staff to ensure SERT operational objectives are appropriate to meet local needs
- Participates in action planning meetings providing an operational perspective
- Conducts operational meetings with branch chiefs and ESFs, as appropriate, to resolve response issues

- Maintains close coordination with Information and Planning, Logistics, and Administration Section Chiefs
- Keeps the SERT Chief informed of Operations Section activities and the status of the overall response effort

Direct Supervisor

- SERT Chief

Supervisory Responsibilities

- Assistant Operations Chief
- Emergency Services Branch Chief
- Human Services Branch Chief
- Infrastructure Support Branch Chief
- Operations Support Branch Chief

Duties

Beginning Shift

- Obtain a situational briefing from the current Operations Section Chief and Information and Planning Section Chief. Become aware of the following:
 1. The nature and scope of the incident
 2. The Area(s) of Operation
 3. The estimated type and extent of damages to homes and infrastructure
 4. Immediate and forecasted risks to life and property
 5. State and local response actions currently underway and planned
 6. SERT assets currently deployed (names, locations, contact numbers)
 7. Relevant information regarding weather, Intel forecasts, hazard analyses
 8. State agency resource availability
 9. Status of State and federal declarations
 10. SEOC activation level, hours of operation, briefing schedule
- Coordinate with the Information and Planning Section Chief to determine the planning clock for the current operational period including meeting and conference call schedules, action planning schedule and SITREP reporting times
- Read the current Operational Objectives, Incident Action Plan, and Situation Report
- Conduct a branch chief meeting to discuss the current operational objectives, action planning items, resource priorities and staffing issues
- Ensure in-coming branch chiefs receive a briefing from out-going branch chiefs
- Coordinate with the out-going and in-coming SERT Chiefs on any outstanding issues
- Ensure the Operations Section is staffed appropriately to meet the needs of the event. Determine what ESFs and branches have been activated and adjust as necessary to account for current and future operations
- Ensure a staffing schedule has been developed for the Operations Section for at least a 7-day period covering the hours of operation
- Ensure the SWP is aware of the current Operations Section staffing pattern
- Scan the mission log for currently open and filled missions
- Coordinate with the EOC Manager and Safety Officer regarding any logistical, security or safety issues involving the SEOC or State Office Complex

During Shift

- Carry out the operational objectives. Coordinate with the Information and Planning Section Chief regarding any necessary changes to the objectives or the Incident Action Plan
- Maintain full awareness of the situation. Coordinate with branch chiefs and ESFs on a regular basis regarding the status of the State and local response, degree of impacts, and potential future planning issues
- Maintain full awareness of the SERT Chief and SCO priorities for the current operational period
- Coordinate with the Logistics Section Chief regarding short and long-term strategies for resource procurement
- Participate in action planning meetings facilitated by the Information and Planning Section; ensure that appropriate Operations Section branch chiefs attend
- Conduct operational meetings and conference calls with State ESFs and local jurisdictions, as necessary, to address and resolve critical issues, make decisions regarding courses of action, and identify future operational concerns
- Keep branch chiefs informed of unexpected or significant issues relating to the incident and of significant actions by state, local, or federal agencies
- Keep the SERT Chief informed regarding Operations Section actions, status of implementing the operational objectives, and future concerns
- Follow appropriate SERT incident checklists, time delineating schedules, and SOPs
- Ensure the operations desk is continually staffed by a Section Chief or Assistant Operations Chief
- Continually assess the staffing needs of the section and ensure the staffing schedule is revised as needed
- Assist the SERT Chief and SCO as required

End of Shift

- Brief the in-coming Operations Section Chief and Information and Planning Section Chief (follow criteria stated under **Beginning Shift**)
- Identify operational priorities and urgent missions currently underway or planned
- Participate in action planning sessions and SEOC briefings if scheduled
- Ensure out-going branch chiefs brief in-coming branch chiefs

Stand Down

- Coordinate with the SERT Chief regarding a SERT deactivation plan
- Ensure Operations Section staff are informed of the level of deactivation, changes to the operational hours and staffing patterns, and required ESF representation in the SEOC
- Ensure the SWP is briefed on the revised Operations Section staffing pattern
- Coordinate with the Information and Planning, Logistics, and Administration Section Chiefs on the SERT deactivation plan and any issues or assistance needed from the Operations Section
- Keep the SERT Chief informed of deactivation status and mission status
- Instruct Operations Section staff to develop after action items for future discussion

Deputy Operations Chief

Mission

The Assistant Operations Chief ensures that the branch chiefs and ESFs provide resource and logistical support to state and local responders consistent with the operational objectives.

Responsibilities

- Assists and supports the Operations Section Chief with implementing the operational objectives during SEOC activations
- Assumes the responsibilities of the Operations Section Chief when the Section Chief is not present in the SEOC
- Coordinates with branch chiefs on tasking, completing, and closing missions
- Coordinates with the Operations Support Branch Chief on designation of SERT Liaisons
- Maintains contact with the EOC Manager and Safety Officer regarding any logistical, security, or safety issues involving the SEOC or the State Office Complex.

Direct Supervisor

- Operations Section Chief

Supervisory Responsibilities

- State Warning Point Supervisor
- EOC Manager
- Safety Officer

Duties

Beginning Shift

- Obtain a situational briefing from the out-going Operations Section Chief and Assistant Operations Chief (if applicable)
- Review the Operations Section Chief checklist
- Read the current Operational Objectives, Incident Action Plan, and Situation Report
- Participate in the branch chief meeting to discuss the current operational objectives, action planning items, resource priorities and staffing issues
- Develop a staffing plan for the Operations Section for at least a 7-day period covering the hours of operation
- Coordinate with the SWP Supervisor regarding SWP staffing and designate a liaison between the SWP and SEOC, as necessary.
- Scan the mission log for currently open and filled missions
- Coordinate with the EOC Manager and Safety Officer regarding any logistical, security or safety issues involving the SEOC or State Office Complex

During Shift

- Support the Operations Section Chief with carrying out the operational objectives
- Coordinate with branch chiefs on open missions and provide assistance with closing them
- Assist the Operations Support Branch Chief with designating SERT Liaisons
- Maintain a schedule of SEOC conference call numbers; coordinate conference call information with the SWP and Operations Support Branch Chief
- Provide recommendations to the Operations Section Chief
- If the Operations Section Chief will be unavailable for an extended period of time, notify the SWP and all branch chiefs of the resulting staffing pattern

End of Shift

- Brief the in-coming Operations Section Chief and Assistant Operations Chief (if applicable)
- Provide a mission summary to the in-coming Operations Section Chief including critical missions still open
- Participate in action planning sessions if scheduled
- Direct out-going branch chiefs to brief in-coming branch chiefs

Stand Down

- Support the Operations Section Chief with implementing the SEOC deactivation plan
- Assist the Operations Section Chief with communicating deactivation information to Operations Section staff
- Coordinate with the SWP on the revised Operations Section staffing pattern
- Keep the Operations Section Chief informed of deactivation status and mission status
- Develop after action items for future discussion

EOC Manager

Mission

The EOC Manager ensures that equipment, security, and logistical requirements within the SEOC and Easely Center are addressed in support of SERT operations.

Responsibilities

- Implements the SEOC Building Security Procedure at the direction of the Operations Section Chief. Coordinates with Capital Police and the SWP Supervisor on specific security tasks
- Maintains and assigns radios to DEM staff
- Coordinates with Meridian Management for building services (janitorial, repairs, etc)
- Ensures any necessary transportation of staff to or from the airport, capital, or other in-town sites is provided
- Ensures that office supplies are continually stocked throughout the Rudd Building
- Serves as the point-of-contact for SERT personnel throughout the SEOC and Easely Center regarding equipment problems and logistical needs
- Responsible for mobilizing SERT Go Kits and other equipment stored at the FDEM warehouse
- Coordinates with the Infrastructure Branch Chief regarding SEOC generator operation and refueling
- Coordinates with ESF 6 regarding the need for cots and blankets for extended stays in the Rudd building and Easely Center
- Makes recommendations to the Assistant Operations Chief regarding staffing changes
- Assists with notification, mobilization, operation, and demobilization of FEIL
- Coordinates with ISS and the Administration Section, as necessary, regarding the mobilization of additional computer and communications hardware
- Assists with implementing SEOC safety plans as needed
- Assists with the relocation of the SWP and SEOC, as necessary

Direct Supervisor

Assistant Operations Chief (Operations Section Chief if no assistant is appointed)

Duties

Beginning Shift

- Obtain a situational briefing from the Assistant Operations Chief including current activation level, current security level, and hours of operation
- Maintain awareness of the current staffing pattern including SCO, SERT Chief, and all Section Chiefs
- Coordinate with the Safety Officer regarding any security or safety issues involving the SEOC or State Office Complex
- Coordinate with security personnel staffing the SEOC; communicate any staffing or security issues to the Assistant Operations Chief

During Shift

- Coordinate with branch chiefs on equipment issues and the need for additional supplies
- Coordinate with the SWP Supervisor regarding the status of portable radios, communications difficulties within the SEOC, and any issues involving the audio / video system.
- Coordinate with the Assistant Operations Chief regarding the potential need for supplies (SERT Go-Kits, satellite phones, etc.) from the warehouse
- Coordinate with the Assistant Operations Chief regarding the potential for SERT expansion to the Easely Center
- If the SERT Chief directs activation of the Easely Center, coordinate with the Assistant Operations Chief and the Administration Section Chief regarding space and equipment requirements
- Provide recommendations to the Assistant Operations Chief

End of Shift

- Brief the in-coming Operations Section Chief, Assistant Operations Chief, and EOC Manager (if applicable)
 - Participate in action planning sessions if scheduled
- Brief SWP staff regarding SEOC communications and audio / video issues

Stand Down

- Support the Assistant Operations Chief with implementing the SERT deactivation plan
- Coordinate with the SWP on recovering DEM communications equipment and returning supplies deployed from the warehouse
- Coordinate with ISS regarding the status of SEOC computer equipment
- Ensure all phones in the SEOC are functioning and include an EOC phone listing
- Coordinate with Administration Section Chief and the Assistant Operations Chief on retrieving equipment from the Easely Center and returning the facility to normal operations
- Develop after action items for future discussion

Safety Officer

Mission

The Safety Officer monitors health and safety conditions within the SEOC and Easely Center (when activated) and develops measures to ensure personnel safety.

Responsibilities

- Holds a CPR training certification

- Serves as the initial point of contact for any medical emergencies occurring within the SEOC
- Provides warning and recommends protective actions to personnel within the SEOC regarding any hazard which may impact personnel safety
- Has the authority to remove all personnel from areas of imminent danger
- Provides warning to the DCA Personnel Office regarding hazards threatening the State Office Complex
- Coordinates with the EOC Manager and Capital Police regarding security issues and potential impacts to personnel safety
- Coordinates with ESF 6 on providing critical incident stress management to SERT members
- Provides an "All Clear" notification to personnel following a safety threat to the SEOC

Direct Supervisor

Assistant Operations Chief (Operations Section Chief if no assistant is appointed)

Duties

Beginning Shift

- Obtain a situational briefing from the Assistant Operations Chief including current activation level, current security level, and hours of operation
- Maintain awareness of the current staffing pattern including SCO, SERT Chief, and all Section Chiefs
- Coordinate with the EOC Manager regarding any security or safety issues involving the SEOC or Easely Center (if activated)
- Ensure that the SEOC medical kit is ready for use
- Coordinate with the SERT Meteorologist regarding the potential for severe weather impacting the SEOC during operational hours

During Shift

- Continually monitor the status of personnel for signs of fatigue, psychological stress and injury and initiate preliminary corrective action
- Notify responders within the SEOC who can assist with medical emergencies and ensure the SWP notifies 911, as appropriate
- In the event the SEOC is evacuated, coordinate with all ESF ECOs to ensure all SERT staff are accounted for
- Make recommendations to the Assistant Operations Chief regarding safety issues

End Shift

- Brief the in-coming Operations Section Chief, Assistant Operations Chief, and EOC Manager (if applicable)
- Ensure the SEOC medical kit is restocked to original levels
 - Participate in action planning sessions if scheduled

State Watch Officer Operations

During SERT activations, the day-to-day responsibilities and duties of the State Watch Office remain unchanged. However, while the SERT is activated the SWO Supervisor reports directly to the Deputy Operations Chief (Operations Section Chief if no assistant is appointed).

ANNEX C

EMERGENCY SERVICES STANDARD OPERATING PROCEDURES

I. Introduction

In accordance with Chapter 252, Florida Statutes, the State of Florida has the authority and responsibility to coordinate State and local agencies during a disaster. Within the State Emergency Operations Center (SEOC) those responsibilities are divided by Emergency Support Functions (ESF). Those ESF's are then organized under Branches within the Incident Management System (IMS).

The Emergency Services Branch within this ICS system coordinates emergency response oriented functions within the SEOC. Each ESF has a lead state agency that organizes this response from agencies from around the state whether through State statute, the Statewide Mutual Aid Agreement for Disaster Response and Recovery (SMAA) or Memoranda of Understanding.

II. Scope

This Procedure is limited to the coordination, tasking and utilization of Intra-State mutual aid, and processing those requests for the following ESF's:

- ESF 4 Firefighting
- ESF 8 Health and Medical
- ESF 9 Search and Rescue
- ESF 10 Hazardous Materials
- ESF 16 Law Enforcement and Security

This SOP is based on the State of Florida Comprehensive Emergency Management Plan and establishes policies and procedures for local and state decision-makers to follow during a major or catastrophic disaster.

III. Purpose

The purpose of this SOP is to provide guidelines for the Emergency Services Branch to coordinate the response of the ESF's within the Branch. Coordinating these efforts will assist the various state and local agencies to rapidly respond to the needs of the victims.

IV. Assumptions

- A disaster may occur with little or no warning and may escalate more rapidly than the ability of any single local response organization or jurisdiction to handle.
- Local governments will utilize available resources fully before requesting state assistance
- When state resources will then be organized and sent to the affected area(s) utilizing all state resources and those immediately available through support agencies.

- When state resources and capabilities are exhausted, additional resources will be acquired through interstate mutual aid agreements and federal assistance by going through the Mutual Aid Branch.
- The Bureau of Preparedness and Response will maintain a database of authorized agents for signatory of the SMAA.
- An Incident Action Plan (IAP) will be developed for the operational period. This IAP will establish priorities.
- Emergency Services missions which support the IAP will be authorized by the Branch Chief.

V. **Authorities and References**

- Chapter 252, Florida Statutes
- State of Florida Comprehensive Emergency Management Plan.
- *Operations Section Standard Operating Procedure*
- *The Statewide Mutual Aid Agreement for Catastrophic Disasters Response and Recovery (April 1994 as Amended by Modification #1, Oct 1994).*
- *Florida Department of Law Enforcement, Florida Mutual Aid Plan, Dec 1998*
- *State of Florida, Department of Community Affairs, Resource and Financial Management Policies and Procedures for Emergency Management.*
- *Statewide Mutual Aid Agreement for Catastrophic Disaster Response and Recovery Report and Authorized Representatives List, May 99*
- *Florida Fire Chiefs Association, Statewide Fire Rescue Disaster Response Plan, April 1998*
- *Memoranda of Understanding between Department of Health and the Florida Fire Chiefs Association.*

VI. **Concept of Operations**

Mission Assignment

1. A request is received in the SEOC to support local government.
2. The Branch Chief receives the request from the Response Liaisons and makes a determination whether the request is valid and in accordance with the Incident Action Plan.
 - The request must be valid for the situation and beyond the capability of the local jurisdiction.
 - The request should include information on the size, amount, location, type, duration, contact person with phone numbers and a brief description of the problem and the mission.

- If the request is approved it will be tasked to the appropriate ESF(s) to be filled.
 - If the request is denied the Response Liaison will be notified to inform the county.
3. The lead agency for the ESF will provide the request to the appropriate agency for response.
 - The agency will determine if the request is within their capability.
 - If beyond the ESF capability the Branch Chief will notify the Operations Chief and the Mutual Aid Branch Chief for appropriate assignment by the Operations Chief.
 4. When the resource is determined to be available within the ESF(s) then the Emergency Coordinating Officer (ECO) for that ESF will file a request for in state assistance with the requesting and responding parties detailing cost estimates, time frames and other response criteria.
 5. If the resource is not available through this process then the Mutual Aid Branch Chief will be contacted and will check on the availability through EMAC or make a request for Federal Assistance (RFA).

Statewide Mutual Aid Agreement Procedure

1. Purpose

The purpose of this section is to provide procedures for the coordination and tasking of resource requests through the Statewide Mutual Aid Agreement (SMAA).

2. Scope

This SOP is to be used for the coordination of SMAA that includes law enforcement, fire and rescue. ESFs 4, 9 and 16 will handle all mutual aid requests involving law enforcement, fire, rescue, search and medical. ESF 8 has an MOU to work with ESF4 and 9 and the Florida Fire Chiefs Association in coordination of Emergency Medical assets.

3. Responsibility

- a. The responsibility for coordination of SMAA outside of these guidelines lies with the Mutual Aid Branch Chief (MABC). The SMAA Unit is a sub-element of the Mutual Aid Branch tasked with the coordination of SMAA activity. Augmentees staff the SMAA Unit.
- b. FDLE will handle all mutual aid requests involving law enforcement through ESF 16, the Florida Sheriffs Association and the Florida Police Chiefs Association. FDLE will adhere to the same procedures for mutual aid requests as those followed by DEM. FDLE will keep MABC informed on mutual aid requests and responses. (see Attachment 1)
- c. ESF 4 and 9 will handle all mutual aid requests involving Fire and rescue search through ESF 4 and 9 and the Florida Fire Chief's Association. ESF 4 and 9 will adhere to the same procedures for mutual aid requests as those followed by DEM. ESF 4 and 9 will keep MABC informed on mutual aid requests and responses. (see Attachment 2)
- d. ESF 8 will request ambulance units, paramedics and Emergency Medical Technicians through ESF 4 and 9 (Florida Fire Chiefs Association, FFCA).

- e. ESF 10 will utilize contractors as appropriate and when needed the District Response Teams that can be accessed through a procedure currently under development with the FFCA and SERC.

VII. **Emergency Services Branch Chief**

Mission

The mission of the Emergency Services Branch Chief is to carry out the operational objectives of the SERT as they pertain to the branch, and to coordinate the activities of ESF 4, 8, 9, 10 and 16 to insure resources are obtained, transported, and utilized when needed/requested.

Responsibilities

- Review all Emergency Services request messages.
- Insure all Emergency Services requests are tasked.
- Track Emergency Services requests
- Develop a staffing pattern to support Emergency Services activities based on the current situation and anticipated requirements.
- Determine need and request augmentees from ESF's and or county EM as required.
- Monitor and obtain status updates of each request until completion.
- Supervise the activities of the Branch to include the Assistant Branch Chief and Liaisons.
- If a problem with a request persists, immediately notify the Operations Chief to identify alternatives and to bring the request to resolution.
- Coordinate directly with ESFs to address problems quickly and ensure the efficient delivery of resources.
- Provide the Administration Section with daily cost estimates.
- Bring all mutual aid requests to the attention of the Mutual Aid Branch.
- Provide ESF 5 with SITREP feeders and IAP information as required.
- The Response Liaisons will assist the Emergency Services Branch Chief in verifying or following-up on requests made by the County EOC's.
- Continuously, communicate with the Operations Chief in the coordination of Emergency Services management activities.
- Reviews outgoing messages from the Emergency Services Branch.

Direct Supervisor

Operations Section Chief

Supervisory Responsibilities

Assistant Branch Chief

Liaisons

Duties

Beginning Shift

- Receive a briefing from the out-going branch chief.
- Obtain a situational briefing from the Operations Section Chief and ensure that all requests, at this time, have been addressed.
- Assume a pre-designated workstation in the State Emergency Operations Center
- Immediately, the Emergency Services Branch Chief will review messages to identify those assigned or needing assignments to the ESF's within the Emergency Services Branch.
- Review the Incident Action Plan, the Situation Report and current operational objectives.
- A review will be made of resources deployed, resources on-scene, and resources deactivated.
- The Emergency Services Branch Chief will determine if an Emergency Services Assistant Branch Chief and or specific liaisons are needed for the event. If needed the Branch Chief makes a recommendation to the Operations Section Chief. If agreed upon a request is made to an appropriate ESF, Response Liaisons or Operations Support for the appropriate staffing.
- Ensure that a staffing schedule has been developed for the branch for at least a 7-day period covering the hours of EOC operation.

During Shift

- Task mission requests to the appropriate ESF's.
- Coordinate mission requests with other branch chiefs.
- The Emergency Services Branch Chief continuously reviews request messages and monitors the progress of each.
- In the event that a request appears stalled, the Branch Chief will follow-up to expeditiously fulfill the request.
- Carry out operational objectives as they relate to the Emergency Services Branch.
- Participate in planning meetings as directed by the Operations Section Chief.
- Continuously assess the staffing needs of the section.

End of Shift

- Brief the in-coming Emergency Services Branch Chief
- Identify operational priorities and urgent missions underway or in the planning process.
- Participate in planning sessions with the branch and SEOC briefings if scheduled.

Stand Down

- Develop the Emergency Services demobilization plan in coordination with all ESFs, Operation Section Chief and other branches.
- Develop after action report.

VIII. **Deputy Branch Chief**

Mission

The mission of the Assistant Branch Chief is to support the branch chief in carrying out the operational objective of the SERT, and to coordinate the activities of the resource requests that are tasked to insure resources are obtained, transported, and utilized when needed/requested. The staffing of the Assistant Branch Chief position will be filled based upon the size of the event and the number of resource requests being processed.

Responsibilities

- Review all request messages.
- Insure all requests are tasked.
- Determine non-impacted region for establishment of Regional Mutual Aid.
- Determine the need to make EMAC requests through the Emergency Services Branch Chief who approves the request and passes it on to the Mutual Aid Branch Chief.
- Supervise the activities of the unit to include any augmentees.
- If a mutual aid request problem persists, immediately notify the Mutual Aid Branch Chief to identify alternatives and to bring the request to resolution.
- Provide daily cost estimates to the Emergency Services Branch Chief.
- Provide the Emergency Services Branch Chief with SITREP feeders and IAP information as required.
- Continuously, communicate with the Mutual Aid Branch Chief in the coordination of mutual aid management activities.
- Reviews outgoing messages from the Emergency Services Branch ESF's.

Direct Supervisor

Emergency Service Branch Chief

Duties

Beginning Shift

- When notified, the Assistant Emergency Services Branch Chief will assume a pre-designated workstation in the SEOC co-located with the Emergency Services Branch Chief.
- The Assistant Branch Chief receives a situational briefing from the Emergency Services Branch Chief to insure that all requests, at this time, have been addressed. From this point on and throughout the remainder of the event, the Assistant Branch Chief continuously reviews request messages and monitors the progress of each.

- Reviews the Incident Action Report, Situation Report and operational objectives.
- In the event that a request appears stalled, the Assistant Branch Chief will follow-up to expeditiously fulfill the request.

During Shift

- Task mission assignments to the appropriate ESFs.
- Coordinate with other branch chiefs as to mission specific issues.
- As time permits ESF's will be asked to prepare a list of available resources from the unaffected areas that may be needed during the event. The information requested should include size, amount, location, type, cost, duration of availability, contact person and phone number.
- Each ESF will compile and maintain a list of available resources.

End Shift

- Brief the in-coming staff for the Emergency Services Branch.
- Identify operational priorities and current issues.
- Participate in planning sessions and SEOC briefings as directed.

IX. Planner

Mission

The mission of an Emergency Services Branch Liaison is to facilitate communications and coordination between the SERT and a specific ESF. This liaison will be knowledgeable in the function required within a specific ESF, such as Hazardous Materials, Wild land Fire, etc.

Responsibilities

- Be a direct liaison to the command structure established at the SEOC for that specific event.
- Monitor all requests from command; obtain status updates of each request until completion.
- Arbitrate conflicts and coordinate the information flow between command and the Branch Chiefs within the SEOC.
- Ensure command provides cost estimates to the Emergency Services Branch Chief.
- Provide the Branch Chief and ESF 5 with SITREP feeders and IAP information as required.
- Continuously, communicate with the Emergency Services Branch Chief in the coordination of management activities.
- Reviews outgoing messages from the Branch.

Direct Supervisor

Emergency Services Branch Chief

Duties

Beginning Shift

- When notified, the liaison will assume a pre-designated workstation in the State Emergency Operations Center or command center.
- The liaison will receive a briefing from the Emergency Services Branch Chief and review messages for resource requests, resources deployed, resources on-scene, and resources de-activated.
- The liaison will request additional augmentees through the Branch Chief if needed for the event. The liaison and Branch Chief periodically evaluates the situation to determine if other augmentees are required.

During Shift

- Attend command meetings with specific command
- Continually brief Emergency Services Branch Chief on the situation and update SEOC staff.

End Shift

- Brief the in-coming staff for the Emergency Services Branch.
- Identify operational priorities and current issues.
- Participate in planning sessions and SEOC briefings as directed.

Duties Common to All Positions

- When necessary "trouble-shoot"; assist with request problems.
- All Emergency Services Branch personnel must be knowledgeable of SERT operations.
- All Emergency Services Branch personnel must have a thorough understanding of the Emergency Support Function process and the Incident Command System.
- All Emergency Services Branch personnel must be knowledgeable of EM Constellation and E-mail.

ANNEX D

INFRASTRUCTURE BRANCH STANDARD OPERATING PROCEDURE

Introduction

Natural and manmade emergencies and disasters impact homes, businesses and public infrastructure, often quickly overwhelming the response capabilities of local agencies. During such events, the State Emergency Response Team (SERT) is activated to provide resources and logistical support to local jurisdictions. In many events, critical infrastructure resources are needed to support state and local emergency response actions and begin the recovery process. Based upon the magnitude and complexity of the emergency, the SERT may co-locate at the State Emergency Operations Center (SEOC).

II Scope

This guide is limited to the responsibilities of the Infrastructure Support Branch, that include the coordination and management of the following Emergency Support Functions (ESF): ESF 1 - Transportation, ESF 2 - Communications, ESF 3 - Public Works and Engineering, 12 - Energy, and the Public Assistance Recovery Liaison. This Standard Operating Guide (SOG) is not a stand-alone document; but rather is designed to be used in conjunction with the Operations Section SOG and the State of Florida Comprehensive Emergency Management Plan.

III Purpose

The purpose of this SOG is to provide guidelines for the Infrastructure Support Branch to implement the procedures within its scope of responsibility. This procedure also ensures a consistent mode of operations with other Branches and Sections within the SEOC.

The purpose of the Infrastructure Support Branch is to monitor and support state and local emergency operations to include, but not limited to, the following activities:

- flood control and protective measures
- water & wastewater system restoration
- transportation capabilities assistance and system restoration
- communications capabilities assistance and system restoration
- emergency power operations and system restoration
- fuel capabilities assistance and system restoration

The Infrastructure Support Branch will ensure an effective and efficient transition from the response phase to recovery phase of an emergency or disaster operation.

IV **Assumptions**

- A disaster may occur with little or no warning and may escalate rapidly, exceeding the response capabilities of any single local response organization or jurisdiction.
- The Governor may issue an Executive Order that authorizes and commands the involvement of State agencies to support regional or local emergency operations.
- An Incident Action Plan (IAP) will be developed for each operational period and will include the operational objectives and priorities for the Operations Section and all Branches therein.

V **Authority and References**

- A. Chapter 252, Florida Statutes
- B. The State Comprehensive Emergency Management Plan
- C. Operations Section Standard Operating Guide

VI **Infrastructure Support Branch Director**

Mission

The Infrastructure Support Branch Director implements the SERT operational objectives as they involve flood control, water and wastewater systems, transportation capabilities, communications networks, energy systems and fuel resources.

Responsibilities

- The Infrastructure Support Branch Director must ensure that plans, procedures, and supplies relating to the Branch are up-to-date and in place.
- Coordinates training activities for all Branch staff.
- Implements the operational objectives of the SERT as applicable to Infrastructure Support Branch.
- Ensures Branch staffing levels are appropriate based on the magnitude of the event.
- Keeps the Operations Section Chief informed of Branch activities.
- Participates in action planning meetings as directed by the Operations Section Chief.
- Tasks and follows up on missions to ESFs 1, 2, 3 and 12.
- Must have a thorough understanding of SERT operations, the Incident Command System, and the ESF process.
- Must be proficient in the use of the EM Constellation Information Management System.

Direct Supervisor

Operations Section Chief

Supervisory Responsibilities

Assistant Branch Director

Duties

Beginning Shift

- Receive a briefing from the out-going Branch Director.
- Obtain a situational briefing from the Operations Section Chief. Become aware of the following:
 1. The nature and scope of the incident

2. The Area(s) of Operation
 3. The estimated type and extent of damages to homes and infrastructure
 4. Immediate and forecasted risks to life and property
 5. State and local response actions currently underway and planned
 6. SERT assets currently deployed (names, locations, contact numbers)
 7. Relevant information regarding weather, intel, and hazards analysis
 8. Status of State and Federal declarations
 9. SEOC activation level, hours of operation, briefing schedule
- Read the current Operational Objectives, Incident Action Plan, and Situation Report.
 - Participate in the Branch meeting to discuss the current operational objectives, action planning items, resource priorities and staffing issues.
 - Ensure the Infrastructure Support Branch is staffed appropriately to meet the needs of the event. Determine what branch resources have been activated and adjust as necessary to account for current and future operations.
 - Ensure supplies in each ESF room and at the Branch Director desk are sufficient.
 - Ensure a staffing schedule has been developed for the Branch for at least a 7-day period covering the hours of operation.
 - Scan the mission log for currently open and filled missions.

During Shift

- Carry out the operational objectives as they relate to the Infrastructure Support Branch.
- Participate in action planning meetings as directed by the Operations Section Chief.
- Conduct Infrastructure Branch meetings as required.
- Coordinate with the Intel Chief regarding requests for information from the Branch to impacted county EOCs.
- Continually assess the staffing needs of the Branch and ensure the staffing schedule is revised as needed.
- Provide the Information and Planning Section with SITREP information as required.
- Task ESF 1, 2, 3 and 12 missions and coordinate with Assistant Branch Director, other Branch Directors and the Operations Section Chief, as necessary, to ensure missions are filled.
- Coordinate with the Public Assistance Recovery Liaison regarding infrastructure missions falling within the scope of the Recovery Section.

End of Shift

- Brief the in-coming Infrastructure Support Branch Director.
- Identify operational priorities and urgent missions currently underway or planned.
- Participate in action planning sessions and SEOC briefings if scheduled.

Stand-Down

- Coordinate with the Operations Section Chief regarding the SERT de-activation plan.
- Ensure the Infrastructure Support Branch Director area and ESF rooms are stocked with supplies and ready for future activations.
- Develop after-action items for future discussion.

Equipment and Supplies

Telephone
 Computer
 Writing pad/Notebook
 Pens/Pencils
 Infrastructure Support Branch SOG

Operations Section SOG

VII Assistant Branch Director Duties and Responsibilities

Mission

The Infrastructure Support Assistant Branch Director supports the Branch Director with implementing the operational objectives of the SERT as they involve the critical infrastructure issues.

Responsibilities

- Assists the Infrastructure Support Branch Director with implementing the operational objectives during SEOC activations
- Assumes the responsibilities of the Infrastructure Support Branch Director when the Branch Director is not present in the SEOC
- Tracks and follows up on missions to ESFs 1, 2, 3, and 12.
- Must have a thorough understanding of SERT operations, the Incident Command System, and the ESF process.
- Must be proficient in the use of the EM Constellation Information Management System.
- Will be activated when the SERT Chief, the Operations Section Chief and the Infrastructure Support Branch Director determine it is necessary in order to maintain continuous Branch operations.

Direct Supervisor

Infrastructure Support Branch Director

Duties

Beginning Shift

- Receive a briefing from the out-going Branch Director
- Obtain a situational briefing from the Operations Section Chief. Become aware of the following:
 1. The nature and scope of the incident
 2. The Area(s) of Operation
 3. The estimated type and extent of damages to homes and infrastructure
 4. Immediate and forecasted risks to life and property
 5. State and local response actions currently underway and planned
 6. SERT assets currently deployed (names, locations, contact numbers)
 7. Relevant information regarding weather, Intel forecasts, hazard analyses
 8. Status of State and federal declarations
 9. SEOC activation level, hours of operation, briefing schedule
- Read the current Operational Objectives, Incident Action Plan, and Situation Report
- Scan the mission log for currently open and filled missions
- Ensure the supplies in each of the ESF rooms and at the Infrastructure Support Branch Director desk are sufficient and the equipment is functional

During Shift

- Support the Branch Director in carrying out the operational objectives as they relate to the Infrastructure Support Branch
- Provide the Information and Planning Section with SITREP information as required
- Task Infrastructure Support ESF's with appropriate missions; work closely with Branch ESF's on mission specific issues; coordinate with other Branch Directors and Assistant Operations Chief, as

necessary, to ensure missions are updated regularly and that they are eventually completed and closed.

End Shift

- Brief the in-coming Infrastructure Support Branch Director and ensure that all in-coming ESF ECO's are briefed on current issues and operational priorities.
- Identify operational priorities and urgent missions currently underway or planned.
- Participate in action planning sessions and SEOC briefings if scheduled.

VIII Infrastructure Support Branch Planner Duties and Responsibilities

Mission

The Infrastructure Support Assistant Branch Planner expands intra-Branch coordination planning capability and supports the Branch Director & Assistant Chief with implementing the operational objectives of the SERT as they involve the critical infrastructure issues.

Responsibilities

- Coordinates branch tactical planning at the branch level
- Coordinates branch intra-infrastructure IAP inclusive ESFs 1, 2, 3, and 12
- Prepares and distributes the IAP and SITREP within the required timeframe
- Provides Information and Planning support Section via SITREP as require
- Assists the Infrastructure Support Branch Director with implementing the operational objectives during SEOC activations
- Assumes the responsibilities of the Infrastructure Support Branch Director when the Branch Director/Assistant Branch Director are not present in the SEOC
- Tracks overview and plans-forward on missions to ESFs 1, 2, 3, and 12.
- Must have a thorough understanding of SERT operations, the Incident Command System, and the ESF process.
- Must be proficient in the use of the EM Constellation Information Management System.
- Will be activated when the SERT Chief, the Operations Section Chief and the Infrastructure Support Branch Director determine it is necessary in order to maintain continuous Branch operations.

Direct Supervisor

Infrastructure Support Branch Director

Duties

Beginning Shift

- Receive a briefing from the out-going Branch Director & branch planner
- Obtain a situational briefing from the Operations Section Chief. Become aware of the following:
 10. The nature and scope of the incident
 11. The Area(s) of Operation
 12. The estimated type and extent of damages to homes and infrastructure
 13. Immediate and forecasted risks to life and property
 14. State and local response actions currently underway and planned
 15. SERT assets currently deployed (names, locations, contact numbers)
 16. Relevant information regarding weather, Intel forecasts, hazard analyses
 17. SEOC activation level, hours of operation, briefing schedule

- Read the current Operational Objectives, Intra-Infrastructure Incident Action Plan, SEOC Incident Action Plan, and Situation Reports
- Scan the mission log for currently open and filled missions

During Shift

- Support the Branch Director in carrying out the operational objectives as they relate to the Infrastructure Support Branch
- Provide the Information and Planning Section with Intra-Infrastructure Incident Action Plan and SITREP as required
- Strategy for the Branch for the next operational period
- Provide Branch resource summary for the next operational period
- Track progress on Infrastructure Support ESF's appropriate missions; work closely with Branch ESF's on mission specific issues; coordinate with other, as necessary, to ensure missions are updated regularly and that they are eventually completed and closed.

End Shift

- Brief the in-coming Infrastructure Support Branch Director and Planner and ensure that all in-coming ESF ECO's are briefed on current issues and operational priorities.
- Identify operational priorities and urgent missions currently underway or planned.
- Participate in action planning sessions and SEOC briefings if scheduled.

IX Concept of Operations

Mission Assignment

- A request is received in the SEOC to support local government or the SERT.
- The SERT receives both information and requests for resources (typically via the Response Liaisons) from an authorized County EOC Liaison, or on-scene SERT Liaison or other State Agency Representative.
- A resource request should include information on the size/capacity, quantity, location, type, duration, special considerations, contact persons name with landline or cellular phone or pager number(s), and a brief description of the problem and mission (what must be accomplished?).
- When the information is complete, the task/mission is forwarded to the appropriate Branch Director for action.
- The Branch Director tasked with the mission will forward it to the appropriate ESF for further action and completion.
- The ESF will determine if the request is within their capability.
- If beyond the ESF's capability, the request will be assigned to the Mutual Aid Branch and/or Logistics Section or other Branches as appropriate.
- If the request is denied, the Response Liaison will be notified and the respective county informed of the decision.

- The Response Liaison will monitor progress of all missions within their area of responsibility and maintain regular communications with county and state personnel in the field.
- Branch Directors and ESF's will update the status of missions in EM Constellation while the Response Liaisons provide regular updates to county ECO's and State Liaisons.

ANNEX E
HUMAN SERVICES BRANCH
STANDARD OPERATING PROCEDURE (SOP)

INTRODUCTION

Natural and man-made emergencies and disasters impact homes, businesses and public infrastructures, quickly overwhelming the response capabilities of local agencies. During such events, the State Emergency Response Team (SERT) is activated to provide resource and logistical support to local jurisdictions. During the course of the SERT activation, resources such as: additional shelter managers, mobile feeding units, bulk food products, animal response teams and regional relief centers, may be called upon to augment the local response capabilities. In addition, local conditions may necessitate the establishment of comfort stations, base camps, additional mass feeding operations and other human services resources.

II. SCOPE

This procedure is limited to the responsibilities of the Human Services Branch, which includes the coordination and management of the following Emergency Support Functions (ESFs): ESF 6-Mass Care, ESF 11-Food, Water and Ice, ESF 15-Volunteers and Donations, ESF 17-Animal Issues, Agency for Workforce Innovation (AWI)-disaster unemployment, and coordination with the Recovery Liaison for Individual Assistance. This SOP is not a stand-alone document; rather, it is designed to be used in conjunction with the Operations Section SOP and the State of Florida Comprehensive Emergency Management Plan (CEMP).

The ESFs that comprise the Human Services Branch may also be called upon to provide technical and resource support to other states.

III. PURPOSE AND MISSION OF HUMAN SERVICES

The purpose of this SOP is to provide guidelines for the Human Services Branch to implement the procedures within its scope of responsibility. This procedure also ensures a consistent mode of operations with other branches and sections within the State Emergency Operations Center (SEOC).

A. ESF Functions and Support Agencies

1. ESF 6- Mass Care
Manage temporary sheltering, mass feeding and distribution of essential supplies for disaster victims.
Lead Organization: Department of Business and Professional Regulation
2. ESF 11- Food, Water and Ice
Secure bulk food, water and ice to support mass care sites.
Lead Organization: Department of Agriculture and Consumer Services
3. ESF 15- Volunteers and Donations
Coordinate utilization and distribution of donated goods and services.
Lead Organization:

4. ESF 17- Animal Protection
Provide rescue, protective care, disease control, feeding and identification of animals separated from their owners.
Lead Organization: Department of Agriculture and Consumer Services
5. Agency for Workforce Innovation (AWI)
Disaster Unemployment
6. Department of Elder Affairs
Provide services to elders within the community

The Human Services Branch will also ensure a transition from the response phase to the recovery phase of a disaster without disruption of necessary service delivery to the impacted areas.

IV. ASSUMPTIONS

- A. A disaster may occur with little or no warning and may escalate rapidly, exceeding the response capabilities of any single local organization or jurisdiction.
- B. The Governor may issue an Executive Order that dictates the involvement of State agencies to support disaster response activities of the local response organization.
- C. The State Emergency Response Team (SERT) will be activated to support local government response when warranted. Elements of or all of the Human Services Branch agencies may be activated to support response and recovery operations.
- D. An Incident Action Plan (IAP) will be developed for each operational period and will include the operational objectives and priorities for the Operations Section and all branches therein.

V. AUTHORITY AND REFERENCES

- A. Chapter 252, Florida Statutes
- B. The State Comprehensive Emergency Management Plan (CEMP)
- C. Operations Section Standard Operating Procedures (SOP)
- D. Comfort Station Standard Operating Procedures (SOP)
- E. Base Camp Standard Operating Procedures (SOP)
- F. Memorandum of Understanding (MOU) between the Department of Community Affairs (DCA), Division of Emergency Management (DEM) and the Florida Conference Association of Seventh-Day Adventists
- G. Regional Relief Center Standard Operating Procedures (SOP)

VI. CONCEPT OF OPERATIONS

A. Mission Assignment

1. A request is received in the State Emergency Operations (SEOC) to support local government or SERT.
2. The Response Liaison receives the request from the County Emergency Operations Center (EOC), SERT Liaison or State non-profit agency representative within the SEOC and ensures all essential information is provided.
 - a. The resource request should include information on the size, amount, location, type, duration, cost and contact person with phone numbers and a brief description of the problem and the mission.
 - b. Once the information is complete, the Operations Support Liaison tasks the mission to the appropriate Branch Chief for action.
3. The Branch Chief tasked with the mission will forward it to the appropriate ESF or State Agency for execution.
 - a. The ESF will determine if the request is within their capability.
 - b. Branch Chief will notify OPS Chief and OPS Support Branch Chief to discuss possible reassignment options.
 - c. If beyond the ESF capability, the request will be assigned to the Mutual Aid Branch and/or the Logistics Section.
 - d. If the request is denied, the Response Liaison will be notified and will inform the requesting party.
4. The Response Liaison will monitor the progress of all missions within their area of responsibility and maintain regular communications with County and State personnel in the field.
5. Branch Chiefs and ESFs will update the status of missions in EM Tracker/Groove while the Response Liaisons provide regular updates to County EOCs and the SERT Liaisons.

B. Comfort Stations

The Operations Section Chief in coordination with the Human Services Branch Chief, the comfort station lead agency and impacted counties, will direct the establishment of one or more comfort stations in support of local disaster relief operations. Comfort stations will be deployed, maintained and demobilized in accordance with the *Comfort Station SO*.

C. Base Camps

The SERT Chief in coordination with the Operations Section Chief, Human Services Branch Chief and applicable ESFs (ESFs 6, 8, 13) will direct the establishment of one or more base camps in support of local disaster relief operations, if no other housing alternative is present to support disaster workers in the impacted area. Base Camps will be deployed, maintained and demobilized in accordance with the Base Camp SOP.

D. Bulk Food Distribution

The ESF 11 Emergency Coordinating Officer (ECO) with support from the Human Services Branch Chief, ESF 6 ECO and appropriate agency liaisons will direct the location and establishment of bulk food distribution sites.

1. Food Distribution sites may be a logistical staging area established by the SERT or local warehouse facilities owned by non-profit organizations or the Florida Department of Agriculture and Consumer Services. If additional facilities are required, a request will be entered as a mission into EM Tracker/Groove and tasked to the appropriate ESF(s).
2. Management of distribution sites will vary, depending on the location and ownership of the facility. If staff is required to manage the facility, a request will be entered as a mission into EM Tracker/Groove and tasked to the appropriate ESF(s).
3. Food and water supplies stored at the distribution sites will be palletized bulk products and distributed to State agencies responding in the disaster impacted areas. Inventory control will be conducted onsite and a copy provided to ESF 11 and disseminated, upon request, to the Branch Chief. No food preparation will be conducted at these locations.
4. Other supplies, such as: comfort kits, clean up kits, lumber and nails, may be stored at these centers for distribution to the SERT and other local/state response agencies providing assistance to the disaster impacted area.

E. Regional Relief Centers

The SERT Chief, in coordination with the Operations Section Chief and Human Services Branch Chief will direct the location and establishment of Regional Relief Centers (RRCs). The SERT Chief will also authorize and request that the Human Services Branch Chief trigger the deployment of the RRC Management Team.

RRCs will be deployed, maintained and demobilized in accordance with the MOU between DCA, DEM and the Florida Conference Association of Seventh-Day Adventists. Also, consult the Regional Relief Center SOP.

VII. HUMAN SERVICES BRANCH CHIEF

A. Mission

The Human Services Branch Chief implements the operational objectives of the SERT as they involve sheltering and feeding, animal and veterinary issues, and coordination of solicited and unsolicited volunteers and donations.

B. Responsibilities

1. Ensures that plans, procedures, and supplies relating to the branch are up-to-date and in place.
2. Coordinates training activities for all branch staff.
3. Implements the Operational Objectives of the SERT as applicable to the Human Services Branch.
4. Ensures all positions designated within the branch are staffed, as necessary, for each SEOC activation.
5. Keeps the Operations Section Chief informed on a regular basis regarding the status of branch operations and planning activities.
6. Tasks and follows up on missions to ESFs 6, 11, 15 and 17.
7. Participates in Incident Action Planning (IAP) meetings as directed by the Operations Section Chief.
8. Must have a thorough understanding of the SERT operations, the Incident Command System, and the ESF process.
9. Must be proficient in the use of EM Tracker/Groove Information Management Systems.

C. Direct Supervisor

Operations Section Chief

D. Supervisory Responsibilities

1. Deputy Human Services Branch Chief
2. Human Services Branch

E. Duties

1. Receive a briefing from the out-going Human Services Branch Chief
2. Obtain a situational briefing from the Operations Section Chief. Become aware of the following:

- a. The nature and scope of the incident;
 - b. The Area(s) of Operation;
 - c. The estimated type and extent of damages to homes and infrastructure;
 - d. Immediate and forecasted risks to life and property;
 - e. State and local response actions currently underway and planned;
 - f. The SERT assets currently deployed (names, locations and contact numbers);
 - g. Relevant information regarding Weather Intel, forecast and hazard analyses;
 - h. Statutes of State and Federal declarations;
 - i. SEOC activation level, hours of operation and briefing schedules.
3. Brief ESF ECOs on specific issues
 4. Read the current Operational Objectives, Incident Action Plan, and Situation Report (Sit Rep).
 5. Participate in the Branch Chief meeting to discuss the current Operational Objectives, Incident Action Planning items, resource priorities and staffing issues.
 6. Ensure the Human Services Branch is staffed appropriately to meet the needs of the event. Determine what branch resources have been activated and adjust as necessary to account for current and future operations.
 7. Ensure a staffing schedule has been developed for the branch for at least a seven day period covering the hours of operation.
 8. Scan the mission log for currently open and filled missions.
 9. Ensure the supplies at the Human Services Branch desk are sufficient.
 10. Coordinate with the Intel Chief regarding the process for SEOC staff requesting information from the field.

F. Throughout Shift

1. Carry out the Operational Objectives as they relate to the Human Services Branch.
2. Participates in Incident Action Planning (IAP) meetings as directed by the Operations Section Chief.
3. Continually assess the staffing needs of the section and ensure the staffing schedule is revised as needed.

4. Provide the Information and Planning Section with Sit Rep information as required.
5. Task Human Services ESFs with appropriate missions; coordinate with other Branch Chiefs and Assistant Operations Chief, as necessary, to ensure missions are updated regularly and that they are completed and closed.
6. Gather pertinent information on issues related to the Human Services Branch ESFs and provide information to ECOs in a timely manner.
7. Participate in County conference calls.
8. Coordinate with the Operations Section Chief, other Branch Chiefs and appropriate ESFs on the location for comfort stations, base camps, regional relief centers, mass feeding sites, bulk distribution sites; establish a liaison in the SEOC to coordinate logistical requirements for each of these deployed assets.
9. Coordinate with the Operations Section Chief regarding the demobilization of deployed assets; coordinate with the Operations Support Branch Chief to ensure that all field staff and affected counties are made aware of any implemented changes.
10. Coordinate with the Recovery Manager regarding long-term human services missions and the transition to recovery operations.

G. End Shift

1. Brief the in-coming Human Services Branch Chief and ensure that all in-coming ESF ECOs are briefed on current issues and operational priorities.
2. Identify operational priorities and urgent missions currently underway or planned.
3. Coordinate with the Special Needs Liaison, if designated, and ensure that all Special Need related missions are completed and issues resolved.

H. Stand Down

1. Coordinate with the Operations Section Chief regarding the SERT de-activation plan.
2. Ensure the Human Services Branch Chief area and ESF rooms are stocked with supplies and ready for future activations.
3. Develop after-action items in collaboration with Branch ESFs for follow- up and future activations.

I. Equipment and Supplies

1. Telephone
2. Computer
3. Writing Pads

4. Pens and Pencils
5. Human Services Branch SOP
6. Operations Section SOP
7. County EM phone lists
8. SEOC internal phone list
9. DEM staff roster and home phone list
10. ESF 6, 11, 15 and 17 SOPs
11. Copies of all applicable SOPs (i.e. comfort stations, base camps, logistical staging areas, and regional relief centers.)

VIII. DEPUTY HUMAN SERVICES BRANCH CHIEF

A. Mission

The Deputy Human Services Branch Chief supports the Branch Chief with implementing the Operational Objectives of the SERT as they involve Human Services issues. Also acts as the Human Services Branch Chief when the Branch Chief is unavailable or not present at Human Services Desk in SEOC.

B. Responsibilities

1. Ensures that plans, procedures, and supplies relating to the branch are up-to-date and in place.
2. Coordinates training activities for all branch staff.
3. Implements the Operational Objectives of the SERT as applicable to the Human Services Branch.
4. Ensures all positions designated within the branch are staffed, as necessary, for each SEOC activation.
5. Keeps the Operations Section Chief informed on a regular basis regarding the status of branch operations and planning activities.
6. Tasks and follows up on missions to ESFs 6, 11, 15 and 17.
7. Participates in Incident Action Planning (IAP) meetings as directed by the Operations Section Chief.
8. Must have a thorough understanding of the SERT operations, the Incident Command System, and the ESF process.
9. Must be proficient in the use of EM Tracker/Groove Information Management Systems.

C. Direct Supervisor

Human Services Branch Chief

D. Supervisory Responsibilities

Human Services Branch

E. Duties

1. Receive a briefing from the out-going Human Services Branch Chief.
2. Obtain a situational briefing from the Operations Section Chief. Become aware of the following:
 - a. The nature and scope of the incident;
 - b. The Area(s) of Operation;
 - c. The estimated type and extent of damages to homes and infrastructure;
 - d. Immediate and forecasted risks to life and property;
 - e. State and local response actions currently underway and planned;
 - f. The SERT assets currently deployed (names, locations and contact numbers);
 - g. Relevant information regarding Weather Intel, forecast and hazard analyses;
 - h. Statutes of State and Federal declarations;
 - i. SEOC activation level, hours of operation and briefing schedules.
3. Brief ESF ECOs on specific issues.
4. Read the current Operational Objectives, Incident Action Plan, and Situation Report (Sit Rep).
5. Participate in the Branch Chief meeting to discuss the current Operational Objectives, Incident Action Planning items, and resource priorities and staffing issues.
6. Ensure the Human Services Branch is staffed appropriately to meet the needs of the event. Determine what branch resources have been activated and adjust as necessary to account for current and future operations.
7. Ensure a staffing schedule has been developed for the branch for at least a seven day period covering the hours of operation.
8. Scan the mission log for currently open and filled missions.

9. Ensure the supplies at the Human Services Branch desk are sufficient.
10. Coordinate with the Intel Chief regarding the process for SEOC staff requesting information from the field.

F. Throughout Shift

1. Carry out the Operational Objectives as they relate to the Human Services Branch.
2. Participates in Incident Action Planning (IAP) meetings as directed by the Operations Section Chief.
3. Continually assess the staffing needs of the section and ensure the staffing schedule is revised as needed.
4. Provide the Information and Planning Section with Sit Rep information as required.
5. Task Human Services ESFs with appropriate missions; coordinate with other Branch Chiefs and Assistant Operations Chief, as necessary, to ensure missions are updated regularly and that they are completed and closed.
6. Print out updated shelter reports, power outage reports and school closing reports.
7. Work on specific projects assigned by the Human Services Branch Chief.

G. End Shift

1. Brief the in-coming Deputy Human Services Branch Chief and ensure that all in-coming ESF ECOs are briefed on current issues and operational priorities.
2. Identify operational priorities and urgent missions currently underway or planned.
3. Coordinate with the Special Needs Liaison, if designated, and ensure that all Special Needs related missions are completed and issues resolved.

H. Stand Down

1. Coordinate with the Operations Section Chief regarding the SERT de-activation plan.
2. Ensure the Human Services Branch Chief area and ESF rooms are stocked with supplies and ready for future activations.
3. Develop after-action items in collaboration with Branch ESFs for follow-up and future activations.

I. Equipment and Supplies

1. Telephone

2. Computer
3. Writing Pads
4. Pens and Pencils
5. Human Services Branch SOP
6. Operations Section SOP
7. County EM phone lists
8. SEOC internal phone list
9. DEM staff roster and home phone list
10. ESF 6, 11, 15 and 17 SOPs
11. Copies of all applicable SOPs (i.e. comfort stations, base camps, logistical staging areas, and regional relief centers.)

ANNEX F ACTIVATION OF THE FORWARD SERT

A. Purpose: The purpose of this Annex is to describe the process for transition to and activation of the Alternate State Emergency Operations Center.

B. Situation and Assumptions:

1. Situation

Activation of the Alternate State Emergency Operations Center is contingent upon the occurrence of one of three scenarios:

a. A natural or technological disaster, act of domestic terrorism, or a regional event which imposes unusual demands upon one or more local agencies has occurred or is likely to occur in some of the State, and the State Emergency Response Team or Division staff determines that it can more effectively respond to, coordinate, and monitor the event from a Forward SERT or that it may be required to activate multiple operational facilities.

b. A natural or technological disaster or act of domestic terrorism event has occurred on a statewide level, and the State Emergency Response Team or Division staff determines that it can more effectively respond to, coordinate, and monitor the event from a Forward SERT.

c. As a result of a natural or technological disaster or an act of domestic terrorism in the Tallahassee area, the State Emergency Operations Center has been directly impacted and declared inoperable for an undetermined period of time.

2. Assumptions

a. This Annex is flexible and must be able to quickly change to meet the operational requirements of each emergency or disaster event.

b. Throughout the transition and re-location of the SERT to the Alternate State EOC, **direction and control** remains with the State Coordinating Officer, **command and control** will be established with the Forward SERT.

c. A temporary Emergency Operations Center will be established and maintained in the Tallahassee area as long as necessary or practicable.

d. This Annex assumes training will occur for SERT and the county housing the designated State Alternate EOC.

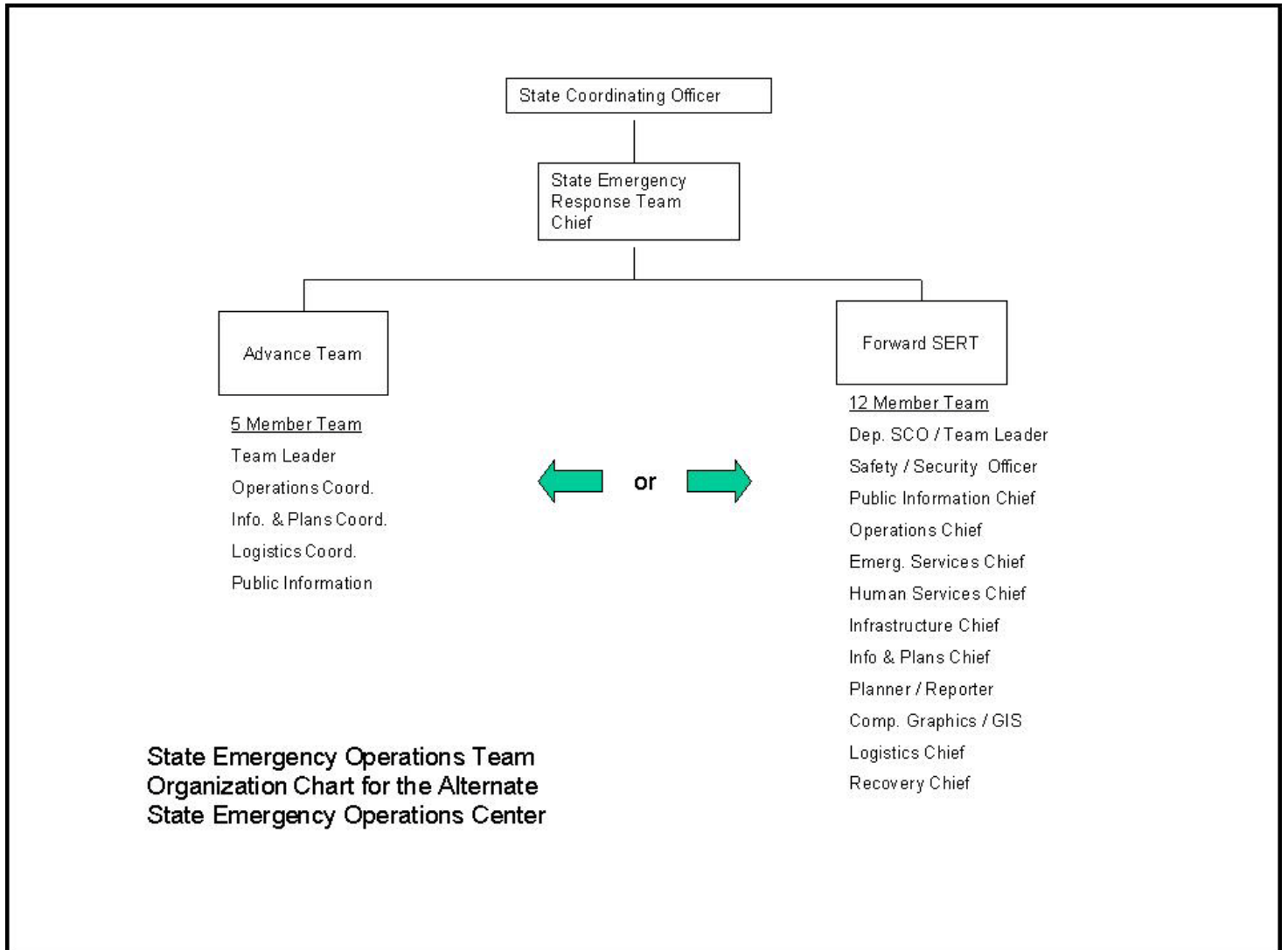
e. This Annex is consistent with the Field Operations Guide/SOP.

f. This Annex is consistent with the State Comprehensive Emergency Management Plan.

C. Organization and Assignment of Responsibilities:

a. Division of Emergency Management

1. Organization



2. Responsibilities

A detailed Standard Operating Procedure for each staff member may be found in Appendix 1 of the Division's Field Operations Guide

Goal: To successfully and efficiently activate, maintain, and de-activate the Alternate State Emergency Operations Center.	
Responsible Unit	Objectives and Strategies
Objective 1: Decision made to activate the Alternate State Emergency Operations Center.	
Operations Chief and Plans Chief	<ul style="list-style-type: none"> ◆ Formulate a recommendation to activate the Alternate State Emergency Operations Center
State Emergency Response Team Chief	<ul style="list-style-type: none"> ◆ Concurs with the recommendation to activate the Alternate State Emergency Operations Center ◆ Recommendation to the State Coordinating Officer to activate the Alternate State Emergency Operations Center
State Coordinating Officer	<ul style="list-style-type: none"> ◆ Authorizes the activation the Alternate State Emergency Operations Center
Objective 2: Notification to deploy State Emergency Response Team	
Operations Chief	<ul style="list-style-type: none"> ◆ Notifies State Emergency Response Team Liaison to deploy
State Emergency Response Team Liaison	<ul style="list-style-type: none"> ◆ Prepares for deployment ◆ Deploys to the Alternate State Emergency Operations Center ◆ Advises Transition Team at Alternate State Emergency Operations Center of estimated time of arrival
Objective 3: Notification to CBJTC to activate Transition Team to ready the Alternate State Emergency Operations Plan	
State Watch Office	<ul style="list-style-type: none"> ◆ Notifies County Emergency Management Directors of relocation of SEOC
Camp Blanding Joint Training Center	<ul style="list-style-type: none"> ◆ Notifies Transition Team to activate
Relocation Team	<ul style="list-style-type: none"> ◆ Reports to Alternate State Emergency Operations Center and begins preparations for operational status
Objective 4: State Emergency Response Team Liaison arrives at the Alternate State Emergency Operations Center	
State Emergency Response Team Liaison	<ul style="list-style-type: none"> ◆ Advises Operations Chief of arrival at Alternate State Emergency Operations Center ◆ Receives any additional instructions from the Operations Chief ◆ Receives an Alternate State Emergency Operations Center status briefing from county Transition Team staff ◆ Readies work area
Objective 5 - The Alternate State Emergency Operations Center Declared Ready	

Relocation Team	<ul style="list-style-type: none"> ◆ Reports operational readiness to State Emergency Response Team Liaison ◆ Team members report to workstations to assume operational responsibilities
State Emergency Response Team Liaison	<ul style="list-style-type: none"> ◆ Assesses Alternate State Emergency Operations Center for readiness ◆ Determines Alternate State Emergency Operations Center is ready for activation ◆ Notifies Operations Chief of readiness and activation status ◆ Assumes responsibilities ◆ Single conduit to State Emergency Operations Center ◆ Coordinates or follows-up on resource requests ◆ Provides technical assistance ◆ Submits initial and follow-up report
Operations Chief	<ul style="list-style-type: none"> ◆ Advises State Emergency Response Team Chief of operational status of the Alternate State Emergency Operations Center ◆ Periodically communicates with State Emergency Response Team Liaison
State Emergency Response Team Chief	<ul style="list-style-type: none"> ◆ Advises State Coordinating Officer of operational status of the Alternate State Emergency Operations Center ◆ Provides status reports as necessary
Objective 6 - : Notification to deploy Advance Team	
Operations Chief	<ul style="list-style-type: none"> ◆ Notifies Advance Team Leader to mobilize
Advance Team	<ul style="list-style-type: none"> ◆ Prepares for deployment ◆ Deploys to the Alternate State Emergency Operations Center ◆ Advises State Emergency Response Team Liaison at Alternate State Emergency Operations Center of estimated time of arrival
Objective 7 - Advance Team Arrives at the Alternate State Emergency Operations Center	
Advance Team	<ul style="list-style-type: none"> ◆ Advises the Operations Chief of arrival at the Alternate State Emergency Operations Center ◆ Receives any additional instructions from the Operations Chief ◆ Receives an Alternate State Emergency Operations Center status briefing from State Emergency Response Team Liaison and county Transition Team staff ◆ Readies work area
Objective 8 - The Alternate State Emergency Operations Center Declared Operational	
Advance Team	<ul style="list-style-type: none"> ◆ Assesses Alternate State Emergency Operations Center for readiness ◆ Determines Alternate State Emergency Operations Center is ready for activation ◆ Notifies Operations Chief of readiness and activation status ◆ Alternate State Emergency Operations Center declared operational ◆ Assumes operational responsibilities ◆ Submits initial and continuing report

<p>State Emergency Response Team Liaison</p> <p>County Transition Team</p> <p>Operations Chief</p> <p>State Emergency Response Team Chief</p>	<ul style="list-style-type: none"> ◆ May decide to activate additional resources ◆ Coordinates the resource management function ◆ Provides technical assistance to impacted counties ◆ Coordinates field operational activities ◆ Recommends the activation of additional staff <ul style="list-style-type: none"> ◆ Passes operational management to the Advance Team ◆ May be incorporated into the Advance Team ◆ May be deployed to another field location <ul style="list-style-type: none"> ◆ May be incorporated into the Advance Team <ul style="list-style-type: none"> ◆ Advises State Emergency Response Team Chief of operational status of the Alternate State Emergency Operations Center <ul style="list-style-type: none"> ◆ Advises State Coordinating Officer of operational status of the Alternate State Emergency Operations Center ◆ Delegates the Command and Control authority to the Advance Team
<p>Objective 9 - : Notification to deploy Forward State Emergency Response Team</p>	
<p>Operations Chief</p> <p>Forward State Emergency Response Team</p>	<ul style="list-style-type: none"> ◆ Notifies Forward State Emergency Response Team Leader to mobilize <ul style="list-style-type: none"> ◆ Prepares for deployment ◆ Deploys to the Alternate State Emergency Operations Center ◆ Advises Advance Team at Alternate State Emergency Operations Center of estimated time of arrival
<p>Objective 10 - Forward State Emergency Response Team arrives at the Alternate State Emergency Operations Center</p>	
<p>Forward State Emergency Response Team</p> <p>Advance Team</p>	<ul style="list-style-type: none"> ◆ Advises the Operations Chief of arrival at the Alternate State Emergency Operations Center ◆ Receives any additional instructions from the Operations Chief ◆ Receives an Alternate State Emergency Operations Center status briefing from Advance Team staff ◆ Readies work area ◆ Submits initial report ◆ May decide to activate additional resources ◆ Coordinates the resource management function ◆ Provides technical assistance to impacted counties ◆ Coordinates field operational activities ◆ Recommends the activation of additional staff <ul style="list-style-type: none"> ◆ Passes operational management to the Forward State Emergency Response Team ◆ May be incorporated into the Forward State Emergency Response Team ◆ May be deployed to another field location

State Emergency Response Team Liaison	<ul style="list-style-type: none"> ◆ May be incorporated into the Forward State Emergency Response Team ◆ May be deployed to another field location
County Transition Team	<ul style="list-style-type: none"> ◆ May be incorporated into the Forward State Emergency Response Team

Objective 11 - State Coordinating Officer and State Emergency Response Team Chief to re-locate to Alternate State Emergency Operations Center

State Emergency Response Team Chief	<ul style="list-style-type: none"> ◆ Makes recommendation to relocate to the Alternate State Emergency Operations Center ◆ Coordinates travel arrangements, advises of an estimated time of arrival
State Coordinating Officer	<ul style="list-style-type: none"> ◆ Authorizes the recommendation to re-locate to Alternate State Emergency Operations Center
Forward State Emergency Response Team	<ul style="list-style-type: none"> ◆ Prepares to work area for State Coordinating Officer and State Emergency Response Team Chief
Operations Chief	<ul style="list-style-type: none"> ◆ Maintains the State Emergency Operations Center in Tallahassee

Objective 12 - State Coordinating Officer and State Emergency Response Team Chief arrives at the Alternate State Emergency Operations Center

State Coordinating Officer and State Emergency Response Team Chief	<ul style="list-style-type: none"> ◆ Advises the Operations Chief of arrival at the Alternate State Emergency Operations Center ◆ Receives any additional information from the Operations Chief ◆ Receives an Alternate State Emergency Operations Center status briefing from Advance Team staff ◆ Readies work area ◆ Submits initial report to Department Secretary and Governor ◆ May decide to activate additional resources ◆ Establishes the Direction and Control function at the Alternate State Emergency Operations Center ◆ Coordinates and directs overall operational activities
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Objective 13 - State Coordinating Officer and State Emergency Response Team Chief departs from the Alternate State Emergency Operations Center

State Emergency Response Team Chief	<ul style="list-style-type: none"> ◆ Recommends to the State Coordinating Officer to return to the State Emergency Operations Center in Tallahassee ◆ Coordinates travel arrangements ◆ Notifies the State Emergency Operations Center of return and estimated time of arrival
State Coordinating Officer	<ul style="list-style-type: none"> ◆ Concurs with recommendation and authorizes return to State Emergency Operations Center ◆ Operational Direction and Control retained with the State Coordinating Officer

Objective 14 - Forward State Emergency Response Team departs from the Alternate State Emergency Operations Center	
Forward State Emergency Response Team	<ul style="list-style-type: none"> ◆ Assesses event status ◆ Recommends to the State Emergency Response Team Chief return to the State Emergency Operations Center in Tallahassee ◆ Coordinates travel arrangements ◆ Notifies the State Emergency Operations Center of return and estimated time of arrival ◆ Command and Control may be returned to the State Emergency Operations Center
Objective 15 - Advance Team Arrives departs from the Alternate State Emergency Operations Center	
Advance Team	<ul style="list-style-type: none"> ◆ Assesses event status ◆ Recommends to the State Emergency Response Team Chief to return to the State Emergency Operations Center in Tallahassee ◆ Coordinates travel arrangements ◆ Notifies the State Emergency Operations Center of return and estimated time of arrival ◆ The Alternate State Emergency Operations Center Declared De-activated ◆ Command and Control returned to the State Emergency Operations Center
Objective 16 - State Emergency Response Team Liaison departs from the Alternate State Emergency Operations Center	
State Emergency Response Team Liaison	<ul style="list-style-type: none"> ◆ Assesses event status ◆ Recommends to the State Emergency Response Team Chief to return to the State Emergency Operations Center in Tallahassee ◆ Coordinates travel arrangements ◆ Notifies the State Emergency Operations Center of return and estimated time of arrival ◆ Closes Alternate State Emergency Operations Center
Relocation Team	<ul style="list-style-type: none"> ◆ De-mobilizes

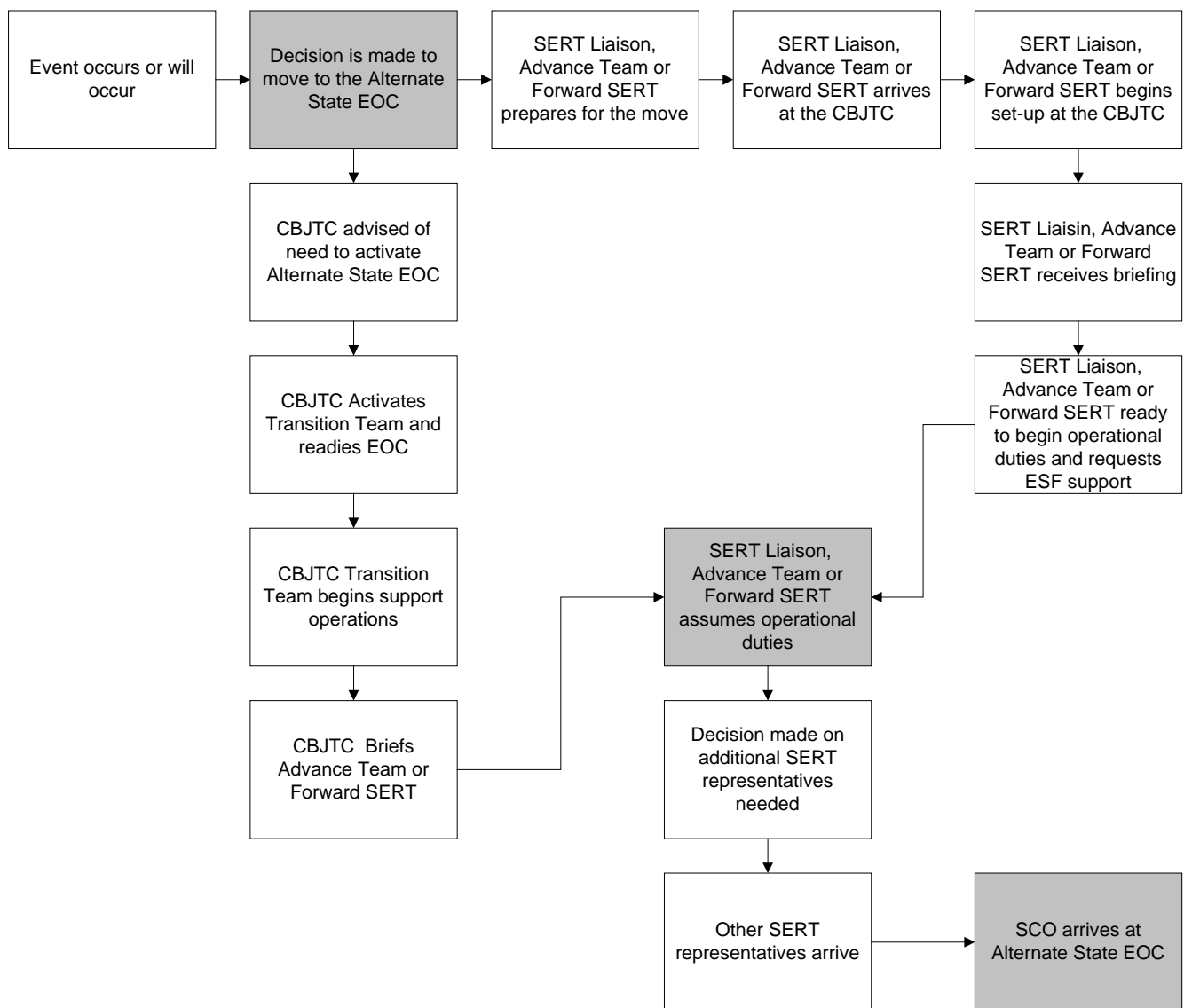
D. Concept of Operations:

The Alternate State Emergency Operations Center is a facility that will be utilized by SERT when, for whatever reason, the event requires re-location of the State Emergency Response Team. Depending on the event impact area, it is conceivable and likely that the State Emergency Response Team Liaison, Advance Team or Forward State Emergency Response Team may be co-located with a fully operational county emergency response team. The flow chart describes the Alternate State EOC activation process.

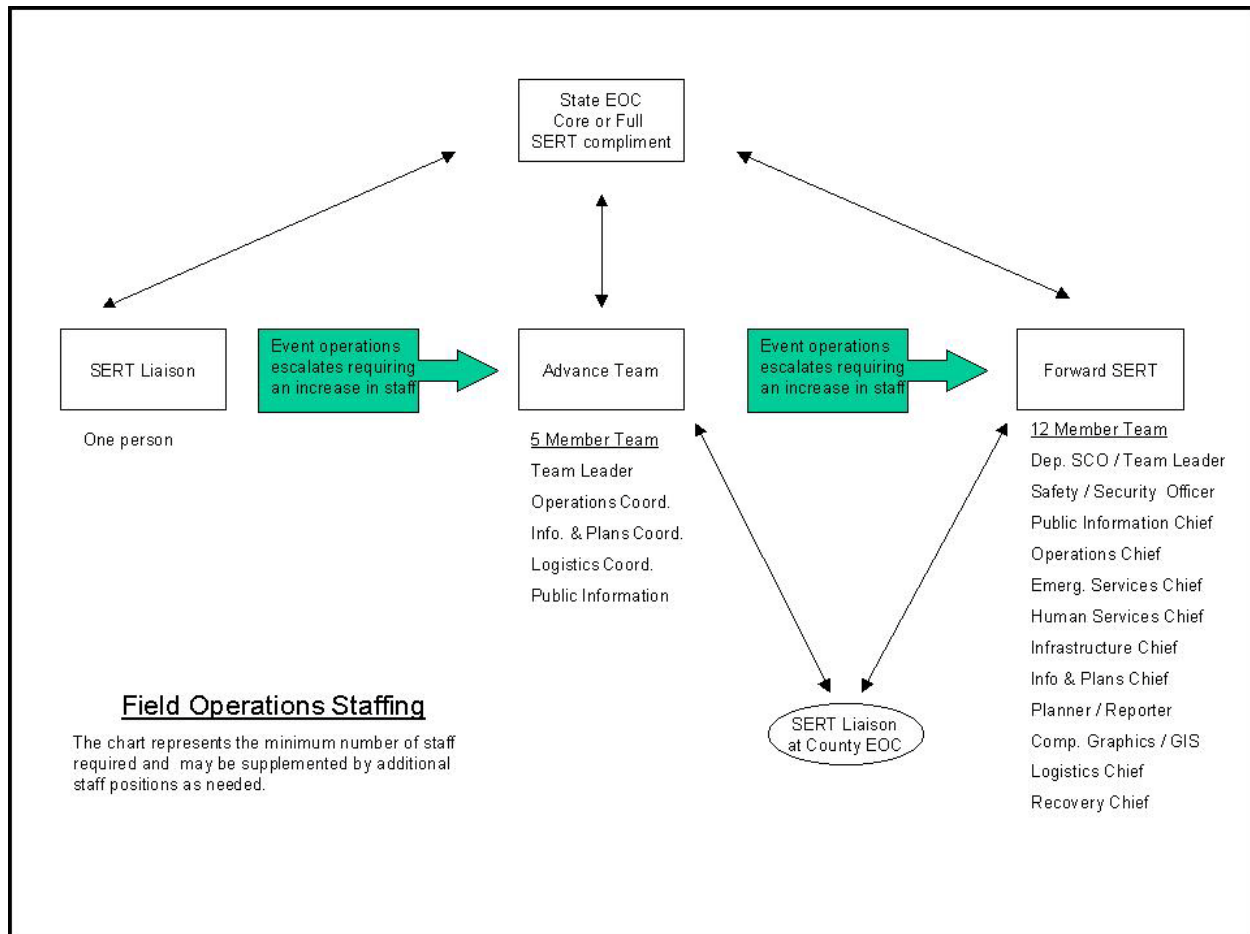
Upon becoming aware of an impending event and determining there is a requirement to use the Alternate State Emergency Operations Center, a recommendation will be made to the State Coordinating Officer by the SERT Chief to deploy a Operations Liaison and at a later time, to activate the Alternate State Emergency Operations Center. When possible, the SERT Liaison may be deployed prior to the impact of the event to the Alternate State EOC to coordinate preparation activities and provide operational support as needed. Also, the County would be tasked to activate and support the Alternate State EOC operations.

Should the State EOC be damaged, a temporary command and control operations center would be established elsewhere in the Tallahassee area. The temporary State EOC will remain operational until the Advance Team or Forward SERT is in place and the decision is made to transfer the command and control function. The temporary State EOC may be operational providing various methods of support throughout the duration of the event. The primary means of communication between the temporary State Emergency Operations Center and other locations will be standard telephone and the ESATCOM satellite system. The SCO and SERT Chief will function from the temporary State EOC until determined otherwise.

Prior to impact (if possible) and once agreed upon by the SCO, the SERT Chief will direct the Operations Chief to: 1. notify the Advance Team to begin preparations for the move and 2. notify the County of the need to use to the Alternate State EOC and to activate the Relocation Team. Prior to deployment the Advance Team Leader will coordinate with the Administrations Chief on lodging in the area near the Alternate State EOC and the provision of emergency cards for procurement of needed supplies and services. Transport to the Alternate State EOC will begin as soon as the Advance Team is prepared. During the transportation process, the Advance Team will communicate with the SERT Chief and SCO by telephone or mobile satellite system. The Advance Team may utilize air transportation or four wheel-drive ground transport, whichever is determined to be most advantageous. The following chart depicts the staff deployment process for establishing an Alternate



State EOC.



During this same time period the CBJTC will activate a Transition Team that will coordinate with the SERT Liaison to make the Alternate EOC operationally ready. The primary method of communications between the SERT Liaison and SERT Chief (at the temporary State EOC) will be via telephone or ESATCOM satellite system. If available, electronic mail communications will be established.

Upon arrival, the Advance Team will check-in at the Alternate State EOC and begin preparations for activation. When ready, the Advance Team will receive a briefing from the Transition Team. After the briefing the Advance Team will begin operational duties and the Transition Team will continue to provide support as needed. Through a pre-existing Agreement, the Transition Team will provide all equipment, supplies, and personnel to support the Advance Team. The Advance Team will immediately assess the situation and determine which Emergency Support Function members will be required to manage / facilitate the event and formulate a need for the transition of the command and control function. Should the decision be made to transfer **command and control** to the Advance Team, a communication between the temporary State EOC to the Alternate State EOC will occur outlining the time and conditions of the transition to insure continuity of operations. The primary method of communications between the Advance Team and SERT Chief at the temporary State EOC will be via telephone or ESATCOM satellite system. If available, electronic mail communications will be established. For long term operations, the Advance Team or a full SERT complement may be re-located to a Disaster Field Office servicing the impact area.

In the event of an inoperable State EOC (Tallahassee) and once the Advance Team has established **command and control**, the SCO and SERT Chief will transport to the Alternate State EOC location. Communications during the re-location of the SCO and the SERT Chief will be by cellular telephone or satellite system. Upon the arrival, the SCO and SERT Chief will receive a briefing from the Advance Team. The **direction and control** function will now be established at the Alternate State EOC. Operations will continue until the intensity level of event activities diminishes. At that point a recommendation will be made to the SCO to scale down or terminate operations. Should the SCO and SERT Chief remain in Tallahassee, a Deputy SCO will be placed in-charge of the Alternate State EOC. The following flow chart depicts the process for activation of the Alternate State EOC.

2. Responsibilities

Preparation (in addition to the items of mutual concern above)

Establish and prepare the Transition Team to be operational until the arrival of the Advance Team for SERT. The Transition Team (as seen in the chart below) shall be composed of:

- Operations Liaison (Division of Emergency Management employee)
- Emergency Services Coordinator
- Human Services Coordinator
- Infrastructure Coordinator
- Plans Coordinator
- Logistics Coordinator
- Public Information Coordinator
- Communications Coordinator
- Operations Support Coordinator
- Regional Coordinator (if possible)

Provide communications equipment and systems which are functionally and operationally compatible with that in the State Emergency Operations Center to ensure communications connectivity between the State Emergency Operations Center (Tallahassee) and the Alternate State Emergency Operations Center This equipment includes, but is not limited to:

- a. Standard Telephone (Voice, Fax, and modem)
- b. Capability to forward / activate Florida Emergency Information Line and State Warning Point 800 Telephone Communications
- c. ESATCOM and location for the Division's Trailer Mounted V-SAT System
- d. Amateur Radio
- e. Video Teleconferencing
- f. State's Wide Area Network (Including Internet access and E-mail communications with counties and Intranet connectivity for the transfer of event critical information)
- g. Local Area Network
- h. Public Address System/Audio System
- i. Capability to access the statewide Emergency Alerting System

Provide information systems equipment that is functionally and operationally compatible with that in the State Emergency Operations Center. This includes the provision information networking systems connectivity between the State Emergency Operations Center (Tallahassee) and the Alternate State Emergency Operations Center, and connectivity between the Alternate State Emergency Operations Center and the Internet. This equipment includes, but is not limited to:

- a. Hardware capabilities (must be protected with grid grounding and un-interruptible power supplies)
- b. Microcomputers (the same generation and capabilities as in the State Emergency Operations Center)
- c. Dedicated Servers (fault tolerant features and mirrored, the same type and capabilities as in the State Emergency Operations Center)
- d. Printers (the same generation and capabilities as in the State Emergency Operations Center)
- e. Scanners (the same generation and capabilities as in the State Emergency Operations Center)
- f. Display Systems

Information Systems Software/Applications capabilities shall be of the most current version and include:

- a. Microsoft Office Suite
- b. Internet Browser
- c. EM Constellation
- d. Geographical Information System
- f. HURREVAC
- g. WSI

Electronic Reference Materials

- a. State Comprehensive Emergency Management Plan (current version)
- b. Florida Statutes (current version adopted or in-draft)
- c. Federal Statutes (current version disaster related)
- d. Statewide Map Set (current version of Department of Transportation road/highway maps)
- e. State Emergency Response team Telephone Directories
- f. Florida Statistical Abstracts (current version)
- g. Standard Operating Procedures (current version)

The Alternate State Emergency Operations Center must be available and usable under any conditions; and, to insure its survivability, designed to withstand 175 MPH winds. In addition the State Alternate State Emergency Operations Center shall include the following:

- a. Workspace
 - (1). Operations Room Workspace (minimum of 96 spaces)
 - (2). Communications Room Workspace
 - (3). Amateur Radio Room Workspace
 - (4). Florida Emergency Information Line Workspace (minimum of 15 spaces)
 - (5). Conference Room
 - (6). Kitchen/Dining Area
 - (7). Restroom/Shower Area
 - (8). Parking for State Emergency Response Team members
 - (9). Space for Federal Emergency Management Agency Emergency Response Team -Advanced element
 - (10). Parking space for State Agency Mobile Emergency Response System vehicles
 - (11). Parking space for Federal Emergency Management Agency Mobile Emergency Response System vehicles

b. Logistics

(1). Office Furniture

(2). Office Supplies

(3). Un-interruptible Power Supply for servers and microcomputers

4). Generator back-up

(5). Utilities (electric, water, telephone, sewer, and heat, ventilation and air conditioning) during operational events

(6). Security for the facility, including the ability to badge State

(7). Emergency Response Team Members

Response Operations

Provide space and other support for the Operations Liaison.

Receipt of the tasking for activation of the Alternate State EOC.

Notification and activation of the Transition Team

Alternate State EOC prepared for operational.

Alternate State EOC declared operational.

Alternate State EOC begins support operations.

Arrival of the Advance Team and continuing support by the Transition Team. Transition Team members may be required to continue to carry out their roles when the Advance Team becomes operational.

Continuing support to SERT operations.

De-activation of the Alternate State EOC.

ANNEX G FAMILY DISASTER PLAN

Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home. What would you do if basic services – water, gas, electricity or telephones- were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away.

Families can – and do – cope with disaster by preparing in advance and working together as a team. Knowing what to do is your best protection and your responsibility.

A. Four Steps to Safety

1. Find out what could happen to you by contacting your local emergency management office and the American Red Cross Chapter.

- a) Ask what types of disasters are most likely to happen and request information on how to prepare for each.
- b) Learn about your community's warning signals: what they sound like and what you should do when you hear them.
- c) Ask about animal care after disaster. Animals may not be allowed inside emergency shelters due to health regulations. Does your jurisdiction have alternate arrangements for pets?
- d) Find out how to help elderly or disabled persons, if needed.
- e) Find out about the disaster plans at your workplace, your children's school or daycare center and other places where your family spends time.

2. Create a Disaster Plan - meet with your family and discuss why you need to prepare for disaster.

Explain the dangers of fire, severe weather and hurricanes to children. Plan to share responsibilities

And work together as a team.

- a) Discuss the types of disasters that are most likely to happen. Explain what to do in each case.
- b) Pick two places to meet: 1) Right outside your home in case of a sudden emergency, like a fire; or 2) Outside your neighborhood in case you can't return home. Everyone must know the address and phone number.
- c) Ask an out-of-state friend/relative to be your "family contact". After a disaster, it's often easier to call long distance. Other family members should call this person and tell them where they are. Everyone must know your contact's phone number.
- d) Discuss what to do in an evacuation. Plan how to take care of your pets.

3. Complete this checklist

- a) Post emergency telephone numbers by phones (fire, police, ambulance, etc.)
- b) Teach children how and when to call 911 or your local Emergency Medical Services number for emergency help.
- c) Show each family member how and when to turn off the water, gas and electricity at the main switches.
- d) Check if you have adequate insurance coverage.
- e) Teach each family member how to use the fire extinguisher (ABC types), and show them where it's kept.
- f) Install smoke detectors on each level of your home, especially near bedrooms.
- g) Conduct a home hazard hunt.
- h) Stock emergency supplies and assemble a Disaster Supplies Kit.
- i) Take a Red Cross first aid and CPR class.
- j) Determine the best escape routes from your home. Find two ways out of each room.
- l) Find the safe spots in your home for each type of disaster.

4. Practice and maintain your plan

- a) Quiz your kids every six months so they remember what to do.
- b) Conduct fire and emergency evacuation drills.
- c) Replace stored water every three months and stored food every six months.
- d) Test and recharge your fire extinguisher(s) according to manufacturer's instructions.
- e) Test your smoke detector monthly and change the batteries at least once a year.

B. Neighbors helping neighbors

Working with neighbors can save lives and property. Meet with your neighbors to plan how the neighborhood could work together after a disaster until help arrives. If you're a member of a neighborhood organization, such as a home association or crime watch group, introduce disaster preparedness as a new activity. Know your neighbor's special skills (e.g., medical, technical) and consider how you could help neighbors who have special needs, such as disabled and elderly persons. Make plans for child care in case parents can't get home.

C. Home hazard hunt

During a disaster, ordinary objects in your home can cause injury or damage. Anything that can move,

Fall, break or cause a fire is a home hazard. For example, a hot water heater or a bookshelf can fall.

Inspect your home at least once a year and fix potential hazards.

D. Evacuation

- Listen to your battery-powered radio and follow the instructions of local emergency officials.
- Wear protective clothing and sturdy shoes.
- Take your Disaster Supplies Kit.
- Lock your home.
- Use travel routes specified by local authorities – don't use shortcuts because certain areas may be impassable or dangerous.
- Shut off water, gas and electricity before leaving, if instructed to do so, if you have time.
- Make arrangements for your pets.

E. Emergency Supplies

1. Keep enough supplies in your home to meet your needs for at least three days. Assemble a Disaster

Supplies Kit with items you may need in an evacuation. Store these supplies in sturdy, easy-to-carry

containers such as back-packs, duffel bags, or covered trash containers. Include:

- A three day supply of water (one gallon per person per day) and food that won't spoil.
- One change of clothing and footwear and one blanket or sleeping bag per person
- A first aid kit that includes your family prescription medications
- Emergency tools including a battery powered radio, flashlight and plenty of extra batteries
- An extra set of car keys and a credit card, cash or traveler's checks
- Sanitation supplies
- Special items for infant, elderly, or disabled family members
- An extra pair of glasses
- Keep important documents in a waterproof container.

F. If disaster strikes

1. Remain calm and patient. Put your plan into action.

2. Check for injuries, give first aid and get help for seriously injured people.

3. Listen to your battery-powered radio for news and instructions. Evacuate, if advised to do so.

4. Check for damages in your home using a flashlight. Do not light matches or turn on electrical switches, if you suspect damages. Sniff for gas leaks, starting at the water heater. Shut off any damaged utilities. Clean up spills and other flammable liquids immediately.

5. Remember to confine or secure your pets; call your family contact and check on your neighbors, especially the elderly or disabled person. Make sure you have an adequate water supply in case service is cut off.

6. Stay away from downed power lines.

ANNEX H SEOC SECURITY PLAN

The level of security for the SEOC/Rudd Building may be established by the Operations Chief, SERT Chief, Deputy Director, or Division Director. Changes to the security level will be implemented following discussions with Operations Section staff and select SERT agencies regarding SEOC operational tempo and potential security threats.

The following criteria are minimum standards for implementation of each security level. Additional security steps may be required to ensure the safety and integrity of the SEOC and its occupants.

General Security Measures

- SERT badges must be displayed at all times. Badges should not be displayed when not in the workplace.
- Badges will be issued with a two-year expiration date.
- Background colors of the personal photo will change every calendar year.
- All individuals receiving photo badges (not visitor or media) must fill out an application. This application will record pertinent information and emergency contact numbers for internal tracking purposes only. This information is not to be released for any reason other than SEOC security purposes and personal injury.
- Parking passes may be issued depending on local security issues.
- Exterior and interior SEOC Doors/Bio-metric System: 1) East door (back door) of the Rudd Building is always locked via panic bar (push bar) and is only to be used in an emergency. This door is wired to sound an audible alarm when opened. 2) South door (main entrance) is always locked via panic bar and further secured with a bio-metric fingerprint scanner. The bio-metric system scans authorized SERT badges and compares them with authorized staff members' fingerprints; if the two identifiers match, the system allows the door to be unlocked and entrance is granted. 3) Lobby door (off main entrance) is always locked, unless a Capitol Police officer or staff member is present, and further secured with a bio-metric fingerprint scanner. 4) West door (breezeway) is always locked via a panic bar and further secured with a bio-metric fingerprint scanner.
- Division/SERT members must report lost or stolen badges as soon as possible to the Duty Officer/Operations staff. If conditions exist (resignation or termination) in which an individual no longer requires a SERT access badge, that individual or the individual's supervisor must surrender the badge to the Duty Officer/Operations staff.

Security Level – Normal Operations

Security Measures

Business Hours

- South exterior door (main entrance) to the SEOC/Rudd Building is locked and is accessible via bio-metric system. Lobby door (off main entrance) on south side and the west door (breezeway) are locked and accessible by biometric system. East door (backdoor) is locked and alarmed.
- SEOC ACCESS IS GENERALLY NOT GRANTED, UNLESS APPROVED BY THE DUTY OFFICER /OPERATIONS STAFF. ALL INDIVIDUALS WITHOUT SERT BADGES MUST BE ESCORTED BY DIVISION STAFF WHILE IN THE SEOC. VISITOR AND MEDIA BADGES MUST BE WORN AT ALL TIMES. ALL VISITORS MUST SIGN IN/OUT AT THE LOBBY DESK. ALL VISITOR BADGES MUST BE ACCOUNTED FOR PRIOR TO VISITORS LEAVING SEOC.
- SEOC Interior Rooms: 1) State Watch Office is locked and is accessible by bio-metric system. All individuals without SERT badges must be escorted. 2) Small Governor's Conference Room is locked (two doors) and is accessible via bio-metric system (authorized staff only). 3) Large Governor's Conference Room is locked; key access only. 4) Law Enforcement Conference Room is locked; key access only. (The above-listed security measures apply to all SEOC security levels, unless noted otherwise.)
- GIS Lab is open to visitors and staff.
- Capital Circle State Office Complex and SEOC compound open to normal vehicle traffic and parking. Capitol Police perform routine patrols.

After Business Hours, Weekends, Holidays

- Personnel with access approval can access SEOC via bio-metric system. During non-business hours, all other access is generally not permitted and can only be obtained by contacting the State Watch Office (telephone or door buzzer) and providing identification via the camera and intercom system.
- SEOC Interior Rooms: 1) State Watch Office is locked and is accessible by bio-metric system. All individuals without SERT badges must be escorted. 2) Small Governor's Conference Room is locked (two doors) and is accessible via bio-metric system (authorized staff only). 3) Large Governor's Conference Room is locked; key access only. 4) Law Enforcement Conference Room is locked; key access only. 5) GIS Lab is locked and is accessible via bio-metric system only.
- Capital Circle State Office Complex and SEOC compound open to normal vehicle traffic. Capitol Police perform routine patrols.
- All after hours visitors must sign in/out of SEOC at lobby desk. All individuals without SERT badges must be escorted. All visitor badges must be accounted for prior to visitors leaving SEOC.

Security Level – SEOC Activation

Security Measures

- Access to the SEOC is allowed only after the individual requesting entrance presents a valid, non-expired, SERT badge to the Capitol Police officer on duty at the south entrance (main entrance). The Capitol Police officer will physically inspect the badge (point and touch method) to verify the badge and compare the badge photograph with that of the bearer. Individuals with valid SERT badges will be granted access by the Capitol Police officer. All others must prearrange for a Division employee/SERT member to be present upon their arrival and coordinate for escort as noted below.
- Visitor access to the building is allowed only after visitor signs logbook and access is approved by the Duty Officer/Operations staff. Visitor must be escorted and wear appropriate badge at all times.
- Media access is allowed only after media staff access is approved by ESF 14, or the Duty Officer/Operations staff and media signs logbook at lobby desk. Media staff must be escorted and wear appropriate badge at all times. ESF 14 staff must ensure that all media staff remains in the media briefing room, unless escorted by ESF 14 elsewhere in the SEOC.
- Capitol Police may staff west entrance (breezeway) based on the circumstances of the activation. Access via the west entrance is only granted to those with valid SERT badges as described above.
- State Watch Office is locked at all times; biometric access only. Visitors without SERT badges must be escorted. Visits to the State Watch Office will be limited and must be preapproved by Duty Officer/Operations staff.
- GIS Lab is open to visitors and staff.
- Governor's Conference Room is locked; authorized staff only; accessible via bio-metric system only.
- Capital Circle State Office Complex and SEOC compound open to normal vehicle traffic. Capitol Police perform extra patrols. Vehicle traffic surrounding SEOC compound may be altered by Capitol Police as needed.
- Parking areas surrounding the SEOC's south and east sides are marked and reserved for the Governor and other key staff and equipment.
- Parking passes may be issued to Division/SERT members.
- Suspicious or abandoned vehicles will be towed from the SEOC compound by Capitol Police.

- Other measures may be utilized to better secure the SEOC, for example: utilization of bollards at SEOC perimeter access points; Capitol Police officers to staff the guardhouse/perform vehicle checks; Capitol Police Officers to perform other vehicle checks around the SEOC.

<p>Security Level – Maximum Security</p>

Security Measures

- Access to the SEOC is allowed only after the individual requesting entrance presents a valid, non-expired, SERT badge to the Capitol Police officer on duty at the south entrance (main entrance) or west entrance (breezeway). The Capitol Police officer will physically inspect the badge (point and touch method) to verify the badge and compare the badge photograph with that of the bearer. Individuals with valid SERT badges will be granted access by the Capitol Police officer. All others must prearrange for a Division employee/SERT member to be present at the south entrance and coordinate for escort as noted below. (The Capitol Police officer at the west entrance will direct all individuals without a valid SERT badge to the south entrance.)
- Visitor access to the building (south entrance) is allowed only after visitor signs logbook and identifies the employee in the Rudd Building with whom they will meet. The Capitol Police Officer then notifies the Duty Officer or a member of the Operations Staff. The Duty Officer/Operations staff will bring the pre-identified person to the south entrance to confirm and approve access. Visitors must wear badge and be escorted at all times.
- Media access is allowed only after media staff access is approved by ESF 14, or the Duty Officer/Operations staff and media signs logbook at lobby desk. Media staff must be escorted and wear appropriate badge at all times. ESF 14 staff must ensure that all media staff remain in the media briefing room, unless escorted by ESF 14 elsewhere in the SEOC.
- State Watch Office is locked at all times; bio-metric access only. Visitors without SERT badges must be escorted. Visits to the State Watch Office will be limited and must be preapproved by Duty Officer/Operations staff.
- GIS Lab is open to escorted visitors and staff.
- Governor's Conference Room is locked; authorized staff only; accessible via bio-metric system only.
- State Office Complex closed to normal vehicle traffic. Capital Police will coordinate staffing law enforcement checkpoints at the four entrances to the Capital Circle State Office Complex. Only authorized vehicles will be permitted beyond checkpoints. Capital Police will conduct bike and foot patrols.
- Suspicious or abandoned vehicles will be towed from the SEOC compound by Capitol Police.
- Parking passes will be issued to Division/SERT members.

- Parking areas surrounding the SEOC's south and east sides are reserved for the Governor and other key staff and equipment.
- Perimeter fence surrounding SEOC compound may be patrolled by Capitol Police officers.
- Bollards will be utilized at SEOC compound entrances. Capitol Police Officers will staff all entrances.
- Capitol Police will staff SEOC compound guardhouse and perform vehicle checks.
- Capitol Police will only allow individuals with valid SERT badges entry into the SEOC compound (Sadowski, Rudd, and Shared Resource Center buildings, and adjacent property) whether in a vehicle, or on foot.
- Division Executive Staff and Operations Staff will prepare a list of approved persons who do not already possess a SERT badge, but are approved for entry into the SEOC compound. Those without SERT badges who are not listed will not be allowed entry.
- Other measures may be utilized to secure the SEOC and its occupants dependant on the severity of the situation.

Badge Types and Security Access Levels

Badge Types

The following provides a brief description of all current identification badge types, further details are provide later in this section.

- Executive Staff, Level One/All Access: Standard SERT badge format; allows full access to all SEOC doors and rooms secured by bio-metric system; issued to key staff members only.
- SERT Security, Level Two/Full Access: Standard SERT badge format; allows access to SEOC bio-metric secured exterior doors only; issued to FDEM staff and SERT members who normally work in the SEOC.
- SERT ID Card, Level Three: Standard SERT badge format, except "Field" (field staff; staff that do not normally work in/need access to the SEOC) is imprinted on badge face; provides identification only and allows no bio-metric access to SEOC exterior or interior doors; issued to all those who do not need access to SEOC on a regular basis.
- General Media Badge: Color coded blue; temporary identification only; does not contain photograph; allows no bio-metric access to SEOC; issued to media only while in the SEOC; escorted access only.
- Service Badge: Color coded yellow; contains photograph; allows access to SEOC bio-metric secured exterior doors only; issued to cleaning crew staff.
- Visitor Badge: Color coded green; temporary identification only; does not contain photograph; issued to visitors only while in SEOC; escorted access only.
- Contractor Badge: Color coded yellow; contains photograph; allows access to SEOC bio-metric secured exterior doors only; issued to contractors who normally work in the SEOC or Sadowski building.

Access Levels

All Access

SERT Chief must refer individuals for this level. The individual must fill out an application detailing personal information and emergency contact data. Individual is issued a SERT badge with name, photo, and job title.

- 24 hour access to both exterior Rudd Building doors and the main lobby interior door, as well as State Watch Office, Governor's Conference Room, and GIS Lab.
- Reserved for EOC Manager, Duty Officers, Communications Administrator, all Bureau Chiefs, Division Director, Deputy Director, Legal, certain Executive Office of the Governor staff, and Governor's Protection Detail.

Full Access

Division Director or SERT Chief must refer individuals. The individual must fill out an application detailing personal information and emergency contact data. Once the form receives signature approval by the Duty Officer, the individual is issued a SERT badge with name, photo, and job title and/or Emergency Support Function (ESF) designation.

- 24 hour access to the exterior Rudd Building doors and the main lobby interior door.
- Reserved for all Division of Emergency Management staff and Capital Police.

IDENTIFICATION BADGE

SERT staff must be referred by a DEM Bureau Chief or their Emergency Coordinating Officer (ECO). The individual must fill out an application detailing personal information and emergency contact data. Once the form receives signature approval by the Duty Officer, the individual is issued a SERT badge with name, photo, job title, and/or Emergency Support Function (ESF) designation.

- NO UNRESTRICTED ACCESS TO INTERIOR OR EXTERIOR RUDD BUILDING DOORS. INDIVIDUAL DOES NOT USUALLY REQUIRE AN ESCORT.
- SERT BADGE IS RESERVED FOR SERT STAFF ASSIGNED FOR FIELD OPERATIONS OR OCCASIONALLY ASSIGNED TO WORK IN THE RUDD BUILDING DURING SEOC ACTIVATIONS.

RESTRICTED ACCESS

Reserved for media, visitors, and cleaning services personnel.

VISITOR AND GENERAL MEDIA BADGES

- STATE WATCH OFFICE/OPERATIONS STAFF WILL COORDINATE FOR DEM/SERT STAFF TO COME TO THE LOBBY AND GREET THE VISITOR OR MEDIA STAFF. DURING NON-BUSINESS HOURS, ACCESS IS GENERALLY NOT PERMITTED AND CAN ONLY BE OBTAINED BY CONTACTING THE STATE WATCH OFFICE (TELEPHONE OR DOOR BUZZER) AND PROVIDING IDENTIFICATION VIA THE CAMERA AND INTERCOM.
- Visitor and General Media identification badges are not issued during non-business hours unless prior arrangements are made.
- A VISITOR BADGE OR GENERAL MEDIA BADGE MUST BE DISPLAYED AT ALL TIMES.
- VISITOR AND GENERAL MEDIA BADGES GRANT SUPERVISED ACCESS TO THE MEDIA BRIEFING ROOM. SEOC ACCESS IS GENERALLY NOT GRANTED, UNLESS APPROVED BY THE DUTY OFFICER/OPERATIONS STAFF.

CLEANING SERVICES PERSONNEL

Cleaning crew staff will be issued the "service" designation badge.

APPENDIX 1 OFFICER DAILY CHECKLIST

Upon arrival at the State Emergency Operations Center (SEOC), Operations staff will maintain situational awareness and determine operational readiness of the State Watch Office (SWO) and SEOC by completing this checklist. Operations staff will serve as the facilitator to remedy any deficiencies identified and will report all major deficiencies to the State Watch Supervisor, Chief of Operations and State Emergency Response Team Chief.

Daily

- Consult with night shift SWO Operator on status of any ongoing events or potential items of concern.
- Identify and remedy any unforeseen staffing issues.
- Check events calendar (located in Groove) for meetings, tours and visiting dignitaries. Insure that reserved rooms are in operational status and all requested audio/visual requirements have been met.
- Consult with Meteorology staff on status of any ongoing or potential weather treats.
- Confirm status of Regional Coordinators and update status board.
- Consult with Plans Officer on the content of the Daily Situation Status report.
- Perform systems check on all computers and communications devices in the SWO, SEOC Operations floor and conference rooms.
- Inspect outside areas of the Rudd and Sadowski buildings and check operational status of all Rudd Building doors and the East side Sadowski door.
- Monitor the following Internet sites on an ongoing basis:

- Situation Room (monitor Weather and Climate, Wildfire, Space Weather and Nuclear Power Plant sections)

http://www.disastersrus.org/emtools/threats_briefing_sequence.htm

- Homeland Security Information Network

<https://government.hsin.gov/default.aspx>

- Major Florida and National media outlets

<http://www.floridadisaster.org/NewsMedia.asp>

- Coordinate with Director's office on Director and Bureau Chief travel schedules and maintain awareness of Acting Director and Bureau Chief status.

Weekly

- Conduct systems check on all computer and communications devices at the SEOC and Easley Center.
- Insure that the weekly Section and Branch staffing board has been updated.
- Conduct systems check of Blackboard/Connect.gov emergency notification system (test message to Operations staff only).

APPENDIX 2

State Emergency Response Team Activation Checklist

Level 3 – Monitoring

Level 3 activation of the State Emergency Response Team (SERT) is a monitoring phase initiated by the Division of Emergency Management (DEM) Duty Officer (DO). Notification will be made to those state agencies and Emergency Support Functions who would need to take action as part of their everyday responsibilities. The State emergency operation Center will be staffed with State Warning Point Communicators and Division of Emergency Management staff. A Level 3 may require enhanced coordination between the State Warning Point (SWP), the DO, appropriate state agencies, and the impacted county.

Purpose of a Level 3 activation

- Prepare for an imminent event or manage an on-going incident to ensure a coordinated state response.
- Provide an efficient means of managing and disseminating emergency information and implementing operational decisions.

Action Items - Level 3
Receive a full briefing on the nature, extent and location of the incident from DEM staff. Develop strategies to address the following: <ol style="list-style-type: none">1. State agency involvement and response actions2. Damages to homes, infrastructure3. Potential for escalation4. Injuries and fatalities
Brief Branch and Section Chiefs as necessary.
Determine the need for a Division briefing.
Brief the impacted DEM Regional Coordinator. Determine need for deployment to the impacted county EOC.
Assess SEOC and SWO staffing requirements accounting for after hours, weekends, holidays.
Coordinate with SEOC Manager on preparing the SEOC for activation should events escalate.
Determine the need for a conference call with impacted counties and state agencies.
Determine whether the incident will impact unrelated on-going events.
Develop regular briefing schedules for DEM leadership.
Assess the need for additional notifications.
Assess the expected duration of the incident and resulting impacts on staffing requirements and unrelated events.

Action Items - Level 3
Assess potential triggers for Florida National Guard activation.
Maintain situational awareness throughout the event.

Level 2 – Partial Activation of the SERT

A Level 2 activation of the SERT is initiated by the DO or the Bureau Chief of Response. A Level 2 is initiated when State support for local response operations exceeds the day-to-day responsibilities of state agencies or when assistance from State agencies through resource or technical support carries on for extended periods. All primary Emergency Support Functions (ESF) are notified when the SERT activates to a Level 2 and those ESFs involved in response operations are directed to staff the SEOC during operational hours.

Purpose of a Level 2 activation

- Provide enhanced coordination during an on-going incident.
- Ensure that appropriate agencies are prepared to respond should events escalate.
- Efficiently manage information flow between responders on scene, state, local, and federal agencies, the media and the public.

Action Items - Level 2
Designate state ESFs to staff the SEOC; specify hours of operation.
Designate Operations Section branch chiefs to staff the SEOC during operational hours.
Conduct briefings for SERT members staffing the SEOC and DEM leadership, and Division staff.
Ensure SEOC Manager initiates procedures for SEOC activation.
Ensure SEOC Manager activates building security procedures appropriate for the event.
Assess the need to designate a SEOC Safety Officer during operational hours.
Assess the need for 24-hour SEOC staffing.
Assess potential impacts to the Satellite Office Complex; recommend to DEM leadership implementation of family preparedness plans, as necessary.
Ensure CBJTC is placed on stand-by as alternate SEOC, as necessary. Include ESF 13 in all county conference calls.
Conduct coordination conference calls with SERT members and impacted counties, as necessary. Ensure Emergency Coordinating Officers are kept informed and are prepared to coordinate agency support.
Establish strategies for key issues such as evacuations, lifting of tolls, designation of host counties,

Action Items - Level 2

and special needs issues.

Coordinate with Plans Chief on schedule for conference calls, planning meetings, briefings, action plan and SITREP times.

Identify available Rapid Response Team members for field deployment. Identify unexpected county personnel to staff the SEOC if necessary.

Assess the need for Florida National Guard activation.

Ensure EMAC states and FEMA are put on stand-by for pre-impact resource mobilization (*C-130 medevac procedures with North Carolina; V.A. hospital staff for special needs shelters, etc.*), as necessary.

Deploy SERT Liaison to the NHC, as necessary.

Coordinate with DEM Bureau Chief to secure additional DEM staff and volunteers for SEOC shift work throughout the operational period.

Assess the need to place SERT Incident Management Team (IMT) on stand-by or mobilize, as necessary.

Maintain awareness of Executive Order status.

Request a FEMA Liaison to staff the SEOC during operational hours.

Brief the Florida Emergency Information Line (FEIL) coordinator on the potential for FEIL activation. Ensure FEIL staff are identified and placed on stand-by, as necessary.

Assess the need to place ESF 1 on stand-by for RECON support

See Level 3.

Level 1 – Full Activation of the SERT

A Level 1 activation of the SERT is initiated by the Director of the Division of Emergency Management and involves representation in the SEOC by all State ESFs. At this level, significant impacts over large geographic areas are expected and resource support from a majority of state agencies is likely. At Level 1 the State Coordinating Officer may request FEMA to activate the National Response Plan, including representation in the SEOC by a federal Incident Management Assistance Team (IMAT).

Purpose of a Level 1 activation

- Ensure the SERT is fully staffed and ready to meet the needs of local responders.
- Ensure necessary state resources are efficiently deployed to address impacts.
- Maximize the level of coordination for decisions, resource support, financial management, public information between state, local, and federal agencies.

Action Items - Level 1
Ensure SERT is fully activated with all state ESFs represented.
If the Satellite Office Complex is at risk, recommend to DEM and DCA leadership that all DEM/DCA employees implement their family preparedness plans.
Ensure Safety Officer upgrades SEOC security procedures to match activation level.
Establish Section staffing pattern addressing the magnitude and operational hours of the event.
Assess need to mobilize non-impacted county staff and personnel from EMAC states to support the Operations Section in the SEOC.
Assess the need for the FEMA IMAT to staff the SEOC.
Assess the need for the SEOC Manager to prepare the Easely Center or CBJTC for activation.
Coordinate with Plans Chief to establish operational liaisons with adjoining states, as necessary.
Coordinate with Intel section on projected impacts to homes and critical infrastructure; assess the effects of critical infrastructure failures on victims and the response effort.
Assess the need for non-threatened county EOCs to activate in support of state and local response efforts. Make activation recommendations to the SERT Chief.
Ensure Initial Response Resources (IRR) request to FEMA has been initiated.
Identify EMAC resource needs and initiate requests.
Ensure RECON members are given a warning order, as necessary.
Assess the need to deploy a IMT to the impact area.
Coordinate with Plans to identify potential LSAs in or near the projected impact area.

Action Items - Level 1

Assess the need to mobilize a base camp to the impact area.

Coordinate with the Logistics Section Chief regarding response issues likely to require Logistics Section involvement.

Develop long term and large-scale strategies for resource mobilization from EMAC, RFA, and logistics.

Maintain awareness of Executive Order status.

Ensure Alternate SEOC procedures are finalized if the SEOC may be impacted.

Finalize strategies for deploying Forward SERT, IMT, if applicable

Coordinate with Recovery Section regarding Recovery staff deployed to the Area of Operations after to impact. Ensure SERT Liaisons and Regional Coordinators Coordinators are aware of Recovery staff deployed to the field.

Prepare to deploy Operations Section staff to support the DFO (Operations Chief, Human Services Branch Chief, and Infrastructure Branch Chief).

Assess Operations Section long term staffing schedule for the SEOC.

See Levels 2 and 3.

APPENDIX 3

OPERATIONS SECTION HURRICANE ACTIVATION CHECKLIST
Determine the timing of county conference calls
Determine the timing of ESF conference calls
Request North Carolina C-130 be placed on stand-by for medevac
Enter a mission to all ESFs to initiate the regional evacuation procedure
Ensure SWO contacts all 67 counties and provides the SWO email address, SWO fax number, response liaison number, and requests a reliable "back-door" number for the local EOC
Key issues to coordinate with risk counties: <ul style="list-style-type: none">• Timing of protective actions• Status of local emergency declaration and office closures• State assistance needed
Deploy SERT Liaison to NHC for all tropical events
Define the area of operations for risk and host regions; task a lead county in each host region to: <ul style="list-style-type: none">• participate on State conference calls• coordinate sheltering and public information operations within the host region• disseminate information / mission tasking to their counties from the SEOC.
Ensure ESF 16 (FHP) takes the lead on emergency public information during the evacuation; FHP must receive information from ESF 6 and county EOCs regarding shelter locations along major evacuation routes (in the form of maps) and have contact numbers for local EOCs to exchange information regarding evacuation status
Ensure ESF 1, 12, 16 enter missions for specific issues not covered in the EO
Issue Warning Orders for FLNG SERT Liaisons early to support local EOC operations during the evacuation phase
Notify ESF 1 regarding the timing of lifting tolls (with mandatory evacuation orders)
Ensure ESF 8 coordinates with V.A. personnel on additional nurses for special needs staffing
Initiate emergency refueling and public information planning for the evacuation early

Include CBJTC/ESF 13 on all conference calls as Alternate SEOC representative.

Initiate RECON planning early; place RECON entities on standby early

