



HEOC MANAGER

VEST YELLOW

Report To		HCA Policy Group		
Supervises		HEOC Section Chiefs, Liaison, Safety, Security, Management Group		
Suggested Training		ICS 300, 400, 402 and HEOC Basic and Section Training		
Documents		☐ Activity Log	☐ Incident Action Plan	
		☐ Message Form	☐ Jurisdiction Status Forms (JIMS Forms)	
		☐ Situation Report	☐ OA & HCA Response Plans- SNS, DORA, etc.	
Function		Division coordination	EOC Management, HEOC General Staff, and HCA Works with the Operational Area (OA) Liaison to ensure munication between the OA EOC and outside ained.	
		Up	on Arrival	
	Sign in on HEOC Regi	stration Sign-In Sheet.		
	Assume all responsibil	ities until additional stat	ff arrive.	
	J		nager & HEOC Liaison, if applicable.	
	•		vities on the HEOC Activity Log.	
		vation time and level of //or Operational Area E0	activation with the affected HCA Division, Department OC.	
	Activate/Assign appropriate for 24-hour operations.	_	eral staff positions as needed. Ensure Section is staffed	
	Handle requests for, ov	versee, and coordinate w	rith deployed liaisons to Department Operations Centers.	
		ation Status Coordinator complete the Jurisdiction Request for HCA status in the Operational Area (OA).		
		Durir	ng Operations	
	Coordinate with Planni Plan.	ing & Intelligence Chief	to determine reporting periods for the Incident Action	
	Review Situation Report.			
	 □ Ensure coordination and communication with HCA DOCs and programs. □ Coordinate with Logistics Section Chief regarding facilities, meals, and staffing plans. 			
			ling facilities, meals, and staffing plans.	
			ewed prior to submission on WebEOC or to Operational	
☐ Coordinate with OA Li		aison and HCA PIO to ensure periodic public health and safety information is nd HCA partners as needed.		
*		tes to HEOC Manageme	ent, HCA Policy Group, HCA DOCs, and OA EOC as	





HEOC MANAGER

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End of Shift		
Brief incoming HEOC Manager.		
Submit all documentation to Documentation Unit.		
Return all checked-out equipment.		
Verify next work schedule.		
Sign out with Personnel Unit.		
Demobilization		
Authorize demobilization of organizational elements when they are no longer required.		
Complete required forms and reports.		
Submit all incident paperwork and HEOC Activity Logs to be filed by Documentation Unit.		
Confirm timing to activate demobilization plan with HCA Management, HCA Policy Group, and/or OA EOC Liaison. Update WebEOC as needed.		
Oversee restoration of HEOC to pre-event conditions.		
Return all supplies and equipment to Facilities Coordinator and/or HCA representatives.		
Secure HEOC and return keys to Facilities Coordinator and/or HCA representatives.		
Participate in After Action meetings as required and ensure that an After Action Review occurs.		





VEST YELLOW

HEOC LIAISON

Report To		HEOC Manager			
Suggested Training		ICS 300, 400, 402, HEOC Basic and Section Training			
Documents		□ Activity Log□ Message Form□ Situation Report	☐ Incident Action Plan☐ OA & HCA Response Plans- SNS, DORA, etc.		
Function		The Health Emergency Operations Center (HEOC) Liaison is designated by the HEOC Manager. The HEOC Liaison reports to the HEOC Manager and works with Management and the OA EOC Liaison.			
		Upon A	arrival		
	 Maintain a log of events and document all activities on the HEOC Activity Log. Identify potential inter-organizational problems needing a liaison. Prepare to receive Outside Agency Representatives, elected officials, and visitors in a briefing room, if possible. Establish contact with the Operational Area EOC Liaison, OA Health Branch, HCA Department Operations Center (DOC), County Department/Agencies, and other appropriate organizations. Ensure Situation Status completes the request for jurisdiction status report in WebEOC, or on the 		on the HEOC Activity Log. ling a liaison. elected officials, and visitors in a briefing room, if aison, OA Health Branch, HCA Department ncies, and other appropriate organizations.		
		During O	perations		
 Ensure any on-site Outside Agency Representatives have signed in, understand their robriefed. Keep a roster of these representatives' names and their assignments. Determine if additional representation is needed from outside organizations. Respond to requests for liaison personnel. Monitor and report the status of emergency proclamations, policies, and other incident information. Work with HCA PIO and HEOC Manager to coordinate media releases to the Operation 		es and their assignments. n outside organizations. ations, policies, and other incident response			
	End of Shift				
	Brief incoming HEOC L	iaison. n to Documentation Unit. quipment. le.	eeds, and potential issues for next Operational Period.		





VEST YELLOW

HEOC LIAISON

HEOC Demobilization			
Release Outside Agency Representatives no longer required after coordination with HEOC Manager and General Staff.			
Complete required forms and reports.			
Participate in After Action meetings as required.			





PUBLIC INFORMATION OFFICER VEST YELLOW

Report To		HEOC Manager		
Suggested Training		ICS 300, 400, media training, and HEOC Basic and Section Training.		
00 0		☐ Activity Log ☐ Situation Report		
Documents		☐ Activity Log ☐ Message Forms	☐ Situation Report ☐ Incident Action Plan	
Function		<u> </u>	oordinates to disseminate information to	
		HCA partners and media outlets while I	providing liaison services with the media.	
		Upon Arrival		
	Sign in with Personnel	Unit.		
	Report to the HEOC Ma	anager and obtain an initial briefing.		
	Maintain a log of event	ts and document all activities on the HEC	OC Activity Log.	
	Review Public Informat	tion priorities as established by the Policy C	Group.	
		h HCA PIO and/or Public Information Officestablish lines of communication.	icers in other jurisdictions and at other	
		on Center (JIC) Liaison (if and when neede	ed) and Public Information Officer to	
	support Operational Are	-		
	•	on summary as soon as possible after arriv	al.	
	Determine time and loca	· ·		
	o Deliver media re	eport and status of media requests.		
		During Operations		
	Verify situation status and extent of media coverage in local cities, county, and state region.			
u	verify situation status a	nd extent of media coverage in local cities,	county, and state region.	
	Coordinate all media co	•	county, and state region. onal Area Public Information Officers (OA	
	Coordinate all media co PIO), media outlets, and Prepare and disseminate	entacts and public information with Operation	onal Area Public Information Officers (OA formats (i.e. impaired, multilingual, etc.)	
	Coordinate all media co PIO), media outlets, and Prepare and disseminate covering such topics as Verify that Health Refer	entacts and public information with Operation additional organizations, as needed. The emergency public information in multiple	onal Area Public Information Officers (OA formats (i.e. impaired, multilingual, etc.) to take, response to rumors, etc. equiries related to additional emergency	
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PUBLIC INFORMATION OFFICER VEST YELLOW

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Verify next work schedule.		
☐ Sign out with personnel Unit.		
Demobilization		
Complete required forms and reports.		
Participate in After Action meetings as required.		





HEOC SAFETY OFFICER

VEST YELLOW

Report To		HEOC Manager		
Suggested Training		ICS 100, 200, HEOC Basic and Section Training, Safety Training		
Documents		☐ Activity Log	☐ Incident Action Plan	
		☐ Message Form	☐ Safety Analysis Plan (ICS 215A)	
Fu	nction	Responsible for providing direction and conditions within the HEOC.	support to ensure safe working	
		Upon Arrival		
	Sign in with Personnel U	nit.		
	Obtain initial briefing fro	om HEOC Manager and outgoing Safety C	Officer.	
	Provide input on Inciden	t Action Plan		
	 Identify potential 	hazards & corrective actions for facility.		
	 Prepare and upda 	te Safety Analysis Plan (ICS 215A)		
	 Develop site Safe 			
	•	with all Management/General Staff.		
		and precautions (215A)		
	 Identify and distr 	bute any adjustments made to Safety plan		
		During Operations		
	Coordinate with Facilities Coordinator to ensure that all facilities used in support of the HEOC and			
	• • •	ve safe operating conditions.		
		to determine the scope of on-going operat guishers, fire hoses, and emergency proce-		
		elated facility activities to ensure that they sting circumstances. Stop or modify any u	•	
	which might result in liability, oversights, improper response actions, etc.			
	Conduct safety briefings	as needed.		
	Track work injury cases:			
	Č	Il injuries occurring related to the incident		
		ith Occupational Safety and Health Admir	,	
	11 1	te level of personal protective equipment (in its use, if needed.	PPE) is being used, and that personnel	
		nts/injuries to date and treatment options		
_		orkers' compensation claims are properly	• •	
		Fime/Cost/Claims Coordinator to track cost		
	Document all Safety issu	es on HEOC Activity Logs and notify Tin	ne/Cost/Claims Coordinator.	
		End of Shift		
	Brief incoming Safety On	fficer.		





HEOC SAFETY OFFICER

VEST YELLOW

Submit all documentation to Documentation Unit.
Return all checked-out equipment.
Verify next work schedule.
Sign out with Personnel Unit.
Demobilization
Demobilization Complete required forms and reports.
Complete required forms and reports.





COUNTY OF ORANGE – Health Care Agency HEALTH DISASTER MANAGEMENT DIVISION Health Emergency Operations Center (HEOC)

HEOC SECURITY OFFICER

VEST

YELLOW

Report To		HEOC Manager and OCSD		
Documents &		☐ POD Incident Action Plan (IAP) –Site Safety Incident Analysis (ICS 215a)		
Equipment		☐ Communication Source		
Function		The Security Officer is a designee of the Orange County Sheriff's Department and		
		will ensure a secure environment within and outside the Health Emergency Operations Center (HEOC) and Health Strategic Operations Center (HSOC).		
		Upon Arrival		
	Sign in with Personnel	Unit.		
	Receive briefing from l	HEOC Manager and outgoing HEOC Security Officer.		
	Maintain a log of event	s and document all activities on the HEOC Activity Log.		
	Establish contact with a	additional Law Enforcement Agencies located at HEOC, if applicable.		
	Discuss any safety and	or security issues with HEOC Manager and/or HEOC Safety Officer.		
		efing with all Command and General Staff.		
_		ds and precautions (215A)		
	Determine operating lo	cation and set up as necessary.		
		During Operations		
		dance to the HEOC Manager regarding onsite security matters.		
		C Manager to ensure that all facilities, including parking areas, used in support of ancy operations are safe and secure.		
		d advise the HEOC Manager of any conditions and/or actions which might by of the facility and emergency personnel.		
	Participate in planning	meetings and briefings as needed.		
		End of Shift		
	Submit all documentation	on to Documentation Unit.		
	Return all checked-out	• •		
	Brief HEOC Manager on current situation, status, needs, and potential issues for next Operational Period.			
	Brief incoming HEOC Security Officer.			
	Verify next work sched	lule.		
	Sign out with Personne	l Unit.		
		Demobilization		
	Confirm timing of HEC	OC demobilization with HCA Manager.		
		fy OCSD contact of demobilization time.		
	r i i i i i i i i i i i i i i i i i i i			
	Participate in After Action meetings as required.			