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

HEOC MESSENGER

VEST BLUE

Position Checklist

Report To	Documentation Unit Leader	
Suggested Training	ICS 100, 200, and HEOC Basic and Support Staff Training	
Documents	❑ Activity Log ❑ Message Forms ❑ Situation Report	❑ Incident Action Plan ❑ Message Log
Function	The Messenger is responsible for ensuring messages created within HEOC are duplicated, tracked, routed, and maintained within the HEOC.	

Upon Arrival

- ❑ Sign in with Personnel Unit.
- ❑ Report to the Documentation Unit Leader and obtain an initial briefing:
  - o Nature of incident
  - o Review current Message Forms being used.
- ❑ Receive briefing from outgoing Messenger.
- ❑ Maintain a log of events and document all activities on the HEOC Activity Log.
- ❑ Work with Facilities Coordinator to ensure all rooms within HEOC are supplied with the following:
  - o Pens, pencils, paper, photocopying paper and supplies
  - o HEOC message forms and activity logs
  - o Status board supplies

During Operations

- ❑ Attend HEOC situation briefings.
- ❑ Review messages to ensure appropriate message/information flow during HEOC activation period.
- ❑ Coordinate message/information posting to status boards with HEOC plotters, through the Documentation Unit Leader.
- ❑ Track and ensure efficient message flow to affected parties.
- ❑ Identify message flow delays and correct immediately.
- ❑ Maintain accurate and complete message files from each HEOC activation period.
- ❑ Provide duplication and facsimile services to HEOC staff.

End of Shift

- ❑ Brief Documentation Unit Leader on current situation, status, needs, and potential issues for next Operational Period.
- ❑ Brief incoming Messenger.
- ❑ Submit all documentation, including Message Forms and Log, to Documentation Unit.
- ❑ Return all checked-out equipment.
- ❑ Verify next work schedule & sign out with Personnel Unit.

Demobilization

- ❑ Participate in After Action meetings as required.

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

HEOC PLOTTER

VEST BLUE

Position Checklist

Report To	Documentation Unit Leader	
Suggested Training	ICS 100, 200, and Basic and Support Staff HEOC training.	
Documents	❑ Activity Log ❑ Message Forms ❑ Situation Report	❑ Incident Action Plan ❑ Plotter Log
Function	The Plotter is responsible for coordinating with the HEOC Messenger, via the Documentation Unit Leader, to post information on the HEOC status.	

Upon Site Arrival

- ❑ Sign in with Personnel Unit.
- ❑ Report to the Documentation Unit Leader and obtain an initial briefing.
  - o Nature and scope of incident
  - o Verify current information on status boards and determine if information needs to be updated.
- ❑ Receive briefing from outgoing Plotter.
- ❑ Maintain a log of events and document all activities on the HEOC Activity Log.
- ❑ Review and ensure the appropriate headings are placed on all status boards.
- ❑ Ensure appropriate maps are on display in the Management Room, Operations Room, and Communication Support Room.

During Operations

- ❑ Attend HEOC situation briefings.
- ❑ Ensure all information to be plotted has been approved by Documentation Unit Leader.
- ❑ Ensure approved information is displayed on maps and status boards. Include date, time, content, and source of information.
- ❑ Coordinate with HEOC staff to ensure information is accurate, validated, and synchronized and plotted in a timely manner in appropriate areas.
- ❑ Document all items placed on status board on HEOC Plotter Log.
- ❑ Monitor displays and status boards for erroneous information or gaps and update as needed.

End of Shift

- ❑ Brief Documentation Unit Leader on current situation, status, needs, and potential issues for next Operational Period.
- ❑ Brief incoming Plotter.
- ❑ Submit all documentation, including Message Forms and Plotter Log, to Documentation Unit.
- ❑ Return all checked-out equipment.
- ❑ Verify next work schedule & sign out with Personnel Unit.

Demobilization

- ❑ Participate in After Action meetings as required.