

## Operations Section

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### Position: Operations Section Chief

**Position Responsibility:** Manage and coordinate all field tactical incident/ emergency operations.

**Duty—Checklist:**

- ◆ Check in and obtain briefing from EOC Director.
- ◆ Activate and brief the Operations Section as necessary.
- ◆ Participate in the preparation of action plans.
- ◆ Execute action plans.
- ◆ Determine ongoing needs and request additional resources.
- ◆ Continually update EOC Director regarding unusual occurrences, the status of incident situations and when action plans are accomplished.
- ◆ Maintain unit log, including operation times, significant events, equipment purchased and names of Operations Section personnel.
- ◆ When requested, secure operations and forward all reports/logs to the EOC Director.

## Communications

The campus Emergency Communications System consists of telephone, radio systems, public address systems, computer technology, fax, cellular phones, pagers and messenger. The primary facilities for communicating with the Emergency Management Organization, campus community and other emergency organizations are through the University Police Department Dispatch Center, the Campus Emergency Operations Center (EOC) and Department Operation Centers (DOCs). Communications capabilities are described below.

**A. Emergency Operations Center**

The primary EOC located in the Student and Business Services Building has the following communications capability:

- ◆ Telephone lines that are designated as “essential service/failsafe lines” that enable usage in the event of a telephone system overload.
- ◆ Cellular telephones.
- ◆ A radio system that provides communications with the University Police Dispatch Center, HSU field units, all local police agencies, the Sheriff’s Department, Citizen Band (CB) and Ham Radio Operators.
- ◆ Portable computer with email and Internet.
- ◆ Fax.
- ◆ Paging.

**B. Public Safety Dispatch Center**

The University Police Dispatch Center, located within the Police Department in the Student and Business Services Building, has the following communications capabilities:

- ◆ Telephone lines (incoming/outgoing).
- ◆ Ring-down lines that provide direct communications to the President and the Arcata Police Department.
- ◆ Cellular telephones.
- ◆ Radio system that provides communications with the Campus EOC, campus field units, all local police agencies, the Sheriff’s Department, Citizen Band (CB) and Ham Radio Operators.

- ◆ Teletype equipment to receive emergency messages 24 hours a day from the County or State.
- ◆ Paging.
- ◆ Computer with email and Internet.
- ◆ Fax.

**C. Campus Field Units**

Campus field units have portable radio providing communications with the University Police Dispatch Center, Campus EOC, all DOCs and other field units. Public Safety (Police) vehicles are equipped with cellular phones, CB radios and public address.

**A Communications Equipment Technician is assigned to the EOC under the direction of the Operations Section and is responsible for assuring that communications equipment is operational.**

**Duty—Checklist:**

- ◆ Determine if communications at the University Police Department dispatch center are operational.
- ◆ Report to the campus EOC and activate emergency communications system.
- ◆ Implement emergency communications staffing.
- ◆ Recommend resources to correct problems in communications system.
- ◆ Check telephone ring-down lines for operation.
- ◆ Obtain briefing from EOC Director and Operations Section Chief.
- ◆ Check other communications equipment; i.e., fax, teletype, etc., for operation.

- ◆ Determine ongoing needs, request additional resources and resolve logistical problems.
- ◆ Maintain records/logs of calls, assignments and actions.
- ◆ Secure operation and forward logs to Operations Section Chief.

**Position: Fire & Rescue**

**Position Responsibility:** Coordinate all fire service tactical operations (including rescue, suppression, containment and special assistance) with responding fire agencies.

**Duty—Checklist:**

- ◆ Report to the campus EOC.
- ◆ Obtain briefing from EOC Director and Operations Section Chief.
- ◆ Establish communications with responding fire agencies.
- ◆ Determine ongoing needs of responding fire agencies, request additional resources as needed, and resolve logistical problems.
- ◆ If additional manpower and equipment are requested, coordinate with Section Chiefs for resources and staffing needs. Obtain reporting location.
- ◆ Participate in the preparation of action plans.
- ◆ Continually update Operations Section Chief and/or EOC Director regarding unusual occurrences, the status of the situation, and the completion of missions.
- ◆ Keep records/logs of calls, assignments and actions.
- ◆ Maintain records of responding fire and rescue agencies.

- ◆ Coordinate with Logistics Section for food, refreshments and lodging for responders.
- ◆ Secure operations and forward the necessary messages, reports and logs to the Operations Section Chief.
- ◆ Participate in the development of an after-action report.
- ◆ Designate a staging area(s) for incoming rescue teams.
- ◆ Organize campus rescue teams—designate team leaders.
- ◆ Establish priorities for rescue operations with EOC Director.
- ◆ Assign rescue teams to specific sites.
- ◆ Coordinate with other functional coordinators for support to rescue activity.

**County and City**

County and City Rescue are responsible for rescue operations within their respective jurisdictions. They will provide available resources to support campus operations in response to requests through the mutual aid system.

**Operational Area**

Operational Area Fire, Rescue and Law Enforcement are responsible for coordinating county-wide rescue operations and will be responsible for:

- ◆ Activating Operational Area or county-wide fire, search and rescue mutual aid plans.
- ◆ Staffing the rescue function at the County Emergency Operating Center.

### Mutual Aid Region

Mutual Aid Region Fire and Rescue and Law Enforcement Coordinators are responsible for mobilizing and allocating mutual aid resources for rescue operations.

### State

State Fire, Rescue and Law Enforcement Coordinators (members of the State Office of Emergency Services Staff) are responsible for mobilizing needed resources from available State-wide mutual aid system and State agency inventories.

Rescue operations within each jurisdiction will determine the boundaries of each separate incident; i.e., building, complex or campus as a whole. An on-site Incident Commander will be designated for each incident. Direct supervision of rescue team members will be the responsibility of the team leader designated by the providing organization. Coordination with Coroner and emergency medical operations will be required at each level of operation.

Mutual aid resources will be mobilized through established mutual aid channels. Resources mobilized through mutual aid channels will be returned to Operational Area or Regional Mobilization Centers when no longer needed by the utilizing agency, incident or area.

### Position: Coroner Services

**Position Responsibility:** Coordinate with the Medical DOC for on-campus operations, including identification of human remains, recording pertinent information, overseeing the removal of the dead to temporary morgues, processing personal effects, and providing appropriate storage for human remains. This function will be handled by the County Medical Examiner—Coroner in all but the most extreme emergencies.

#### **Duty—Checklist:**

- ◆ Determine number of fatalities.

- ◆ Submit reports of fatalities to the University Police Department.
- ◆ Coordinate University Police assistance to Coroner's personnel upon arrival.
- ◆ Provide assistance in identifying the dead.
- ◆ Ensure that fatalities are properly covered and handled.
- ◆ Size up problem and determine support staff requirements.
- ◆ Attempt to contact local morticians.
- ◆ Alert staff to report to pre-designated locations.
- ◆ Obtain body bags, tags, gloves, masks and other support items as needed.
- ◆ Arrange for body cold storage locations.
- ◆ Make arrangements for removal of dead persons from structures and public view.
- ◆ Coordinate with law enforcement and Plant Operations on fatality removal procedures from hazardous buildings.
- ◆ Ensure that proper procedures are followed for noting location of body and probable cause of death.
- ◆ Identify remains, collect, bag and tag personal effects in accordance with County Coroner/Medical Examiner policy.
- ◆ Transport fatalities to pre-designated central cold storage location(s) as soon as possible.
- ◆ Consider temporary interment of fatalities if community health is imperiled.

- ◆ Maintain and secure all records and personal effects.
- ◆ Observe assigned staff carefully for indications of stress.
- ◆ Provide list of fatalities to campus Emergency Operations Center upon request or at pre-designated intervals.
- ◆ Ensure that there is no public release of names of dead.
- ◆ Keep Emergency Operations Center Director informed of fatalities situation at all times.

## Coroner Operations Guidelines

### *Campus*

The Operations Section Chief coordinates with the County Coroner/Medical Examiner concerning operations on campus and is responsible for:

- ◆ Assessing the number of fatalities and reporting the situation to the County Coroner/Medical Examiner.
- ◆ Directing campus personnel to assist the Coroner and Deputy Coroners.
- ◆ Providing assistance to the Coroner in identifying the deceased.
- ◆ Ensuring that fatalities on campus are properly handled until arrival of the Coroner or Deputy Coroner.

### *County Coroners/Medical Examiners*

County Coroners/Medical Examiners have statutory responsibility and authority, under the State Health and Safety Code, for identifying dead persons and human tissue; determining and recording the cause, circumstances and manner of death; and disposing of unclaimed and/or indigent deceased persons. When disasters result in large numbers of deceased persons, Coroners normally will be responsible for:

- ◆ Coordinating local resources utilized for the collection, identification and disposition of deceased persons and human tissue.
- ◆ Selecting an adequate number of qualified personnel to staff temporary morgue sites.
- ◆ Establishing collection points to facilitate recovery operations.
- ◆ Coordinating with search and rescue teams.
- ◆ Designating an adequate number of persons to perform the duties of Deputy Coroners.
- ◆ Identifying mass burial sites.
- ◆ Protecting the property and personal effects of the deceased.
- ◆ Notifying relatives.
- ◆ Establishing and maintaining a comprehensive record-keeping system for continuous updating and recording fatality numbers.
- ◆ Submitting requests for mutual aid assistance, if required, in accordance with the Coroners Mutual Aid System.
- ◆ Coordinating services of:
  - Funeral directors, ambulances and morticians.
  - American Red Cross for location and notification of relatives.
  - Dentists and x-ray technicians for purposes of identification.
  - Law enforcement agencies for security, property protection and evidence collection.

- Mutual aid provision to other counties upon request.

***Mutual Aid Region***

The Office of Emergency Services (OES) Regional Coroners Mutual Aid Coordinator (designated by the California State Coroners Association) receives and responds to requests from County Coroners/Medical Examiners for mutual aid assistance from other jurisdictions and/or private sources. Should a present or anticipated emergency be of such a magnitude as to require the commitment of the resources of one or more counties, it is the responsibility of the Regional Coroners Mutual Aid Coordinator to organize and coordinate the dispatch of resources within the Region to the emergency area. The Regional Coroners Mutual Aid Coordinator shall advise appropriate officials at State OES of the situation. If the Region's resources are overtaxed, the Regional Coroners Mutual Aid Coordinator will request assistance from the state level.

***State***

**Office of Emergency Services (OES)**

- ◆ Receives and responds to requests by Regional Coroners Mutual Aid Coordinators for assistance from other government or private sources.

**Department of Health Services**

- ◆ Under authority of the State Health and Safety Code, may assist in notification of relatives, or when large numbers of dead persons constitute a public hazard, direct mass burial.
- ◆ Additional support may be provided by the Military Department and the Department of Justice.