

Using Emergency Operations Center Concepts during School Incidents

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Agenda

- Presenter Background
- Emergency Operations Center (EOC) Overview
- Fundamentals of School Incident Response
- Applying EOC Concepts to School Incidents
- Resources
- Questions

Presenter Background

Education

- BSED in Social Studies Education from Northern Arizona University
- MA in Political Science from Colorado State University
- MA in Emergency Management and Homeland Security from Arizona State University

Teaching and Emergency Management Experience

- Teacher at middle and high school levels
- Worked in the Planning Section for Maricopa County Unified Command during COVID-19
- Emergency Preparedness Specialist for 27J Schools

Check In

**What is your
knowledge of ICS
in schools?**

**What is your
knowledge of
EOCs?**



Emergency Operations Center Concepts

Emergency Operations Centers

An Emergency Operations Center (EOC) coordinates information and resources to support on-scene operations during an incident.

EOCs complete the following tasks:

- Collection, analysis, and sharing information
- Supporting resource needs and requests
- Coordinating plans and determining current and future needs
- Providing coordination and policy direction

An EOC may be virtual, in person, or hybrid.

EOC Examples

**Emergency
Operations
Center for
Marshall Fire**

**Emergency
Operations
Center for
Super Bowl LVII
and Waste
Management
Phoenix Open
Events**

**Maricopa
County Unified
Command
Center for
COVID-19
Response**

**Denver
Emergency
Operations
Center
Activation for
Homelessness
Response**

EOCs support other
emergency
response structures
before, during, and
after an incident

Incident Command
Posts respond to the
emergency on or
near the incident
site

Types of EOC Organization

EOCs include more than only emergency management officials.

EOCs include multiple different agencies and partner organizations.

Some groups that may be included are:

- Public Works
- GIS
- Technology
- Health and Human Services
- Volunteer groups (Red Cross, etc.)

EOCs can be organized in multiple ways. The most common ways for organizing EOCs are:

- Incident Command System (ICS) or ICS-like Structure
- Incident Support Model (ISM)
- Departmental EOC Structure

How EOCs Provide Support

EOCs coordinate resources and information sharing. EOCs can provide big picture analysis and get required resources to the Incident Command Post or other site.

The EOC organizational model will determine how resources and information are shared and how individuals within the EOC work together.



School Incident Response

School Incident Response

01

School Administrators and Staff

First group to respond to incidents on campus, primarily responsible for students

02

First Responder Agencies

Respond to emergencies, may assume command of incident based on crisis type and severity

03

School District Departments

Provides leadership for high severity incidents, responsible for guidance and resources

Thinking Through Incident Severity Levels

Low Severity Incidents

- Hold due to medical emergency on campus
- Evacuation due to accidental trip of fire alarm
- Secure due to wild animal near the school

Medium and High Severity Incidents

- Evacuation due to small fire in a bathroom
- On site reunification of students due to police activity in a nearby neighborhood
- Multi-school shelter for tornado
- Any lockdown incident

**The incident
dictates the level
of response from
first responders
and the school
district**

**Standards of how
and when district
/ charter leaders
will be notified
about incidents
will vary**

**Administrators &
first responders
should always
use the ICS
model when
responding to
incidents**



Using EOC Concepts in School Incident Response

What incidents are schools able to respond to without outside resources?

What incidents require support from outside agencies and departments?

District Support

Districts can create their own EOCs or formalized structure for providing support to schools during an incident. If not already in place, districts may consider developing the following functions:

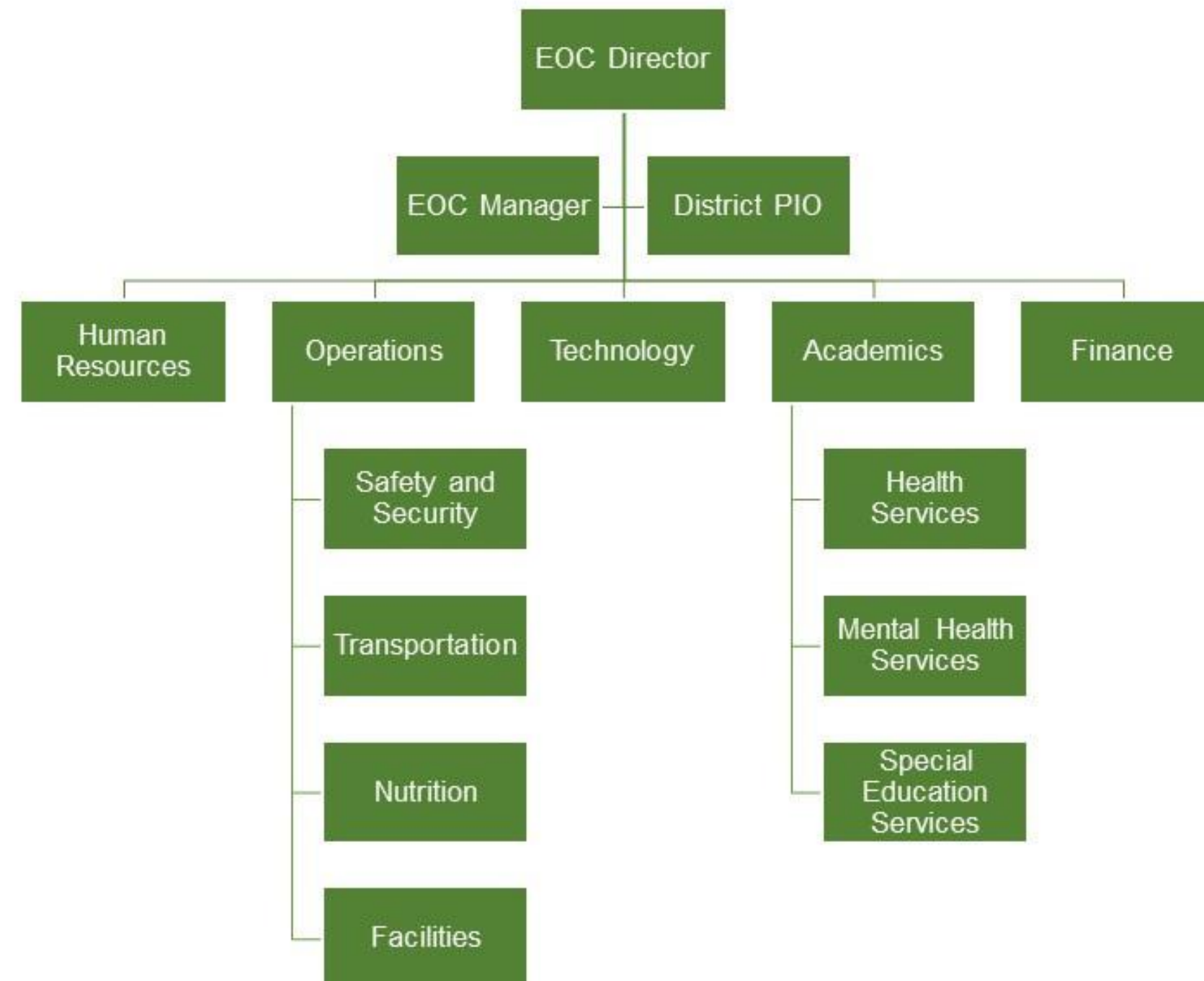
- Multiple avenues for schools to notify the district about an incident
- Communication method for providing district leaders with situational awareness about incidents
- Tiered system for activating individuals and departments
- Method for bringing in outside partners to the EOC

Organizing District Response

The simplest method for organizing district response is to utilize the Departmental EOC structure.

This means that almost all staff will have similar reporting structures as their day-to-day operations.

It is important to provide district personnel with a structure for who is expected to respond to incidents and who they report to.



Sample Departmental EOC Chart

Lifelines

How to Organize District Response

District EOCs should consider developing a way to track and manage support priorities during an incident. One way to do this is through Lifelines.

Lifelines should be organized into categories. The EOC should develop priorities for each lifeline to be completed in a certain time frame (ex-2 hours). Lifelines can be:

- Building Operations
- Safety and Security
- Food and Water
- Medical and Mental Health
- Transportation
- Communications
- Recovery

How Can We Apply EOC Concepts to Schools?

- Ensuring the Liaison Officer in your school's ICS chart knows who to contact in the district and for partner agencies during an incident
- Including safety district personnel in drills for your school
- The School Incident Commander can utilize lifelines to think through what resources and support are needed and may be needed as the incident unfolds
- Verify that staff who may serve in ICS roles have important phone numbers and know how to make notifications when an incident is occurring

Next Steps for Implementing EOC Concepts

**School
Emergency
Operations
Plans**

Training

**Drills and
Exercises**

**Coordination
and
Relationships**

Resource Page

**IS 2200: Basic EOC
Concepts**

**Role of Districts in
Developing High Quality
EOPs**

**G-2300: Intermediate
EOC Functions**

**CSSRC Crisis Response
Guidelines**

IS 100: Intro to ICS

**REMSTA Tabletop Exercises
(search the toolbox)**

**IS 362: Multi-hazard
Planning for Schools**

**Your local county
and city emergency
managers**

Get In Touch

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