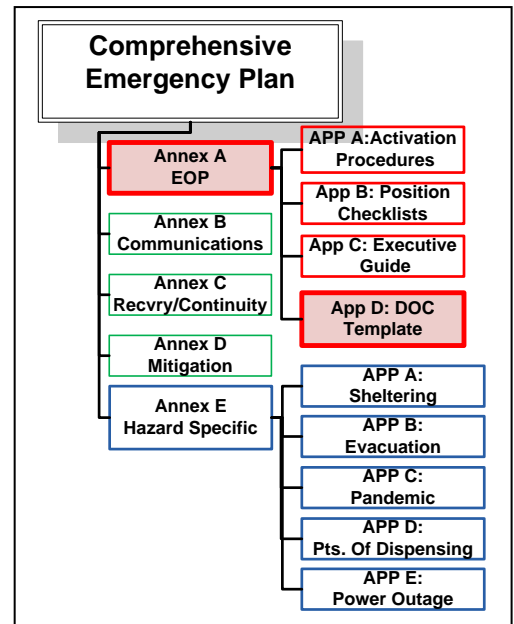


University of California
 Comprehensive Emergency Plan
 Annex A: Emergency Operations Plan
Appendix D: Department Operations Center (DOC) template

The Department Operations Center (DOC) template is Appendix D of the Emergency Operations Plan (Annex A) of the Comprehensive Emergency Plan for the University of California, Davis.

A full-scale campus response and recovery from a major incident requires the participation of many different campus departments. To facilitate those actions, essential response departments develop a Department Operations Center (DOCs) and DOC plan to coordinate the actions of their own personnel and equipment and to facilitate communication to and from the EOC.



Department Operation Centers (DOC) are established and activated by individual departments to coordinate and control actions specific to that department during an emergency event. A DOC is a physical facility or location similar to the campus Emergency Operations Center (EOC). However, a purpose of a DOC is to manage and coordinate events specific to that department. For example, a major winter storm could cause activation of a DOC for Facilities O&M – to manage minor flooding and wind-blown debris – but not be catastrophic enough to cause activation of the campus EOC.

DOCs may activate independently, in response to localized events that require extraordinary attention (e.g. power failure, internet failure or attack, civil disturbance, etc.) DOC’s may also be directed to activation by the EOC.

The EOC will provide interdepartmental coordination of activities and will establish operational priorities for the DOCs. The DOCs will work to restore their department critical business functions and will take action on high priority response activities as directed by the EOC. When the EOC is activated, it is staffed by personnel from those departments who coordinate campus actions through the DOC (s) for that department. Personnel selected by the department to be part of a DOC receive training and participate in drills and exercises to develop their skills. Because DOC’s are primarily for departments that play a role in immediate response during a disaster or emergency, not all departments will require a DOC.

The rest of this section is a template and instructions for developing a DOC. It is provided as a template and guide. If a specific section does not apply to the department completing it, it can be omitted.

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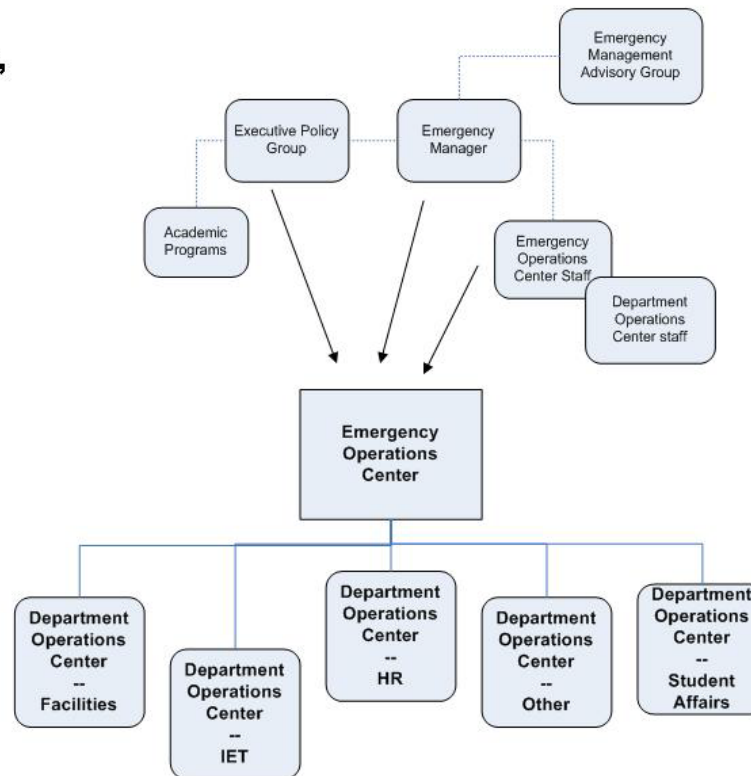
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**Before a Disaster,
the Policy Team
and the Planning
Team conducts
planning, and
preparation**

**During and After
a Disaster, the
EOC works
through the
DOC's ...**



DOC: Department Emergency Operations Plan

{*Name of department goes here*}

University of California, Davis

{*Completion Date*}

INSTRUCTIONS FOR COMPLETING TEMPLATE:

The **blue text** indicates spaces that you complete for your department or office. All of these won't apply. If a section doesn't apply, delete all of it and go on to the next. This plan should define the actions your department or office would take in the event of an emergency that affected your normal operations.

Prepared and managed by

{*name*}

I. Roles & Responsibilities

A. Scope of Response Duties

During an emergency or disaster, the mission of the {*department name*} Department is as follows:

- {*List primary roles during a disaster in bullet form. For example: UCPD roles would be: maintain public order; enforce laws; secure campus property against damage and theft; provide emergency communications support.*}

B. Role in UC Davis Emergency Management Organization

The {*department name*} Department fulfills a {*pick one: management, planning, operational, logistical, financial*} coordinating and support role during and following an emergency.

{If appropriate: The Department may conduct field operations, including those in which its representatives may serve as Incident Commander or participate in a Unified Command.}

{If appropriate: The Department will conduct operations mostly within the EOC and/or one or more DOC's, and is not expected to conduct field operations.}

C. Department Response Priorities

During an emergency or disaster, the Department's **response** priorities are as follows, in decreasing order:

- {*List priorities in rank order in bullet form. Example – Physical Plant priorities might be: maintaining open access by emergency personnel and vehicles to campus facilities; providing or restoring critical services to sensitive or vital facilities*}

D. Reporting

The Department will coordinate its activities with the campus Emergency Operations Center (EOC) during an emergency through the {*EOC branch coordinator/section chief*}, with the exception of the following:

{If appropriate: The Department is obligated by MOU, contract, law or UC policy to report responses to the following types of situations as indicated:}

Type of Situation	Report to	Contact / Phone	Governing policy/ regulation

{If this does not apply to your Department, delete the table.}

II. Organization

A. Line of Succession

During an emergency, this department will follow this chain of command for making decisions:

- *{Use titles, do not use names.}*

B. Recall & Notification

During Business Hours

If an emergency occurs during normal business hours, Department personnel will be notified as follows:

- *{Explain the work-hours notification process in bullet form. Address means of notification (radio, phone, pager, etc.) and responsibility (who will notify whom).}*

Outside Business Hours

If an emergency occurs outside normal business hours, the Department will be notified in the following manner:

- *{Lay out the notification process in bullet form. Again, use titles, not names.}*

C. Shifts

The Department *{will | will not}* be prepared to carry out *{12 | 16 | 18 | 24}*-hour operations during an emergency. Department personnel will be organized into *{ N }* shifts that will work *{ M }* hours at a time. This will be organized as follows:

- *{Describe the general organization of the shifts, who will make the determination, who will notify the EOC.}*
- *{If appropriate: Department personnel will be pre-assigned to shifts as indicated in Annex C of this Plan.}*

D. EOC Representatives

The following individuals have been designated as EOC representatives from this department and will report to the EOC when dispatched, to fill the positions noted, in the order listed. This person will be responsible for activating the Department Operations Center when requested by the EOC.

Name	EOC Position	Contact Information
<i>{Superintendent}</i>	<i>{Public Works Unit Leader}</i>	<i>{Operations}</i>

{Change this table as appropriate. If you have no EOC representation, delete the table.}

E. Supplemental Personnel

In the event that regular Department personnel are insufficient to accomplish the Department's mission during an emergency, the Department may be able to call upon the following sources of additional personnel.

Other campus departments

On-campus source	Approx. #/type	Contact	Phone
{ <i>Department/office</i> }	{ <i>Example</i> } 2 / clerical 1-2 / admin 4-6 / warehousing 1 / engineer	{ <i>Title of contact for obtaining personnel</i> }	{ <i>Phone #</i> }

UC system mutual aid

UC MA source	Approx. #/type	Contact	Phone
{ <i>Campus/department/office</i> }	{ <i>Example</i> } 6 / patrol officers 1 / patrol sgt. 1 / admin sgt. 1 / dispatcher	{ <i>Title of contact for obtaining personnel</i> }	{ <i>Phone #</i> }

City/County mutual aid

City/county MA source	Approx. #/type	Contact	Phone
{ <i>Jurisdiction/department</i> }	{ <i>Example</i> } 4 / building inspectors	{ <i>Title of contact for obtaining personnel</i> }	{ <i>Phone #</i> }

State mutual aid

State MA source	Approx. #/type	Contact	Phone
{ <i>Department</i> }	{ <i>Example</i> } 6 / agricultural inspectors 8 / animal control officers	{ <i>Title of contact for obtaining personnel</i> }	{ <i>Phone #</i> }

III. DOC Operations Guide

A. Location

The Department’s primary Emergency Operations Center (DOC) is located in {*primary DOC location*}.

The Department’s secondary DOC is located in {*secondary DOC location*}.

B. Activation/Deactivation

Activation

- 1) If this DOC is being activated without a concurrent EOC activation, it will be at the direction of {*title of decision authority*}.
- 2) If this DOC is being activated at the request of the EOC, it will be done by the EOC representative described in II-E.

In either case, when the DOC is activated, {*describe how the rest of the Department will be notified*}.

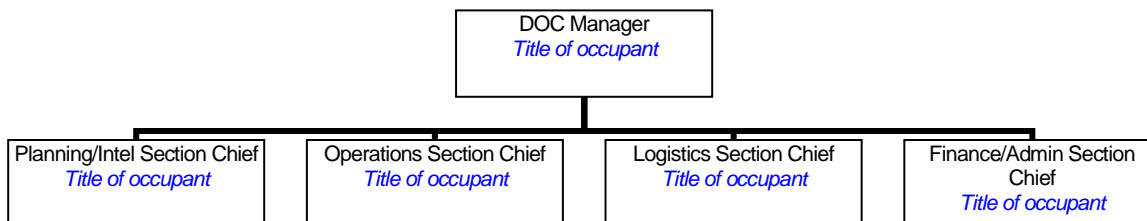
Deactivation

{*Title of decision authority*} or his/her alternate will periodically review Department operations and the emergency conditions to determine whether the DOC should be deactivated. He/she will coordinate this decision with the EOC (if it is operational). If he/she decides to deactivate the DOC:

- {*Describe how the Department will be notified.*}
- {*Describe how the EOC will be notified.*}
- {*Describe how control and coordination of ongoing operations will be transferred, and to whom.*}

C. Organization

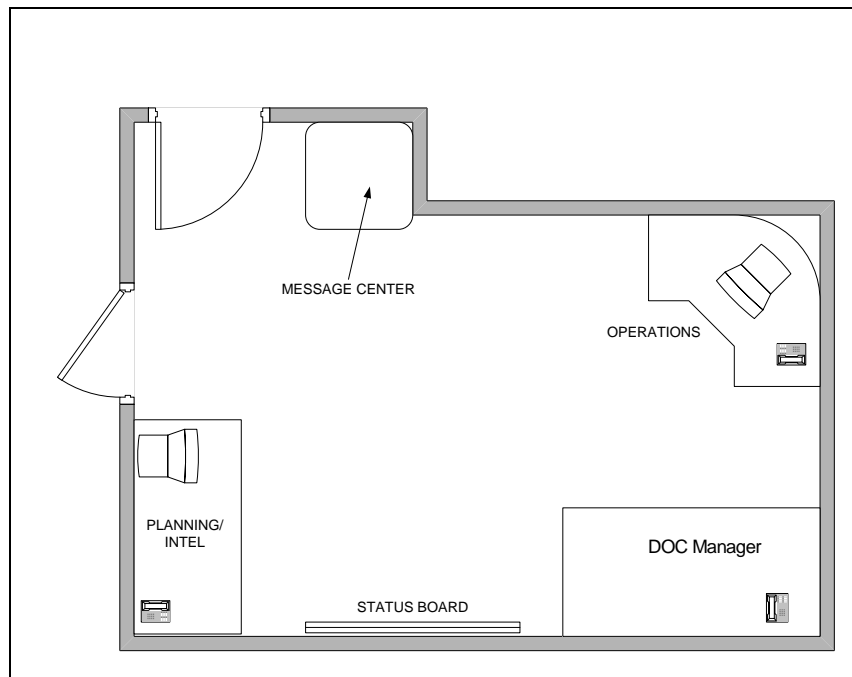
The DOC will generally be organized using the ICS, as shown below.



D. Layout

The primary DOC is laid out as shown in **Figure 1**. *{Insert a diagram of the layout of the DOC as it should be set up when activated.}*

Figure 1



E. DOC Contact Information

Position	Office	Email	Cell phone
DOC Manager	{2-3456}	{ DOCMgr@dept.ucr.edu }	{xxx-xxxx}
Planning & Intel Chief			
Operations Chief			
Logistics Chief			
Finance Chief			
{ <i>other positions...</i> }			

{Change this table as fits your DOC organization.}

IV. Logistics

A. Special Financial Procedures

{Describe how the Department's normal financial and procurement systems will operate during an emergency. For example:}

{How are purchasing requests approved, if not in the normal way?}

{Do more/different people have the authority to obligate departmental funds? If so, who?}

{Are there special accounts or category codes you will use for emergency purchases? Check with Financial Services to see if they have assigned new codes for this purpose.}

{Will your procurement cards have higher limits? Will more/different people be issued procurement cards? If so, who?}

{If you recharge other campus departments for your services, will you continue to do so during an emergency? If not, how will you track foregone revenue? If so, are there any changes to how you will work this relationship during an emergency?}

{If you charge user fees for your services, will you continue to do so during an emergency? If not, how will you track foregone revenue? If so, will you change fee levels or payment options during an emergency? }

B. Special Administrative Procedures

Timekeeping

{Describe how Department staff will record their time spent on emergency-related work. For example:}

{How will emergency work be kept separate from non-emergency work?}

{How will you track emergency work carried out in different locations?}

{Will office workers' emergency work be tracked differently than field workers'?}

{How will you record the time of managers and exempt staff?}

{If you use contractors or temporary workers for emergency work, will they need to account for their time using a different system than they would for non-emergency work?}

Records management

{Describe how the Department will collect, organize, manage and store the emergency-related documentation it generates during and after the emergency. For example:}

{Who is in charge of emergency records management?}

{How will he/she collect the documentation (every hour, once a day, as needed, at the end of the emergency, etc.)?}

{How and where will the records be stored?}

{If your Department uses sensitive data related to the emergency (health records, Privacy Act info, etc.), how will it be safeguarded, yet kept separate from non-emergency sensitive data?}

{How will you capture and retain electronic data (email, electronic documents, digital photos, etc.)?}

C. Emergency Communications

Voice Communications

The Department will use the following communications systems during an emergency:

Endpoints	Primary	Secondary	Tertiary
Intra-department			
Dispatch and Field	{ <i>Radio / Channel B7</i> }	{ <i>Cell phone</i> }	{ <i>Runner</i> }
DOC and Field			
Field and Field	{ <i>Nextel</i> }		
DOC and EOC	{ <i>Landline phone</i> }	{ <i>Radio / Channel A3</i> }	
{ <i>any other combinations</i> }			

Data Communications

The Department intends to use its normal data systems and data communications tools during the emergency. If they are not available, the following substitutes will be used:

- {*List in bulleted form the normal data systems your Department uses, and how you will operate if each is unavailable, i.e.: accounting systems, scheduling systems, email, databases, online data systems (Internet- and intranet-based), and data hosted on local servers.*}

D. Supplies, Equipment and Services

The Department expects increased consumption of supplies and equipment during an emergency. Tracking consumption and inventory levels for supplies is an important part of the Department's ability to continue to operate under emergency conditions, as well as being vital for seeking possible reimbursement after the emergency.

Critical supplies

{*NOTE: "Critical supplies" are consumable supplies or equipment that you absolutely must have in order to respond to an emergency.*}

Item	Normal Consumption	Est. Emergency Consumption	Stock on Hand	Stock Held By
{ <i>Truck tires</i> }	{ <i>4 / month</i> }	{ <i>8 / week</i> }	{ <i>10</i> }	{ <i>Fleet Services</i> }
{ <i>Plywood, 4x8x3/4" CDX</i> }	{ <i>12 / week</i> }	{ <i>50 / day</i> }	{ <i>15-20</i> }	{ <i>In house</i> }
{ <i>Chemical absorbent</i> }	{ <i>1 lb / day</i> }	{ <i>10 lbs / day</i> }	{ <i>1 lb</i> }	{ <i>None; daily order</i> }

Usage recording

{*Describe how Department staff will record supply and equipment usage during emergency-related work. For example:*}

- {*How will supplies and equipment used for emergency work be tracked separately from those used for non-emergency work?*}
- {*How will you track supplies and equipment used for emergency work carried out in different locations?*}
- {*How will you track how long each piece of major equipment was (a) used in each location, and (b) in transit between emergency assignments or staging while awaiting dispatch?*}

- {How will you differentiate between normal equipment maintenance and maintenance/repairs required by emergency operations?}
- {Will you try to track the office and administrative supplies used during the emergency? If so, how?}
 - {Who will monitor supply orders and stock levels to ensure that you're Department can continue emergency operations?}
 - {If you use contractors or temporary workers for emergency work, will they need to account for their supplies and equipment using a different system than they use for non-emergency work?}

Pre-existing supply and equipment agreements

Items	Vendor	Quantity	PO #	Call to Activate
{Reefer truck, 20'}	{Penske}	{2}	{NN-NNNN}	{951-555-1006}
{Diesel fuel}	{Valero San Bernardino}	{300 gal/day}	{NN-NNNN}	{909-555-9876}

Pre-existing service agreements

Items	Vendor	Quantity	PO #	Call to Activate
{Debris hauling}	{Acme Waste Removal}	{Open}	{NN-NNNN}	{951-555-6001}
{Crime scene cleanup}	{Gore-be-Gone Inc.}	{1 crew/day}	{NN-NNNN}	{951-555-5432}

E. Department Support

The Department will attempt to support its own emergency operations with supplies and staffing. If unable to provide support as needed, the EOC will be tasked for assistance.

General campus support

During an emergency, the Department will {maintain/suspend} all normal campus services in addition to conducting emergency operations. This decision will be coordinated through the Department's representative in the EOC Operations Section. }

Field personnel

During an emergency, the Department's first priority will be to support its field operations. The Department is responsible for tracking the location and status of its field personnel during an emergency. The Department/DOC must be able to provide status updates to the EOC whenever requested. The Department/DOC will redeploy field personnel as required in accordance with Policy Group decisions and priorities.

Field supervisors are responsible for monitoring work conditions, site safety, crew rest periods, use and availability of protective equipment, and other safety considerations.

Food, hydration, sanitation and shelter (basic sustenance) for all field personnel at a response site are typically the responsibility of the EOC Logistics Section. The EOC Logistics Section supports all personnel assigned to the IC's control, regardless their origin.

If the EOC is not activated, the DOC will accomplish its own basic sustenance support using the procedures outlined earlier in this Section.

If the EOC is not activated, the DOC will coordinate through UCPD for communications support.

V. Operation- and Situation-Specific Procedures

{This is the section where a department can outline special plans or procedures for particular types of events. These events are occurrences that your department considers an emergency, whether or not they are an emergency for the rest of the campus. These procedures can amend or elaborate on topics covered elsewhere in this document. For example:

- *Different communications procedures (special communications protocols need to be used)*
- *Special support required from other departments*
- *Special internal support required*
- *Unusual materiel requirements*
- *Unusual operating locations*
- *Pre-established field organization*

VI. Plan Approval & Maintenance

A. Approval and Distribution

This Department Operations Center (DOC) Plan establishes policies and procedures for the *{department name}* Department.

Following is the sequence of events this DEOP will undergo before it is officially approved:

- *{Department name}* (drafting and internal coordination)
- *{Vice Chancellor/Dean to whom the Department reports}* (review and approval)

The Department will distribute this plan and familiarize its staff with the contents. It will be made available on the Department website at *{website address}* for the general campus community to become familiar with it. Printed copies will be sent to the following:

- *{List people who need paper copies, in bulleted form.}*
- Emergency Operations Center (primary and secondary)
- Campus Emergency Manager

B. Maintenance and Revision

The DOC Plan is a living document and will be reviewed and modified on a regular basis. The Department will review the DOC Plan at least in the following circumstances:

- After any Departmental or campus-wide emergency exercise
- After any actual emergency that affects the Department
- After any major change in state or federal law affecting the Department's operations
- After one year has passed since the last review