

TUSCARAWAS COUNTY HEALTH DEPARTMENT



Public Health
Prevent. Promote. Protect.

**ATTACHMENT V TO THE ERP:
INTERFACE BETWEEN TCHD DOC
AND THE TUSCARAWAS COUNTY
EMERGENCY OPERATIONS
CENTER STANDARD OPERATING
PROCEDURES**

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STATEMENT OF PROMULGATION

The Tuscarawas County Health Department (TCHD) **INTERFACE BETWEEN TUSCARAWAS COUNTY HEALTH DEPARTMENT AND THE TUSCARAWAS COUNTY EMERGENCY OPERATIONS CENTER SOP** establishes the guidelines for the interface of Tuscarawas County Health Department (TCHD) response personnel, the TCHD Department Operations Center (TC DOC), and the Tuscarawas County Emergency Operations Center (TC EOC). TCHD will maintain this plan, reviewing it and reauthorizing it at least annually; findings from its utilization in exercises or real incidents will inform updates.

The **TCHD Interface between TCHD and TCEOC SOP** is an attachment to the **TCHD ERP Basic Plan**; when the **TCHD ERP Basic Plan** is promulgated, this included all attachments and appendices. This **INTERFACE BETWEEN TUSCARAWAS COUNTY HEALTH DEPARTMENT AND THE TUSCARAWAS COUNTY EMERGENCY OPERATIONS CENTER SOP** is hereby adopted, and all program areas are directed to implement it. All previous versions of **this plan** are hereby rescinded.

RECORD OF CHANGES

The Health Commissioner for the Tuscarawas County Health Department authorizes all changes to the Tuscarawas County Health Department **Interface Between Tuscarawas County Health Department and the Tuscarawas County Emergency Operations Center SOP**. Change notifications are sent to those on the distribution list. To annotate changes:

- Add new pages and destroy obsolete pages.
- Make minor pen and ink changes as identified by letter.
- Record changes on this page.
- File copies of change notifications behind the last page of this SOP.

| Change Number | Version Number | Summary of Changes | Date of Changes | Name & Title |
|---------------|----------------|--|-----------------|-------------------------------|
| 1 | 2019.10 | Updated record of change table. Updated distribution table. Minor formatting and grammar changes. | 10/3/19 | Natasha Yonley PHEP Coord. |
| 2 | 2019.10 | Removed promulgation statement. Since it is an attachment to the ERP Base plan, promulgation of that plan covers all attachments and appendices. | 10/07/19 | Natasha Yonley PHEP Coord. |
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RECORD OF DISTRIBUTION

A single copy of this Tuscarawas County Health Department **Interface Between Tuscarawas County Health Department and the Tuscarawas County Emergency Operations Center SOP** is distributed to each person in the positions listed below.

| Program Area | Title | Name |
|------------------------|----------------------------|----------------|
| Administration | Health Commissioner, TCHD | Katie Seward |
| Administration | Health Commissioner, NPCHD | Vickie Ionno |
| Emergency Management | Director | Alex McCarthy |
| Emergency Preparedness | PHEP Coordinator | Natasha Yonley |

This plan is available to all Tuscarawas County Health Department and New Philadelphia Health Department employees on their respective agency websites. Two copies can also be found in the department operations center (DOC) in hard copy format. Additionally, each Director and the Public Health Emergency Preparedness Coordinator possess an individual copy.

DOCUMENT DESCRIPTION

This SOP establishes guidelines for the interface of Tuscarawas County Health Department (TCHD) response personnel, the TCHD DOC, and the Tuscarawas County EOC (TC EOC), especially the ESF#8 Desk. This SOP is intended to support coordination and prevent both delays and duplication of effort at Tuscarawas County Health Department. Application of this SOP that in any way leads to either a delay or duplication of effort is, therefore, inconsistent with this SOP.

The information contained in this document is intended to enhance the user's experience, training, and knowledge in the application of the emergency response and management principles. This document complies with the intent and tenets of the National Incident Management System (NIMS).

BACKGROUND

The Tuscarawas County Health Department (TCHD) serves as both the primary and coordinating agency for Emergency Support Function (ESF) #8 (Public Health and Medical Services) within Tuscarawas County. Additionally, TCHD has roles in numerous other ESFs, including numbers 1, 2, 3, 5, 6, 10, 11, 14 and 15. In significant incidents, the Tuscarawas County Emergency Operations Center (TCEOC) may be activated to coordinate execution of ESF plans and procedures.

As needed, TCHD will engage in emergency response actions. TCHD may choose to active the TCHD Department Operations Center (DOC) to support TCHD personnel.

ROLES AND RESPONSIBILITIES

The roles and responsibilities of each of the major TCHD entities are described below. For the purposes of this SOG, the ESF#8 Desk has been included as a Tuscarawas County Health Department entity, since TCHD serves at the primary and coordinating agency for ESF#8.

- 1) TCHD Response Personnel
 - a) TCHD response personnel are the collective group of TCHD staff assigned to address an incident. TCHD response personnel includes any individuals involved at any step in the response process, from activation through demobilization.
 - b) Their responsibility is to execute the pre-defined actions in the relevant response plans and to conduct other response actions that protect the public's health AND align with TCHD's responsibilities and mission.
 - c) Depending on the needs of the incident, TCHD response personnel may work directly with the TC EOC, or their engagement may be facilitated by the TCHDDOC.
- 2) Tuscarawas County Health Department Operations Center (TCHDOC)
 - a) When activated, the TCHD DOC is the facility through which TCHD response actions are coordinated and directed.
 - b) The purpose of the DOC is to coordinate the execution of all TCHD response actions, regardless of the ESF those actions support—or even *if* the actions support an ESF. When activated, the DOC is the primary point for coordination and control of the TCHD response. As such, the DOC is the “one-stop-shop” for situational awareness on incident response for TCHD leadership and personnel.
 - c) The DOC is only activated when response personnel determine that additional coordination or control are needed to successfully execute emergency response actions. When engaged, the DOC works directly with TCHD response personnel and the TC EOC
- 3) ESF#8 Desk
 - a) The ESF#8 Desk coordinates the execution of missions assigned to any of the ESF#8 agencies. As the primary ESF#8 agency, TCHD has many ESF#8 responsibilities. As the coordinating ESF#8 agency, TCHD staff assigned to the ESF#8 Desk may engage other ESF#8 partners.
 - b) The purpose of the ESF#8 Desk is to ensure execution of all ESF#8 missions and to ensure that all ESF#8 partners maintain a common operating picture with the TC EOC. Although TCHD supports numerous ESFs, the ESF#8 Desk is uniquely focused on only the ESF#8 missions; missions assigned to other ESFs are not the responsibility of the ESF#8 Desk, even if they are the responsibility of TCHD. The ESF#8 Desk is equally concerned with all ESF#8 missions, whether assigned to TCHD or to another ESF#8 partner.
 - c) The ESF#8 Desk can only be activated if the TC EOC is activated. Absent such an activation, the roles and responsibilities assigned to ESF#8 partners are the responsibility of each tasked agency, and these agencies would work with TC EMA to ensure they maintain a common operating picture and a coordinated response.
- 4) TCHD Representative(s) to Other ESFs

- a) TCHD ESF representatives represent TCHD in its role as a support agency in other ESFs. In this capacity, the representative(s) can commit TCHD resources, engage additional TCHD personnel, and complete the TCHD-assigned work described in the TC EOP.
- b) The purpose of these representatives is to ensure that TCHD remains appropriately engaged to provide adequate and effective support in each of the ESFs that TCHD has responsibilities. These representatives are uniquely concerned with executing the TCHD functions related to the ESF with which they are engaged.
- c) TCHD ESF representatives will be activated as the incident demands. For efficiency of staffing, the ESF#8 Desk lead may be asked to also serve as the TCHD representative to other ESFs. When fulfilling this role, the ESF#8 Desk lead is acting only as the TCHD representative to the particular ESF and not as the ESF#8 Desk lead. If the demands of ESF#8 or another ESF require dedicated or expert engagement, the ESF#8 Desk lead can request that additional representatives come to the TC EOC. In the absence of a TC EOC activation, TCHD will fulfill its responsibilities in coordination with the ESF lead agency and TC EMA.

COMMUNICATION FLOW

The EOC director will set the frequency of briefings. The TCHD DOC will provide reports to the TC EOC at the request of the EOC director. If possible, TCHD will provide a report one (1) hour before scheduled briefings.

The TCHD DOC will interface directly with at least two POC types at the TC EOC:

- The TC EOC Situation Unit Leader –for incident overview information and to provide situational updates;
- ESF leads at each of the ESF Desks supported by TCHD—for updates on missions and to provide requested information.

The TCHD DOC will provide updates via WebEOC, cell phone, telephone, email and fax utilizing TCHD SITREP forms. Additionally, TCHD may provide ICS Form 213s as necessary. These may be included as attachments to the SITREPs, emailed to the TC EOC, or provided as stand-alone documents.

RESPONSE PRINCIPLES

The following principles have been developed to support the effective interface of TCHD entities engaged in response. In the event that it is unclear how to properly apply these response principles, TCHD entities are to confer with each other to determine their course of action. The response principles have been grouped by the entity to which they apply.

TCHD DOC

1. The TCHD DOC is concerned only with the actions of TCHD. The roles of other ESF partners are of concern to the applicable ESF Desk and the TC EOC, at large.

2. The TCHD DOC supports all ESFs in which TCHD has a role.
3. The TCHD DOC should monitor the TCHD assignments. Although valuable for situational awareness, it is not necessary for the TCHD DOC to monitor assignments to other agencies.
4. The TCHD DOC must coordinate actions with the TC EOC when taking actions that are related to incidents for which the TC EOC is activated.
5. The TCHD DOC does not need to coordinate actions with the TC EOC for actions that are related to incidents that the TC EOC is not tracking.
6. The TCHD DOC should engage the appropriate ESF Desk to coordinate its actions. Only ESF#8 actions should be coordinated through the ESF#8 Desk.
7. The TCHD DOC must maintain situational awareness of all TCHD response actions at all times.
8. The TCHD DOC should be prepared to provide a comprehensive report of the actions of TCHD to TCHD leadership or other stakeholders upon request.
9. The TCHD DOC must provide regular situation reports to each of the ESFs being supported by TCHD. The situation reports should group updates by the ESF to which they are related.
10. The TCHD DOC is fully authorized to execute every mission assigned to TCHD by the ESF#8 Desk. Authorization is inherent in the acceptance of the mission by the ESF#8 Desk.
11. The TCHD DOC should immediately follow up with the accepting ESF Desk if it believes the mission was improperly assigned to TCHD.
12. The TCHD DOC must maintain a common operating picture with all TCHD entities and with other response partners; confirmatory communication is essential.
13. The TCHD DOC should anticipate incident needs and initiate the execution of any action normally accomplished by TCHD, e.g. partner engagement, preparation of guidance, etc. Coordination with the TC EOC does not mean that the TCHD DOC requires TC EOC authorization to do what TCHD would normally do during incident response.
14. The TCHD DOC is intended to support and expedite emergency response actions. The TCHD DOC should never be a bottleneck to effective response.

ESF#8 DESK

1. The ESF#8 Desk is concerned only with ESF#8. The work of other ESFs and the non-ESF#8 work of TCHD are outside the purview of the ESF#8 Desk.
2. The ESF#8 Desk should monitor the ESF#8 assignments. Although valuable for situational awareness, it is not necessary for the ESF#8 Desk to monitor TCHD's non-ESF#8 assignments.
3. The ESF#8 Desk lead should remain aware of the activities across all ESFs and be poised to step out of the role as the ESF#8 Desk lead to represent TCHD on other ESFs.
4. The ESF#8 Desk lead should ensure that representing TCHD on other ESFs does not interfere with facilitating missions assigned to ESF#8 and should immediately notify the TCHD DOC of the need for an additional TCHD representative at the TC EOC if such a need arises.

5. When completing work as an TCHD representative in other ESFs, the ESF#8 Desk lead should differentiate such work from ESF#8 and should defer to the lead agency of the other ESF to report on and update the non-ESF#8 work of TCHD, providing additional detail only as requested.
6. The ESF#8 Desk must coordinate actions with all appropriate ESF#8 partners, not just TCHD.
7. The ESF#8 Desk should engage other ESFs for actions outside the purview of ESF#8.
8. The ESF#8 Desk should log all significant actions and events.
9. The ESF#8 Desk should close accept, update and close missions in a timely fashion. The ESF#8 Desk should immediately follow up with ESF#8 partners about any delays in accomplishing missions.
10. The ESF#8 Desk should confirm information with performing/providing agencies before reporting in a TC EOC briefing. The ESF#8 Desk should neither interpret nor add to a report; instead the ESF#8 Desk should seek clarification from the appropriate ESF#8 partner.
11. The ESF#8 Desk must maintain situational awareness of all ESF#8 actions at all times.
12. The ESF#8 Desk should be prepared to provide a comprehensive report of all the actions of ESF#8 to the Incident Commander or other stakeholders upon request.
13. The ESF#8 Desk must participate in all TC EOC briefings and reports.
14. The ESF#8 Desk must support maintenance of a common operating picture by sharing all TC EOC reports with all applicable ESF#8 partners.
15. The ESF#8 Desk should accept every mission appropriately assigned to ESF#8. Questions about the appropriateness of a mission should be vetted with the applicable agency before accepting.
16. The ESF#8 Desk should immediately follow up with Operations Desk if a mission was improperly assigned to ESF#8.
17. The ESF#8 Desk must maintain a common operating picture with all ESF#8 partners, especially TCHD entities; confirmatory communication is essential.
18. The ESF#8 Desk should anticipate incident needs and position ESF#8 agencies to take needed actions. The ESF#8 Desk should not simply wait for an assignment from the Mission Assignment Desk, if there are needs to be addressed by ESF#8 partners.
19. The ESF#8 Desk should not circumvent the ESF#8 agency to engage the agency's partners/stakeholders on their behalf. Rather, the ESF#8 Desk should work through the ESF#8 partners to accomplish that engagement.
20. Because other partners may have questions for TCHD staff at the ESF#8 Desk, the ESF#8 Desk should maintain situational awareness of TCHD's non-ESF#8 response actions. This will be accomplished through regular review of situation reports from the TCHD DOC and active participation in the activities of the TC EOC.
21. The ESF#8 Desk is intended to support and expedite emergency response actions. The ESF#8 Desk should work with all necessary ESF#8 partners and other ESFs to accomplish the response goals. The ESF#8 Desk should never be a bottleneck to effective response.