

OPERATIONS GROUP

PURPOSE

The Operations Group is primarily made up of emergency responders who are typically the first to respond to emergency situations. It includes law enforcement, fire services, and medical services personnel. The group is organized to include representatives of the police department, fire department, and a medical services coordinator.

CONCEPT OF OPERATIONS

The success of a response to any type of disaster will depend upon a number of factors. Those factors include the magnitude of the emergency in relationship to the resources available, mitigation efforts prior to the emergency, planning efforts, and emergency operations coordination. The structure of the Operations Group is intended to create a systematic hierarchy which establishes clear, specific responsibilities and a chain of command for assigning tasks. *The importance of responding to an emergency in a planned, organized manner cannot be stressed too strongly.*

The structure of the Operations Group allows people to perform the duties for which they have been trained and which they do on a lesser scale on a day-to-day basis. The Police and Fire Departments maintain their typical responsibilities, to include their separate identities and command structures. Each organization functions under their own command system, but are collectively under the direction of the Incident Commander of the Operations Group.

The Incident Command System is based upon a premise that each person at the emergency scene is under the direction and control of only one other person. Everyone knows what their roles and responsibilities are, and they answer only to one supervisor. In the same context, supervisors have a limited number of people for whom they are responsible. Ultimately, the Incident Commander (I.C.) for the Operations Group is responsible for all of the activities of the people working under his or her command. It does not mean that the I.C. is responsible to direct the specific activities of all of the personnel on scene. The role of the I.C. is to establish a plan of action for the particular situation. The responsibility for developing the specific tasks, within the scope of individuals expertise and ability, lies with officers at lower levels in the structure. In the end, the role of the I.C. is not to reduce or replace any other emergency responder. It is to establish and maintain control over the activities of the group.

The Incident Commander may be the Public Works Director, the Police Chief, the Fire Chief, or any other person with the ability to perform the overall function of the I.C. The nature of the emergency will dictate to a large degree who the I.C. will be. The matrix located _____ shows who is typically in charge of particular types of events. In any situation, the I.C. is a clearly defined position, and everyone within the command structure of the various responding groups will know who that individual is.

It is not the intent of this plan to interfere with established command or supervisory structures within any particular City department. Each organization or operation represented on the EMO organizational chart must have one person who answers to the I.C. In emergencies of a relatively small scale, the I.C. may be the individual in charge of either the police or fire operation. In larger emergencies, another individual, such as the Police Chief or Fire Chief may fill the role of I.C. separately from their departments emergency scene activities. In that situation, another member of the respective department will be assigned the command responsibilities for that department. The I.C. may fulfill his/her responsibilities at the emergency scene, in the EOC, or in another location which provides for communications and other resource needs.

GENERAL ROLES AND RESPONSIBILITIES

Law Enforcement. The Police Departments responsibilities include the coordination between the law enforcement agencies operating during emergencies to ensure the safety of all citizens, maintain law and order, protect public and private property, and provide protection for essential industries, supplies and facilities for any type of disaster. During emergencies, law enforcement agencies must expand their operations to provide increased protection required by disaster conditions. Federal, state, and county law enforcement agencies are available to support local law enforcement agencies.

Adequate law enforcement resources and services will often be available through the existing Law Enforcement Agency Mutual Aid Agreement. If local capabilities are over-taxed, support may be obtained from state law enforcement agencies. Areas that may require additional support are:

1. Traffic and crowd control,
2. Evacuation movement,
3. Providing security for vital facilities and supplies.

The Police Chief will be the law enforcement coordinator for city-wide operations. Muscatine County Sheriffs Department members and Troopers from the State Patrol have a daily presence in the City and County and will support the local law enforcement agency. The Iowa National Guard may be available to provide support subsequent to the Governor's Proclamation. Interjurisdictional use of resources will be coordinated to ensure the most effective utilization of available personnel to meet all requirements.

Fire Services. The Fire Departments responsibility is to provide a coordinated response for fire and medical services during, or as a result of, a natural or man-made disaster. The primary responsibilities of the fire services are prevention and suppression of fires; emergency medical services, high angle and confined space rescue services; and response to hazardous material incidents.

Medical Services. The Fire Department may be an integral part of the provision of medical services, but there are other agencies which must become involved in any disaster situation where medical emergencies exist. It is the responsibility of organizations involved in medical services to provide a coordinated response for medical care and treatment for the ill and injured during, or as

a result of, a natural or man-made disaster. The scope of this plan extends to include all phases of prehospital care of the ill and injured, including triage, rescue, patient care, and transportation to the hospital. The nature of the EMS system in Muscatine demands a great deal of interagency cooperation during an emergency to initiate patient care and deliver the patient to the hospital.

The Medical Control Officer is responsible for the field operations concerning medical care, treatment, and priority order for transportation of the injured or ill.

The Medical Control Officer will act as or appoint the following supporting staff:

1. Triage Officer: directs a team of medical personnel (EMT's, LPN's, RNs) in assessment of patients and assigning priorities for medical treatment and transportation.
2. Transportation Officer: responsible for coordinating with hospitals on patient load and directing patient transport to receiving hospitals and/or medical facilities.

Mass Casualty Incident

1. The first rescue unit at the scene will establish Medical Control. Medical Control is responsible for all patient care operations at the scene, including personnel assignments.
2. Patients will be triaged and assigned priority categories based on urgency and chance of survival.
3. Patients will be transported to receiving medical facilities based on triage priority and the medical facilities capabilities.
4. Medical Control will determine requirements for and request medical mutual aid.
5. As deemed appropriate, establish and operate field medical care centers for injured disaster victims.
6. As deemed appropriate, establish and operate emergency medical care centers for essential workers in the hazardous area following evacuation.

Specific responsibilities and tasks for the medical services are contained in the Emergency Response Checklists and are broken out into three phases: Preparedness, Response, and Recovery.

OPERATIONS GROUP PREPAREDNESS PHASE CHECKLIST

LAW ENFORCEMENT.

- ___ Establishes mutual aid agreements
- ___ Reviews and updates emergency call-in procedures
- ___ Identifies potential traffic and security problems and pre-plans responses
- ___ Establishes and implements personnel accountability system

FIRE SERVICES

- ___ Establishes mutual aid agreements
- ___ Reviews and updates emergency call-in procedures
- ___ Establishes and implements personnel accountability system
- ___ Pre-plans target hazards

MEDICAL SERVICES - MEDICAL CONTROL OFFICER

- ___ Coordinates disaster planning activities with Muscatine General Hospital Emergency Department
- ___ Identifies medical mutual aid resources and establishes agreements where appropriate
- ___ Reviews disaster plan activities with Medical Director

OPERATIONS GROUP RESPONSE PHASE CHECKLIST

INCIDENT COMMANDER

- Coordinates law enforcement, fire, and medical services activities
- Establishes communications with Resource Group. Communicates resource needs from law enforcement, fire, and medical services to Logistics Officer.
- Collaborates with Finance Officer on emergency purchases in accordance with City policy.
- Provides periodic situation updates to Policy Group.
- Provides preliminary damage assessment information to Disaster Analysis Group.
- Assists Damage Assessment Team(s) in performing assessment tasks.
- Provides scene safety and security information to Damage Assessment Team(s).
- Assists Disaster Analysis Group with record-keeping requirements

LAW ENFORCEMENT

- Provides security, traffic control, and investigative services
- Coordinates all law enforcement activities with Incident Commander
- Advises Incident Commander of hazardous conditions
- Maintains log of activities and financial records
- Implements, maintains personnel accountability system
- Establishes and secures hazard area limits in coordination with Senior Fire Officer
- Secures additional mutual aid resources as necessary to respond to disaster-related law enforcement services while maintaining traditional City-wide security services.
- Provides security as necessary at evacuation relocation center(s)
- Provides security as necessary for Disaster Assessment Team(s)
- Provides preliminary damage assessment information to Incident Commander.
- Provides periodic situation updates to Incident Commander.




FIRE SERVICES

- Provides disaster-related fire suppression, investigation services
- Coordinates all fire service activities with Incident Commander
- Advises Incident Commander of hazardous conditions
- Maintains log of activities and financial records
- Implements, maintains personnel accountability system
- Provides assistance as necessary for Disaster Assessment Team(s)
- Provides preliminary damage assessment information to Incident Commander.
- Provides periodic situation updates to Incident Commander.
- Establishes hazard area limits in coordination with Senior Police Officer
- Secures additional mutual aid resources as necessary to respond to disaster-related fire and medical services while maintaining traditional City-wide safety services.
- Coordinates with utility services for service interruptions



MEDICAL SERVICES - MEDICAL CONTROL OFFICER

- Oversees medical triage activities
 - Coordinates staging for incoming medical units
 - Coordinates all fire service activities with Incident Commander
 - Advises Incident Commander of hazardous conditions
 - Maintains log of activities and financial records
 - Implements, maintains personnel accountability system
 - Provides periodic situation updates to Incident Commander.
 - Determines requirements for and requests medical mutual aid.
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OPERATIONS GROUP RECOVERY PHASE

INCIDENT COMMANDER

- ___ De-escalates Operations Group; Relieves mutual aid resources of duty
- ___ Assists in damage assessment process
- ___ Compiles financial reports from law enforcement, fire, and medical services groups, and submits them to the Finance Group
- ___ Reports on situation status to Policy Group
- ___ Assures completion of necessary incident reports
- ___ Coordinates post-incident Operations Group critiques
- ___ Participates in Emergency Management Organization disaster response critique

LAW ENFORCEMENT

- ___ De-escalates law enforcement activities to normal level, as appropriate
- ___ Compiles and submits financial information to Incident Commander
- ___ Assures completion of necessary law enforcement reports
- ___ Coordinates post-incident law enforcement critique
- ___ Participates in post-incident Operations Group critique
- ___ In the event of an evacuation, establishes traffic control for return of citizens

FIRE SERVICES

- ___ De-escalates fire service activities to normal level, as appropriate
- ___ Compiles and submits financial information to Incident Commander
- ___ Assures completion of necessary fire service reports
- ___ Coordinates post-incident fire services critique
- ___ Participates in post-incident Operations Group critique

___ Provides investigative services or assistance where appropriate

MEDICAL SERVICES - MEDICAL CONTROL OFFICER

___ De-escalates medical service activities to normal level, as appropriate

___ Compiles and submits financial information to Incident Commander

___ Assures completion of necessary medical service reports

___ Coordinates post-incident medical services critique, including medical director(s)

___ Participate in post-incident Operations Group critique

INCIDENT COMMAND ASSIGNMENT MATRIX

INCIDENT

INCIDENT COMMANDER

Winter Storm

Public Works Director

Flood

Public Works Director

Civil Disorder

Police Chief

Mass Casualty

Police Chief

Transportation Accident

Police Chief

Aircraft Crash

Police Chief

Hazardous Materials Emergency (transportation)

Police Chief

Tornado / Earthquake

Police Chief

Water/River (non-fire incident)

Police Chief

Water/River (fire)

Fire Chief

Hazardous Materials Emergency (facility)

Fire Chief

Technical Rescue (trench, confined space, etc.)

Fire Chief

Structural Collapse

Fire Chief

Fire

Fire Chief