DEPARTMENT EMERGENCY OPERATIONS PLAN

[Month & Year]

[TYPE NAME OF DEPARTMENT]

State of Hawaii

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EXECUTIVE SUMMARY

The [insert agency/department] Emergency Operations Plan provides an overview of the emergency management systems used by the [insert agency/department] to coordinate both small scale emergencies affecting the department's operations and larger scale emergency and disasters requiring the department's participation in state efforts, coordinated by the Hawaii Emergency Management Agency, to support affected jurisdictions. This plan is consistent with the State of Hawaii Emergency Operations Plan (HI-EOP) and addresses roles and responsibilities that plan assigns to the department, along with anticipated support [insert agency/department] is expected to provide state emergency operations.

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PROMULGATION

The State of Hawaii is required to plan and prepare for disasters and emergencies that may result from a wide variety of threats/hazards. This [insert department/agency] Emergency Operations Plan (EOP) is an all-hazards plan that establishes a single, comprehensive framework for the coordination of support from [insert department/agency]. When directed, we will take the appropriate actions to mobilize and deploy resources to assist in life, safety, and property protection efforts in accordance with the State of Hawaii Emergency Operations Plan (HI-EOP).

All department personnel are expected to be familiar with the contents of this plan and for ensuring their personal and family disaster readiness to ensure availability for emergency work. Staff members tasked with specific duties under this plan must ensure procedures and resources are in place to successfully execute these functions, and participate in training and exercises to ensure they have the knowledge and experience to perform their role.

The plan will continue to evolve, incorporating lessons learned from actual disaster and emergency experiences, ongoing planning efforts, training and exercise activities and senior leader guidance.

Therefore, in recognition of the emergency management responsibilities of [insert department/agency] and with the authority vested in me, I hereby promulgate the [insert department/agency] Emergency Operations Plan.

[Insert Signature Authority]

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(Name)

(Title)

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RECORD OF CHANGES

Version	Date	Summary of Changes	Name

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BASE PLAN

1   PURPOSE, SCOPE, SITUATION OVERVIEW AND ASSUMPTION

1.1   PURPOSE

The purpose of the [insert agency/department] Emergency Operations Plan (EOP) is to support the HI-EOP (pursuant to Administrative Directive No. 15-21) and establish a framework for the effective departmental coordination of response and initial recovery activities following large-scale emergencies or disasters affecting the State, or smaller-scale emergencies that impact the department's operations.

The [insert agency/department] EOP refines the roles and responsibilities established by the HI-EOP, identifies specific units that will execute these duties and provides guidance on how the [insert agency/department] will fulfill its obligations within the HI-EOP.

This EOP reflects an all-hazards approach to planning, meaning a similar concept of operations can be applied to all types of emergency situations, regardless of the exact nature of the incident.

An all-hazards approach allows for the fact that some hazards have unique planning and response considerations that require special attention. Incident Annexes will provide additional direction and guidance for specific types of emergencies.

The procedures outlined in this plan represent a flexible and scalable approach to emergency management. All or part of this plan may be implemented based on the needs of the situation.

1.2   SCOPE

The [insert agency/department] EOP addresses a broad range of naturally occurring hazards, technological and human caused incidents, both accidental and intentional, that could adversely impact Hawaii's people, property, environment or economy.

This plan may be implemented whenever emergency conditions exist and immediate coordination action is required by [insert agency/department] for any of the following:

- Prevent or respond to damage to significant damage to the department's facilities or equipment or threats to the safety of personnel.

- Prevent or restore disruptions to essential operations.

- Temporarily assign staff to perform emergency work

- Assist local governments during a threatened or actual emergency or disaster, as directed by the State Emergency Operations Center (SEOC) or required by statute or regulation.

- To prepare for, respond to or assist in a planned event.

- To respond to an emergency or unusual situation that requires a high degree of immediate, non-routine coordinated action by [insert agency/department].

The principle concern of the [insert agency/department] is the emergency response phase, from the onset of threat or emergency conditions, through the initial transition to the recovery period. Though long-term recovery, mitigation and preparedness are referenced, these activities are outside the scope of this plan.

The [insert agency/department] EOP applies to all [divisions/agencies/branches] and employees within the [insert agency/department].

1.3   SITUATION OVERVIEW

This section refers to the HI-EOP Situation Overview, which discusses hazards that threaten the state and significant state vulnerabilities. The department should identify specific vulnerabilities that will have impact for the department during a disaster.

Geographic Vulnerabilities: Consider impacts to department operations located in areas that are vulnerable to certain types of hazards. Be sure to consider vulnerabilities of neighbor island operations.

Vulnerable Critical Facilities or Equipment: Consider essential department facilities located in areas that are susceptible to damage from certain types of hazards that may impact Hawaii. Or maybe the department has critical assets that it cannot protect from emergency conditions.

Vulnerable Populations: Consider how community vulnerabilities may impact the department's operations in an emergency. For example, perhaps the department's regular programs serve a vulnerable population that is likely going to need expanded support during a disaster. Or those programs will see an influx of new clients or calls that will require surges in staffing and support.

Consider any particular vulnerability to department staff. Perhaps a large portion of critical personnel rely on public transportation and won't be able to report to work if it's not running.

1.3.1   HAZARD ANALYSIS

The **State of Hawaii Multi-Hazard Mitigation Plan** contains a detailed profile of the various hazards that may impact Hawaii and is considered the hazard assessment section of the EOP and can be referenced on the Hawaii Emergency Management Agency website for additional information.

1.3.2   VULNERABILITY ANALYSIS

The HI-EOP provides an overview of key geographic, demographic and infrastructure vulnerabilities[1] that may have significant consequences for how the state is affected by, responds to and recovers from a major disaster.

The [insert agency/department] has identified the following specific vulnerabilities applicable to the [insert agency/department]:

- Insert vulnerabilities

1.3.3 CAPABILITY ASSESSMENT

[Insert agency/department] capabilities to support emergency duties are described below:

-

[Insert agency/department] Resource shortfalls include the following:

-

1.4 PLANNING ASSUMPTIONS

1.4.1 HI-EOP PLANNING ASSUMPTIONS

The HI-EOP was developed with the following assumptions:

1. An emergency may occur at any time and may affect single or multiple jurisdictional areas. Some incidents will occur with enough warning to allow for activation and preparation prior to the onset of emergency conditions. Other incidents will be no-notice events that occur without advance warning.

2. All incidents begin and end locally and county authorities maintain operational control and responsibility for emergency management activities within their jurisdictions, unless otherwise superseded by statute or agreement.

3. State departments have developed and will maintain the necessary plans, standard operating procedures, advance contracts and memorandums of understanding to successfully execute emergency responsibilities assigned by the HI-EOP and to guarantee the continuity of essential functions during an emergency.

4. If the resource needs of an incident exceed state and county capabilities, resources may be requested from other states using the Emergency Management Assistance Compact (EMAC) or from the federal government.

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[1] A vulnerability is a characteristic of design, location, security posture, operation, or any combination thereof, that renders an entity, asset, system, network, or geographic area susceptible to disruption, destruction, or exploitation. *DHS Risk Lexicon*

5. Incidents may occur simultaneously to events on the U.S. mainland, constraining already limited resources and may slow or reduce the amount of outside assistance available.

6. Because of its isolation from the U.S. Mainland, the state should expect that resources coming from the West Coast of the U.S. by ship to the Port of Honolulu post-event will take five to eight days to arrive. It may take as long as 14 days for these resources to reach neighbor island ports.

7. Incidents pose a challenge for the whole community with an increased vulnerability for children, individuals with disabilities, and others with access and functional needs, diverse communities, the elderly and people with limited English proficiency.

8. Individuals, community based organizations, and businesses will offer services and support in time of disaster in the form of spontaneous volunteers, supplies and financial donations.

9. In a major event, local, national, and international media will be on-scene and social media will be used by those in and out of the affected community to identify needs, report damage and located loved ones.

10. State employees tasked with emergency duties, who live and work within the affected area, may be personally impacted by the incident and unable to report to work.

1.4.2   [INSERT AGENCY/DEPARTMENT] PLANNING ASSUMPTIONS

Planning assumptions are statements of what planers assume to be facts for planning purposes in order to make it possible to execute the EOP. List assumptions unique to your department.

1. Insert agency/department assumptions

2. Insert agency/department assumptions

3. Insert agency/department assumptions

2   CONCEPT OF OPERATIONS

2.1   GENERAL

This section describes [insert agency/department] overall approach to organizing its internal emergency operations, including plan activation and incident notification protocols, and coordination with state operations.

The extent to which this plan is activated will depend on the scope and scale of the emergency.

The department may implement all or part of its emergency plan in response to a smaller scale emergency affecting department operations, or involving an event for which the department has a statutory or regulatory obligation to respond. [Remove this section if not applicable. Expand if there are emergencies the department is required to respond to]

The response to larger scale emergencies that require state resources to support the affected jurisdiction(s) will be coordinated by the Hawaii Emergency Management Agency (HI-EMA) and supported by [insert agency/department]. Situated within the State Department of Defense, HI-EMA is designated under state law to coordinate the state's emergency response and provision of support to counties when an incident has exhausted their local resources or requires a capability that does not exist at the local level.

HI-EMA maintains a **STATE EMERGENCY RESPONSE TEAM (SERT),** consisting of representatives from state departments, non-governmental organizations and private sector partners who are assigned as one of the following:

- **EMERGENCY MANAGEMENT OFFICERS (EMO):** A staff member from each department who serves as a liaison between the department and HI-EMA on all emergency management issues during both normal and emergency operations.

- **STATE EMERGENCY SUPPORT FUNCTION (SESF) REPRESENTATIVES:** SESFs are groupings of agencies from the state, private and non-profit sectors into the key functional areas that reflect common types of assistance most frequently needed during disasters or emergencies. When activated during an emergency, agencies assigned to the SESFs work together to provide needed resources and support related to their functional area.

The STATE EMERGENCY OPERATIONS CENTER (SEOC) is the physical location from which state response activities are coordinated. It is activated and staffed with select SESF representatives based on the needs of the event. Requests for resources and information and channeled through the SEOC and assigned to state departments and agencies through the SESF structure.

The [insert agency/department] maintains a **DEPARTMENTAL OPERATIONS CENTER (DOC)** from which it coordinates emergency response activities in support of the SEOC and HI-EMA. The EMO for [insert agency/department] works in the DOC and serves as a liaison between the DOC and the SEOC. The

department's SESF representatives not assigned to work in the SEOC will also be present to coordinate support requested of the department.

[Insert agency/department] key departmental functions that must be maintained throughout a disaster include the following:

- List key departmental functions that must be maintained throughout a disaster

2.2 INITIAL ALERTS OF EMERGENCY EVENTS

2.2.1 INITIAL ALERT OF A DEPARTMENTAL EMERGENCY

This section describes alert protocols to be followed when the department is impacted by an emergency or is the first agency aware of an emergency that may require a response from other departments or levels of government.

2.2.1.1 INTERNAL ALERT OF DEPARTMENT LEADERSHIP

Any worksite that experiences an operational irregularity, emergency or developing situation that meets the following criteria should notify [Insert position or entity to be notified].

The following are examples of incidents that should be reported immediately: [Remove or add items to the list as appropriate for your department]

- Serious on-duty injury or death to an employee

- Potential or actual disruption to infrastructure, facilities or resources necessary for department operations. These include utility or I.T. system outages at facilities

- Threats to department equipment, facilities or personnel.

- [Insert additional notification requirements]

- [Insert additional notification requirements]

2.2.2 ALERT TO THE STATE WARNING POINT (SWP)

Situational awareness of incidents that require situational awareness or involvement or multiple state agencies is maintained by the State Warning Point (SWP) at HI-EMA. The SWP is continually staffed twenty-four (24) hours a day, seven (7) days a week to monitor broadcast and online media, weather forecasts and other warning systems to identify emerging threats.

In accordance with the HI-EOP, the SWP shall be notified by any county emergency management agency, state department or private sector or NGO partner identified in this plan when any of the following occurs:

1. Activation or deactivation of county EOCs.

2. Activation of a state department's DOC.

3. A disaster results in multiple casualties

4. Opening or closing of airports, harbors or major highways.

5. Opening and closing of emergency shelters.

6. Degradation and restoration of critical infrastructure capabilities and systems (power, water, transportation, supply chain, IT and communications).

7. Death, serious injury or hospitalization of any HI-EMA staff member, a county emergency management administrator or SERT member.

8. Any accident involving HI-EMA vehicles, equipment or facilities that results in the loss of, or serious damage to, that equipment or property.

9. Any event, not captured above, that poses a significant and imminent threat to public health and safety, property or the environment.

Note: Life threatening situations should first be reported to emergency services. Notification to the SWP is in addition to, and does not replace, other notifications required by established agency SOPs or regulation.

Notifications to the SWP regarding incidents involving the department will be made by the EMO or [if applicable, enter other position responsible for notifying the SWP.]

During a large scale emergency, the [insert agency/department] EMO ensures additional notifications are carried out to the department head and other employees as described within this EOP.

2.2.3   INITIAL ALERT OF STATE EMERGENCY OPERATIONS CENTER (SEOC) ACTIVATION

HI-EMA will notify department EMOs when an emergency is threatening or has occurred that requires monitoring or response by multiple state agencies. HI-EMA will stipulate which departments and positions are required to be physically present in the SEOC.

The EMO is responsible for notifying the [insert position of department head] and following the department activation plan as described in the next section.

2.3   PLAN ACTIVATION

The [insert agency/department] implements this EOP when immediate coordinated action is needed to:

- Address an emergency situation that threatens the safety of department staff or result in damage to essential facilities or equipment.

- Coordinate the provision of state resources to a local jurisdiction whose emergency response needs exceed local resources.

- Prevent or restore disruptions to essential department operations

- Activate and staff the State Emergency Operations Center (SEOC).

- Provision emergency support required by statute or regulation. [Remove this section if not applicable.]

The extent to which [insert agency/department] activates this EOP is based on the scope and scale of the emergency event and the level of coordination and resources required to mount an effective response.

2.3.1   AUTHORITY FOR EMERGENCY ACTIVATION

The [insert position title] or his/her designee may activate this EOP and/or DOC as needed. In the event this person is not available, the authority to active is delegated to the following positions in the order listed:

1. [Insert Position Title]

2. [Insert Position Title]

3. [Insert Position Title]

2.3.2   ACTIVATION LEVELS

The [insert Agency/Department] uses a flexible response scheme that allows the organization to activate response personnel and resources as the emergency situation dictates. Plans and standard operating guidelines provide that certain actions are taken at each response level based upon the specific hazard anticipated or encountered. The activation levels are based on those used in the HI-EOP but are expanded to address department considerations and staffing:

Level 1 - Full Activation	Description	An actual or threatening incident is of such magnitude that it requires, or may require, extensive response and recovery efforts and significant state resources. The SEOC is fully staffed with representatives from all SESFs and is coordinating as needed with department EMOs via department DOCs or WebEOC.
	Staffing	Enter who will be involved at this level of activation
	Notification	Enter who will be notified and how they will be notified. Include internal positions and external agencies or partners they will require notification. Do not include specific names or numbers. Include that type of information in an Emergency Contact List that is attached to this plan.

	Potential Triggers	Enter potential events that would trigger this type of alert for the department. Consider events that might be unique to your department that would require emergency notification and coordination.

Level 2 – Partial Activation	**Description**	A situation or threat has developed that requires state coordination and support extending beyond the normal workday and requires 24/7 monitoring. The SEOC is partially staffed with representatives from select SESFs and is coordinating as needed with department EMOs via department DOCs or WebEOC.
	Staffing	Enter who will be involved at this level of activation
	Notification	Enter who will be notified and how they will be notified. Include internal positions and external agencies or partners they will require notification. Do not include specific names or numbers. Include that type of information in an Emergency Contact List that is attached to this plan.
	Potential Triggers	Enter potential events that would trigger this type of alert for the department. Consider events that might be unique to your department that would require emergency notification and coordination.

Level 3 – Enhanced Steady State	**Description**	A situation or threat has developed that requires enhanced monitoring and coordination between jurisdictions and coordination between jurisdictions and agencies. The SEOC is only staffed with HI-EMA personnel. Situation information will be shared with departments via EMOs and posted to WebEOC.
	Staffing	Enter who will be involved at this level of activation
	Notification	Enter who will be notified and how they will be notified. Include internal positions and external agencies or partners they will require notification. Do not include specific names or numbers. Include that type of information in an Emergency Contact List that is attached to this plan.
	Potential Triggers	Enter potential events that would trigger this type of alert for the department. Consider events that might be unique to your department that would require emergency notification and coordination.

| Level 4 – Normal Operations | **Description** | Routine monitoring of a situation. No event or incident is anticipated. Enter a description of any systems the department uses to monitor and maintain situational awareness. |
| | **Staffing** | Enter who is responsible for routine monitoring. |

2.3.3   CONSIDERATIONS FOR DETERMINING ACTIVATION LEVELS

The Department EOP and may be activated in response to a statewide disaster for which the Hawaii Emergency Management Agency has activated the HI-EOP or SEOC.

The department may also activate its EOP independently of a statewide activation to address emergency situations or operational disruptions that do not require a statewide response.

For events that don't involve an activation of the SEOC, the following considerations will be weighed to determine whether to activate the department EOP and Department Operations Center (DOC).

- An incident is occurring with the potential for escalation

- Large-scale planned events

- The emergency will be of a long duration.

- Major policy decisions will or may be required.

- Managing the situation requires urgent, high-level, non-routine coordination among multiple divisions, worksites, vendors or other stakeholders

- Activation of the DOC will be advantageous to the successful management of the emergency.

2.4   ALERT AND NOTIFICATIONS

2.4.1   INITIAL ALERT OF A DEPARTMENTAL EMERGENCY

This section describes alert protocols to be followed when the department is impacted by an emergency or is the first agency aware of an emergency that may require a response from other departments or levels of government.

Any worksite that experiences an operational irregularity, emergency or developing situation that meets the following criteria should notify [Insert position or entity to be notified].

The following are examples of incidents that should be reported immediately: [Remove or add items to the list as appropriate for your department]

- Serious on-duty injury or death to an employee

- Potential or actual disruption to infrastructure, facilities or resources necessary for department operations. These include utility or I.T. system outages at facilities

- Threats to department equipment, facilities or personnel.

- [Insert additional notification requirements]

- [Insert additional notification requirements]

2.4.1.1   ALERT TO THE STATE WARNING POINT (SWP)

Situational awareness of incidents that require situational awareness or involvement or multiple state agencies is maintained by the State Warning Point (SWP) at HI-EMA. The SWP is continually staffed twenty-four (24) hours a day, seven (7) days a week to monitor broadcast and online media, weather forecasts and other warning systems to identify emerging threats.

In accordance with the HI-EOP, the SWP shall be notified by any county emergency management agency, state department or private sector or NGO partner identified in this plan when any of the following occurs:

1. Activation or deactivation of county EOCs.

2. Activation of a state department's DOC.

3. A disaster results in multiple casualties

4. Opening or closing of airports, harbors or major highways.

5. Opening and closing of emergency shelters.

6. Degradation and restoration of critical infrastructure capabilities and systems (power, water, transportation, supply chain, IT and communications).

7. Death, serious injury or hospitalization of any HI-EMA staff member, a county emergency management administrator or SERT member.

8. Any accident involving HI-EMA vehicles, equipment or facilities that results in the loss of, or serious damage to, that equipment or property.

9. Any event, not captured above, that poses a significant and imminent threat to public health and safety, property or the environment.

Note: Life threatening situations should first be reported to emergency services. Notification to the SWP is in addition to, and does not replace, other notifications required by established agency SOPs or regulation.

Notifications to the SWP regarding incidents involving the department will be made by the EMO or [if applicable, enter other position responsible for notifying the SWP.]

During a large scale emergency, the [insert agency/department] EMO ensures additional notifications are carried out to the department head and other employees as described within this EOP.

2.4.2   NOTIFICATION OF STATE EMERGENCY OPERATIONS CENTER (SEOC) ACTIVATION

HI-EMA will notify department EMOs when an emergency is threatening or has occurred that requires monitoring or response by multiple state agencies. HI-EMA will stipulate which departments and positions are required to be physically present in the SEOC.

The EMO is responsible for notifying the [insert position of department head] and following the department activation plan as described in the next section.

2.4.3   DEPARTMENT NOTIFICATIONS OF EMERGENCY ACTIVATIONS

When the department is activating its EOP, the [insert division/position] will issue [describe alert method(s)] message to the following:

- [Insert internal or external stakeholders that will be contacted].

- [Insert internal or external stakeholders that will be contacted].

The alert message will normally indicate that a detailed email has been broadcasted with further instructions. The emailed instructions may announce a scheduled Conference Call, or instructions on where staff with emergencies duties should report.

Provide details of Department notification processes/procedures/authorities

2.4.3.1   NOTIFICATION OF DEPARTMENT LEADERSHIP
Provide notification procedures

2.4.3.2   NOTIFICATION OF STAFF WITH EMERGENCY DUTIES
Provide notification procedures

2.4.3.3   ALL-STAFF NOTIFICATION
Provide notification procedures

2.4.3.4   EXTERNAL NOTIFICATIONS OF KEY PARNTERS/VENDORS
Provide notification procedures of any external agencies - e.g. vendors, non-profit partners, government agencies – that your department needs to notify and activate when there is an emergency. Delete this section if there are not key external stakeholders your department is required to notify.

2.5 EMERGENCY FACILITIES

The primary [agency/department] DOC is located at [Insert agency/department DOC Address if applicable]. A chart illustrating the DOC layout is located in Attachment [insert reference].

There are [number] alternate DOC locations at:

- [List addresses].

"A DOC is a shared physical or virtual location staffed by personnel from a single department who are supporting emergency activities tasked by the SEOC or addressing department needs created by the emergency, such as restoring or sustaining essential services. The EMO operates from the DOC and serves as the liaison to the SEOC."

HI-EOP, p.54

2.5.1 DOC LOCATION

The primary [agency/department] DOC is located at [Insert agency/department DOC Address if applicable]. A chart illustrating the DOC layout is located in Attachment [insert reference].

There are [number] alternate DOC locations at:

- [List addresses].

2.5.2 SEOC LOCATION

The State Emergency Operations Center (SEOC), located in Diamond Head Crater, is a central physical location where agency/department representatives and designated NGOs and private sector agencies, report during emergencies to gather and disseminate event information, respond to requests for assistance from local jurisdictions, identify and coordinate priority actions, and allocate resources.

2.5.3 OTHER EMERGENCY FACILITIES

Describe other emergency facilities the department/agency will use to conduct emergency operations. Delete this section if not applicable.

2.6 KEY RESPONSE ACTIONS BY PHASE

This section will describe the key actions at each phase of emergency operations that the department/agency will take to fulfill requirements listed in the State ESF Annex or to protect or respond to impacts of the emergency on the department.

PRE IMPACT: ELEVATED THREAT - Initial readiness actions focus on threat evaluation, situational awareness and readying resources for emergency use or deployment. Specific activities may include, but are not limited to: • Review of plans and procedures • Anticipating requirements and validating available resources • Alerting the public to the threat and emphasizing preparedness measures • Testing systems such as backup communications and generators • Sharing emergency information with employees or clients	**Actions to be Taken to Prepare the Department** • Insert key actions to be taken at this phase to prepare department staff, equipment or facilities **Actions to be Taken in to Prepare for SESF #** [Insert SESF the department is assigned] • Insert key actions to be taken or coordinated at this phase to prepare for SESF duties IF THE DEPARTMENT IS ASSIGNED TO MORE THAN 1 SESF INCLUDE ADDITIONAL ACTION ITEMS **Actions to be Taken in to Prepare for SESF #** [Insert SESF the department is assigned] • Insert key actions to be taken or coordinated at this phase to prepare for SESF duties
CREDIBLE THREAT: IMPACT IS LIKELY - The issuances of a watch, warning or other official advisory usually serves as notice that there is significant probability the threatened hazard will occur and triggers the 'Credible Threat' phase. Actions taken may include: • Activating the DOC • Evacuating or closing worksites, or altering hours of operation. • Suspending non-essential operations, canceling flights or shutting down all operations. • Repositioning or deploying resources, equipment • Issuing public information about the status of airline operations.	**Actions to be Taken to Prepare the Department** • Insert key actions to be taken at this phase to prepare department staff, equipment or facilities **Actions to be Taken in to Prepare for SESF #** [Insert SESF the department is assigned] • Insert key actions to be taken or coordinated at this phase to prepare for SESF duties IF THE DEPARTMENT IS ASSIGNED TO MORE THAN 1 SESF INCLUDE ADDITIONAL ACTION ITEMS **Actions to be Taken in to Prepare for SESF #** [Insert SESF the department is assigned] • Insert key actions to be taken or coordinated at this phase to prepare for SESF duties

IMMEDIATE RESPONSE/LIFE SAFETY PHASE	Actions to be Taken to Address Emergency Impacts on the Department
During the immediate response phase, emphasis is placed on controlling and stabilizing the situation, protecting lives and property and minimizing the effects of the emergency. Immediate response actions may include: • Impact assessments • Continuation of protective measures • Search and rescue operations • Resource mobilization and deployment	• Insert key actions to be taken at this phase to address emergency impacts on the department **Anticipated Actions to be Taken to Support SESF #** [Insert SESF the department is assigned] • Insert key actions to be taken or coordinated in support of ESF IF THE DEPARTMENT IS ASSIGNED TO MORE THAN 1 SESF INCLUDE ADDITIONAL ACTION ITEMS **Anticipated Actions to be Taken to Support SESF #** [Insert SESF the department is assigned] • Insert key actions to be taken or coordinated in support of ESF
LIFE SUSTAINING RESPONSE	**Actions to be Taken to Address Emergency Impacts on the Department**
As an incident begins to stabilize, operations focus on getting a detailed picture of the impacts and preventing an exacerbation of emergency conditions and secondary impacts. Priorities may include: • Mass care operations • Public information • Detailed damage assessments • Situational awareness • Critical infrastructure repairs and restoration	• Insert key actions to be taken at this phase to address emergency impacts on the department **Anticipated Actions to be Taken to Support SESF #** [Insert SESF the department is assigned] • Insert key actions to be taken or coordinated in support of ESF IF THE DEPARTMENT IS ASSIGNED TO MORE THAN 1 SESF INCLUDE ADDITIONAL ACTION ITEMS **Anticipated Actions to be Taken to Support SESF #** [Insert SESF the department is assigned] • Insert key actions to be taken or coordinated in support of ESF

SUSTAINED RESPONSE AND TRANSITION TO RECOVERY	Actions to be Taken to Address Emergency Impacts on the Department
Activities during this period may include a continuation of activities initiated during the life sustaining response phase, such as detailed damage assessments and the restoration of critical infrastructure, systems and services. Government agencies execute CONTINUITY OF OPERATIONS PLANS or BUSINESS CONTINUITY PLANS to direct the restoration of their regular operations. Following a major disaster the state and FEMA will deliver programs and services as part of the DISASTER RECOVERY FRAMEWORK to support community and economic recovery.	• Insert key actions to be taken at this phase to address emergency impacts on the department **Anticipated Actions to be Taken to Support SESF #** [Insert SESF the department is assigned] • Insert key actions to be taken or coordinated in support of ESF IF THE DEPARTMENT IS ASSIGNED TO MORE THAN 1 SESF INCLUDE ADDITIONAL ACTION ITEMS **Anticipated Actions to be Taken to Support SESF #** [Insert SESF the department is assigned] • Insert key actions to be taken or coordinated in support of ESF

2.7   DE-ESCALATION PROTOCOL

The HI-EMA Director will determine when the SEOC activation level is being downgraded. SESFs may be deactivated prior to SEOC deactivation if SEOC leadership determines the SESF is no longer needed to manage emergency operations.

The [insert position title/division] may de-escalate the DOC activation level when appropriate.

Note: De-escalation of the DOC does not mean an end to all activities for an incident. Recovery operations may continue for months or years following an incident.

3 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section establishes the units within the department that will be relied upon for emergency operations (divisions; branches; positions). It includes the roles of key external partners/vendors, as well as stakeholders as appropriate.

3.1 ROLES AND RESPONSIBILITIES

3.1.1 GENERAL DEPARTMENT RESPONSIBILITIES

The department has the following responsibilities for emergency management, which are tasked by the HI-EOP and shared by all state agencies, and include actions both before and during an event:

3.1.1.1 ONGOING DUTIES

On an ongoing basis the department will:

1. Each state department shall develop and maintain a plan for emergency operations that supports the HI-EOP *(pursuant to Administrative Directive No. 15-21).*

2. Address the execution of emergency duties assigned by the HI-EOP, to include the following:

    a. Assign emergency responsibilities and authorities for emergency duties by division, branch and position.
    b. Identify a physical or virtual Department Operations Center (DOC) from which assigned emergency duties are coordinated.
    c. Develop personnel notification procedures.
    d. Develop attachments that support EOP implementation including internal policies, procedures and tools such as checklists.

3. Develop and maintain a worksite Emergency Action Plan (EAP)

4. Maintain current all-hazards Continuity of Operations Plans (COOP) *(pursuant to Administrative Directive No. 15-21).*

3.1.1.2 DURING AN EVENT

As required during a disaster or emergency the department will:

1. Implement the department's EOP and COOP.

2. Activate the DOC to organize internal emergency operations to support SEOC requests and sustain or restore essential business functions.

3. Assign department resources to provide support requested through the SEOC.

4. Channel department requests for assistance, operational status and situation updates to the SEOC through the EMO.

5. Log emergency actions and expenses incurred, including personnel time, and report costs in a timely manner to the SEOC for possible reimbursement.

6. Coordinate the release of departmental emergency public information through SESF 15 – External Relations at the SEOC or the Joint Information Center (JIC) if one is established for the event.

7. Assist in assessing damage to state owned facilities or properties under departmental control and provide reports to the SEOC.

3.1.2 DEPARTMENT DIRECTOR

Overall responsibility for ensuring the participation of state agencies in preparedness activities and their readiness support emergency operations and continue essential functions rests with each state Department Director.

Following a large disaster, the Governor may establish a Policy Group in the SEOC that includes the Directors of agencies needed to provide strategic direction for response and recovery efforts and give input into major policy decisions.

3.1.3 EMERGENCY MANAGEMENT OFFICER

Emergency Management Officers (EMOs) are part of the State Emergency Response Team (SERT) and are HI-EMA's primary liaison to the department for all emergency management issues during both normal and emergency operations.

3.1.3.1 ONGOING DUTIES

On an ongoing basis, the department's EMO will:

1. Support the development, maintenance and review of state emergency plans, as requested.

2. Disseminate information from HI-EMA (e.g. advisories; updates; training offerings) to the department's leadership and staff.

3. Respond to questions or provide technical input requested by HI-EMA on department capabilities and plans. This requirement may involve representing the department at formal workshops, planning meetings or on special committees.

4. Coordinate the department's participation in emergency management training and exercises.

5. Familiarize the department with state emergency plans and department responsibilities.

6. Ensure the department has a current departmental-level EOP, along with supporting policies, checklists and processes that addresses the performance of duties assigned by the HI-EOP.

7. Ensure representatives are assigned to all State Emergency Support Functions (SESFs) for which the department is a Coordinating, Primary or Support Agency.

3.1.3.2 DURING AN EVENT

As required during disasters or emergencies, the department's EMO will:

1. Serve as the liaison between the DOC and the SEOC. Share updates on the department's progress towards incident objectives and assignments and submit resource requests via the online WebEOC platform.

2. Help coordinate the department's emergency operations, including implementation of the department's EOP and activation of the DOC.

3. Ensure the department's SESF representatives are activated. Coordinate with the department's SESF representatives to fulfill requests assigned by the SEOC.

3.1.4 STATE EMERGENCY SUPPORT FUNCTION (SESF) DUTIES

[If the department is assigned to one or more ESFs, complete this section. If not, remove this section]:

The department also has specific responsibilities under the following State Emergency Support Functions (SESFs).

The department assigns representatives to participate in SESF planning and response duties.

ESF	Department Role (e.g. Coordinator, Primary Agency, Support Agency)	Description of Responsibilities

3.1.4.1 ONGOING DUTIES

On an ongoing basis, department representatives assigned to the above SESFs will work with other SESF agencies to do the following:

1. Maintain the SESF Annex, develop related tactical plans and identify resource requirements for executing anticipated SESF responsibilities and address resource gaps.

2. Plan and participate in state exercises and address corrective actions related to the SESF identified during exercises or real world events

3. Provide input into the annual state Threat and Hazard Identification and Risk Assessment (THIRA)

4. Help identify mitigation initiatives to increase disaster resiliency.

5. Complete training required for SERT members and identify SESF training requirements.

6. Work with the department EMO to promote awareness of state emergency plans, and ensure SESF responsibilities are addressed in the department's Emergency Operations Plan.

3.1.4.2 DURING AN EVENT

When an SESF to which the department is assigned is activated during an event, the department's SESF representatives will provide the following support, as requested:

1. Provide staff to the SEOC and other incident sites, if requested.

2. Receive, track and coordinate department resources to support missions assigned to the SESF.

3. Ensure financial and property accountability for SESF activities.

4. Coordinate actions with counties, other SESFs or federal SESFs as applicable.

3.1.5 DEPARTMENT DIVISIONS/BRANCHES/OFFICES [CHANGE TITLE TO USE APPROPRIATE TERMINOLOGY]

In this section, outline the emergency role each business units and department leadership will be assigned during an emergency. Consider both essential departmental functions/services that need to be continued, and duties under the HI-EOP the department has been assigned, such as support of SESFs.

For divisions or branches that don't have obvious emergency duties, consider areas that are going to need increased support during an emergency that these units can be temporarily assigned to support.

The table below outlines units within the [department/agency name] that have responsibilities during an emergency. These responsibilities may include executing emergency duties assigned by the HI-EOP, or these duties may involve the continuation of essential day-to-day services and functions.

In some cases, units within the department may be reassigned to support another business unit that will require additional personnel to perform emergency duties. These emergency assignments are noted below. [Delete this paragraph if not relevant to your department].

Division/Branch/Office	Positions (if applicable)	Description of Responsibilities

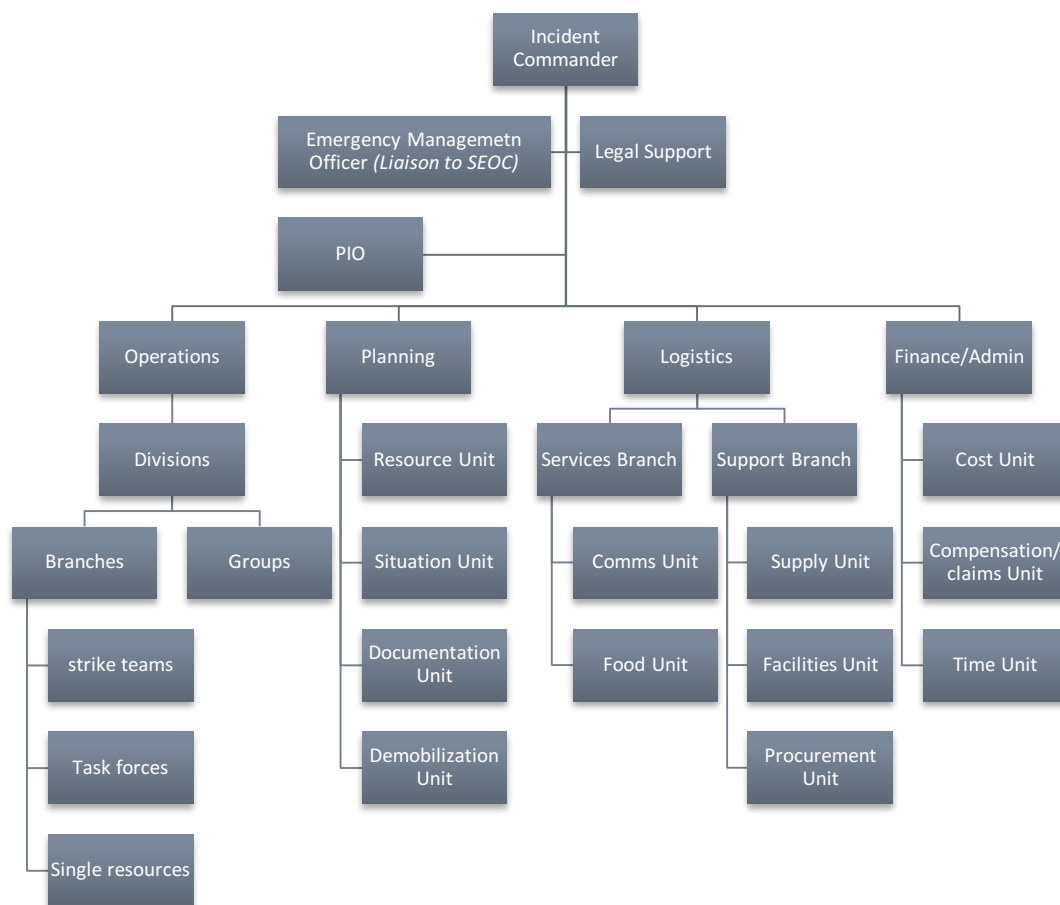| Division/Branch/Office	Positions (if applicable)	Description of Responsibilities

3.2 ORGANIZATION

[The Microsoft Smart Graphic below is a suggested ICS structure for the DOC. Utilize and adjust this suggested structure to fit the agency/department needs. The Branches, divisions and subsequent organization of the Operations section should be organized and named in a manner that allows efficient execution of the key response actions listed in this plan, and should be in compliance with NIMS and ICS nomenclature. Include additional graphics/org chars as needed to describe the organization's structure in support of this EOP]

During an emergency, [insert agency/department] will establish a temporary emergency response structure to coordinate the department's emergency activities. This structure will use Incident Command System (ICS) principles and terminology.

The organizational structure is intended to be flexible and scalable and the positions that are activated and staffed will be based on the needs of the event at hand.

Figure xx [insert agency/department] shows the emergency organizational structure during a full activation of the department.

ICS Section, Branch or Unit	Office, Division or Branch of Agency and Position Assigned
Incident Commander	
Liaison - Emergency Management Officer (EMO)	
PIO (ESF 15 Representative)	
Legal Support	
Operations Section	
Planning Section	
Logistics Section	
Finance/Admin Section	

4   DIRECTION, CONTROL AND COORDINATION

4.1   AUTHORITY TO INITIATE ACTIONS

- [Insert position] is responsible for activating the EOP.

- [Insert position] is responsible for implementation of the EOP.

4.2   DIRECTION OF DEPARTMENT EMERGENCY OPERATIONS

[Insert position] is responsible for the [insert agency/department]'s emergency operations and will serve as the Department Commander [or insert appropriate terminology]. This position works from the Department Operations Center (DOC) when the DOC is activated.

If the department Director is not going to be the person supervising emergency operations for the department, explain the relationship between the Department's Incident Commander and department Director. For example, perhaps the director will provide strategic guidance and oversight. The Director may plan to be part of the Governor's team that will provide strategic direction for the overall response. If the Director does not plan to directly supervise emergency operations, you may want to list out specific decisions the Director wants to be consulted on.

4.3   COORDINATION WITH DISTRICT/COUNTY OFFICES AND DIRECTION OF FIELD RESPONSE OPERATIONS

[Edit title as appropriate. Many state agencies have offices, facilities and personnel located throughout the state. Describe how information, resources and emergency activities will be coordinated. Identify the position responsible for the direction of field disaster response activities and describe how these operations connect with the overall department emergency response.

Some state agencies that have statutory or emergency duties that require particularly close coordination with county counterparts have arranged to have a department liaison embedded in the county EOC. If this relationship exists between your agency and the counties, describe that coordination here. Ensure this position is tasked in the previous section and is included in the org chart if it is a standard procedure.

Delete this section if not applicable.]

5 INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

(This section describes the required critical or essential information common to all operations identified during the planning process. In general terms, it identifies the type of information needed, where it is expected to come from, who uses the information, how the information is shared, the format for providing the information, and any specific times the information is needed. It should describe the specific procedures that the department/agency will follow to support operations.)

5.1 DEPARTMENT SITUATIONAL AWARENESS

The Planning Section within the DOC is responsible for maintaining situational awareness of the department's ongoing operations, and collects, analyzes, and disseminates information through a common operating picture (COP), reports, briefings, and presentations integrating geospatial and technical information, as necessary. The individual positions within the planning section are assigned, as needed, and multiple positions may be held by one individual, when reasonable. [Delete if department/agency does not have a DOC]

The department uses the following tools or reports to maintain internal situational awareness during an event:

- [Add department tools]

5.2 INFORMATION SHARING WITH THE SEOC

The State of Hawaii uses **WEBEOC** as its primary tool for internal communications and situational awareness during disasters. WebEOC is an online system that allows authorized users to view and update current incident information and request assistance.

Disaster information will primarily be shared between the department and the SEOC via the EMO via WebEOC. The EMO shall record important updates regarding the department's status or operations in the WebEOC event log.

Updates on SESF activities will primarily be shared with the SEOC by the SESF Coordinating or Primary Agency using WebEOC as the main communication channel.

Additional detail on procedures for information sharing by the department, including reporting times and format, will be communicated to the EMO by the SEOC.

5.3 CRITICAL INFORMATION REPORTING REQUIREMENTS (CIRRS)

Critical Information Reporting Requirements (CIRRs) are essential pieces of information that must be promptly reported to decision-makers. The collection and reporting of CCIR facilitate timely coordination decisions during

response operations by providing important details that response personnel need to know to effectively manage and execute their mission assignments.

CIIRs that must be reported to the SEOC are listed in the HI-EOP.

The [agency/department] may identify its own CIIRs that must be reported to the DOC.   The DOC may require CIRRs on the following categories based on the emergency/situation:

- [Add agency specific CIRR as needed]

  o Identify:

    - The type of information needed,

    - Where the information is expected to come from,

    - Who uses the information,

    - How the information is shared,

    - The format for providing the information, and

    - Any specific times the information is needed.

6   COMMUNICATIONS[2]

The Logistics Section, Communications Unit is assigned general emergency communications responsibility for the [insert agency/department]. The Comms Unit provides technical and maintenance support for DOC communications equipment.

6.1   PRIMARY COMMUNICATIONS CAPABILITIES

[Add primary methods of communication]

6.2   ALTERNATE COMMUNICATIONS CAPABILITIES

[Add alternate methods of communication. Examples may be satellite phones or emergency radios]

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[2] State-wide communication protocols and coordination procedures are described in detail in the Communications Annex of the HI-EOP. Please refer to that plan for additional information.

7 ADMINISTRATION, FINANCE AND LOGISTICS

> This section provides an overview of responsibilities for resource and financial management during a statewide emergency or disaster.

7.1 ADMINISTRATION

For additional details on personnel administrative management responsibilities, see the appropriate state laws and administrative rules, and the HI-EOP.

[Insert agency/department] shall—

- Ensure that all employees are notified at least three times per year that, pursuant to Chapter 127A, Section 8(a) of the Hawaii Revised Statutes that all state and county officials, officers, and employees are considered "emergency workers" and shall perform functions as determined by their respective state or county department director during emergencies or disasters.

- Follow established agency policies for personnel augmentation in accordance with statutes, regulations and authorities; Memoranda of Understanding (MOUs), Emergency Management Assistance Compact (EMAC), and Mutual Aid Agreements.

- Ensure employees engaged in incident response activities complete all training required by HI-EMA or the department and have the necessary skills and abilities required to fulfill emergency duties.

- Ensure employee compliance with travel policies and procedures for travel and travel reimbursement while in support of disaster response operations.

7.2 FINANCE

[Insert agency/department] is responsible for collecting, analyzing, and reporting the costs associated with response operations and with damages incurred during the incident. [Insert agency/department] will begin collecting and recording time (regular and overtime) for all personnel working on incident activities. In the field or in operations centers, all time worked in preparation for, and in response to, an incident needs to be captured.

7.2.1 EMPLOYEE HOURS

[Insert authority position] has the authority for approving overtime related to disaster operations.

[Insert agency/department] specific processes that will be used to track staff hours are listed below. [Position title] will disseminate these procedures to all staff at the start of emergency operations.

-

7.2.2 EMERGENCY PROCUREMENT AND EXPENDITURES

[Insert authority position] has the authority for approving emergency expenditures related to disaster operations.

[Insert agency/department] specific processes that will be used to track emergency expenditures:

-

If an emergency is declared by the Governor, certain aspects of state procurement rules may be waived. Position title] will disseminate any emergency procurement and expenditure tracking guidance to appropriate staff at the start of the emergency.

-

7.2.3 REPORTING FINANCE INFORMATION TO THE SEOC

When an emergency is declared by the Governor, all department expenses related to the event must be reported to the SEOC Finance/Admin Section according to deadlines that will be established at the time of the event.

[Division/position(s)] are responsible to provide expenditures to [insert agency/department position] who will in turn report costs to the SEOC Finance/Admin Section.

7.3 LOGISTICS

[This section describes the logistics and resource management mechanisms used to identify and acquire resources in advance of and during emergency operations, especially to overcome gaps possibly identified in a capability assessment for the department/agency. Delete any sections that are not applicable.]

- [Insert Agency/department] specific logistics procedures include the following:

Logistics support for Essential Staff during Emergency Operations will be coordinated by xxxxx. This will include support to DOC staff.

7.3.1 PROCESS/AUTHORITY FOR COMMITTING DEPT. RESOURCES TO SESF MISSIONS

- [Insert Agency/department] specific logistics procedures

7.3.2 DEPARTMENT MOAS TO PROVIDE EMERGENCY RESOURCES/STAFFING

The [agency/department] has established the following Memorandums of Agreement (MOAs) to address anticipated emergency support or coordination requirements. These MOAs may be activated by [division/positions] during an event.

-

7.3.3   DEPARTMENT CONTRACTS IN PLACE TO SUPPORT EMERGENCY OPERATIONS

The [agency/department] has pre-established the following emergency contracts to address anticipated emergency needs. These contracts may be activated by [division/positions] during an event.

-

7.3.4   DEPARTMENT EMERGENCY SUPPLIES

The department has the following supplies on hand to support staff during emergency operations. These supplies may be accessed and assigned by [division/positions] during an event.

- [Enter list of emergency supplies and their location]

During an emergency, all staff members are expected to report to duty with the following supplies:

- [Enter emergency supplies staff must bring. If your department does not have a plan to feed staff or shelter them in place, ensure you list all supplies staff members must bring to sustain themselves during emergency operations.]

8 PLAN DEVELOPMENT AND MAINTENANCE

[Insert responsible authority position within your organization] is responsible for coordinating the development and maintenance of the [insert agency/department] EOP.

The following positions are required to participate in plan development and maintenance activities as part of the planning team:

- The department's Emergency Management Officer
- The department's State Emergency Support Function (SESF) representative(s)
- [Insert titles of other positions required to participate]

Other staff may be invited to serve on planning committee as required in addition to those positions listed above.

Plan maintenance responsibilities include:

- Maintaining a plan review and revision schedule.

- Reviewing all plan components and proposed changes for consistency.

- Obtaining approvals for changes from the appropriate approving authority.

- Ensuring notifications of approved changes are made and disseminated

- Maintaining an accurate record of changes.

- [Insert agency/department] will provide input on the development and maintenance of plan components involving the [insert agency/department].

8.1 PLAN UPDATES

Plan updates are coordinated and conducted annually by [insert agency/department] and require input from each [insert type of element (i.e. section, branch, and unit) for your organization].

A plan update is the inspection of a plan to identify and make minor revisions without the need for input from a larger stakeholder group or an extended review process.

Plan updates may involve the following:

- Administrative changes, such as the change of an agency or sub-agency/office name or position title, which does not impact the plan or change responsibilities for actions within the plan.

- Addressing changes in departmental or federal policies, gubernatorial directives or legislation relevant to emergency planning and response, and ensuring those changes have not resulted in inconsistencies or conflicts within the plan.

- Incorporation of lessons learned from exercises or actual events.

- In the event the plan review finds a significant policy conflict or changes to the operational environment has made the plan obsolete, a more detailed revision of the plan may be required as outlined in the HI-EOP.

8.1.1 APPROVAL FOR PLAN UPDATES

Plan updates that are largely administrative in nature may be approved by the [Insert responsible authority position within your organization].

8.2 PLAN REVISIONS

A revision is a thorough and systematic examination of a plan to determine the degree to which stated policies and procedures need to be re-written.

The revision process attempts to:

- Ensure risk and vulnerability analysis, planning assumptions and situation reflect current realities.

- Address relevant changes in departmental, federal or state laws, policies, structures, capabilities or other changes to emergency management standards or best practices.

- Incorporate substantive lessons learned from exercises, incident analysis or program evaluations.

Input from stakeholders will be sought as part of the revision process. A typical revision process includes preplanning and review meetings with stakeholder groups.

8.2.1 APPROVAL FOR PLAN REVISIONS

Plan revisions are approved and promulgated by [Insert responsible authority position within your organization].

Major changes or full updates to the plan will be sent to [Insert positions] for review and concurrence prior to submitting the final revision of the plan.

Final versions of department plans must be submitted to HI-EMA, who will review the plan to ensure consistency with the state EOP and keep the current version on file.

9 AUTHORITIES AND REFERENCES

9.1 AUTHORITIES

§127A – Emergency Management, Hawaii Revised Statutes

§128A – Homeland Security, Hawaii Revised Statutes

Administrative Directive No. 15-21

Insert additional agency/department Authorities

9.2 REFERENCES

National Planning Frameworks

Robert T. Stafford Disaster Relief and Emergency Assistance Act

National Incident Management System

Insert additional agency/department References

10 ANNEXES AND ATTACHMENTS

The [insert agency/department] EOP is supported by the following documents: [delete if not applicable]

1. Hazard Annexes

2. Functional Annexes

3. Procedural Documents

- Standard Operating Procedures (SOPs)

- Field Operating Guides (FOGs)

- Job Aids