Purpose:

The purpose of this checklist is to provide a Standard Operating Guideline (SOG) to be utilized by an individual serving as the Operations Section Chief at the Northern Berkshire Regional MACC.

Responsibilities:

- Exercise overall responsibility and supervision of the Operations Section. Ensure that all Operations Functions are carried out, including coordination of response for all operational functions assigned to the MACC.
- Establish the appropriate level of Operations Section staffing and assignments as determined by the scope/severity of an event or identified within an Incident Action Plan (IAP). Monitor the effectiveness of Operations Section effectiveness and modify accordingly.
- Conduct periodic Operations briefings with the MACC Manager and MACC staff as required or requested.

Reports to:

- MACC Manager

Direct Reports:

- Operations Section Staff (as required)
- Emergency Support Functions (as required)

Coordinates with:

- MACC PIO
- MACC Liaison Officer (LO)
- MACC Logistics Section Chief (LSC)
- MACC Planning Section Chief (PSC)
- MACC Admin/Finance Section Chief
- External Agencies as required

1.0 Pre-Event Actions

1.1 Review and become familiar with the MACC Organizational Chart (See Attachment 1), MACC Concept of Operations (ConOps), this SOG, as well as other documentation related to the Operations Section Chief as appropriate.

1.2 Attend annual MACC Concept of Operations and SOG training in order to become and remain familiar with the Concept of Operations / Integrated Sequence of Actions, as well as the responsibilities identified in this SOG.

1.3 Participate in scheduled drills and exercises that include a MACC activation component by serving as the Operations Section Chief position.

1.4 Be prepared to serve as an Operations Section Chief during activation of the MACC.

2.0 Initial Actions

2.1 **Determine the Event Type** - Immediately upon receiving notification, determine the type of event (Notice or No-Notice) and the appropriate initial actions to be performed. Assist the MACC Manager by utilizing the following table to determine the appropriate initial actions:

If the Event is a:	Then:
Notice Event – Such as a forecasted weather event or other event with notice prior to actual occurrence or impact	**Proceed to Step 2.2** Notice / Forecasted Event
No-Notice Event – Such as an infrastructure failure, active shooter incident or hazmat spill with no notice prior to actual occurrence or impact	**Proceed to Step 2.3** No-Notice / Unanticipated Event

2.2 **Notice Event and/or Forecasted Event** – Prior to the occurrence or impact of a Notice and/or forecasted event, participate in the following pre-impact planning activities.

2.2.1   Participate in pre-event planning meetings with MACC staff to discuss:
- Areas of the Region (Northern Berkshire County) that may be impacted by the Notice and/or forecasted event.

- Preparation activities prior to the event's impact or occurrence.
- Determination of appropriate MACC and ESF staff and resource requirements needed to respond to the event upon its actualization.

2.2.2   Upon completion of pre-event planning activities, proceed to Step 2.3.1 (Initial Assessment of the Situation).

2.3 **No-Notice and/or Unanticipated Event** – Provide your initial assessment of the situation to the MACC Manager through the following activities:

2.3.1   Perform an initial assessment of the situation regarding the scope and severity of areas of the Northern Berkshire Region which may or actually have experienced impact from the emergency event.

2.3.2   Assist the MACC Manager by providing input on initial actions, including:
- Recommendation on incident stabilization activities.
- Critical resource requirements (public safety and/or public health/medical).
- Situational awareness support requirements.
- Mutual aid needs.
- Interaction with City, State, and/or other public safety or public health agencies.
- Level of regional ESF engagement required to support local response/recovery operations.

2.3.3   Provide operations input into the development of the Incident Action Plan (IAP) and Planning Cycle for the event and provide to the Planning Section Chief.

2.4 **Activation of the MACC** – In support of MACC activation, provide input and assistance to the MACC Manager regarding activation of the MACC by conducting the following activities:

2.4.1   Determine if the MACC should be activated and the appropriate level of MACC activation based on the type and projected/actual impact of the emergency event. Utilize the MACC Activation Level Description and Actions table below to determinate the appropriate MACC Activation Level.

If a hazard or threat condition has occurred and involves the following anticipated time frame:	And the event involves the following event types or conditions:	Then the event requires the following MACC activation level:
0-4 Hours	• **Examples** – Suspicious Devices, Localized and/or Rolling Power Outages, Severe Weather Advisory, Moderate incidents involving 2 or less communities, Transportation accident involving hazmat • **Activation and Duration**: Virtual (optional) or Physical / Under 4 hours • **Staffing:** Limited • **Response:** Event monitoring, Activation of Information Sharing Networks • **Information:** Initial dissemination of information, Status reporting as required, WebEOC coordination and assistance, Public Information Support as required • **Resources:** Coordination unlikely, monitoring only	**Level 1 –Standby/ Monitoring Activation** **Standby/Monitoring Activation for up to 4 hours and/or until incident stabilization has occurred.**
4-24 Hours	• **Examples** – Large incidents involving 2 or more communities, Extended localized utility outages, Wildfire threatening segment of Sub-Region, Hazmat spill/release • **Activation and Duration**: Physical Activation / 8-24 hours • **Staffing:** 1-2 MACC + required ESF personnel contingent upon scope/severity • **Response:** Event monitoring, Public Information Support, MACC IAP for multiple operational periods, and Coordination with activated EOCs required • **Information:** Initial dissemination of information, WebEOC coordination and assistance, Situation Brief and Status reporting performed at regular intervals, JIS Support and coordination with MEMA REOC • **Resources:** Coordination likely required, Facilitation and coordination of resource requests as needed, Coordination with MEMA REOC as needed	**Level 2 – Partial Activation** **Partial Activation of the MACC for up to 24 hours from the onset of occurrence and until incident stabilization is reached.**
An undetermined timeframe for resolution.	• **Examples -** Major or regional emergency with multiple or all communities requiring heavy resource requirements, Large-scale Hazmat spill/release, Hurricane/Ice Storm/Blizzard affecting entire County, Major Wildfire, Pandemic/Epidemic Disease Outbreak • **Activation and Duration**: Physical Activation / Beyond 24 hours • **Staffing:** All MACC staff + required ESF personnel contingent upon scope/severity • **Response:** Event monitoring, Public Information Support, MACC IAP for multiple operational periods, and Coordination with activated EOCs required • **Information:** Initial dissemination of information, WebEOC coordination and assistance, Situation Reporting (SitReps) performed at regular intervals, JIS Support and coordination with MEMA REOC • **Resources:** Coordination highly likely, Facilitation and coordination of resource requests, Coordination with MEMA REOC	**Level 3 - Full Activation** **Full Activation of the MACC beyond a 24-hour basis and until incident stabilization has occurred.**

2.4.2   In conjunction with the Logistics, Planning, and Admin/Finance Section Chiefs, determine the appropriate level of staffing for the MACC, including Command and General staff and required ESF support. Provide agreed upon input to the MACC Manager.

2.4.3   Identify the appropriate level of staffing that must be instituted for the Operations Section, dependent upon the scope and severity of the emergency event.   Identify ESFs, resources/equipment, and/or personnel which will fall within the Operations Section. Provide staffing input to the Planning Section Chief with regard to all appropriate Operations Section personnel, in order to fill the Operations Section staff roster.

2.4.4   When directed by the MACC Manager, implement the order to activate the MACC and perform/conduct all appropriate notifications to the MACC support personnel, ESFs, and the Northern Berkshire REPC.

2.5 **Conduct External Notifications** – Provide assistance to the MACC Manager by performing the following notifications as needed:

2.5.1   Notify Regional MACC staff and the Northern Berkshire REPC.

2.5.2   Notify Local Communities/EOCs within the Northern Berkshire Region.

2.5.3   Notify neighboring MACC(s), including the Central and Southern Regional MACCs.

2.5.4   Notify State Response Agencies.
- Massachusetts State Police (Regional Barracks).
- Massachusetts Emergency Management Agency (Agawam REOC).
- Massachusetts Department of Public Health (Regional Office).
- Massachusetts Highway Department (Regional District).

2.5.5   Notify Local and/or Regional Utility Providers.

2.5.6   Notify the Berkshire COAD and other supporting NGOs.

3.0 Ongoing Actions

3.1 **Support Communications and Situational Awareness** – Provide assistance to the MACC Manager by performing the following activities:

3.1.1 Support Operational Briefings to keep staff readily informed.

- MACC Manager Briefings – Perform regular briefings to the MACC Manager in order to ensure that he/she is aware of emergency event status, operational needs, challenges or milestones.

- MACC Briefings – Assist the Planning Section Chief in the delivery of standard MACC Operational Briefings for MACC and ESF staff. Include information pertaining to Operations Section activities, needs, challenges, or accomplishments.

- Public Information/Media Briefings – Assist the Public Information Officer by providing input and support through the provision of timely operational updates that are to be utilized in the preparation and delivery of press releases, press advisories, or public/media briefings.

3.1.2 Support situational awareness needs.

- Provide input and daily reports tot eh Planning Section Chief to support the development and/or update to Situation Reports (SitReps).

- Work with the PIO and disseminate information to Responders and the Public using Situation Reports, public releases, social media and alerting systems.

- Work with the Planning Section Chief to obtain and update information to maintain situational awareness of emergency event status and to establish or maintain a common operating picture among MACC and ESF staff.

3.2 **Manage Personnel and Resource Needs, Resource Deployments, and Resource Tracking** – Manage the MACC's operational services by ensuring that the MACC supports regional resource requirements throughout the duration of response/recovery operations.

3.2.1 Coordinate with affected local communities to determine personnel and/or resource needs required to support event response/recovery within the Region.

3.2.2 Coordinate with non-affected communities within the Region to fulfill mission requirements by deploying personnel or equipment as needed/required.

3.2.3 Track and document the deployment and general status of all personnel/equipment deployed across the Northern Berkshire Region on an ongoing basis. Request the demobilization and return of staff/equipment if and/or when they are no longer required to provide support.

3.2.4 Seek or Provide External Assistance and/or Mutual Aid when and where appropriate.
- Regional County Support – Coordinate with other Berkshire County MACC (Operations) for missions requests that cannot be fulfilled within the Northern Berkshire Region.

- State Support – Coordinate with the MEMA REOC (Operations Section) for mission requests that cannot be fulfilled within Berkshire County.

3.3 **Manage Operations Staff** – Manage all Operations Section support positions.

3.3.1 Operations Section staff (Community/Agency Points of Contact) – Provide continual support and communications with Community/Agency points of contact in order to maintain situational awareness and operational support of the Northern Berkshire Region during the conduct of response/recovery operations.

- Conduct roll call(s) with impacted and/or non-impacted communities to establish initial and ongoing contact and to ascertain/maintain a continual understanding of their individual status.
- Inform communities of MACC activation level and status.
- Request and support personnel and resource requirements, requests, and/or mission assignments as they are communicated to the MACC by individual communities. Ensure for the timely and accurate tracking of status for resources requested or deployed as part of response/recovery.

3.3.2 Emergency Support Function (ESF) Staff – Provide continual coordination with Regional ESF representatives in order to fulfill and track regional resource needs within the Northern Berkshire Region.

- ESF 1 – Transportation – coordinate and support transportation, public works, and/or engineering tasks. Lead: TBD
- ESF 2 – Communication – coordinate and support communications systems (primarily radio). Lead: Berkshire Sheriff's Department.
- ESF 3 – Public Works and Engineering – coordinate and support local public works and/or transportation needs. Lead: Berkshire Highway Superintendent Association.
- ESF 4 – Fire Fighting – coordinate and support firefighting needs. Lead: TBD
- ESF 5 – Business and Industry – coordinate and support private sector needs. Lead: TBD
- ESF 6 – Mass Care and Human Services – coordinate assets and personnel required to support the operation of shelter facilities at the local and regional level. Lead: ARC.
- ESF 7 – Volunteers and Donations – coordinate volunteer and donation needs in conjunction with community organizations (CERTs, COADs, Faith Community, MRCs, etc.). Lead: Berkshire COAD.
- ESF 8 – Health and Medical Services – coordinate and support health and medical needs and services. Lead: TBD
- ESF 9 – Search and Rescue – support the conduct of search and rescue operations during emergencies. Lead: TBD

- ESF 10 – Hazardous Materials and Environmental Protection – support hazards materials and environmental response and recovery requirements. Lead: TBD
- ESF 11 – Food and Water – support the distribution of food and water during response and recovery. Lead: Regional MACC
- ESF 12 – Energy – coordinate and support energy requirements (electric, gas/oil, etc.). Lead: TBD
- ESF 13 – Public Safety and Security – support the coordination of law enforcement, fire, or emergency medical services support required within affected communities. Lead(s): Fire and Police Chiefs Associations.
- ESF 14 – Recovery – support the planning and implementation of recovery needs during the post-disaster phase. Lead: Regional MACC
- ESF 15 – External Affairs – coordinate and support regional emergency public information (in conjunction with the MACC PIO). Lead: Health and Medical Coordinating Coalition (HMCC).
- ESF 16 – Military Support – coordinate and support the distribution of National Guard assets and personnel. Lead: MA National Guard

3.4 **Coordinate with Command and General Staff** – Coordinate and communicate regularly with MACC Command and General Staff in order to facilitate a common operating procedure and to share ongoing information, identify challenges, or complete objectives.

   3.4.1   Coordinate with the MACC Manager.
- Provide regular updates regarding all emergency event operational activity, challenges, or milestones to the MACC Manager.
- Implement all operational priorities and objectives determined by the MACC Manager.
- Identify, share and discuss operational staff and resource needs, deployments and status on an ongoing basis.

   3.4.2   Coordinate with the MACC Liaison Officer.
- Provide regular updates regarding all emergency event operational activity, challenges, or milestones to the MACC Liaison Officer.
- Determine the extent of external agency assistance, coordination or support that is required in order to enhance ongoing operational efficiency and share this information with the MACC Liaison Officer on an ongoing basis.
- Inquire as to any coordinative needs or requirements communicated to the MACC Liaison Officer by external and/or assisting local, state, contractor, or private sector agencies and provide updates accordingly.

   3.4.3   Coordinate with the MACC Public Information Officer.

- Support the development of all media and public information material, press briefings, or related public information activity by sharing the status of ongoing operational activity being conducted by the MACC Operations Section within the MACC. Identify areas or populations impacted, protective actions, and/or other relevant information pertaining to the operations.

3.4.4   Coordinate with the MACC Planning Section Chief.

- Support the development of IAPs, MACC staff rosters, and Situation Reports (SitReps) through the collection and sharing of emergency event status, operational goals/objectives, ongoing operational activity, or completion of milestones.
- Request specialized planning support as required or needed to support ongoing operations within the Operations Section.

3.4.5   Coordinate with the MACC Logistics Section Chief.

- Determine communication requirements needed to support ongoing response/recovery operations and request assistance from the MACC Logistics Section Chief.
- Determine facility requirements needed to support MACC operations, critical functions or facilities and request assistance from the MACC Logistics Section Chief.
- Determine, coordinate, and support the establishment of Point of Distribution (POD) and/or Staging Areas with the MACC Logistics Section Chief (in conjunction with Local Communities and the MEMA REOC as required).

3.4.6   Coordinate with the MACC Admin/Finance Section Chief.

- Ensure that all Operations Section staff are appropriately tracking their time and submitting information as requested by the MACC Admin/Finance Section Chief.

4.0 Event Termination and Recovery

4.1 **Transition to Demobilization–** Provide assistance to the MACC Manager by performing the following activities:

4.1.1   Determine Operations staff to be released from the MACC when they are no longer needed to support response efforts.

4.1.2   Establish a seamless transition into recovery operations by providing input into the development of a Demobilization and Recovery Plan.
- Identify recovery timeframe benchmarks and goals.
- Determine staff or equipment release considerations or demobilization requirements.

- Determine regional utility, network, and/or other regional infrastructure-related support needs and requirements (if impacted by the emergency event).
- Determine post-event operational or logistical support requirements (i.e. demobilization of response assets, assistance with family reunification, facilitation of mental health or extended social services).
- Determine county, local or state agency coordinative requirements with regard to joint demobilization efforts or procedures.

4.2 **Perform Reconstitution and Recovery Actions** - Implement Operations Section activities as defined within the Demobilization and Recovery Plan.

4.2.1   Release staff from field deployments or event mission areas as appropriate.

4.2.2   Facilitate the return of staff or equipment to pre-emergency event locations.

4.2.3   Facilitate and monitor infrastructure operation throughout recovery and demobilization process.

4.2.4   Coordinate joint demobilization efforts with local and state agencies.

4.3 **Participate in After-Action Review and Corrective Action Planning** – Provide assistance to the MACC Manager by performing the following activities:

4.3.1   Gather all Incident/Emergency related documentation.

4.3.2   Provide input during emergency event hotwash meetings, After Action, or Corrective Action Planning Conferences.

4.3.3   Support the development of an After Action Report and Improvement Plan (AARIP) by providing feedback regarding operational strengths, shortfalls, or future needs that were discovered during the operational response/recovery to the emergency event. Include any input with regard to operational mitigation strategies for future response/recovery operations.

Attachment 1

MACC Organization Chart

```
                    ┌──────────────┐
                    │ MACC Manager │
                    └──────┬───────┘
        ┌──────────────┐   │
        │ Deputy MACC  ├───┤
        │   Manager    │   │
        └──────────────┘   │
              ┌──────┐   ┌──────────────────┐
              │ PIO  ├───┤ Liaison Officer  │
              └──────┘   └──────────────────┘
    ┌────────────┬───────────┬──────────────┬─────────────────┐
 ┌──────────┐ ┌──────────┐ ┌───────────┐ ┌────────────────┐
 │Operations│ │ Planning │ │ Logistics │ │ Finance/Admin  │
 └──────────┘ └──────────┘ └───────────┘ └────────────────┘
```