



# Application of ICS Principles in the Emergency Operations Centre

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DRIE Ottawa

**Vanguard**  
Continuity Management Professionals™

# Leadership

- Countries must have it
- Every organization requires it
- Every plan, project and event requires it
- People need a leader; some people want to be a leader
- Leaders set goals and objectives

# Leadership

- Every emergency no matter the size or complexity, requires leaders in many different functions
- The Incident Command System provides a framework permitting all leaders, involved in the same event, to work toward the same objectives.

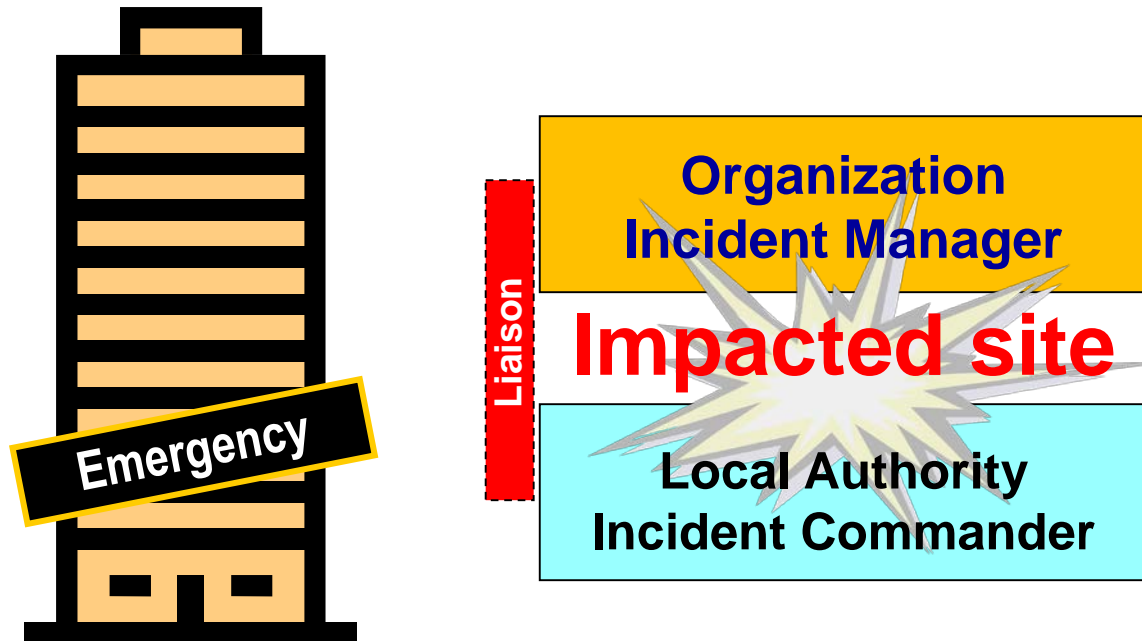
# Emergency Leadership Illustration

## **10 story building requires an emergency evacuation**

- Leaders on each floor: Wardens and Deputies
- Leader for the facility: Chief Emergency Warden
- Organization leader: Executive manager
- Municipal Fire Service: Incident Commander and team

Organization and Local Authority  
Incident Commanders are on site

- Who is “in charge” ?



# Site Incident Command

## Incident Progression

Incident Progression	Organization	Local Authority
Incident occurs	Organization full control	
Fire Service arrives	Appoints Liaison function and supports	Establish incident command. Possible Liaison. In full control.
Fire Service stabilizes the incident	Supports and takes direction	Command
Fire Service departs and returns command to the organization	Organization full control	

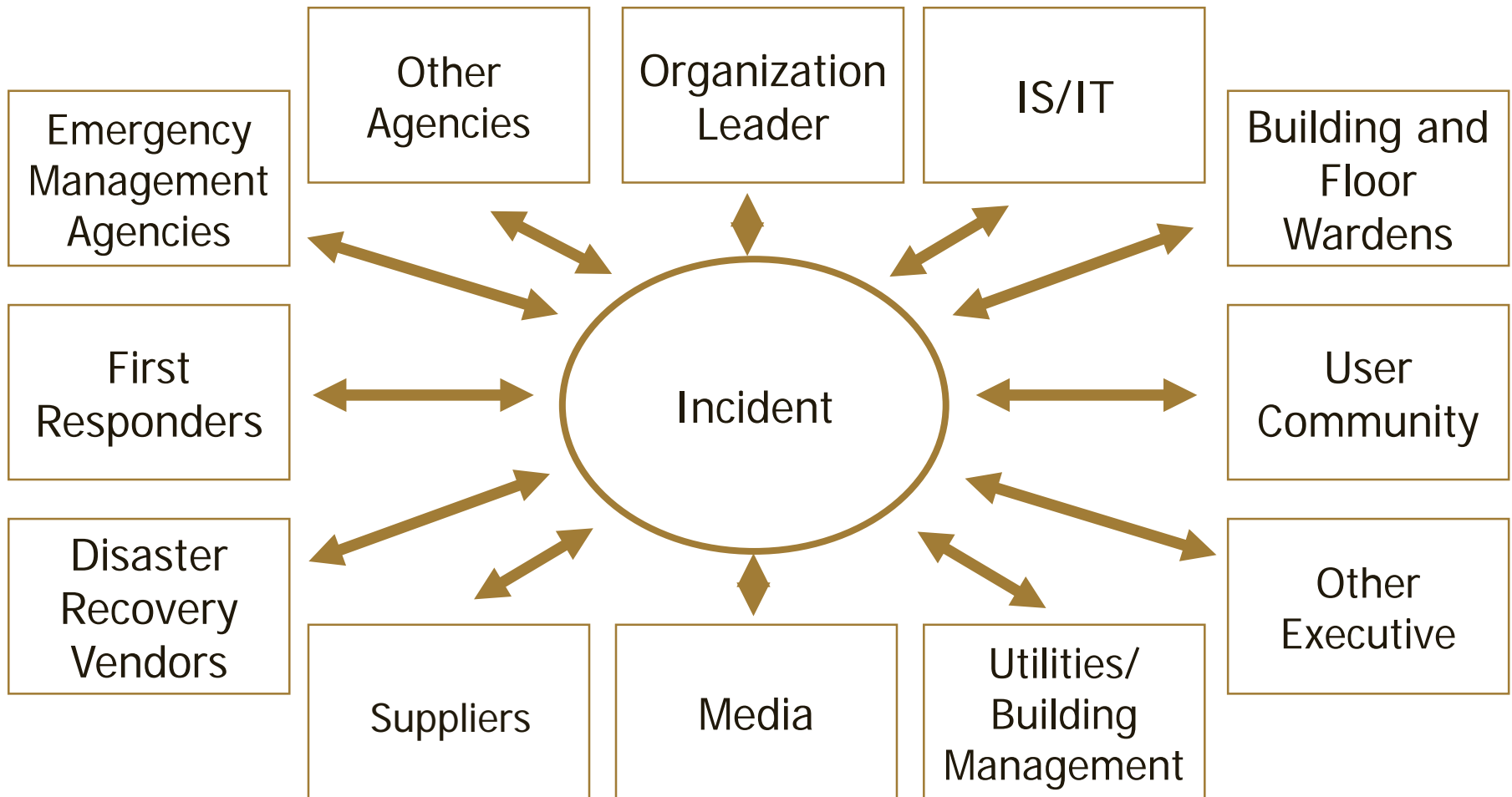
And now the fun begins - **NOT!** ☹️

# Scientific formula to determine percentage chance of success for the organization incident commander

$$\text{CoSIM} = (\text{IE} + \text{EP}) \times \text{Din5} + \sqrt{\text{ARF}}$$

- + # of incident exposures
- X # of exercises as a player
- + # of DRIE meetings attended last 5 years
- + Square root of ARF (Adrenalin Rush Factor)
- = **CoS Incident Manager**

# Relationships During an Incident





# Stakeholder Concerns

- Health & Safety status of our employees
- Damage assessment
- Impact on service delivery
- Reaction of our clients?
- What do we need?
- What do we do first? (with limited resources)
- What do we depend upon?
- Where will we go?
- Who will do this and how will we do it?

# The Incident Command System

ICS is a standardized emergency management system specifically designed to allow users to adopt and integrate an organization structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional or organizational boundaries.

# Common ICS Goals

- Provide for the safety and health of all responders
- Save lives
- Protect infrastructure
- Protect property
- Protect service delivery
- Protect the environment
- Reduce economic and social losses

# Incident Support

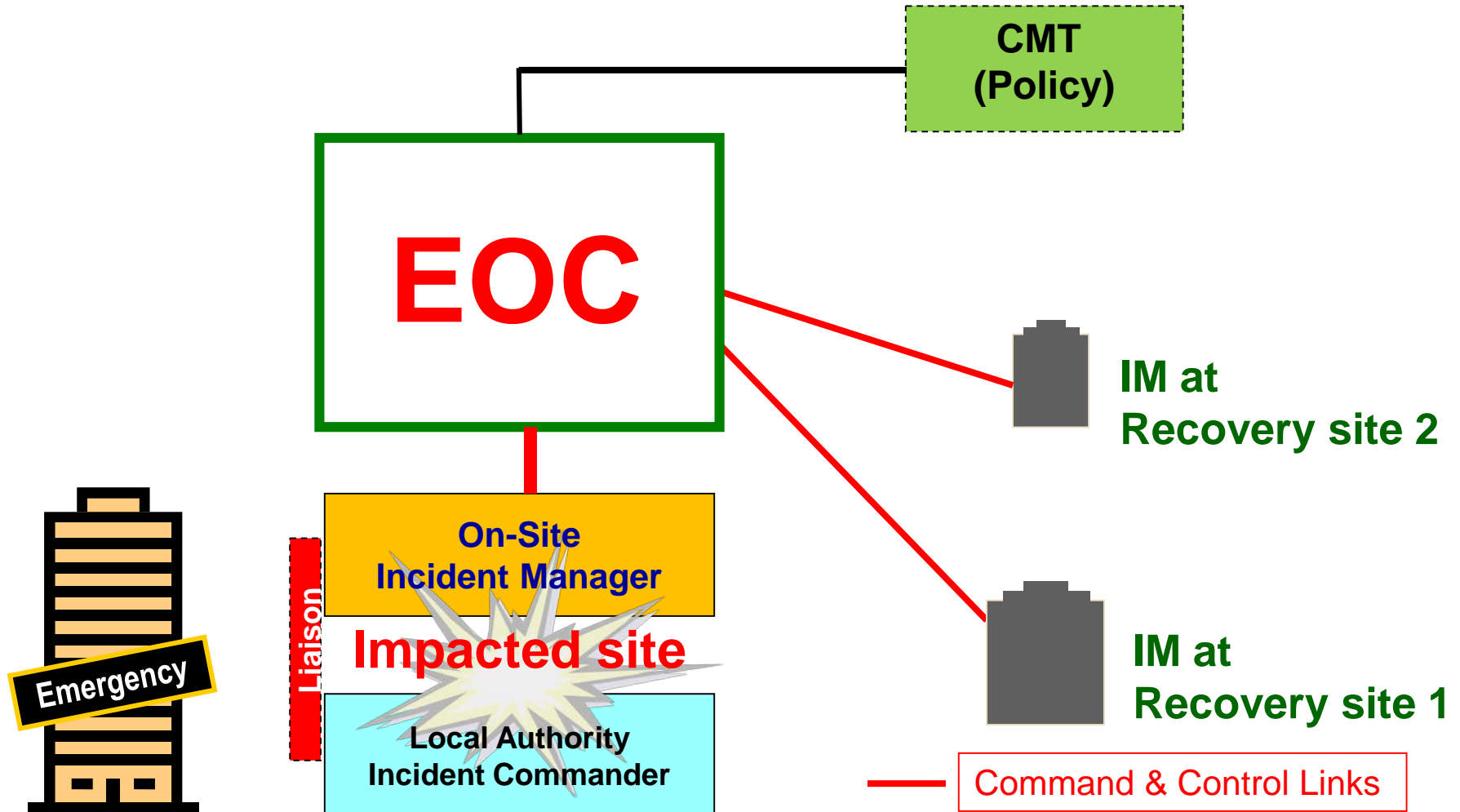
- Incident managers require support
- An Emergency Operations Centre (EOC) provides this function
- The EOC manages all off-site activities

# Incident Support

- The EOC
  - Supports all sites
  - Manages all off-site activities
  - Communicates with stakeholders
  - Acts as a conduit for information flow
  - Central hub of incident related activities

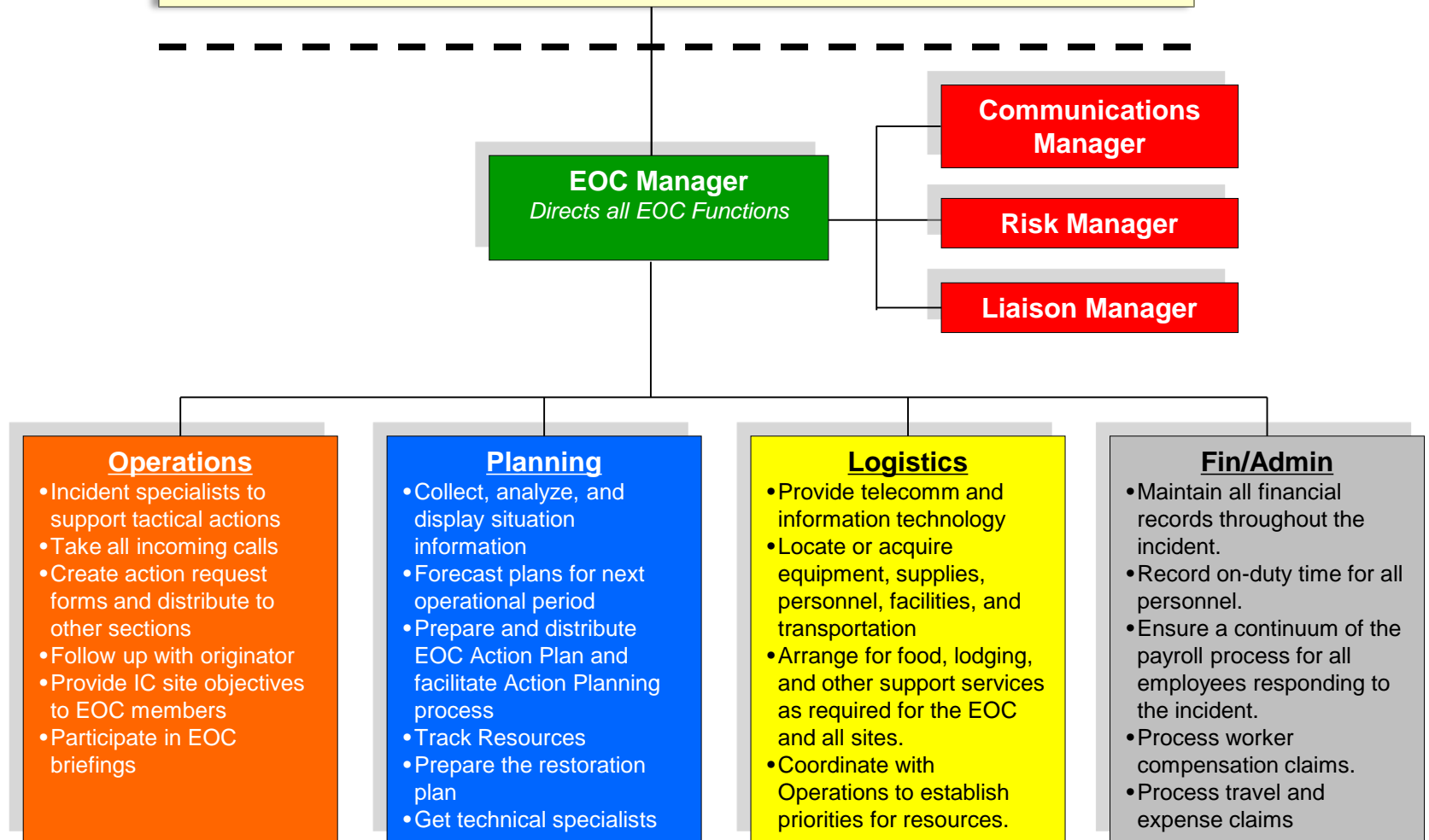


# Typical Command & Control Structure



# EOC Internal Structure

## Crisis Management Team (Policy Group)



# EOC ACTIVATION



- Activation of the EOC is not an indication of a large event.
- It is always better to activate too soon rather than too late
- The cost of EOC activation is minimal
- The cost of a delay in response and recovery can be significant.
- When ICS principles are applied, activation of the EOC is routine



# EOC ACTIVATION LEVELS (One)

Under ICS Principles the minimum staffing is one; the EOC Manager.

## Level 1 (Yellow)

- Standby and monitor potential event
- Small event at a single site
- Minimal support required
- First responders on site
- Need to monitor client service levels
- Depending on the event, potential to include
  - Operations Section Chief
  - Information Officer
  - Liaison Officer
- Always announce activation level or colour

# EOC ACTIVATION LEVELS (Two)

## Level 2 (Orange)

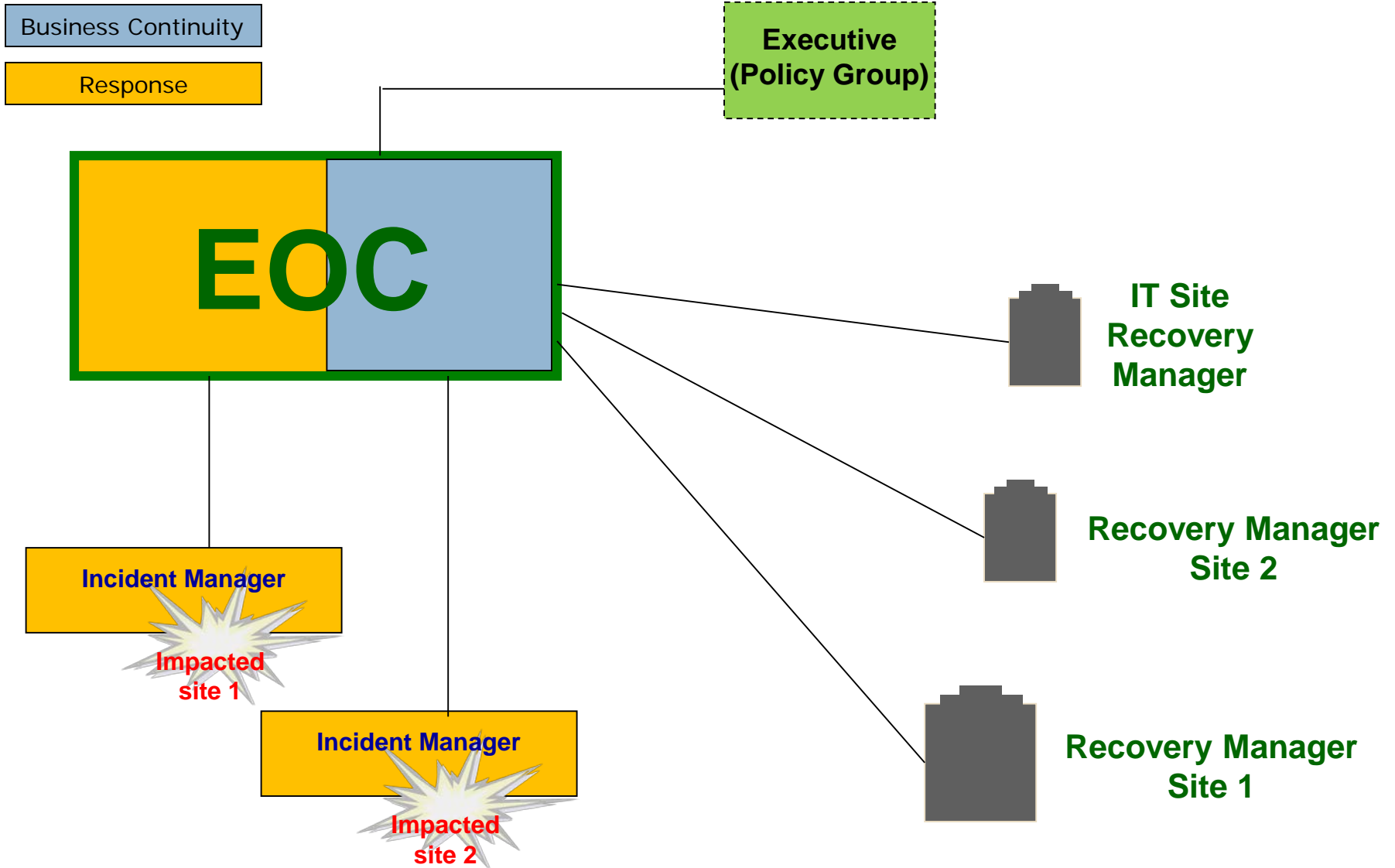
- Moderate Event (needs definition)
- Two or more sites active
- Several agencies involved
- Major scheduled event with large numbers
- Multiple first response activations
- Need for resource support
- Depending on the event, potential to include
  - All Section Managers, some team members
  - Risk Manager
  - Information Manager
  - Liaison Manager
- Limited reporting to Executive Policy Group

# EOC ACTIVATION LEVELS (Three)

## Level 3 (Red)

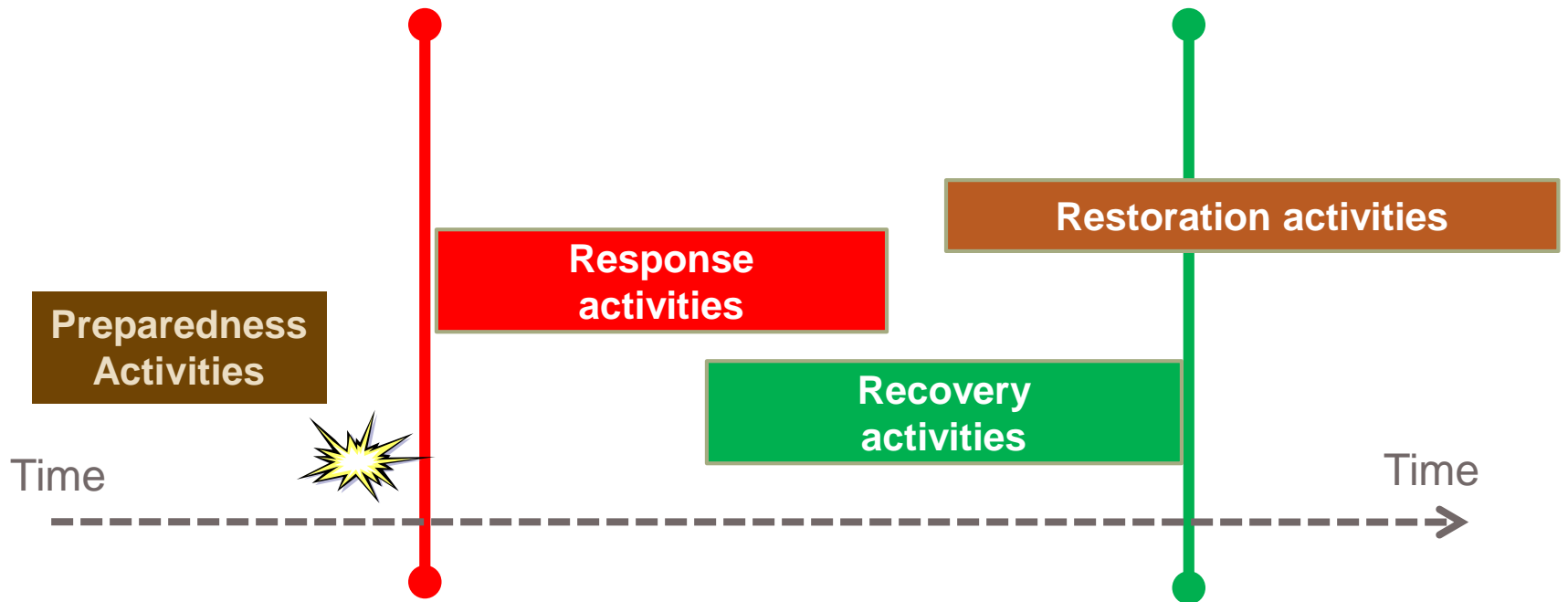
- Major event, likely to have extended duration
- Multiple sites active with organization IM
- Multiple first response agencies involved
- Recovery plans authorized
- Recovery Managers need support
- Possible regional disaster
- All EOC functions active
- Team members as required

# Progressing Incident Model



# Response, Recovery & Restoration

The EOC supports all three emergency management activities.



**“Fate favours the prepared .....**”

**Louis Pasteur**

**Thank you !**



**Ottawa  
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