

Incident Action Planning & Shift Briefings

(ERP)

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SHIFT BRIEFINGS

The work tempo in an Emergency Operations Center is usually fast paced, with tasks assigned with short turn around, often 12 to 24 hours, and frequently less.

Reporting requirements for resource requests, situation reports, and status updates are often driven by emergency operations centers outside of the UCSF EOC: City, State, Federal and UCOP.

Incident Management Team members can easily become inundated by ongoing phone, fax, e-mail, pager and in-person contacts by other IMT members and runners from other departmental EOCs or field operations.

Shift Briefings are an essential tool enabling the entire IMT to gain a situational awareness early in their shift so they may perform their functions towards a unified incident action plan. It is therefore essential that Shift or IMT staff meetings be brief, fact-focused, minimize discussion, and defer problem solving and working-out of details to separate workgroups.

Participation: Shift Briefings are for activated IMT members, specific representatives from the HCC or other Departmental Operating Centers, or others invited to report on specific areas. IMT members who have not been activated may attend on a space available basis for observation and training, but should not pose questions.

Length: Shift Briefings, whether conducted by meetings, video-conference or conference calls are to be completed within 30 minutes.

Purpose: Shift briefings are for the purpose of outlining the essential information of the Incident Action Plan or a Situation Status Report.

Protocol: The Planning Chief briefs on the written IAP or Situation Status. The EOC Director will call upon Section Chiefs for a 3-5 minute report. The Section Chief may call upon Branch Directors or Unit leads for a 1-3 minute report. Comments, questions, or corrections by briefing participants should be brief. Participants should direct lengthy questions, suggestions, or information to the appropriate Sections/Units who reported on the item after the briefing so as not to delay other participants from returning to their response operations functions.

Detailed Discussions/Planning: Topics that are identified which need additional information or planning are to be assigned by the EOC Director to a lead and one or more other EOC/HCC personnel to work out the details and report back to a designated EOC/HCC Command or Staff position within a specified period.

INCIDENT ACTION PLANNING

PROCESS: SINGLE SHIFT PER DAY

Beginning of Shift Briefing of IAP:

- Planning Chief Reviews the IAP for the day.
- The EOC director should call on each Section Chief to report on the status of their individual section's action items.
- The Section Chief reports for their entire section, or may call upon those Branch Chiefs or Unit leads to report on their respective action items.
- Before the briefing ends, the EOC Director announces any new priorities or objectives for the operation period.
- She/he then schedules a time to meet with the Section Chiefs to review priorities, objectives and action items for the next operational period.

EOC Director Meeting with Section Chiefs:

- The EOC Director meets with the Section Chiefs to review priorities, objectives and action items for the next operational period.
- At the conclusion of that meeting, the EOC Director schedules a time for each Section Chief to return with their Action Plans for next Operational Period.

Sections Chief Meetings with their Sections:

- The Section Chief meet with their sections, completes the Action Plan for their sections, identifies who is accountable and when the action item is to be completed (see EOC Action Plan form)

EOC Director Meeting with Section Chiefs:

- The EOC Director has the second meeting with the Section Chiefs to review the proposed Action Plans, approves them and Planning enters them into the IAP for the next operational period.

EOC Director Meeting with Planning Chief

- EOC Director reviews Situation Report to submit to San Francisco (or other EOCs as requested) EOC for approval.
- EOC Director reviews a draft briefing summary for submission to the UCSF Policy Group & Chancellor for approval.

End of Shift Briefing:

- During the end of the shift briefing the EOC Director gets a report on any updates on the emergency situation from each Section Chief (and their Unit leads if indicated).
- The Section Chiefs report on the status of their action items.
- The EOC director or Planning Chief reviews the Priorities & Objectives for the next operational period and identifies any new priorities noted at of the end of shift updates - This is not a re-reading of the IAP. The reading of the IAP occurs at the beginning of the next Operational Period

PROCESS: MULTIPLE SHIFTS PER DAY

Shift should overlap by at least 30 minutes so outgoing and incoming shifts can participate in shift briefings and unit leads may hand-off active actions items.

The day shift EOC Director determines the length of the operational periods: 8hr, 12hr, 24hr or multi-day. The Incident Action Plan covers the operational period, not the shift. The last shift of the operational period is responsible for creating the IAP for the next operational period. When there is more than one shift per operational period, the earlier shifts do not create a new IAP, however may update and change priorities based upon the changing situation. If no changes in priorities or objectives are indicated, the shifts focus on updating resources, impact data, situation reporting, etc.

Shift Briefings during the day should go like this:

Beginning of Shift Briefing of IAP:

- The outgoing Planning Chief Reviews the IAP for the day.
- The outgoing EOC director should call on each Section Chief to report on the status of their individual section's action items.
- The Outgoing Section Chief reports for their entire section, or may call upon those Branch Chiefs or Unit leads to report on their respective action items.
- Before the briefing ends, the incoming EOC Director announces any new priorities or objectives for the current or next operation period.
- She/he then schedules a time to meet with the incoming Section Chiefs to review priorities, objectives and action items for the current or next operational period.

EOC Director Meeting with Section Chiefs:

- The EOC Director meets with the Section Chiefs to review priorities, objectives and action items.
- At the conclusion of that meeting, the EOC Director schedules a time for each Section Chief to return with their Action Plans.

Section Chiefs Meetings with their Sections:

- The Section Chief meet with their sections, completes the Action Pan for their sections, identifies who is accountable and when the action item is to be completed (see EOC Action Plan form)

EOC Director Meeting with Section Chiefs:

- The EOC Director has the second meeting with the Section Chiefs to review the proposed Action Plan for each section, approves them and Planning enters them into the IAP for the next operational period.

EOC Director Meeting with Planning Chief

- EOC Director reviews Situation Report to submit to San Francisco EOC (or other EOCs as requested) for approval.
- EOC Director reviews a draft briefing summary for submission to the UCSF Policy Group & Chancellor for approval.

End of Shift Briefing:

- See Beginning of Shift Briefing