8.   OPERATIONS SECTION

A.   ORGANIZATION CHART

```
                    ┌─────────────────────┐
                    │  IDER DOC Incident  │
                    │      Commander      │
                    └─────────────────────┘
                               │
    ┌──────────────┬───────────┼───────────────┬──────────────┐
┌─────────┐  ┌──────────────┐  ┌──────────────┐  ┌──────────────┐
│  Plans  │  │  Operations  │  │  Logistics   │  │   Finance    │
│ Section │  │   Section    │  │   Section    │  │   Section    │
└─────────┘  └──────────────┘  └──────────────┘  └──────────────┘
                    │
                    │   ┌──────────────────────────┐
                    ├───│  Information &            │
                    │   │  Guidance Branch          │
                    │   └──────────────────────────┘
                    │   ┌──────────────────────────┐
                    ├───│  Disease Containment      │
                    │   │  Implementation Branch    │
                    │   └──────────────────────────┘
                    │   ┌──────────────────────────┐
                    ├───│  Medical Treatment        │
                    │   │  Branch                   │
                    │   └──────────────────────────┘
                    │   ┌──────────────────────────┐
                    ├───│  Epidemiology and         │
                    │   │  Surveillance Branch      │
                    │   └──────────────────────────┘
                    │   ┌──────────────────────────┐
                    └───│  Data Branch              │
                        └──────────────────────────┘
```
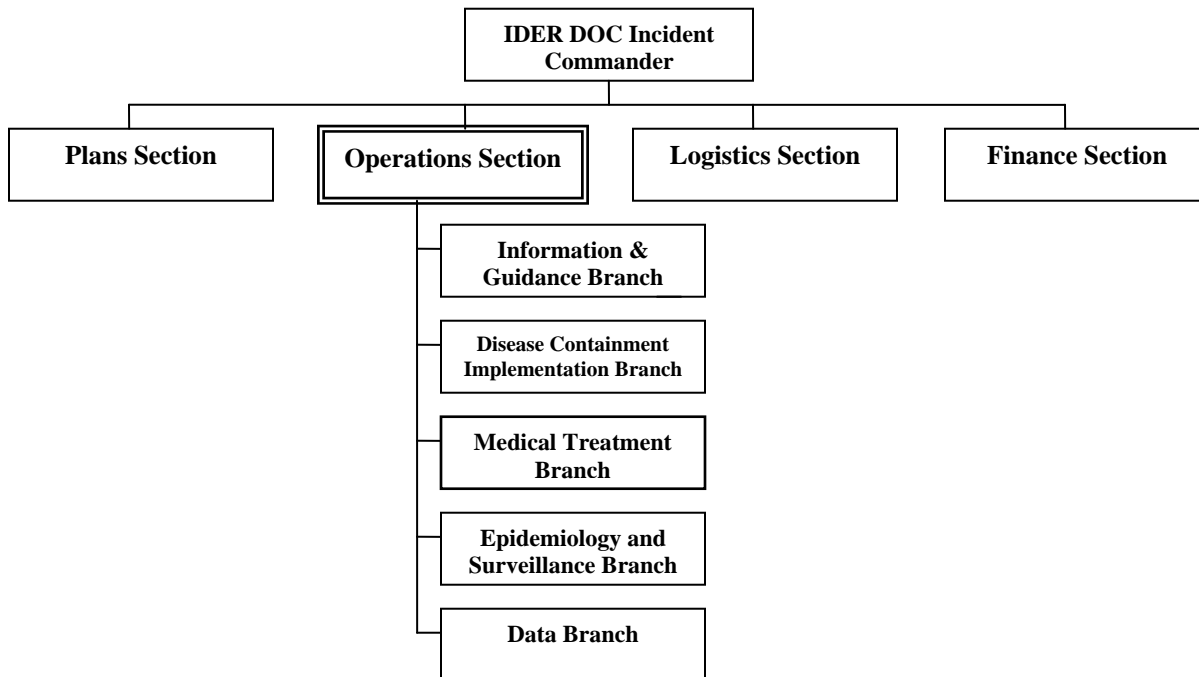
B.   DESCRIPTION

a.   Purpose & Objectives

The purpose of the Operations Section is to carry out the response activities described in the Incident Action Plan. Operations Section objectives include:

- Provide communicable disease information to responders, clinicians, the public, and other stakeholders.
- Implement surveillance strategies to identify cases, contacts and the source and magnitude of the infectious disease emergency.
- Determine risk factors for disease and identify susceptible populations.
- Determine and implement effective strategies to contain the infectious disease.
- Coordinate with medical treatment systems.
- Operate alternate care and/or shelter sites as needed.
- Manage and analyze data about the infectious disease emergency and response.
- Ensure that the needs of special populations are addressed in all activities.

b.   Methods

Operations strategies and activities utilized to achieve objectives will include:

Infectious disease information and guidance: This includes the development and provision of disease and event-specific guidance to various population groups (e.g., responders, medical community, city/county agencies, public). Requests for information will be screened and triaged so that critical

questions can be answered appropriately. Volume and type of questions will be tracked and used to guide future information updates.

Disease containment: Disease containment encompasses public health strategies actively performed by emergency responders and/or strategies performed by others (e.g., public, medical community, partners, city agencies). Activities may address community mitigation (e.g., social distancing, school dismissal), restriction, exclusion, clearance, mass prophylaxis, isolation, and/or quarantine.

Medical treatment system: Activities will focus on coordinating the infectious disease emergency response with local medical care systems (e.g. hospitals, clinics, etc.) in order to ensure that the needs of healthcares sites and patients are met. This may involve monitoring and coordinating resource requests from healthcare sites; forecasting trends in supply and demand for healthcares services and resource needs; ensuring there is support for casualty management including triage, treatment and transportation; designating and managing alternate care and/or shelter sites; and coordinating with the Medical Examiner to manage mass fatalities.

Epidemiology and surveillance: Epidemiology and surveillance activities will primarily focus on establishing a case definition and identifying cases, contacts of cases, the population at risk, the source(s) of the infectious disease emergency, and the magnitude of the event. The event will be monitored over time. The information obtained by epidemiology and surveillance activities will be used to guide containment activities and situational awareness.

Laboratory analysis: Laboratory testing will help to confirm the presence of an infectious disease agent and determine its identity and antimicrobial susceptibilities.

Data analysis: The collection, organization, and evaluation of data related to cases, contacts, information requests, administration of treatment/prophylaxis to provide information that guides response operations.

Consult the Operations Section Branch modules for details regarding the above strategies.

C.   IMPLEMENTATION

a.   Operations Section

Activate the Operations Section immediately for all IDER activations.

The Epidemiology and Surveillance Branch and Information and Guidance Branch will most likely need to be activated immediately for all infectious disease emergencies. Guidance on when to activate other Branches is provided in each Branch module and will vary depending on the situation and anticipated response. The Incident Commander must approve the activation of Branches and overall response goals and objectives.

During meetings with Command and General Staff, the Operations Section Chief helps develop the Incident Action Plan. The Operations Section Chief should expand or contract the Section to meet the needs of the situation. Meetings should be held at least once per operational period with Branch Directors and as needed to develop Branch objectives and address implementation issues.

The Operations Section Chief will provide ongoing guidance to Branches and ensure that necessary approvals are obtained and information and requests are forwarded appropriately. Decisions and policies about response goals, objectives, activities, and policies are forwarded to the Incident Commander and Policy Group for approval prior to implementation. Protocols, documents, and recommendations are forwarded to the Information Officer for approval prior to dissemination. Personnel and supply requests

are forwarded to the Logistics Section and Finance Section. Updates on the event and response operations will be forwarded to the Plans Section. Additional guidance may be provided during the event.

A Special Populations Lead will ensure that the needs of special populations are addressed in operations.

Functions of the Operations Section
- Assist in the development of the Incident Action Plan (response goals, operational objectives, and support activities).
- Implement the Incident Action Plan.
- Meet with Branch Directors at least once per operational period and address implementation issues.
- Oversee the development and dissemination of event and disease-related information to clinicians, responders, the public, special populations, and other stakeholders.
- Oversee the implementation of public health strategies to contain the infectious disease.
- Oversee the coordination of medical care and treatment.
- Oversee the implementation of case/contact investigation and surveillance.
- Oversee the analysis of data related (e.g., number of cases/contacts, demographic information).
- Prepare the Operations Section Module Objectives and Update ICS Form 202b for each Operational Period (or coordinate with Plans to do so for the overall response.)
- Request approvals from the Incident Commander, Policy Group, and Information Officer prior to implementation of activities or dissemination of materials.
- Forward updates and personnel and supply requests to Command Staff and other Sections as needed.

D. STAFF POSITIONS

The following positions are required for minimum staffing levels.

Staff Position Roster: Operations Section				
Job Title	**Task Overview**	**Job Classification / Critical Skills**	**Minimum No. of Employees**	**Location**
Operations Section Chief	Supervise operations activities, assign responsibilities, and serve as a resource to the Operations Section.	Clinician, disease control coordinator, or health program or emergency coordinator	1	DOC
Operations Section Deputy	Assist the Section Chief with supervision of activities, assigning responsibilities, orienting and training staff, and serving as a resource to staff.	Medical Epidemiologist, clinician, or disease control coordinator		DOC
Special Populations Lead	Ensure that the needs of special populations are addressed though out operational activities			DOC
Administrative Assistant	Perform administrative duties – assist with completion of ICS forms, taking notes at meetings, checking e-mail, answering the phone, and other duties.	1424, 1426, 2585, 1446	1	DOC

E. REPORTING

The Operations Section Chief will report to the Incident Commander.

F.   DELIVERABLES

The Operations Section is responsible for producing the following:

- Module Objectives and Update, ICS Form 202b (for each Operational Period) – this may be coordinated with Plans.
- Response documents and/or products assigned to active modules within the Operations Section.

G.   RESOURCES

The following resources will be required to perform minimum response operations. See Operations Section Branch modules for resources required by each Branch.

a.   Protocols, forms, and guidelines, and MOUs

Items	Location
ICS Forms	**Appendix B**
Job Action Sheets	**Appendix C**
Information and Guidance	**Appendix F**
Disease Containment Implementation	**Appendix G**
Medical Treatment	**Appendix H**
Epidemiology and Surveillance	**Appendix I**
Data	**Appendix J**

b.   Office and Communication Supplies

Items	Units Required	Location or Request From
Telephone	1	Logistics
Fax machine access	1	Logistics
Computer with local network, internet access	1+	Logistics
Printer access	1	Logistics
800 MHz Radio/cell phone/pager	1	Logistics
Copy machine access	1	Logistics