

EPT 275 Emergency Operations Center Management

Course Description:

This course provides students with the knowledge and skills to effectively manage and operate an emergency operations center (EOC) during crisis situations. Topics include properly locating and designing an EOC, staffing, training and briefing EOC personnel, and how to operate an EOC. Upon completion, students should be able to demonstrate how to set up and operate an effective emergency operations center.

Course Hours Per Week: Class, 3; Lab, 0, Credit: 3

Prerequisites: None

Corequisites: None

Course Objectives:

- a. Determine the best location for the emergency operation center.
- b. Have a basic knowledge of the technology needed to operate an emergency operation center.
- c. Determine the physical design of the emergency operation center.
- d. Understand the functional and space layouts of an emergency operation center.
- e. Understand the financing an emergency operation center.
- f. Discuss the organization of an emergency operation center.
- g. Determine the staffing requirements of an emergency operation center.
- h. Understand and resolve conflict that will arise in an emergency operation center.
- i. Understand the stress associated with emergency operations.
- j. Analyze and understand the decision making and problem solving issues associated in an emergency operation center.
- k. Use standard operating procedures in simulated emergency operation center activations.
- l. Analyze and evaluate standard operating procedures.
- m. Conduct briefings in an emergency operation center.
- n. Describe the importance of conducting exercises and evaluations of the emergency operation center.

Outline of Instruction:

- I. Designing the emergency operation center
 - a. Location and Physical Design
 - b. Technology in the emergency operation center
 - c. Functional and Space Layouts
 - d. Financing the emergency operation center

- II. Managing the emergency operation center
 - a. Organizing the emergency operation center
 - b. Staffing the emergency operation center
 - c. Maintaining Cooperation and Coordination in the emergency operation center
 - d. The Psychological and Social Climate of the emergency operation center
- III. Preparing to Operate the Emergency Operation Center
 - a. Using standard operating procedures in emergency operation center management and operations
 - b. Creating Job Aids
 - c. Developing standard operating procedures using job aids
 - d. Conducting briefings
 - e. Conducting exercises and evaluation of the emergency operation center's standard operating procedures
- IV. Implementation of the standard operating procedures
 - a. Exercise 1: Activation and Set up of the emergency operation center
 - b. Exercise 2: Relocate and set up an alternate emergency operation center
 - c. Exercise 3: Resolving operational problems in the alternate emergency operation center
 - d. Exercise 4: Managing the emergency operation center
 - e. Exercise 5: Deactivating the emergency operation center

Required Textbook and Materials:

Textbooks to be selected by instructor

Statement of Students with Disabilities:

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. If you have a disability that may have some impact on your work in this class and for which you may require accommodations, please contact the Disability Services office by calling 919-536-7207, emailing disabilityservices@durhamtech.edu, or visiting room 10-209 in the Wynn Center (Building 10) for additional information regarding requirements for arranging accommodations.