



Northern Berkshire Regional MACC
Command Staff
Liaison Officer Standard Operating Guideline (SOG)

Purpose:

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

Responsibilities:

- Oversee all liaison activities, including coordinating with outside/external, assisting or cooperating agency representatives.
- Maintain a list of cooperating and supporting individuals and agencies which support MACC operations.
- Establish and maintain a central location with the MACC for incoming agency representatives, providing workspace and/or support as needed.
- Ensure that policies, Situation Reports, incident action plans and/or other related emergency event information is shared and provided to external agency point of contacts.
- Provide orientations and/or overview of MACC Operations to VIPs or other visitors in coordination with the MACC Manager and PIO.

Reports to:

MACC Manager

Direct Reports:

- No Direct Reports

Coordinates with:

- External Agencies as required
- MACC Public Information Officer (PIO)
- MACC Planning Section Chief (PSC)
- MACC Logistics Section Chief (LSC)
- MACC Operations Section Chief (OSC)
- MACC Admin/Finance Section Chief (FSC)



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 Liaison Officer 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 Liaison Officer position.
- 1.4 Be prepared to serve as a Liaison Officer during activation of the Northern Berkshire 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.



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- Determination of appropriate MACC 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 an emergency event.

2.3.2 Assist the MACC Manager by providing input on initial actions, including:

- Type of incident/emergency and complexity.
- Current resource commitments.
- Current situation status.
- Expected duration of the emergency event.
- List of cooperating or assisting agencies providing support.

3.4 **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:

3.4.1 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	<ul style="list-style-type: none"> • 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, 	<p>Level 1 –Standby/ Monitoring Activation</p> <p>Standby/Monitoring Activation for up to 4 hours and/or until incident stabilization has occurred.</p>



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	<p>Public Information Support as required</p> <ul style="list-style-type: none"> • Resources: Coordination unlikely, monitoring only 	
<p>4-24 Hours</p>	<ul style="list-style-type: none"> • 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 	<p>Level 2 – Partial Activation</p> <p>Partial Activation of the MACC for up to 24 hours from the onset of occurrence and until incident stabilization is reached.</p>
<p>An undetermined timeframe for resolution.</p>	<ul style="list-style-type: none"> • 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 	<p>Level 3 - Full Activation</p> <p>Full Activation of the MACC beyond a 24-hour basis and until incident stabilization has occurred.</p>

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

3.4.3 When the MACC Manager has given the order to activate the MACC, communicate all MACC actions to external agencies providing assistance.

3.5 Coordinate with any external agencies that have responded to the MACC to provide assistance during the Initial Actions component of the response. Identify the agencies, their actions and obtain contact information for future follow-up and/or communication. Include this



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information in updates to the MACC Manager, as well as in the development of IAPs or Situation Reports in conjunction with the MACC Planning Section Manager.

3.0 Ongoing Actions

3.1 Serve as the Liaison with external agencies involved in the event – Provide assistance to the MACC Manager by performing the following activities:

- 3.1.1 Determine agencies/non-governmental organizations already involved in the emergency event response and determine whether they are assisting or cooperating with the Northern Berkshire Regional MACC.
- 3.1.2 Serve as the Liaison with the appropriate agencies/non-governmental organizations as required for the emergency event. Share all appropriate and ongoing operational information in the form of situation reports, incident action plans or other related information.
- 3.1.3 Identify and support staff from coordinating and/or assisting agencies which staff ESF Desks as requested by Operations.
- 3.1.4 Set up an area within or close-by the MACC in order to check-in and/or brief agency representatives, VIPs, or visitors.

3.2 Maintain Situational Awareness and Communications with agencies – Provide assistance to the MACC Manager by performing the following activities:

- 3.2.1 Obtain situational awareness information by attending the following:
 - Daily Operational Briefings
 - Media Briefings
 - Incident Action Plan (IAP) meetings
- 3.2.2 Maintain communications with agencies assisting or cooperating with the Northern Berkshire Regional MACC as required. Develop and disseminate a Contact List of external agencies involved in the event.
- 3.2.3 Monitor event operations to identify potential inter-organizational problems and brief the MACC Manager regarding issues such as:
 - Inter-organizational logistical problems
 - Strategic and/or tactical inter-organizational disconnects or gaps



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- Inadequate inter-organizational communications

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

3.3.1 Coordinate with the MACC Manager.

- Provide regular updates regarding inter-agency communications, needs, challenges or accomplishments.
- Relay information from the MACC Manager to external agencies as appropriate.

3.3.2 Coordinate with the MACC Public Information Officer.

- Inform agency contacts of the anticipated and/or ongoing regional JIS support, phone numbers, location and/or operating hours.
- Provide updates to agencies calling in for information.
- Maintain a log of agency names, organizations and types of request for information.
- Follow-up on agency requests for callbacks and additional information.

3.3.3 Coordinate with the MACC General Staff (Operations, Logistics, Planning).

- Share ongoing operational and situational awareness information with external, assisting, or cooperating agencies as needed.
- Act as a liaison between external, assisting, or cooperating agencies and MACC General Staff.
- Support logistical planning requirements where appropriate.

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 when the Liaison position should be released from the MACC when there is no longer a need to support response or recovery efforts.

4.1.2 Establish a seamless transition into recovery operations by providing input into the development of a Demobilization and Recovery Plan.

4.2 Perform Reconstitution and Recovery Actions – Share Operational Section activities with external, assisting, or cooperative agencies throughout the duration reconstitution and recovery.



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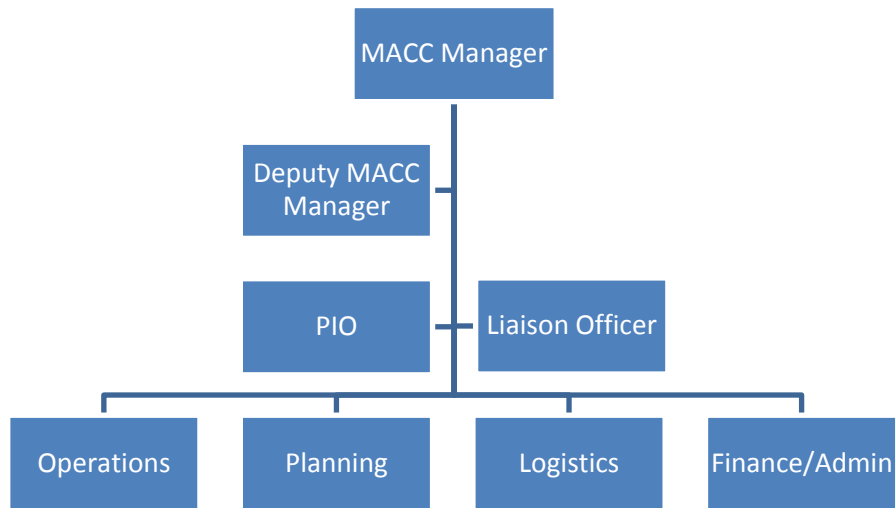
4.3 Support the development of After-Action Review and Corrective Action Planning – Provide assistance to the MACC Manager by performing the following activities:

- 4.3.1 Submit all Incident/Emergency related documentation.
- 4.3.2 Participate in Incident/Emergency hotwash meetings, After Action, or Corrective Improvement Planning Conferences.
- 4.3.3 Support the development of an After Action Report and Improvement Plan (AARIP). Identify operational strengths, shortfalls, or future needs that were discovered while acting as a Liaison Officer during the operational response/recovery to the emergency event. Specifically, support the acknowledgement of external agency involvement in the response (existing and/or new cooperating or assisting agencies).



Attachment 1

MACC Organization Chart





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Attachment 2

MACC Liaison Agency Contact List