

Florida Department of Health  
**Emergency Management Assistance Compact (EMAC)**  
**Standard Operating Guidelines**  
Last Update: April 28, 2011

## **Scope**

EMAC is a national interstate mutual aid agreement that enables states to share resources during times of disaster. EMAC is coordinated on behalf of state governors through the state's Emergency Management Agency. The Division of Emergency Management (DEM) is Florida's authorizing agency for EMAC requests to and from other states.

These Standard Operating Guidelines are intended to be utilized during a situation where the Florida Department of Health is providing support through EMAC to another state. In this instance, Florida is considered an "assisting" state.

These guidelines apply when the State Emergency Response Team (SERT), Emergency Support Function 8 (ESF8) is not fully activated at a Level 1 or 2 and Florida is not under a declared state of emergency.

The EMAC Compact states that "direct coordination among requesting and assisting state program managers, ESF counterparts, operations personnel or those who are ultimately engaged in using or providing the specific resource request is essential. All parties are encouraged to communicate directly during the fulfillment of the Req-A process to ensure that a clear understanding of what is being requested and provided and the terms of the assistance provided are clearly understood by both parties."

## **Concept of Operations:**

The Florida Division of Emergency Management is the state EMAC authorizing agency. The State Surgeon General is responsible to dedicate state public health and medical resources to support an EMAC mutual aid mission.

The Florida Department of Health will use a modified ESF8 structure to coordinate public health and medical resources for an EMAC mutual aid mission. The structure is scalable should the incident escalate, it can be ramped up as needed.

The modified ESF8 structure is made up:

- Emergency Coordinating Officer
- Planning Coordinator
- Logistic Coordinator
- Logistics Staffing Unit Leader
- Finance/Admin Coordinator

## **Roles and Responsibilities:**

Each component of the team is responsible for different aspects of the EMAC request and deployment process. Section Coordinators may activate additional resources to assist with meeting the objectives as needed.

### *Florida Division of Emergency Management*

- The Director of the Division of Emergency Management is the EMAC Authorized Representative for Florida and has the authority to obligate Florida financially for EMAC requests.
- Delegate a State EMAC Coordinator responsible for EMAC mission requests and documenting
- The State Emergency Response Team Chief must approve the mission in order for Florida to deploy resources.
- Coordinate the EMAC mission with the requesting State Emergency
- Create documentation of the EMAC request on the official *Emergency Management Assistance Interstate Mutual Aid Request for Assistance, Form REQ-A* (referred to in this document as a Req-A)
- Submit Florida offer to requesting state using Req-A form.
- Notify ESF8 upon acceptance of Florida offer.

### *State Surgeon General*

- Authorize deployment of Department of Health assets to requesting state
- Establish department policy as indicated by request for mutual aid.
- Declare a public health emergency as indicated by request for mutual aid.
- Serve as liaison to Governor's Office on public health and medical aspects of mutual aid request.

### *Director, Office of Communications*

- Coordinate with Florida Division of Emergency Management Public Information Officer and/or Emergency Support Function 14
- Serve as the department spokesperson for the public health and medical EMAC request
- Develop and disseminate Department of Health Press Releases related to EMAC request
- Assist County Health Department Public Information Officers with local media relations

### *All DOH Division, Offices and Bureaus*

- Notifies Department of Health Duty Officer of request or potential request for assistance from another State Public Health Department
- Report rumors to ESF8 Communication Liaison.

### *DOH Duty Officer*

- Receives notification of EMAC request or potential EMAC request.
- Notifies Florida Division of Emergency Management State EMAC Coordinator if request was not originated from that office
- Notifies Department of Health Emergency Coordinating Officer
- Report rumors to ESF8 Communication Liaison.

### *Emergency Coordinating Officer*

- Serve as a liaison to the State Emergency Response Team Chief
- Directs the overall public health and medical EMAC request, response, mobilization, demobilization and financial reimbursement processes
- Brief Division of Emergency Medical Operations Director and the DOH Executive Team on aspects of the EMAC request

- Provide recommendations to State Surgeon General on whether department public health and medical resources should be allowed to leave the state
- Obtain permission to deploy resources in support of an EMAC requests
- Approve Part II of Req-A for submission to DEM.
- Report rumors to ESF8 Communication Liaison.

#### *Planning Coordinator<sup>1</sup>*

- Serve as the liaison between the requesting state and the assisting state
- Serve as the liaison between the Florida Department of Health and the State EMAC Coordinator housed in the Division of Emergency Management.
- Convene Section Coordinators and Technical Specialists to develop Req-A response.
- Complete Part II of the Req-A with input from the ESF8 Section Coordinators, Technical Specialists and other subject matter experts as appropriate.
- Submit Part II of the Req-A to DEM EMAC Coordinator upon approval of ESF8 Emergency Coordinating Officer.
- Gather situational awareness information from the requesting state and disseminate to ESF8 Section team.
- Provide briefings to team situation status at least once a day or more often if indicated.
- Provide briefing on situation status to teams/personnel to be deployed prior to deployment.
- Check in with the requesting state for daily report of deployed resources
- Activate appropriate technical specialists as needed.
- Report rumors to ESF8 Communication Liaison.

#### *Logistical Coordinator*

- Activate Logistics Staffing Unit Leader and Logistics Section personnel as needed
- Provide staffing roster to Planning Coordinator.
- Participate in the development of the Req-A response to requesting state.
- Make all necessary travel, lodging, meal, and transportation arrangements for deployed personnel based on EMAC mutual aid request.
- Procure any needed equipment for deployed personnel.
- Report rumors to ESF8 Communication Liaison.

#### *Logistics Staffing Unit Leader*

- Activate Logistics Staffing Unit personnel as needed.
- Provide unit staffing roster to Planning Coordinator.
- Participate in the development of the Req-A response to requesting state.
- Provide support to teams and personnel being deployed using the standard operating procedures for alerting, mobilization and demobilization. .
- Coordinate with Regional Points of Contact or the Central Office Staffing Points of Contact to identify appropriate staff available for deployment
- Ensure a team leader is appointed for all deployed personnel
- Complete the appropriate deployment paperwork by prescribed time frames as indicated in the ESF8 SOP
- Ensure personnel have pre-deployment information and appropriate immunizations.
- Establish a 24/7 contact number for deployed team leaders and members to call in case of an emergency or need.
- Ensure deployed personnel arrive on-site safely and return home safely.
- Report rumors to ESF8 Communication Liaison.

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<sup>1</sup> Florida has the unique role of housing the Region IV ESF8 Unified Planning Coalition. The same person may staff the Florida ESF8 Planning Coordinator and the Region IV ESF8 Unified Planning Coalition Coordinator in some circumstances.

### *Finance/Admin Coordinator*

- Activate Finance/Administration Unit personnel as needed.
- Provide staffing roster to Planning Coordinator.
- Participate in the development of the Req-A response to requesting state.
- Review the cost reimbursement estimates on Part II of the Req-A before it is submitted to requesting state
- Establish codes for time keeping
- Increase P-card expense limits for logistics staff or deployed personnel as needed
- Complete reimbursement package
- Report rumors to ESF8 Communication Liaison.

### *Communications Liaison*

- Serve as the ESF8 Liaison with the Office of Communications Director on publicity related to the EMAC mission
- Provide support to the DOH designated spokespersons as requested to include development of speaking points for DOH spokespersons or others who may speak to the media
- Develop internal and external communications for Emergency Coordinating Officer.
- Implement rumor control process to ensure consistency of messages.

### *Technical Specialists*

- Provide related to subject matter expertise on resource capabilities, types and quantities of resources needed and appropriateness of specific resources based on EMAC mutual aid request.
- Participate in the development of the Req-A response to requesting state.
- Report rumors to ESF8 Communication Liaison.

## **Standard Operating Procedures**

- I. Initial notification and activation
  - a. An EMAC request or potential EMAC request comes to the Department of Health for public health or medical resources. This request may come directly from another state Department of Public Health, notification through the Unified Planning Coalition or from the Florida Division of Emergency Management.
  - b. Department of Health Duty Officer is informed of the request/potential for EMAC mutual aid.
  - c. Emergency Coordinating Officer is notified.
  - d. Emergency Coordinating Officer evaluates the mutual aid request and current state situation to determine whether the department may be in a position to respond to the EMAC mutual aid request.
  - e. If it is determined that the department will not respond, the Emergency Coordinating Officer or his delegate notifies the requesting state and the Division of Emergency Management EMAC Coordinator. The Region IV ESF8 Unified Planning Coalition Coordinator is notified. See *Standard Operating Procedures Section VI: HHS Region IV Coordination*.
  - f. If it is determined that the department may respond to the mutual aid request, the additional action items in this Standard Operating Procedures section shall be executed.
  - g. Planning Coordinator is notified.
  - h. HHS Region IV Coordinator is notified.,
  - i. Emergency Coordinating Officer notifies State Emergency Response Team Chief
  - j. Planning Coordinator notifies the State EMAC Coordinator of the potential request (if the request did not originate from them)
  - k. Emergency Coordinating Officer notifies Director, Division of Emergency Medical Operations. Notification includes names of DOH personnel to be activated

- I. Division of Emergency Medical Operations notifies Deputy Secretary
  - m. Deputy Secretary notifies Office and Division Directors
  - n. Emergency Coordinating Officer activates structure as appropriate.
  - o. Planning Coordinator, Logistics Coordinator, Logistics Staffing Unit Leader, Finance/Administration Coordinator, Communications Liaison, and Technical Specialists, notify immediate supervisor of activation.
- II. Executing the request
- a. The Planning Coordinator conducts a conference call with the requesting state appropriate Technical Specialists to clarify the mutual aid request or potential request.
  - b. The team meets to determine if Florida can support the EMAC Mutual Aid request or potential request.
  - c. If Florida is not able to support the mutual aid request, the Planning Coordinator notifies requesting state and the Division of Emergency Management EMAC Coordinator.
  - d. If Florida can likely provide the resource,
    - i. The Emergency Coordinating Officer requests permission to send resources via EMAC
    - ii. The Planning Coordinator contacts the requesting state and tells them to move forward with the EMAC Process
    - iii. Logistics Staffing Unit, in conjunction with appropriate Technical Specialists, begins to identify teams/personnel to support the EMAC Mutual Aid request
  - e. The Req-A is received by the State EMAC Coordinator and sent to the ESF8 Planning Coordinator
  - f. The Planning Coordinator, in conjunction with the team, technical specialist and appropriate subject matter experts, completes Part II of the Req-A within 4 (?) hours of receiving the request. (The standards in the EMAC compact require the assisting state to respond within 8 hours of receipt). Part II outlines, projected costs, details the resource which is available, date available and a point of contact
    - i. It is customary for assisting states to waive straight pay costs when providing support through EMAC but executive approval should be obtained for waiving of any costs
    - ii. Finance/Administration Coordinator must review the Req-A
    - iii. Emergency Coordinating Office must approve the Req-A.
    - iv. Planning Coordinator will submit the Req-A to the State EMAC Coordinator, who will have it signed by the SERT Chief (authorized EMAC representative)
    - v. Signed Req-A will be submitted to the requesting state for approval
  - g. Requesting state approves, denies or negotiates the Req-A
    - i. If denied, the requesting state will call the state EMAC coordinator to inform that the offer for assistance is rejected. At that time the structure is deactivated by the Emergency Coordinating Officer.
    - ii. If approved, the requesting state will sign the Req-A and submit it to the State EMAC Coordinator. The State EMAC Coordinator will notify the ESF8 Planning Coordinator. At this time the structure will mobilize the resources.
    - iii. If negotiated, the requesting state will re-contact Florida to modify the mutual aid request, once agreed upon steps E and F above will be completed.
  - h. Should the terms for the agreement change at anytime the Req-A must be amended through the State EMAC Coordinator.
- III. Mobilization and Deployment of Mutual Aid Resources
- a. Logistics Staffing Unit Leader will notify Regional Points of Contact mobilize regional typed teams using the using the current *Regional Public Health Response Teams Recruitment and Deployment Guidelines for County Health Departments*.
  - b. Logistics Staffing Unit Leader will notify Central Office ESF8 Points of Contact and other appropriate resource points of contact to mobilize resources other than region teams.

- c. Regional and Central Office Points of Contact will develop a roster of personnel. Names on the roster must appear as they do on the individual's valid photo identification.
- d. Logistics Coordinator and/or Logistics Staffing Unit Leader shall contact requesting state to obtain specific location information for deployment of resources. This information may include where, when, to whom, and how the resources should be deployed
- e. Logistics Coordinator will procure appropriate travel arrangements based on the Req-A requirements.
  - i. Whenever possible, use ground transportation for any deployments that are within 12 hours driving time.
  - ii. When possible, use a travel agency to coordinate airline arrangements for large groups. Include agency travel fees in Req-A estimates.
  - iii. Expect travel arrangements to have to be made with very short notice, which may make it difficult to get all teams on single flights and the ticket prices will be expensive.
  - iv. Use names as they appear on driver's licenses for rosters for reservations.
  - v. Ensure multiple P-cards are available to purchase for airline tickets and hotels, to overcome individual purchasing limit restrictions.
- f. Logistics Staffing Unit Leader shall brief personnel to be deployed, to include the following:
  - i. Duty location and specific mission information
  - ii. Designation of team leaders (if appropriate)
  - iii. Name and contact information for on-site point of contact to report to upon arrival in the requesting state
  - iv. Name and contact information for home state point of contact to contact in case of an emergency and to report safe arrival and return home
  - v. Type of working conditions to expect
  - vi. Equipment needs
  - vii. Procedures and documents required for reimbursement
  - viii. Other state specific information
- g. Teams Leaders will comply with responsibilities outlined in the most current version of the *Florida Department of Health Regional Public Health Response Teams, Team Leader Guide*
- h. Teams Leaders will report to Logistics Staffing Unit 24/7 contact upon their arrival
- i. Teams Leaders will contact Logistics Staffing Unit 24/7 contact immediately with any safety concerns.
- j. Team Leaders will report to Logistics Staffing Unit 24/7 contact with any resource requests for the team.
- k. Teams Leaders will track time and spending
- l. Planning Coordinator will contact requesting state at least once a day to determine status of deployed resources
- m. Team Leaders will report to Logistics Staffing Unit 24/7 contact upon return to Florida
- n. Each team member will report to Logistics Staffing Unit 24/7 contact upon return to home
- o. Upon mission completion team members will be debriefed and a hot wash should be conducted

#### IV. Reimbursement

- a. The assisting state must first reimburse each providing entity for personnel and equipment costs before being reimbursed by the requesting state.
- b. An R-2 reimbursement form (official EMAC form) should be completed and submitted to the State EMAC Coordinator
- c. The State EMAC coordinator will file the reimbursement with the requesting state's State EMAC Coordinator
- d. Standard purchasing regulations apply to all transactions.

## V. Communications

- a. The State Surgeon General will designate a DOH spokesperson for the EMAC mutual aid mission. The Director of the Office of Communications is the designated spokesperson if the State Surgeon General does not appoint one.
- b. The Emergency Coordinating Office will provide updates and briefing to the Division of Emergency Medical Operations Director and Executive Management Team and State Surgeon General.
- c. The Director of the Office of Communications will coordinate communicate with the State Emergency Response Team Communications, ESF14 on all matters related to the EMAC mutual aid request.
- d. The Director of the Office of Communications will coordinate the dissemination of departmental press releases related to the EMAC mutual aid request.
- e. The Director of the Office of Communications will assist County Health Department's with media relations related to the EMAC mutual aid request.
- f. The ESF8 Communications Liaison will develop internal and external Department of Health information tools as directed by the Emergency Coordinating Officer and the Director of the Office of Communications. These materials may include Executive Management Team briefing materials, DOH spokesperson speaking points, frequently asked questions and press releases.
- g. The Planning Coordinator will be the single point of contact with the requesting state once resources have been deployed and will contact the requesting state at least one a day to check the status of the deployed resources.
- h. The Logistics Staffing Unit Leader will serve as the single point of contact for the Regional Points of Contact and Team Leaders for mobilization and deployment of resources.
- i. The Communications Liaison will establish rumor control tracking and information dissemination strategies to eliminate negative consequences of the rumors.
- j. The Logistics Staffing Unit Leader will establish a 24/7 contact for team leaders and team members to be active until all team members have reported in as arriving at home safely.

## VI. Region IV ESF8 Unified Planning Coalition EMAC Mutual Aid Coordination<sup>2</sup>

- a. If Florida can not fill the EMAC mutual aid request or can only provide part of the request, the Planning Coordinator should notify the Region IV ESF8 Unified Planning Coalition Coordinator.
- b. Region IV ESF8 Unified Planning Coalition Coordinator will contact the Region IV states to determine if another Region IV state may be able to provide the requested resources.
- c. Region IV ESF8 Unified Planning Coalition Coordinator will assist requesting state and Region IV states as needed.

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<sup>2</sup> [Region IV ESF8 Unified Planning Coalition Standard Operation Procedures](#)