NATIONALLY AGREED STANDARD OPERATING PROCEDURE (NASOP)

Title: **Selecting an LCC location**

Version: **1.1**

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Approved by: **Animal Health Committee**

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NASOPs support national consistency and provide guidance to response personnel undertaking operational tasks.

1. Purpose

- To describe the requirements for selecting a suitable site to establish a Local Control Centre (LCC).

2. Application/scope

- The LCC is the main control & coordination centre for local field operations. Therefore it is important that as many involved agencies as possible are located within the LCC.
- The LCC should be located within reasonable travelling time (an hour) of the area of field operations. A Forward Control Post (FCP) can be used to reduce travelling time for field personnel.
- Consideration for location should be based on minimising the risk of the LCC being a source of infection. It should be located in a low risk area. In most situations it is preferable that it is outside the Restricted Area (RA), unless within a heavily populated area.
- Scale up time for initial deployment will be 6–12 hours.
- LCC locations should be identified during the Alert Stage of an Emergency Animal Disease (EAD) Response. In some cases a single LCC may cover several RAs, whilst in other cases a separate LCC will be needed for each RA.
- When an LCC is more than one hour of travelling time from any point of its area of operations, and/or has more than 100 personnel operating from it, consideration should be given to establishing another LCC or a FCP.
- The LCC should be located near/accessible to:
  - accommodation
  - transport systems/routes
  - services providers e.g. catering
  - good communication systems
  - adequate support systems for personnel.
- Options include:
  - factory/mini factory complex
  - disused car sales yard with sales rooms, workshop, store, parking, etc.
  - community hall – beware of the impact on local community events
  - another agency's emergency operations centre – be aware of impacts on local operations that may support LCC & normal activities
  - existing government buildings (state & federal) including Australian Defence Force.

3. Resources/equipment

- Local, state and national emergency response plans
- Refer also to AUSVETPLAN, Control Centre Management Manual.

4. Warnings

- The location of the LCC has the potential to affect the well-being of the following:
  - neighbours—protracted operations and late night operations are likely to disrupt the normal activities of any neighbours to the LCC
  - LCC personnel—adequate accommodation and facilities that allow these people to recover from their duties is essential.
- Local traffic—vehicle movement into and out of an LCC is likely to be heavy, especially at shift changeover, and has the potential to disrupt local traffic. This should be managed to reduce the risk of accidents and noise.
- Consider placing the LCC in an area where there is a low risk of disease transmission from the site to other areas.
- EAD responses usually result in protracted operations (months), and this must be considered when deciding on a location.
- Co-location with existing local activities should be avoided where possible because of the potential for conflict between normal local activities, and LCC activities. Normal activities will need to be sustained e.g. local emergency services, library, council, engineering works.
- The initial location must allow for expansion—think big within financial constraints. Allow for additional space to be added with existing structures or portable buildings. Moving during an operation should be avoided.

5. Description of activities

5.1 Location

- Using the criteria in 2 above, the LCC location could be located:
  - in an “industrial” part of town
  - in a larger town, as opposed to a small town to reduce the likelihood of community backlash in regard to the LCC personnel being seen as a disease risk
  - near enough to field operations to provide adequate control & coordination
  - within easy reach/access of support activities/functions—stores, transport, accommodation, communication, catering
  - in an area where there is a low likelihood of a negative impact on neighbours—noise, lights, traffic, dust
  - in an area that allows for protracted operations—day/night for months.
- Should only be co-located with existing/normal agencies if no alternative exists, and those agencies’ operations are not impeded

5.2 General considerations re: operating environment

- Noise—timber floors are very noisy to operate on.
- Physical security is essential—but must allow ready access of operational personnel.
- Outside background noise should be minimal.
- Ability to control access to information on whiteboards, etc.
- Temperature control is important for both personnel & equipment.

5.3 Size

- Capable of accommodating 100–150 personnel in the centre, with capacity to expand (e.g. portable buildings). Up to 800 field personnel may need to be operating from the site.
- Supporting activities (e.g. induction, catering, stores) can be located outside the main control area.

5.4 Internal layout

- The internal layout needs to support the following functions:
  - General:
    - Large open plan is desirable (flexibility & sharing of information)
    - Briefing/debriefing area for approx 100 (can be used for other functions)
    - Meeting rooms for 10–15 people.
    - Media area/room.
    - 1–3 offices—although can be done with none.
    - Separate reception and waiting area for arrival of visitors
    - Office for IT support.
  - Operations:
    - Large open plan area for 20–50 people (Infected Premises Operations, Restricted Area Movement and Security, Veterinary Investigations).
    - Must have capacity for a large number of whiteboards/noticeboards & map boards.
    - Offices (Managers, Mapping).
  - Planning:
    - Open plan for approx 20–30 people (can adjoin/be part of the same space as Field Operations).
    - Offices (Manager and Planners quiet space).
  - Controller/Operations Director – two offices.
  - Logistics:
    - Large open plan office area to support more than 30 administrative staff.
    - Secure area for handling cash, including access to safe or equivalent.
    - Reception including area that allows for restricted access of visitors.

- Office for files/registry – should be close to fax machines and other incoming sources of information.

NOTE: The whole operation can be housed in portable buildings if this meets the other objectives. Offices can be created by partitions dividing a single large space.

5.5 Supporting Activities

- Adequate toilets & showers, including disabled access.
- Secure stores capability & capacity equivalent to 3-6 shipping containers – may bring in a portable structure, e.g. portable building, shipping container.
- Parking – at least 150 cars staying throughout each shift, & 300 or more buses/cars coming & going during shifts, plus delivery & transport vehicles (trucks & buses).
- Dining facilities & cool/cold room capability & capacity – may use existing commercial outlet.
- Outside space for smokers.
- Vehicle (car size) washing – can be off site at contractors.
- Waste handling area.
- General waste.
- Kitchen waste (if applicable).
- Secure handling for office waste.
- Infectious waste (secure)*.
- Facilities for handling laboratory samples* – storage, packaging etc. e.g. portable building.
- Facilities for disinfection* of field equipment eg portable wash down building.
- Signage – Need for clear identification of LCC, areas within LCC and instructions such as decontamination areas, sample delivery, stores etc.

NOTE: * These facilities should be separate from other facilities, have the capability to be washed down, and allow for easy access by field teams without going through other facilities.

5.6 Utilities

- Electricity – back up is desirable rather than essential
- Communications:
  - Telephone and fax:
    - very high traffic (more than 1000 calls/day in initial stage)
    - need switchboard capability, with after hours switching capability
    - minimum of 25 lines in/out with at least three dedicated fax lines – approx 45 handsets initially
    - may need space for control system (PABX)
    - in remote areas provision should be made for satellite phones eg space to park truck
  - Computer/data communications:
    - Up to 45 personal computers on network (external & internal networks).
    - Space to locate server(s)
  - Radio communications – as available.

- Water – for field operations support, catering, decontamination.
- Sewerage:
  - Run off from sampling handling & disinfection area should be “treated” pre-release, or taken to an approved waste handling facility.
  - Ability to handle the expected load

6. References

- AUSVETPLAN Management Manual - Control Centres Management Part 1 - Management & Organisation of Control Centres, Chapter 3 Local Disease Control Centre.
- AUSVETPLAN manuals are available at http://www.animalhealthaustralia.com.au/programs/eadp/ausvetplan_home.cfm
- Procedure – Selecting an EOC location – Cooper, K, NSW DPI

7. Appendices

- Nil