

6.1 EOC Management Section Overview

The Emergency Operation Centre (EOC) Management Section is responsible for overall emergency direction and coordination. These are referred to as the Management Staff. There are seven functions:

- Emergency Operations Centre Director
- Emergency Operations Centre Deputy Director
- Emergency Operations Centre Coordinator
- Liaison Officer
- Risk Management Officer
- Safety Officer
- Information Officer

Additional staff positions may be required to assist the Emergency Operation Centre Management Section.

Responsibilities:

- Manages the Emergency Operation Centre (EOC) so that multi-agency support is provided to a site or multiple sites.
- Interfaces with other agencies requiring information.
- Coordinates with the next senior BC Emergency Response Management System (BCERMS) level.
- Controls and manages the flow of information into and out of the Emergency Operation Centre (EOC).
- Ensures that the concepts of risk management are applied throughout the organization.

6.1.1 Emergency Operation Centre Director

Read This Entire Position Checklist Before Taking Action
All Items In This Checklist Will Not Apply To Every Emergency
 All Forms listed below are found in Sec 10.3

Reports to: Elected Officials

Responsibilities:

- Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
- Ensure that Inter-Agency Coordination is accomplished effectively within the EOC.
- Liaise with elected officials.
- Exercise overall management responsibility for the coordination between emergency response and supporting agencies in the Emergency Operation Centre. In conjunction with Incident Commander(s), Emergency Operation Centre General Staff and Management Staff, set priorities for response efforts in the affected area.
- Provide support to local authorities and provincial agencies and ensure that all actions are accomplished within the priorities established.
- Control, in consultation with the Information Officer, appropriate emergency public information actions using the best methods of dissemination. Approve the issuance of press releases, and other public information materials as required.
- Liaise with Elected Officials/Policy Group.
- Authorize extraordinary and/or critical resource requests or settle resource request conflicts.
- Ensure risk management principles and procedures are applied for all Emergency Operation Centre activities.

Activation Phase:

- Respond immediately to EOC location and determine operational status.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Set up your workstation and review your position responsibilities
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Obtain PEP task number if required.

- Ensure EOC organization and staffing chart is posted and arriving team members are assigned appropriate roles.
- Establish initial priorities for the EOC based on current status and information from Incident Commander(s).
- Schedule the initial EOC Action Planning meeting and have Planning Chief prepare the agenda.
- In coordination with Management Staff, identify priorities and management function objectives for the initial EOC Action Planning Meeting.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Determine appropriate level of activation based on situation as known.
- Mobilize appropriate personnel for the initial activation of the EOC.
- Obtain briefing from whatever sources are available.
- Determine which Management Staff positions are required and ensure they are appointed.
 - Emergency Operations Centre Deputy Director
 - Liaison Officer / Emergency Program Coordinator
 - Risk Management / Safety /Security Officer
 - Information Officer, Information Office
- Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.
 - Operations Section Chief
 - Planning Section Chief, Planning
 - Logistics Section Chief
 - Finance / Administration Section Chief
- Confer with the General Staff to determine what representation is needed at the EOC from other emergency response agencies .
- Assign the EOC Coordinator or Liaison Officer to coordinate outside agency response to the EOC, and to assist as necessary.
- Schedule the initial action planning meeting.
- Obtain personal telecommunications equipment if required.

Operational Phase:

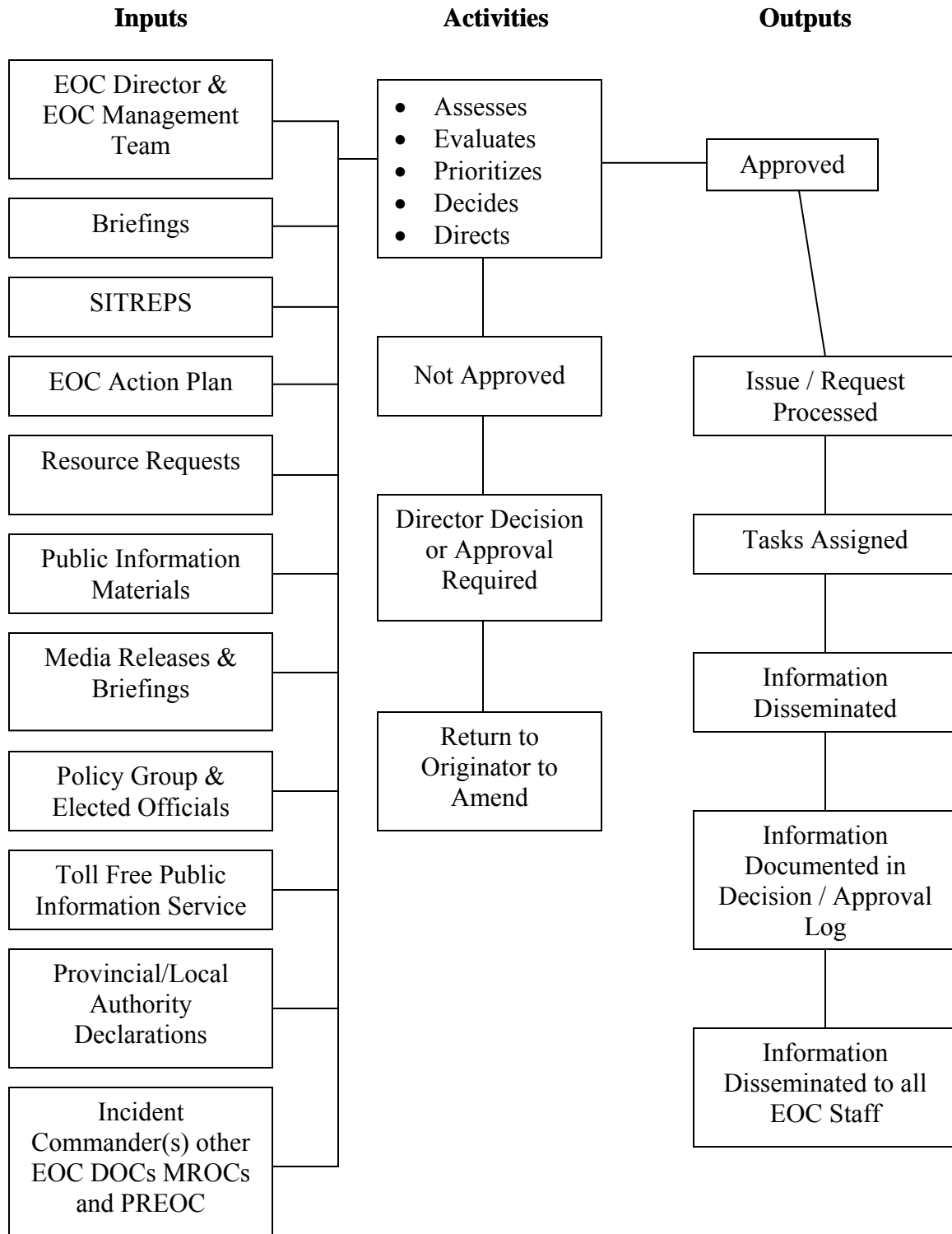
- Monitor general staff activities to ensure that all appropriate actions are being taken.
- In conjunction with the Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- Ensure that the Liaison officer/ EOC Coordinator is providing for and maintaining effective interagency coordination.
- Based on current status reports, establish initial objectives for the EOC.
- In coordination with Management Staff, prepare management function objectives for the initial action planning meeting.
- Ensure that appropriate action planning procedures are followed. (EOC 502)
- Ensure the Planning Section facilitates the meeting appropriately.
- Ensure that Operational Periods are established and that initial EOC response priorities and objectives are decided and communicated to all involved parties.

- Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation.
- Conduct periodic briefings with the General Staff to ensure objectives are current and appropriate. (EOC 401).
- Conduct periodic briefings for elected officials, policy group, or their representatives.
- Document all decisions/approvals on Position Log (EOC 414).
- Approve resource requests not included in Action Plan, as required.
- Formally issue State of Local Emergency, if declared, and coordinate local government proclamations with other emergency response agencies, as appropriate.
- Ensure Policy Group and/or elected officials are informed of State of Provincial Emergency if declared by the Attorney General, and coordinate local government proclamations (if any) with other emergency response agencies, as appropriate.
- Assign in writing, delegated powers allowed under declaration if any are given.
- Assign special projects to Deputy Director, as needed.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to your departure.
- Ensure that an EOC After Action Report is prepared in consultation with the Planning Section and EOC Management Team.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Authorize demobilization of sections, branches and units when they are no longer required.
- Ensure that any actions not yet completed will be handled after demobilization.
- Ensure that all required forms or reports are completed prior to demobilization.
- Be prepared to provide input to the after action report.
- Proclaim termination of the emergency response and proceed with recovery operations.
- Deactivate EOC when emergency event no longer requires the EOC activated. Ensure all other facilities are notified of deactivation.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

EOC Director



6.1.2 Emergency Operation Centre Deputy Director

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Reports to: EOC Director

Responsibilities:

- Assume the role of an EOC Director in his/her absence. See checklist Sec 5.2.1 for EOC Director responsibilities.
- Undertake special assignments at the request of the EOC Director.
- Ensure the efficient and effective flow of information within the EOC.
- Ensure resource requests are prioritized and tracked.
- Support EOC management by communicating policy direction and action priorities to all staff.
- Coordinate internal functions of EOC for effective operational capability.
- Monitor the health and welfare of EOC staff. Mediate and resolve any personnel conflicts.
- Facilitate shift change briefings and operational debriefings.

Activation Phase:

- Report to EOC.
- Set up your workstation and review your position responsibilities.
- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Respond as requested, to EOC location and assist EOC Director in determining operational status.
- Obtain briefing from whatever sources are available.
- Supervise the set-up of the EOC for the most effective and efficient operations.
- Ensure EOC Management staff's working area is set-up properly and that appropriate personnel, equipment and supplies are in place.

Operational Phase:

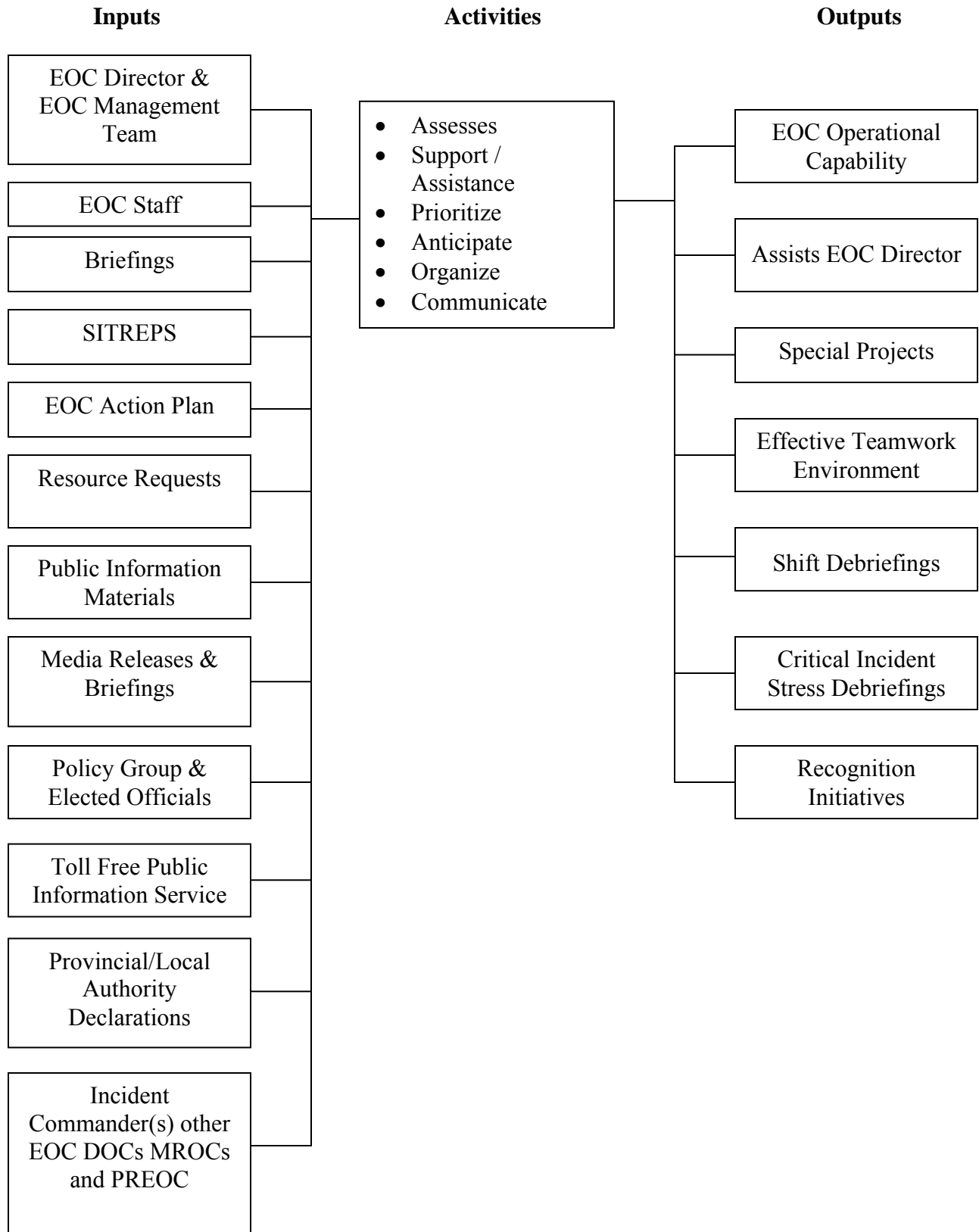
- Support management staff activities to ensure that all appropriate actions are being taken.
- Assist EOC Director in determining and communicating priorities, objectives and decisions to all EOC staff.
- Assist with preparations for EOC Action Planning meeting.

- Ensure EOC management team follows EOC Briefing Format (**EOC 401A**).
- Ensure EOC management staff has sufficient administrative support. Coordinate additional staffing needs with Logistics Personnel Unit Coordinator.
- Ensure all positions use a Position Log (**EOC 414**).
- Participate in EOC Action Planning and Management Team meetings.
- Report significant events and any issues of concern to EOC Director and advise of your activities on a regular basis.
- Undertake special projects and assignments as directed by the EOC Director.
- Check with the General Staff on the health and welfare of all EOC staff. Authorize and coordinate additional support needs as required.
- Mediate and resolve any personnel conflicts.
- Consult with EOC Director on appointing additional staff to ensure 24-hour shift scheduling for both Director and Deputy positions. Arrange for and facilitate operational debriefs and critical incident stress debriefs for EOC staff, as required.

Demobilization Phase:

- Assist EOC Director with demobilization procedures.
- Ensure that any operations not yet completed are handled and assigned after demobilization.
- Assist with the deactivation of the EOC at the designated time, as appropriate.
- Assist with the preparation of the EOC after Action Report.
- Organize and facilitate staff debriefings and critical incident stress debriefs.
- Organize and coordinate staff recognition initiatives (i.e. thank you letters) for time and expertise staff contributed towards EOC operations.
- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Notify PEP, and other appropriate organizations of the planned demobilization, as appropriate.
- Deactivate the EOC at the designated time, as appropriate.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

EOC Deputy Director



6.1.3 Liaison Officer (Emergency Operation Centre Coordinator)(Municipal Emergency Program Coordinator)

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All forms listed below are found in Sec 10.3

Reports to: EOC Director

Responsibilities:

- Facilitate the overall function of the EOC.
- Assist and serve as an advisor to the EOC Director and General Staff as needed, providing information and guidance related to the internal functions of the EOC.
- Assist the EOC Director in ensuring proper procedures are in place for directing agency representatives and conducting VIP / visitor tours of the EOC.
- Liaise with local authorities, other Emergency Operations Centres, Provincial and Federal organizations, communicating Emergency Operations Centre (EOC) guidelines, directives, Action Plans and situation information.
- Coordinate agency representatives for the EOC as required to ensure adequate EOC structure, and fill all necessary roles and responsibilities enabling the EOC to function effectively and efficiently.
- The Liaison Officer functions as a point of contact for, and interaction with, representatives from other agencies arriving at the EOC.
- Liaise with any agency/organization operational centres, PREOCs (Provincial Regional Emergency Operation Centres), MROCs (Ministry Regional Operation Centres) and organizations not represented in the EOC.

Activation Phase:

- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

- Report to EOC and obtain situation status and response priorities from EOC Director or Deputy.
- Ensure that the EOC is properly set up and ready for operations.
- Ensure that an EOC staff check-in procedure is established immediately (EOC 511 and/or 512).
- Assist the EOC Director in determining appropriate staffing for the EOC.
- Ensure that an EOC organization and staffing chart is posted and completed.
- Provide assistance and information regarding section staffing to all General Staff.
- Ensure that telephone and/or radio communications with Incident Command Post are established and functioning.
- Ensure registration procedures are established for outside agencies working within the EOC.
- Obtain personal telecommunications equipment.

Operational Phase:

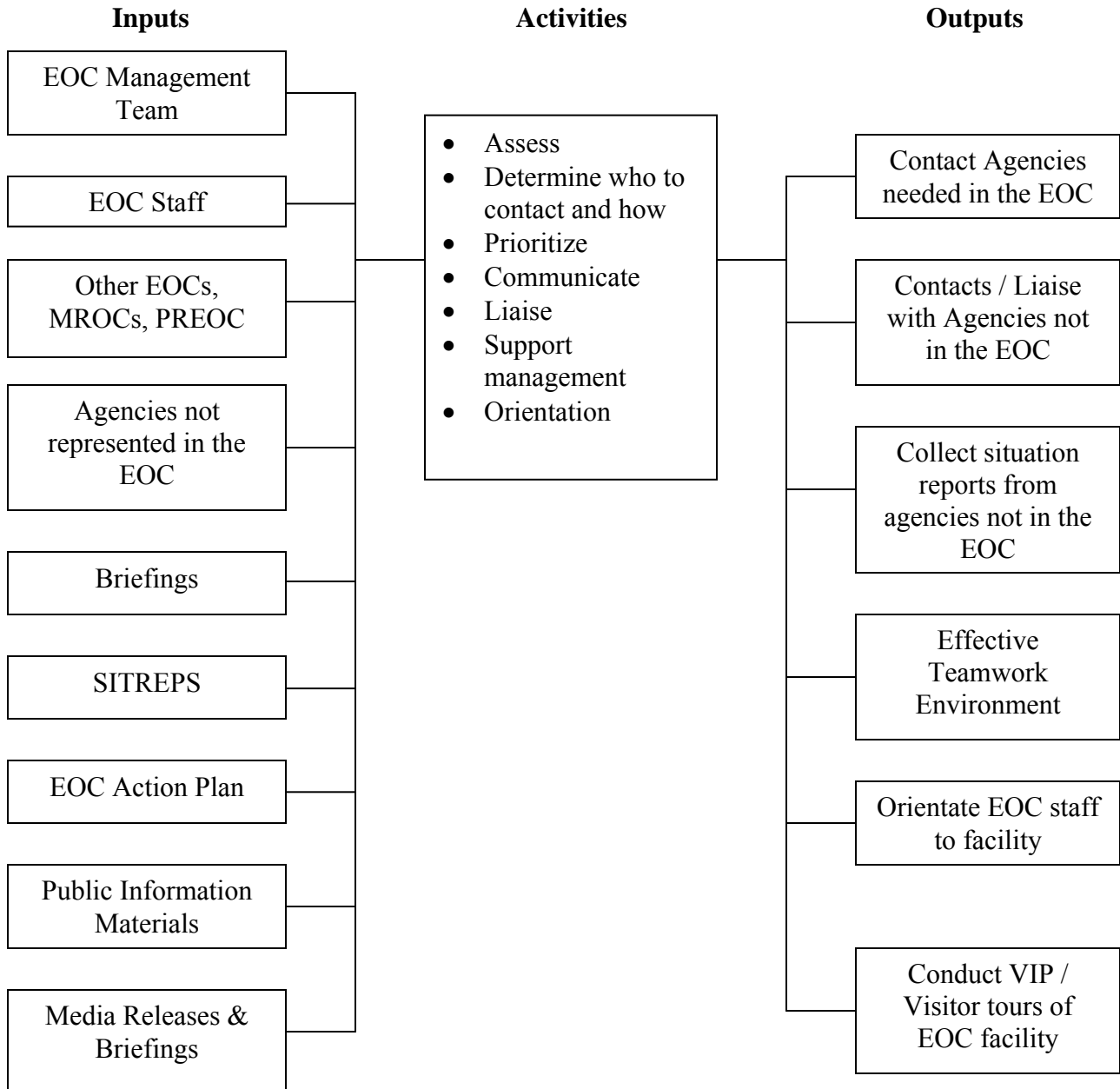
- Assist the EOC Director and the General Staff in developing overall objectives, as well as section objectives for the Action Plan.
- Advise the EOC Director and elected officials on procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
- Assist the Planning Section in the development, continuous updating, and execution of the EOC Action Plan.
- Provide overall procedural guidance to General Staff as required.
- Provide general advice and guidance to the EOC Director as required.
- Ensure that all notifications are made to PEP.
- Ensure that all communications with appropriate emergency response agencies are established and maintained.
- Assist EOC Director in preparing for and conducting briefings with Management Staff, elected officials, the media, and the general public.
- Assist the EOC Director and EOC Coordinator in establishing and maintaining an Interagency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.
- Assist with the coordination of all EOC visits.
- Provide assistance with shift change activity as required.
- Ensure that operational priorities and objectives identified in EOC Action Plans (EOC 502) are communicated to external non-represented agencies.
- Facilitate completion of situation reports with external non-represented agencies and forward to the Planning Section.
- Advise the EOC Director of critical information and requests contained within agency situation reports.
- Provide external and non-represented agencies information to the Planning Section to assist in the development, continuous updating and implementation of EOC Action Plans.
- Ensure that all notifications are made to agencies not represented in the EOC.
- Prepare external non-represented agency information for briefings with the EOC Management Team.

- Ensure that communications with appropriate external non-represented agencies (such as: Utilities, Transportation, Volunteer Organizations, Private Sector, etc.) is established and maintained (EOC 410).
- Forward approved EOC Situation Reports (EOC 501) to non-represented agencies as requested.
- In consultation with the Information Officer, conduct tours of EOC facility as requested.

Demobilization Phase:

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Notify PEP, and other appropriate organizations of the planned demobilization, as appropriate.
- Deactivate the EOC at the designated time, as appropriate.
- Return any communications equipment or other materials specifically issued for your use.
- Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Assist with the deactivation of the EOC at the designated time, as appropriate.
- Assist the EOC Director with recovery operations and preparation of the After Action Report.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

Liaison Officer (Emergency Coordinator)



6.1.4 Risk/Safety/Security Management Officer

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Reports to: EOC Director

Responsibilities:

Risk Management:

- Ensure that good risk management practices are applied throughout the response organization, and that every function contributes to the management of risk.
- Protect the interests of all EOC participants, agencies, and organizations by ensuring due diligence in information collection, decision-making, and implementation.
- Monitor situations for risk exposures and ascertains probabilities and potential consequences of future events.

Safety:

- Provide advice on safety issues.
- The Risk Management Officer has the authority to halt or modify any and all unsafe operations within or outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken.

NOTE: While the Risk Management Officer is responsible for safety, it is recommended that a safety specialist be appointed who is familiar with all aspects of safety and relevant legislation.

Security:

- Ensure that appropriate security measures have been established to allow for only authorized access to the EOC facility and documentation.

Activation Phase:

- Set up your workstation and review your position responsibilities.
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512).
- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.

- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Oversee that security check points have been established at all EOC entrances to allow only authorized personnel access to the EOC, including staff sign-in and identification procedures.
- Must ensure that a risk identification and analysis of the EOC site and operations is performed.
- Tour the entire facility area and determine the scope of ongoing and future operations.
- Monitor set-up procedures for the EOC ensuring that proper safety regulations are adhered to.

Operational Phase:

Risk Management:

- Assess damage and loss, working with Planning's Situation Unit and the Compensation and Claims function in Finance/Administration.
- Identify and document risk and liability issues; keep Planning Section Chief advised at all times.
- Gather and organize evidence that may assist all EOC agencies / organizations in legal defense that may be more difficult to obtain later.
- Conduct interviews and take statements to investigate major risk management issues.
- Advise EOC members on safety and risk management issues.
- Assist the EOC Director in reviewing press releases, public alerts and warnings and public information materials from a risk management perspective.
- Evaluate situations and advise the EOC Director of any conditions and actions that might result in liability - e.g. oversights, improper response actions, etc.
- Identify potential claimants and the scope of their needs and concerns.
- Advise members of response organizations regarding options for risk control.
- Advise on actions to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives.
- Ensure Documentation Unit is secure and operating effectively. Advise Documentation Unit on the types of information to collect, flow of information, and confidentiality concerns.
- Organize and prepare records for final audit.

Safety:

NOTE: While the Risk Management Officer is responsible for safety, it is recommended that a safety specialist be appointed who is familiar with all aspects of safety and relevant legislation.

- Work with the Logistics Section (EOC Support Branch Coordinator) to become familiar with any hazardous conditions in the facility, especially following a seismic event.
- Conduct regular inspections of the facility.
- Coordinate with Logistics Section (EOC Support Branch) to obtain assistance for any special safety requirements.
- Provide guidance to EOC staff regarding actions to protect themselves from the emergency event, such as smoke from a wildfire or aftershocks from an earthquake.
- Coordinate with the Finance/Administration Section in preparing any personal injury claims or records necessary for proper case evaluation and closure.
- Tour the entire EOC facility(ies) and evaluate conditions; advise the EOC Director of any conditions and actions that might result in harm, (unsafe layout or equipment set-up, etc.)
- Study the EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Be familiar with particularly hazardous conditions in the facility; take action when necessary.
- Prepare and present safety briefings for the EOC Director and General Staff at appropriate meetings.
- If the event that caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Ensure that the EOC facility is free from any environmental threats - e.g., air purity, water quality, etc.
- Keep the EOC Director advised of unsafe conditions; take action when necessary.
- Monitor EOC staff for stress and arrange for and coordinate Critical Incident Stress Debriefing (CISD) activities.

Security:

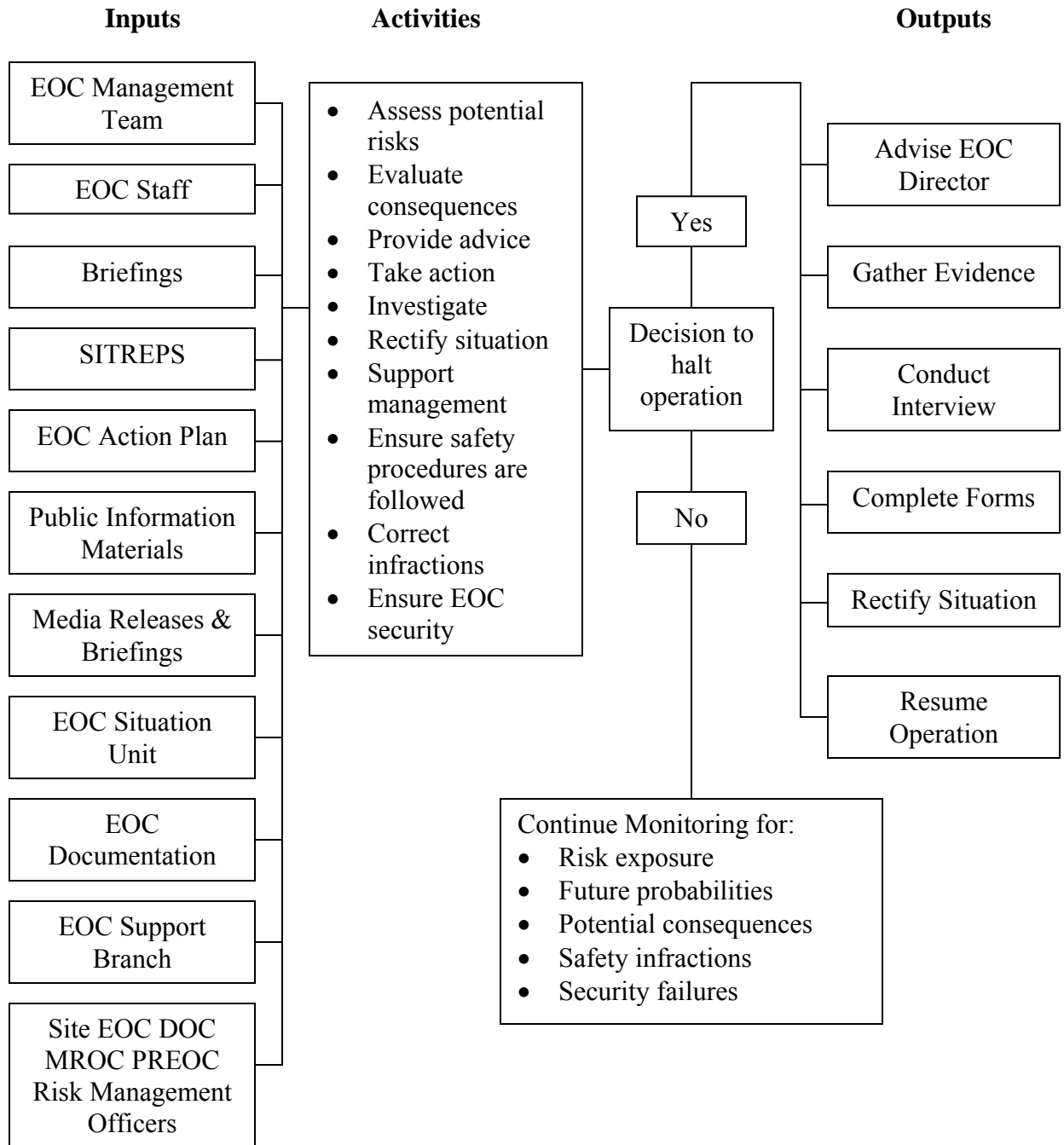
- Monitor security checkpoints and EOC facility access.
- Address any security issues with the EOC Director recommending improvements where necessary.

Demobilization Phase:

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Return any communications equipment or other materials specifically issued for your use.
- Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Assist with the deactivation of the EOC at the designated time, as appropriate.
- Assist the EOC Director with recovery operations and preparation of the After Action Report.
- Assist the EOC Director in de-activation activities including:

- Collection of all relevant papers and electronic records to the Documentation Unit.
- Collection of all material necessary for post-operation reporting procedures.
- Assist with the deactivation of the EOC at designated time, as appropriate.
- Assist EOC Director in preparing the After Action Report.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

Risk Management/Safety/Security Officer



6.1.5 Information Officer

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Reports to: EOC Director

General Duties:

- Oversees the activities of Information Team.
- It is primarily a strategic role, and is located at the Emergency Coordination Centre (EOC), but the Information Officer should be prepared to fill in as needed. It may be a very hands-on role, depending on the incident.
- The role of Information Officer should be assumed by the first Information Team member to arrive at the Emergency Coordination Centre (EOC), or someone designated by the EOC Director.
- As other Information Team personnel arrive, responsibilities can be turned over to the most appropriate/best trained staff.
- Before an incident: as a member of the EOC Management Group, ensure state of readiness for Information Team (staff are trained, equipment is ready)

Responsibilities:

- Serve as the coordination point for all public information, media relations and internal information sources for the EOC.
- Coordinate and supervise all staff assigned as Assistant Information Officers and their activities.
- Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
- Complete EOC Check-In List (EOC 511) and/or PEP Task Registration Form (EOC 512)
- Supervise the Public Information Unit.
- Maintain a positive relationship with media representatives.
- Develop the format for press conferences, in conjunction with the EOC Director.
- Coordinate media releases with Information Officers representing other affected emergency response agencies.

Public Information:

- Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
- Ensure that a Public Information Service (hot line or call centre) is established for the public to access helpful information and advice. Provide the call takers with timely and accurate messaging sheets so that they offer only confirmed and approved information.

Direct Call Centre Coordinator:**Media Relations:**

- Serve as the coordination point for all media releases for the EOC.
- Designate spokesperson(s) for the incident in consultation with the EOC Management Section
- Undertake initial media assessment and contact (i.e. determine who is still operational)
- Coordinate media releases with officials representing other affected emergency response agencies.
- Develop the format for press conferences and briefings in conjunction with the EOC Director.
- Oversee news conferences and Media Briefings.
- Maintain a positive relationship with the media representatives, monitoring all broadcasts and written articles for accuracy.

Internal Information:

- In consultation with EOC Director and Liaison Officer, coordinate VIP and visitor tours of the EOC facility.
- Implement Information Team's overall goal of gathering and disseminating public information
- Liaise with EOC Management, Operations, Planning, Logistics and Finance & Administration sections.
- Assess impact of incident and specific Information Team response needs.
- Obtain necessary staff complement and assigning staff/shift changes.
- Ensure communications component of the Incident Action Plan is complete.
- Develop helpful messaging sheets and/or FAQ sheets (frequently asked questions and answers) to ensure consistent and accurate information sharing amongst EOC staff.
- Arrange Information Team staff briefings / updates
- Maintain a web site established for EOC information, as appropriate.
- Liaise with the Information Officers at site(s) other EOC's, DOC's, MEOC's, MREOC's, PEOC's, PREOC and other external agencies.
- Provide communication advice to senior personnel / spokespersons (e.g. Mayor, Chair, Police etc.).
- After an Incident: ensure staff is de-briefed and documented of the incident is complete (e.g. copies of news releases, tapes of news conferences/interviews, clippings, etc.)

Activation Phase:

- Set up your workstation and review your position responsibilities
- Check in with the Personnel Unit (in Logistics) upon arrival at the EOC.
- Obtain an identification card or badge, if available.
- If you are a volunteer or from an outside (non-jurisdictional) agency, register with the PEP representative.
- Report to EOC Director, Section Coordinator, or other assigned supervisor.
- Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift.

- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.
- Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Determine staffing requirements and make required personnel assignments for the Information Unit, as necessary.
- Report to the Emergency Coordination Centre (EOC) upon notification of a disaster. Assess the communications status of the Emergency Coordination Centre (EOC) (phones, fax, cellular, web.) If phones are not working, use satellite telephone, cell phone, handheld radio or arrange to utilize an amateur radio operator located in Communications Room area of the Emergency Coordination Centre (EOC).
- Determine staffing requirements and make required personnel assignments for an Information Section. Confer with all Sections to determine if adequate Information Team staff has been called and that appropriate shifts have been established. If sufficient scheduling has not already been completed, initiate a fan-out alert for Information Team members. Prepare and maintain a written schedule of assigned shifts. Assign an Information Officer (IO) to the field, as necessary.
- Assess information skill areas required in the EOC such as: writing, issues management, media relations, event planning, etc.

Operational Phase:

- Obtain policy guidance from the EOC Director with regard to media releases.
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Coordinate with the Situation Status Unit and identify method for obtaining and verifying significant information as it is developed.
- Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials.
- Implement and maintain an overall information release program.
- Establish a Media Information Centre, as required, providing necessary space, materials, telephones, and electrical power.
- Maintain up-to-date status boards and other references at the media information centre. Provide adequate staff to answer questions from members of the media.
- Interact with other area EOCs as well as Provincial Regional Coordination Centre and obtain information relative to public information operations.
- In coordination with other EOC sections and, as approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public.
- At the request of the EOC Director, prepare media briefings elected officials and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.

- Ensure that a rumor control function is established to correct false or erroneous information.
- Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the disaster areas.
- Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.
- Prepare, update, and distribute to the public a Disaster Assistance Information Directory, which contains locations to obtain food, shelter, supplies, health services, etc.
- Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired, etc.).
- Monitor broadcast media, using information to develop follow-up news releases and rumor control. Liaise with Risk Management Unit.
- Ensure that file copies are maintained of all information released.
- Provide copies of all media releases to the EOC Director.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.
- Obtain a briefing from the EOC Management / Operations / Planning / Logistics / Finance & Admin Sections to develop a clear, verified understanding of the facts to date.
- Obtain policy guidance and approval from the EOC Director with regard to all information to be released to the media and public.
- Refer to the Emergency Information Plan and Public Information Officer operational guidelines, sample forms, templates and other information materials, as appropriate. (See EOC 420 to 425).
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Make radio or cellular phone contact with the Incident Command Post and any field Information Officer (IO). Get as much pertinent information as is available from the Incident Commander or the on-scene Information Officer (IO) (*if there is one.*) Determine if an emergency broadcast message is necessary.
- Confirm with EOC Management Section if there is a need for (and the exact contents of) an emergency broadcast message. (Select appropriate announcement from the samples located on the Information Team computers.) Use content collected from the Incident Command Post and others.
- Ensure field Information Officers (IO's) get copies of any emergency broadcast.
- Ensure electronic copy is on the Municipality's web site. File hard copy as well.
- Coordinate with the Planning Section (Situation Unit) and identify method for obtaining and verifying significant information as it develops.
- Establish distribution lists for recipients of all public information releases. Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials.
- Consider organizing a news conference as soon as possible (preferably a joint news conference with the various responding agencies).
- Implement and maintain an overall information release program.

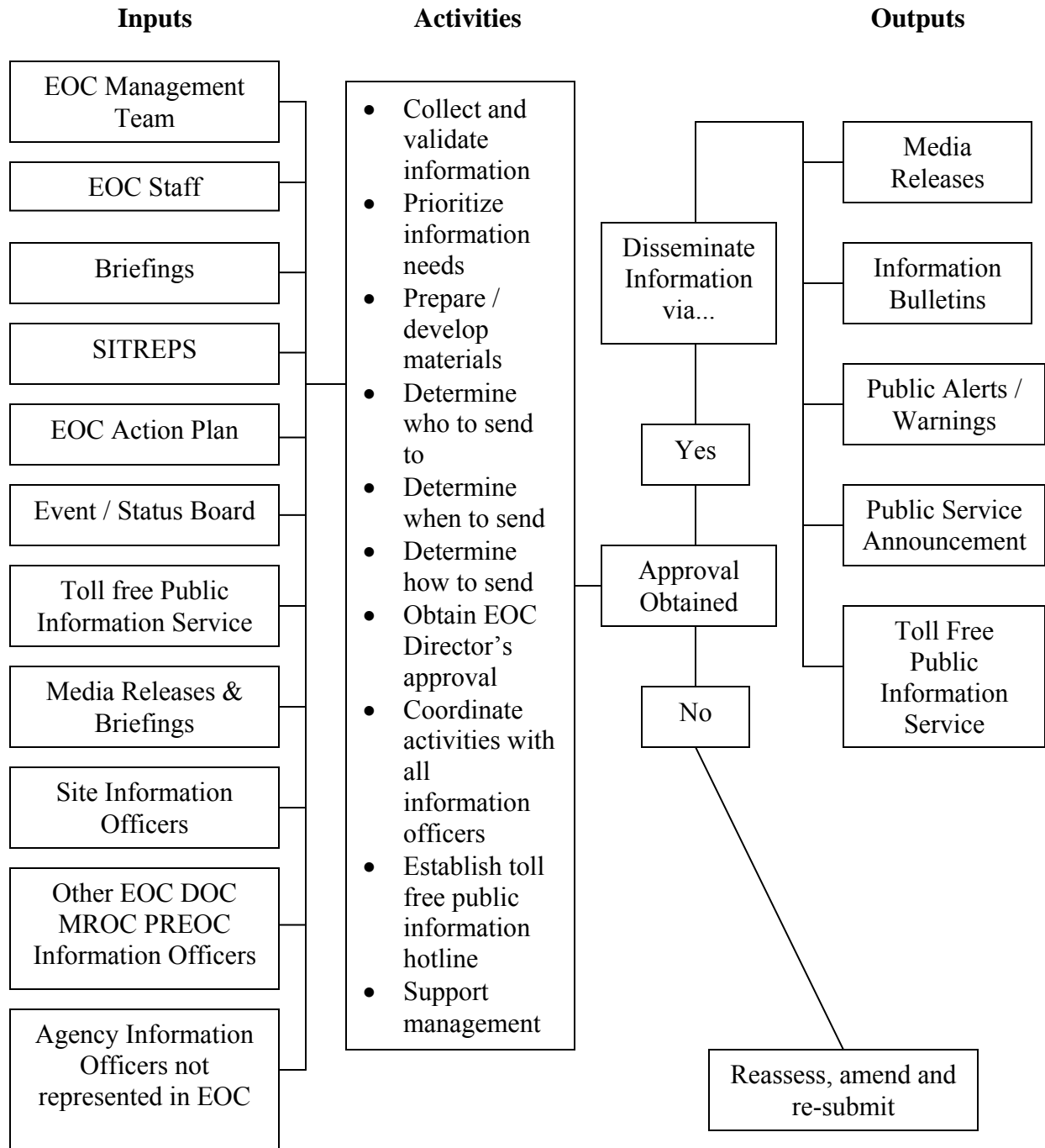
- Assess communications status of local media. Call around to find out which media are still operational.
- Establish a Media Information Centre, as required, providing necessary space, materials, telephones, and electrical power. Begin calling the list of Phone Centre volunteers.
- Maintain up-to-date status boards and other references at the media information centre. Provide adequate staff to answer questions from members of the media. Consider developing a fact sheet on the incident.
- Establish a toll free public information hotline and/or call centre to handle public inquiries and provide emergency support information. Consult with Logistics Information Technology Branch Coordinator for communication equipment needs and set-up.
- Establish Information Officer talk group through communications.
- Interact with other EOC's as well as the PREOC and obtain information relative to public information operations.
- In coordination with other EOC sections and as approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public. Liaise with Risk Management Officer to check for any potential liability or safety concerns.
- At the request of the EOC Director, prepare media briefings for elected officials and/or Policy Group members and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the disaster areas when safe.
- Arrange through logistics appropriate staffing and telephones to efficiently handle incoming media and public calls.
- In addition to identifying help sources contained within press releases, PSA's (Public Service Announcements) and bulletins, maintain a Disaster Assistance Information Directory, with numbers and locations to obtain food, shelter, supplies, health services, etc.
- Develop message statements for EOC Staff and the call takers of the toll free hotline.
- Ensure that announcements, emergency information and materials are translated and prepared based on community demographics (non-English speaking, hearing impaired etc.).
- Monitor all media, using information to develop follow-up news releases and rumor control, consult with Risk Management Officer on appropriate wording and actions to take on correcting false or erroneous information.
- Ensure that file copies are maintained of all information released
- Promptly provide copies of all media releases to the EOC Director.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.

Demobilization Phase:

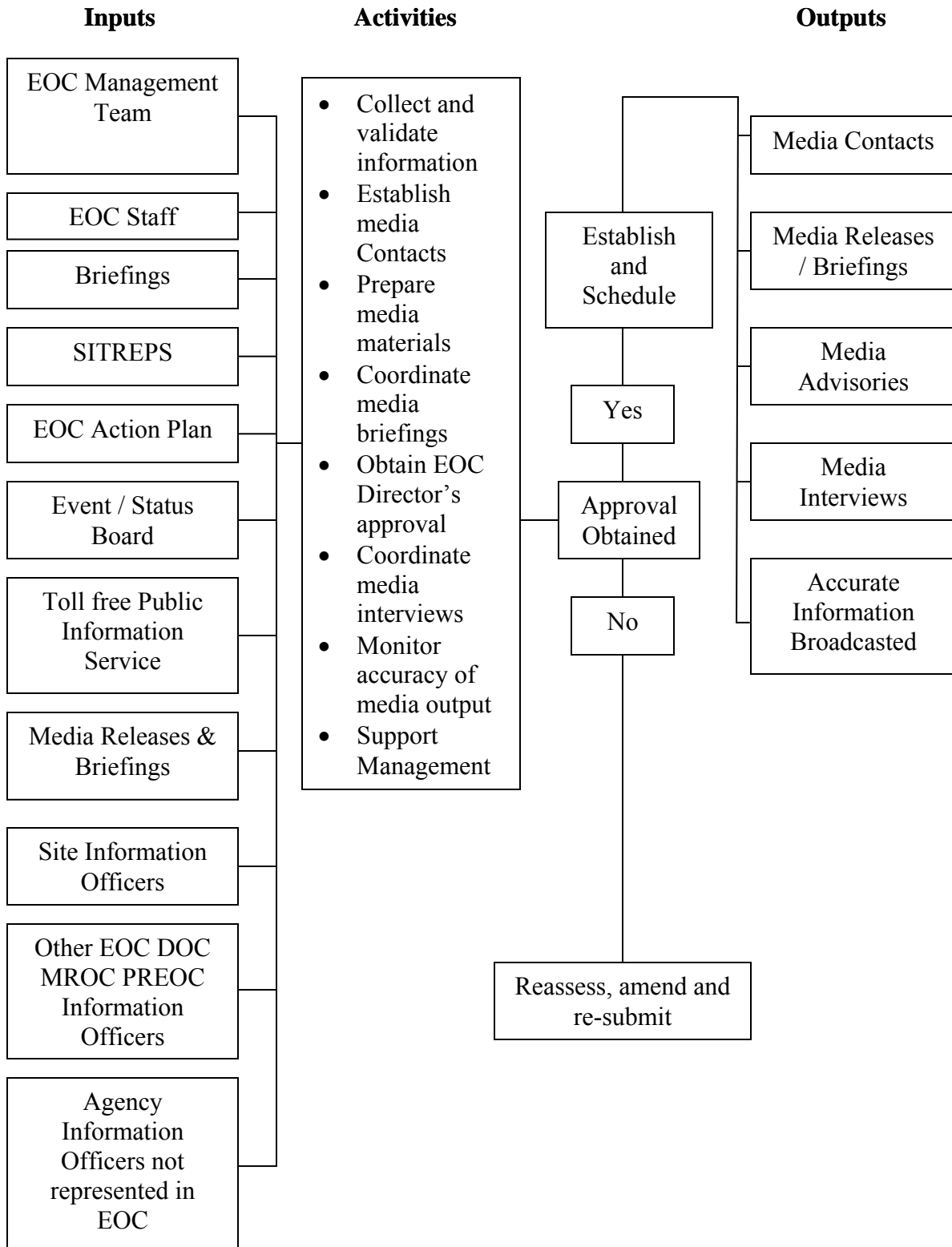
- Deactivate your assigned position and close out logs when authorized by the EOC Director.

- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Leave a forwarding phone number where you can be reached.
- Return any communications equipment or other materials specifically issued for your use.
- Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.
- Upon request, participate in formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.
- Arrange post-incident de-briefing for all Information Team staff.
- Assist EOC Director with demobilization procedures and contribute items of interest to the EOC After Action Report.
- Before leaving the Emergency Coordination Centre (EOC), see the Emergency Coordination Centre Director to determine your next shift. Always arrive 30 minutes prior to your shift to receive a full update of the situation.
- Clean up your work area before you leave.

Information Officer – Public Information Activities



Information Officer – Media Relations Activities I



Information Officer – Media Relations Activities II

