



Risk Management Officer	
Responsibilities:	<p>The Risk Management Officer assesses the high level risks of the response effort and takes steps to protect organizations from unexpected losses. The RMO monitors and assess hazardous or unsafe situations and ensures EOC safety.</p> <ol style="list-style-type: none"> 1. Manage Risks – Ensure that good risk management practices are applied throughout the response and recovery organization and that every function contributes to the management of risk. Monitor situations for risk exposures and ascertain probabilities and potential consequences of future events. 2. Ensure EOC Safety – Provide advice on safety issues. A Technical Specialist familiar with all aspects of safety and relevant legislation should be appointed to assist. 3. Ensure EOC Security – Ensure that appropriate security measures have been established to allow only authorized access to the EOC facility and documents.
Reports To:	EOC Director
Getting Started:	<input type="checkbox"/> Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Manage Risks <ul style="list-style-type: none"> <input type="checkbox"/> <u>Evaluate Damage and Potential Losses</u> – Collect damage and financial loss information, working with the Planning Section Chief. <input type="checkbox"/> <u>Evaluate Liability Exposure</u> – Evaluate situations and advise the EOC Director of any conditions and actions that might result in liability exposure for the municipality, such as improper response or evacuation procedures. <input type="checkbox"/> <u>Advise Response Organizations</u> – Advise members of response organizations regarding options for risk control, during operational meetings and upon request. <input type="checkbox"/> <u>Promote Loss Prevention</u> – Advise on actions to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives. <input type="checkbox"/> <u>Identify Claimants</u> – Identify potential claimants against the District and the scope of their needs and concerns. <input type="checkbox"/> <u>Collect Evidence</u> – Gather and organize evidence that may assist all EOC organizations in managing legal claims, including documentation that may be more difficult to obtain later. <input type="checkbox"/> <u>Interview Witnesses</u> – Conduct interviews and take statements that address major risk management issues. <input type="checkbox"/> <u>Assist Public Information</u> – Assist the EOC Director in reviewing press releases, public alerts and warnings, and public information materials. <input type="checkbox"/> <u>Organize Records</u> – Organize and prepare records for final audit.



Risk Management Officer

	<p>2. Ensure EOC Safety</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify EOC Hazards</u> – Review any hazardous conditions of the facility with the EOC Logistics Section Chief, especially following a seismic event. <input type="checkbox"/> <u>Assist in Acquiring Safety Equipment</u> – Assist EOC Logistics Section Chief in obtaining any special safety equipment or procedures for the EOC. <input type="checkbox"/> <u>Advise EOC Personnel</u> – 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. <input type="checkbox"/> <u>Support Personnel Injury Claim Investigation</u> – Work with the EOC Finance / Administration Section Chief on any EOC personnel injury claims or records. <input type="checkbox"/> <u>Advise on EOC Setup</u> – Monitor set-up procedures for the EOC, ensuring that personnel adhere to proper safety regulations. <p>3. Ensure EOC Security</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Monitor EOC Security</u> – Establish security checkpoints and EOC facility access, in cooperation with the EOC Logistics Section Chief, and arrange for staff sign-in and identification procedures. <input type="checkbox"/> <u>Improve Security, Where Needed</u> – Address any security issues with the EOC Director, recommending improvements where necessary. <input type="checkbox"/> <u>Secure Documentation</u> – Advise Planning Section on the types of information to collect, the organization of collected information, confidentiality, document security measures taken.
Before Leaving:	<ul style="list-style-type: none"> <input type="checkbox"/> Assist the EOC Director in de-activation activities including: <ul style="list-style-type: none"> • Collection of all relevant documents and electronic records • Collection of all material necessary for After Action Report • Security of EOC records <input type="checkbox"/> Follow the generic Demobilization Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> • Documenting Issues <p><u>Forms</u></p> <ul style="list-style-type: none"> • Position Log (Form EOC 414)



Documenting Issues

Risk Mgmt
Officer

Objective	To guide the collection of evidence and other information that can be used to support a defence against potential claims arising from the emergency.
Responsible Position	EOC Risk Management Officer, working with the Documentation Unit, if activated.
Roles and Responsibilities	<p>The Risk Management Officer provides risk management services to the municipality in the following areas, among other duties:</p> <ul style="list-style-type: none"> • Identify and document risk and liability issues, keeping the EOC Director informed. • Gather and organize evidence that may assist the EOC or other agent of the District in legal defence. • Identify potential claimants and the scope of their needs and concerns. • Monitor and report to the EOC Director observations on the public perception of specific issues.
Victim Information	<ul style="list-style-type: none"> • Interviews with potential claimants • Maps of damaged areas • Names and contact information for all potential claimants • Number of persons placed on evacuation alert – by date • Number of persons evacuated – by date • Number evacuees returned – by Date • Number and description of dwellings, farms, non-profit structures, businesses affected • Number of injuries and fatalities • Number of private properties affected • Photographs of property damage, dated • Sum of losses attributable to incident • Types of land jurisdictions affected
Incident Command Post (ICP) Information	<ul style="list-style-type: none"> • Action plans – by operational period • Cause of incident • Chronology • Contact information for Incident Commanders, Ops Chiefs, Crews • Emergency analyses • Hazard reduction operations – by date • ICP organization charts • Incident behaviour – by date • Incident briefing minutes • Incident objectives – by date • Information fact sheets • Interviews with Incident Commanders, Ops Chiefs, Crews • Logs and notebooks from Incident Commanders, Ops Chiefs, Crews • Maps showing progress of hazard • Photographs, including aerial • Resource requests • Resource tracking reports • Sit reps



Documenting Issues

Risk Mgmt
Officer

Emergency Operations Centre (EOC) Information	<ul style="list-style-type: none"> • 911 telephone records • Call center records • Contact information for EOC Director, Management Staff, Section Chiefs • Damage assessment, photos • EOC action plans – by operational period • EOC analyses of incident • EOC organization charts • Evacuation Alerts, Orders, All Clears • Expenditure Authorization Forms • Incident objectives – by date • Interviews with EOC Director, Management Staff, Section Chiefs • Logs and notebooks from EOC Director, Management Staff, Section Chiefs • Maps showing progress of hazard • Media articles • Media briefing minutes • Recovery Plan • Re-Entry Plan • Resource requests • Sit reps
Provincial Regional Emergency Operations Centre (PREOC) Information	<ul style="list-style-type: none"> • Evacuation Alerts, Orders, All Clears • Media articles collected • PEP incident reports • Sit reps • Summary of regional events during the emergency • Resource status reports
Information from Other Sources	<ul style="list-style-type: none"> • Interviews of observers • Records of support activities by agencies • Weather records – by date



Liaison Officer	
Responsibilities:	<p>The Liaison Officer is the EOC point of contact for assisting and cooperating agency representatives, and responds to requests or concerns from stakeholder groups.</p> <ol style="list-style-type: none"> 1. Assist Agency Representatives – The Liaison Officer functions as the point of contact for representatives from other agencies. 2. Keep External Agencies Informed – Liaise with organizations not represented in the EOC. All media contacts will be handled by the Information Officer. 3. Advise EOC Director on EOC Staffing – Advise EOC Director on adequate EOC structure and staffing. Ensure procedures are in place for directing agency representatives, communicating with elected officials. 4. Advise on EOC Action Plans – Assist and serve as an advisor to the EOC Director and Planning Section Chief, providing information and guidance related to the external functions of the EOC. 5. Lead VIP Tours – Conduct VIP/visitor tours of the EOC facility.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Follow the Generic "Getting Started" Checklist. <input type="checkbox"/> Ensure that an EOC check-in procedure is established immediately for use by all Agency Representatives (Form EOC 511).
Main Checklist:	<ol style="list-style-type: none"> 1. Assist Agency Representatives <ul style="list-style-type: none"> <input type="checkbox"/> <u>Greet Agency Representatives</u> – Identify yourself as the point of contact for representatives from other agencies arriving at the EOC. <input type="checkbox"/> <u>Advise on EOC Functions</u> – Working with the EOC Director, assist agency representatives in filling all necessary roles and responsibilities within the EOC. <input type="checkbox"/> <u>Assist with Access to EOC Equipment and Supplies</u> – Ensure that agency representatives have access to functioning telephone, radio communications, and other EOC equipment. 2. Keep External Agencies Informed <ul style="list-style-type: none"> <input type="checkbox"/> <u>Establish Communications</u> – Ensure that communications with appropriate external non-represented agencies (such as: Provincial Agencies, utility companies, volunteer organizations, private sector, etc.) are established and recorded (Form EOC 410). <input type="checkbox"/> <u>Work With External Agencies</u> – Liaise with local authorities, other EOCs, Provincial and Federal organizations, and other organizations not represented in the EOC. Communicate the EOC Action Plans and Situation Information, and request situation reports from external non-represented agencies and forward to the Planning Section Chief. <input type="checkbox"/> <u>Advise the EOC Director</u> – Let the EOC Director know of any critical information and requests from external agencies.



Liaison Officer

	<p>3. Advise EOC Director on EOC Staffing</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Advise on EOC Organization</u> – Work with the EOC Director to ensure the EOC organizational structure meets the situation requirements. <input type="checkbox"/> <u>Advise on EOC Staff</u> – Assist the EOC Director in determining appropriate staffing for the EOC. Help identify potential EOC staff members. Provide assistance with shift change activity as required. <input type="checkbox"/> <u>Orient New EOC Staff Members</u> – Upon request, advise all new EOC members on their roles and responsibilities. Provide an overview of BCERMS and the EOC operations to all untrained personnel. <p>4. Advise on EOC Action Plans</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Assist with Action Plans</u> – Provide information on external and non-represented agencies to the Planning Section to assist in developing, continuous updating, and implementing Action Plans. <input type="checkbox"/> <u>Advise on External Agencies</u> – Assist and serve as an advisor to the EOC Director and Planning Section Chief, providing information and guidance related to the external functions of the EOC. <input type="checkbox"/> <u>Help Set Priorities</u> – With your knowledge of the EOC and external agencies, assist the EOC Director and EOC Group in developing overall EOC priorities. Advise on the capabilities and willingness of external agencies to undertake cooperative actions. <p>5. Lead VIP Tours</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Lead VIP Tours</u> – Conduct VIP and visitor tours of the affected areas in the community and the EOC, and explain the functions within. <input type="checkbox"/> <u>Participate in Media Tours</u> – Working with the EOC Information Officer, conduct media tours of EOC facility as requested.
Before Leaving:	<ul style="list-style-type: none"> <input type="checkbox"/> Notify external non-represented agencies in the EOC of the planned demobilization, as appropriate. <input type="checkbox"/> Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> • See EOC Contacts in Annex E <p><u>Forms</u></p> <ul style="list-style-type: none"> • Contact Log (Form EOC 410) • Position Log (Form EOC 414) • EOC Check-in / Check-out List (Form EOC 511)



Information Officer	
Responsibilities:	<p>Provides overall coordination of information for all public information, media relations and internal information sources for the EOC, in support of the site Incident Commander and site Information Officer. Coordinates and supervises all staff assigned as Assistant Information Officers and their activities.</p> <ol style="list-style-type: none"> 1. Gather Information – Collect and verify relevant information on the emergency from a range of sources, both internal and external to the EOC. Coordinate all information collection with the EOC Planning Section Chief and EOC Risk Management Officer. 2. Keep the Public Informed – Implement and maintain an overall public information release program, providing hazard, safety, and general impact information. 3. Facilitate News Media Relations – Accommodate the news media requirements for accurate information and access to damaged areas, within the bounds of EOC policies. 4. Provide Internal Information – Keep members of the EOC, all Incident Command Posts, and other agencies informed on the status of the emergency and the EOC objectives. 5. Manage the EOC Information Function – Create and maintain an organization to serve the information interests of the public.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Follow the Generic "Getting Started" Checklist. <input type="checkbox"/> Determine staffing requirements and make required personnel assignments for the Information Section. <input type="checkbox"/> Assess information skill areas required in the EOC such as message writing, issues management, media briefings, and event planning. <input type="checkbox"/> Inform every EOC member that all media contacts should be referred to the Information Officer, and provide your contact information.
Main Checklist:	<ol style="list-style-type: none"> 1. Gather Information <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify Information Needs</u> – Anticipate the type of information to collect and disseminate, appropriate to the threat at hand and considering: <ol style="list-style-type: none"> a. Status of threat b. Community elements affected c. Resources available and assigned d. Prognosis for short-term and long term e. Public advisories



Information Officer

- Identify Information Sources** – Identify a range of information sources, both internal and external to the EOC. Coordinate with the Planning Section and identify methods for obtaining and verifying significant information as it develops.
- Collect Information** – Collect and verify relevant information on the emergency. Maintain a Disaster Assistance Information Directory, with numbers and locations to obtain food, shelter, supplies, health services, etc.
- Collaborate with Others** – Coordinate all information collection with the EOC Planning Section Chief and EOC Risk Management Officer. Work with Information Officers at Incident Command Post(s), at other EOCs in the region, and the PREOC to ensure consistent information.

2. Keep the Public Informed

- Prepare Messages** – Develop messages to ensure the public receives complete, accurate, and consistent information. Check with the EOC Risk Management Officer for any potential liability or safety concerns. Ensure that announcements, emergency information and materials are prepared for special populations (non-English speaking, hearing impaired, etc.), if required. All information releases must be approved by the EOC Director and copies must be retained.
- Establish Call Centre** – Develop a public information telephone service or call centre to provide information and advice concerning the emergency in the community. Work with the EOC Logistics Section Chief, who will arrange for telephone equipment and services. Ensure that call takers are mobilized to accommodate the needs. Provide call takers with timely and accurate message sheets so they offer only confirmed and approved information.
- Set up Community Information Boards** – Maintain up-to-date status boards and other references at one or more public information centres, including Reception Centres.
- Make Radio and TV Announcements** – As approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public through the electronic news media.
- Establish a Website** – Establish an Emergency Information Website to facilitate public information. Consult with Logistics Section and the District for protocols.
- Coordinate Public Information** – Establish distribution lists for recipients of public information releases. Include Site Information Officers, PREOC Information Section, other EOC Information Officers, elected officials, Emergency Social Service Groups, and the Call Centre.



Information Officer

3. Facilitate News Media Relations

- Develop Media Briefings – 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. Promptly provide copies of all media releases to the EOC Director.
- Receive Media Calls – Arrange through logistics appropriate staffing and telephones to efficiently handle incoming media calls.
- Facilitate Site Visits – Ensure that adequate staff members are available at incident sites to coordinate and conduct media tours of the disaster areas when safe.
- Establish Media Centre – Establish a Media Information Centre near the EOC, as required, providing necessary space, materials, telephones and electrical power. Develop the format for press briefings working with the EOC Director. Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials.
- Monitor the News – Monitor news media broadcasts and written articles for accuracy. Develop follow-up news releases for rumour control; consult with the Risk Management Officer on appropriate wording and actions to take in correcting erroneous information. Keep the EOC Director advised of all major critical or unfavourable media comments.
- Coordinate With Others – Coordinate media releases with officials representing other affected emergency response agencies, such as the Ministry of Forests. Arrange for appropriate EOC or agency staff to answer technical questions from members of the media.

4. Provide Internal Information

- Keep Responders Informed – Develop information sheets to keep members of the EOC, all Incident Command Posts, and other agencies informed on the status of the emergency and the EOC objectives.
- Facilitate EOC Tours – In consultation with EOC Director and Liaison Officer, coordinate VIP and visitor tours of the EOC facility.
- Coordinate with Others – Liaise with the Information Officers at site(s), other EOCs and the PREOC and other external agencies. Work with the Liaison Officer to keep external agencies informed on the EOC status and operations.



Information Officer	
	<p>5. Manage the EOC Information Function</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Select Information Personnel</u> – Appoint available Information staff members to appropriate functions and identify replacements for extended operations. Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known. <input type="checkbox"/> <u>Monitor Effectiveness</u> – Supervise all staff assigned as Assistant Information Officers and their activities. Monitor the activities of the Information staff to ensure appropriate actions. <input type="checkbox"/> <u>Assume Control of the Information Function</u> – Direct the overall collection and dissemination of information, working with other relevant agencies and jurisdictions as required.
Before Leaving:	<ul style="list-style-type: none"> <input type="checkbox"/> Prepare final news releases and advise media representatives of points-of-contact for follow-up stories. <input type="checkbox"/> Assist EOC Director with demobilization procedures and contribute to the recovery planning effort. <input type="checkbox"/> Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> • Call Centre Guide • Informing the Public <p><u>Forms</u></p> <ul style="list-style-type: none"> • Evacuation Message (EOC Form 420) • Evacuation Instructions (EOC Form 421) • Spokesperson Media Statement (EOC Form 422) • Media Tracking Report (EOC Form 423) • Media Conference Attendance Record (EOC Form 424) • Position Log (EOC Form 414)



Call Centre Guide

Information
Officer

Introduction	<p>Keeping the public informed is one of the most important functions of the Emergency Operations Centre. If needed, the EOC will establish a telephone call-in system that enables members of the general public to access confirmed information.</p>
Objective	<p>To establish telephone contact between the EOC and the public, including those directly affected by the emergency.</p> <p>The Call Centre may serve these objectives:</p> <ul style="list-style-type: none">• To provide up-to-date information on the emergency event and response activities.• To verify evacuation information, as and if required.• To advise callers on any assistance needed by and coordinated through the EOC, such as volunteers and special equipment.• To guide callers to useful sources of information, such as Reception Centres to reunite family members and friends.
Responsible Position	EOC Information Officer
Staff	<p>The Call Centre may be staffed with any available personnel who are capable of performing the necessary function. Ideally, local residents will fill the role of Call Centre staff because of their knowledge of the community streets and place names.</p> <p>Call Centre staff may be supervised directly by the Information Officer or by a designated Supervisor. The Supervisor will monitor all Call Centre staff for stress and arrange for rotation of personnel on a regular schedule.</p>
Information	<p>The Call Centre supervisor will ensure all staff members have ready access to essential information required to address questions from members of the general public.</p> <p>The EOC Information Officer will verify that information provided through the Call Centre is accurate and up-to-date, and corresponds with information provided through other methods, as approved by the EOC Director.</p>



Call Centre Guide

Information Officer

<p>Facility</p>	<p>If required, the preferred location of the Call Centre is: Sidney Town Hall Contact: _____</p> <p>Alternate locations for the Call Centre include: Location: _____ Contact: _____</p> <p>The Information Officer will ensure the Call Centre telephone number is widely distributed via a range of methods, including the news media.</p>						
<p>Equipment</p>	<p>Call Centre operations depend on access to the following equipment, to be arranged by the Information Officer with the assistance of the EOC Logistics Section, if required:</p> <ul style="list-style-type: none"> • Maps • White Boards, pens • Flip Charts, pens • Telephones • Desks • Chairs • Paper, pens 						
<p>Call Tracking</p>	<p>Call Centre staff are expected to track all incoming and outgoing calls, briefly noting:</p> <ul style="list-style-type: none"> • Time and date of the call (using 24-hour clock) • Name of caller • Summary of inquiry or message <p>Call Centre staff will immediately advise the EOC Information Officer of any urgent messages or issues.</p>						
<p>Hours of Operation</p>	<p>The hours of operation for the Call Centre may range, depending on call levels and events. The Information Officer will establish the hours of operation, regardless of EOC activation level. Some options include:</p> <table border="0" style="margin-left: 40px;"> <tr> <td>Workday Hours</td> <td>08:30 to 17:00, Monday thru Friday</td> </tr> <tr> <td>Extended Hours</td> <td>06:00 to 23:00, Seven days a week</td> </tr> <tr> <td>24/7 Hours</td> <td>00:00 to 24:00, Seven days a week</td> </tr> </table>	Workday Hours	08:30 to 17:00, Monday thru Friday	Extended Hours	06:00 to 23:00, Seven days a week	24/7 Hours	00:00 to 24:00, Seven days a week
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Call Centre Guide

Information
Officer

Costs	<p>The Information Officer is responsible for tracking all Call Centre costs and forwarding them to the EOC Finance / Admin Section Chief.</p> <p>Costs may include:</p> <ul style="list-style-type: none">• Facility rental, including rental of any furnishings• Telephone installation and service charges, including long-distance charges• Staff time for paid personnel• Materials and supplies purchased for the Call Centre• Food and refreshments for Call Centre staff (if separate from EOC)• Janitorial services• Security services
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Informing the Public

Information
Officer

Objective	The EOC plays a critical role in keeping the public informed during an emergency. One important aspect involves a partnership with members of the news media. Local, regional, and national reporters and photographers often work with communities in getting information into the hands of the public in a timely manner.
Responsible Position	EOC Information Officer, working with EOC Information Staff. In collaboration with Information Officers from other agencies, such as: <ul style="list-style-type: none"> • BC Office of the Fire Commissioner • Canadian Coast Guard • Vancouver Island Health Authority • Ministry of Forests and Range • Ministry of Transportation • Ministry of Environment • Utilities, such as BC Hydro
Content	<p>Threat – When threat began, when impact hit, maps of hazard area. <u>Source</u>: Scientific Authority (e.g., Ministry of Forests and Range)</p> <p>Damage – Map of affected area, number of injuries, number of homes and businesses affected. <u>Source</u>: Planning Section Chief</p> <p>Response – Steps that have been taken, current objectives, actions planned for the future. <u>Source</u>: Planning Section Chief</p> <p>What to Do – How the public can protect themselves. <u>Source</u>: Operations Section Chief, Scientific Authority</p> <p>How You Can Help – How citizens can volunteer, donate goods or funds. <u>Source</u>: Logistics Section Chief, Planning Section Chief</p> <p>Future – When it will end. When evacuees will be able to return. Plans for recovery. <u>Source</u>: Operations Section Chief, Scientific Authority</p> <p>Additional Info – How to access information. <u>Source</u>: Information Officer</p>
Information Centre	<p>An Information Centre serves as a walk-in facility for members of the general public seeking information related to the emergency. It is not intended to meet the needs of the news media.</p> <p>Information Centres will identified at the time of need. The Information Officer and staff will set up and staff the Information Centre.</p>
Media Centre	To support media requests for timely information, the EOC may establish a Media Centre to accommodate media briefings. The EOC Director and Information Officer will determine the best location for a Media Centre.



Informing the Public

Information
Officer

Call Centre	<p>Managed by: Information Officer</p> <p>Location: Town Hall</p> <p>Facilities: Telephones, fax machines, maps, white boards</p> <p>Staff: Call Centre staff list</p> <p>Approvals: All messages must be approved by EOC Director</p> <p>Activation: Upon request of EOC Director</p> <p>Operation Hours: 08:00 to 20:00 hrs, or as directed</p> <p>Stress Monitoring: Information Officer will monitor Call Centre staff</p> <p>Info Updates: Call Centre white boards, handouts</p> <p>Languages: Refer all non-English calls to PREEOC</p>
Notice Boards	<p>Managed by: Information Officer</p> <p>Locations: Community Centres in affected neighbourhoods, fire halls in affected neighbourhoods, Reception Centres</p> <p>Approvals: All messages must be approved by EOC Director</p> <p>Activation: Upon request of EOC Director</p> <p>Update Frequency: Every 24 hrs, or as directed</p> <p>Info Date: Place time and date on all posted messages and maps.</p> <p>Content: Maps, printed messages using 18 pt typeface on white paper. Shield from rain and wind. Identify source as Emergency Program.</p> <p>Languages: English only</p>
Public Meetings	<p>Managed by: Information Officer</p> <p>Location: ?</p> <p>Facilities: Building, tables, chairs, microphones for speakers and for public, map boards, projector and screen</p> <p>Potential Speakers: Incident Commander, EOC Director, Elected Official, Scientific Authority. Moderated by Information Officer</p> <p>Approvals: Agenda and all speakers must be approved by EOC Director</p> <p>Notices / Invitations: As soon as possible through available public information means, including: Telephone Tree, Radio, TV, Newspapers, all Reception Centres</p> <p>Frequency: First meeting as soon as possible' subsequent meetings at discretion of EOC Director</p> <p>Sample Agenda: 1. Introductions and Agenda (Information Officer)</p>



Informing the Public

Information Officer

	<ul style="list-style-type: none"> 2. Opening Remarks (Elected Official) 3. Threat (Scientific Authority) 4. Damage (Incident Commander) 5. Response (Incident Commander) 6. What to Do (EOC Director) 7. How You Can Help (EOC Director) 8. Future (Incident Commander) 9. Additional Information (Information Officer) 10. Questions and Answers <p>News Media Access: Reporters and other members of the news media will be asked to remain outside public meeting facilities, but are free to seek interviews before or after the session. Participants should be informed of this policy during the meeting.</p>
Web Site	<p>Managed by: Information Officer</p> <p>Server Location: ?</p> <p>Approvals: All messages must be approved by EOC Director.</p> <p>Web Activation: Upon request of EOC Director</p> <p>Update Frequency: Every 24 hrs, or as directed</p> <p>Info Date: Place time and date on all posted messages and maps.</p> <p>General Content: <ul style="list-style-type: none"> 1. EOC location and structure 2. EOC Operations Plan 3. For Information in Language Other than English 4. Glossary of Emergency Management Terms 5. Incident Photos 6. Media Releases 7. Public Information, Media Access 8. Unified Command </p> <p>Loss Prevention Content: <ul style="list-style-type: none"> 2. Protecting your Home, Business, or Farm 3. Fire Retardant Vegetation, Roofing Material, Decks and Porches 4. Woodpiles and Other Combustible Materials 5. Flood Proofing Your Home 6. Earthquake 7. Insurance 8. Evacuation Plans 9. Fire Defensible Space </p> <p>Evacuation <ul style="list-style-type: none"> 1. Evacuation / Alert Definitions </p>



Informing the Public

Information Officer

	<p>Content:</p> <ol style="list-style-type: none"> 2. Current Evacuation Status 3. Enforcing Evacuation Orders 4. Exemptions from Evacuation Orders 5. Emergency Social Services 6. Health Issues 7. Pets and Livestock Evacuation 8. Road Closures 9. Security of Evacuated Areas 10. Return Policies <p>Recovery Content:</p> <ol style="list-style-type: none"> 1. Access to Damaged Properties 2. Building Plan Approval Process 3. Community Information Meetings 4. Debris Disposal 5. Demolition and Site Clearance 6. Disaster Financial Assistance 7. Document Replacement 8. Donations 9. Erosion of Damaged Areas 10. Fence Repairs 11. Fundraising 12. Garbage and Recycling Bins 13. Garden Care Following Disaster 14. Gas Services 15. Information for Businesses 16. Information for Farms 17. Information for Residents 18. Insurance 19. Livestock 20. Local Tourism 21. Mail Delivery 22. Parks and Wildlife 23. Personal Safety Tips 24. Pets 25. Property Taxes 26. Renters 27. Stress Counselling 28. Support and Aid Agencies 29. Water Quality <p>Links:</p> <ul style="list-style-type: none"> • BC Ambulance Service (BCAS)
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Informing the Public

Information Officer

	<ul style="list-style-type: none"> • Ministry of Agriculture and Lands (MAL) • Ministry of Environment (MoEnv) • Ministry of Forests and Range (MOFR) • Ministry of Health (MOH) • Ministry of Transportation (MOT) • Police • Provincial Emergency Program (PEP) • Public Safety and Emergency Preparedness Canada (PSEPC) • Vancouver Island Health Authority
<p>Safety for News Media Personnel</p>	<p>In performing their duties, media representatives may be exposed to the various risks and unfamiliar hazards.</p> <p>As with all aspects of emergency management, safety comes first for media representatives. Under the Workers Compensation Act, the Incident Commander is responsible for the safety of all individuals near an incident site. This includes workers of other employers who are visiting the site for their own business, such as news media.</p> <p>Media representatives are expected to do the following:</p> <ul style="list-style-type: none"> • Notify the Information Officer at the site or at the EOC of any intention to attend the site of an emergency. • Wear appropriate personal protective equipment. • Remain with an EOC representative and follow safety instructions. • Do not cause aircraft to fly within 5 NM at less than 3,000 ft. Check NOTAM. <p>The Incident Commander has the authority to restrict or limit access to a site, and to correct any unsafe acts. The Incident Commander is expected to:</p> <ul style="list-style-type: none"> • Pay special attention to ensuring that access/egress to the site is safe (traffic control, removal of hazards, evacuation routes). • Provide safety information relevant to the site. • Communicate and review any site hazards with all media persons. • Report to the Incident Commander any unsafe acts. For serious repeat violations, request that the Incident Commander direct the violator to leave the site. • Document all discussions with media representatives.