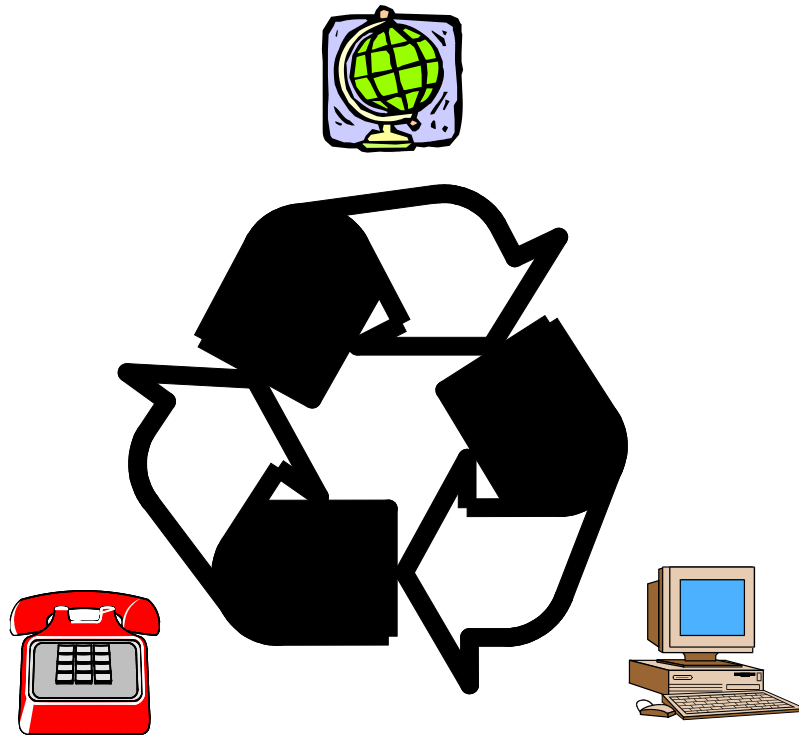# Weber   County

**JOINT   INFORMATION   CENTER (JIC) /
JOINT   INFORMATION   SYSTEM (JIS) PLAN**

Weber County JIC/JIS Plan

It is the goal of the Weber County Joint Information Center, to provide timely and accurate information to the citizens of Weber County. This will be accomplished by effectively monitoring various avenues of information, and then analyzing and disseminating appropriate information to citizens and the media as quickly as possible with the utmost accuracy. This plan outlines the organizational structure and tasks necessary to accomplish this function.

WEBER COUNTY JOINT INFORMATION CENTER / SYSTEM PLAN

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I.   OVERVIEW

Weber County faces many hazards and threats to the safety of its citizens. No matter how large or small the incident, its occurrence will have a significant impact on the need of the public to have access to emergency information. During a state of emergency, the demand to provide accurate public information in a timely manner will be overwhelming and the need for public information will quickly outgrow our ability to provide it. Weber County must be prepared to provide this critical information to the public during a time of crisis. To this end, Weber County has prepared this plan in an effort to support informational needs, and the operations to provide that information to the media and the public.

It is the policy and intent of Weber County to be able to provide accurate and timely information and directions during any emergency that may face the county. To accomplish this, Weber County will use a Joint Information Center/System (JIC/JIS) as part of its overall preparedness concept. Local government must be prepared for contingencies arising from any hazard that threatens, but, there must also be a parallel preparedness in the area of public information that is critical to the success of any disaster response and recovery operations.

For planning purposes, a **Joint Information Center** is defined as a location where public information officers can work together to produce and disseminate accurate public information, in a coordinated, efficient, effective, and timely manner. For further clarification, a **Joint Information System** is defined as those plans, policies, procedures, processes, and networks that enable public information officers to disseminate accurate public information in a coordinated, efficient, effective and timely manner, whether they are co-located or at separate locations. It is a process whereby PIO's can communicate and coordinate public information between themselves regardless of their locations. This system allows multiple agencies to pool their resources and coordinate their efforts to release public information without necessarily being co-located.

JIC operations are led by a **Joint Information Center Coordinator**. This person oversees the administrative and logistical setup and management of the center. This person also serves as the chain of command between the Emergency Operations Center and the JIC. This means that the JIC Coordinator reports to the County EOC Policy Group (Commission Chair), and serves in a supervisory role over the JIC Information manager. This creates a "link" or supervisory chain of command and authority, between the commission and the JIC.

The **Information Manager** or **Lead PIO** serves as the primary focal point for information management. This person creates, reviews and releases all public information, as well as conducts news conferences, briefings, speaks with the media, and directs phone operators in answering questions from the public. The Information Manager can be one person, or in the event that the disaster effects numerous jurisdictions, a team of PIO's can jointly fulfill this function creating a unified voice for information dissemination. The JIC Coordinator can usually fulfil this function.

This operational plan is an outline of the monitoring/dissemination activities that the county will conduct in an effort to provide information to the public when a crisis does arise. It is meant as a conceptual framework from which specific action planning can begin as well as supporting the local community with critical information as the events during a crisis unfold.

## II.	AUTHORITIES

It is the goal of Weber County to foster team work and support a unified public information system that all jurisdictions within Weber County can use to assist each other if the need arises. This plan can be activated if an incident takes place in any jurisdiction in Weber County. Much like mutual aid, assistance between jurisdictions to support the public information process is outlined herein.

This Joint Information Center/System Plan for Weber County is duly approved and authorized by the County Commission.

_____	_____
Chair, Weber County Commission,	Date

Attest:

_____	_____
Ricky Hatch	Date
Weber County Clerk

_____	_____
Ryan Arbon	Date
Sheriff, Weber County

_____	_____
Brian Cowan	Date
Director, Weber Morgan Health District

_____	_____
Paul Sullivan	Date
Chief, Weber Fire District

Maintenance and updating of this plan is the responsibility of the Weber County Emergency Management Director in cooperation with the County Information Management Team. This plan will be reviewed yearly by this group and county emergency management for evaluation, maintenance, and compliance with the county plan. Copies and/or revisions of this plan will be distributed accordingly.

III.   PLANNING ASSUMPTIONS

This Joint Information Center/System Plan for Weber County is based upon the following planning assumptions.

1)   During a state of emergency, the dissemination of public information will be managed by the Weber County Information Management Team which is comprised of three (3) representatives from various county agencies (Weber Morgan Health, Weber County Sheriff's Office, and Weber Fire District), and is chaired by the chair of the Weber County Commission.

1)   PIO's from each city in Weber County are invited to participate in the JIC by assigning one person (PIO) from each city to be a part of the JIC. These PIO's can assist other jurisdictions, much like mutual aid, during time of crisis. They can work within the center or virtually within the joint information system.

2)   If a disaster strikes one city, one or several PIO's could be called in to assist in that city's JIC coordination/management of information, or other needed functions such as monitoring or disseminating information to the public.

3)   If a disaster effects more than one jurisdiction, then PIO representatives from each city could be requested to respond to a Joint Information Center. All PIO's at this point would equally share in the Information Management function at the JIC. This Joint Information Management Group would select a team leader to help coordinate the overall information management function.

4)   If the disaster is county-wide, then the Weber County Information Team will take the initial lead in JIC coordination and information management. PIO's from other jurisdictions will be called upon to assist as the response time line progresses.

5)   All jurisdictions represented in the JIC will have equal status and are free to release information independent of the approval of any other organization. All news releases, fact sheets, etc., should be reviewed by this Joint Information Management Group in the JIC for purposes of awareness and accuracy.

6)   All jurisdictions that respond to the JIC agree not to infringe on the equal status of other organizations at the JIC.

7)   All PIO representatives in the JIC have received basic or advanced PIO training. Copies of this plan will be distributed accordingly to all city PIO's and the Weber County Information Management Team.

8)   While all jurisdictions are responsible for releasing information relevant to their own communities, coordination, assistance, support and cooperation are the advantages to working in a joint information center/system.

9)   Communication capability is a key fundamental element that is critical to the public information function. It is assumed that one, if not many or all of the communication capabilities in the county will remain viable following a disaster. Developing and utilizing alternate communication systems will be a priority.

10)   The JIC is not a policy making body and only serves to disseminate information. The EOC Policy Group retains the public information policy making responsibility.

IV.   CONCEPT OF OPERATIONS

Weber County will activate a Joint Information Center/System (JIC/JIS) whenever the county EOC is activated, or as needed to support Weber County operations. It can even be activated to support other jurisdictional EOC activations as requested. The JIC is located on the first floor of the Weber Center, 2380 Washington Boulevard, in conference room #108, and can house various PIO's and support personnel. The JIC will also utilize the computer training center which is adjacent to the conference room, and the Commission Chambers for JIC activities.

Strategic Goals
Strategic goals of the Information Center will be:

1)   Disseminate emergency directions to the public: Provide process for supporting emergency direction information to the public utilizing as many tools as available, including, but not limited to: social media, websites, emails, flyers, Code Red, the Emergency Alert System (EAS), NOAA alert radios, community phone bulletin boards, call center hotlines, news media and public safety resources, -211-, etc. (For warnings, evacuations, protective actions, etc.)

2)   Disseminate disaster information to the public: Provide process for supporting information flow to the media and citizens and utilizing all available information channels as possible and as appropriate;

3)   Provide location and process for coordinated press releases and news conferences. Conduct news conferences and release of information by conducting news conferences in the commission chambers, faxing news releases, posting information on the website and social media, and coordinating news conferences and interviews on-site or at other locations as necessary.

4)   Monitor Information: Monitor the news media, public phone calls, rumors, situation status, social media, and other information sources;

5)   Analyze information and information trends for public perception and hazard implications;

Staffing

The JIC will need to have a minimum of seven (7) staff in order to be in a state of activation. These staff positions will be: JIC Coordinator, Information Analysis, Admin Support, Information Analyst, Internet Posting/Monitoring, Phone Bank, and Television/Media Monitoring. The staffing of the JIC can expand from this minimum, but no activation of the JIC will have less than six (6) staff. A basic JIC organizational chart can be found below

The JIC will operate on a 24 hour basis during a crisis, or on an as needed basis if there is not an ongoing 24 hour EOC activation. Operations will be directly approved by and coordinated with the Weber County EOC Policy Group in the case of a County EOC activation. If the JIC activation is to support a city EOC activation, and the county EOC is not activated, then coordination with that jurisdiction will take place directly between the JIC Coordinator with final approval from the County Commission.

Organization Chart

The Information Center will be comprised of county employees, city representatives, and/or volunteers.   Minimum staffing for the JIC will be six (6).   The following is an organizational chart showing the functional areas that will be staffed. If the situation arises, more staff can be called in to support the center to fulfill the necessary functions.

Joint Information Center Organizational Chart
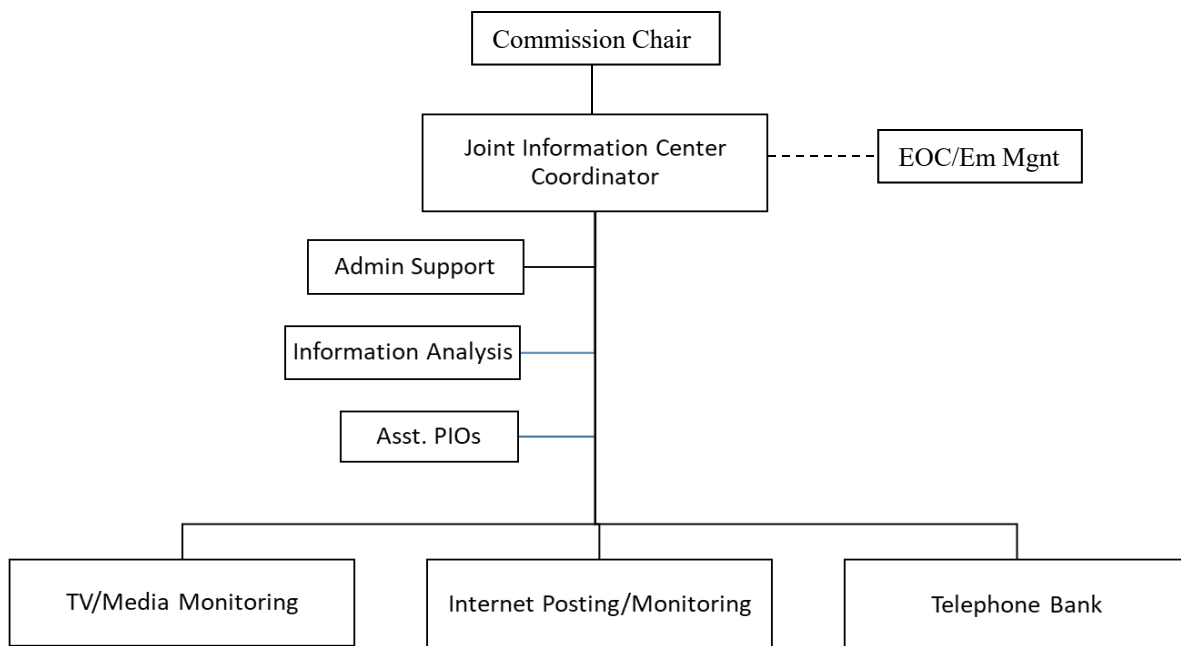
The Joint Information Center is an information management center. The JIC Coordinator oversees staffing, personnel management, administrative assistance, and assures the successful coordination between all entities involved. The JIC Coordinator is responsible to, and reports to, the EOC Policy Group (Commission Chair) and coordinates with the EOC. The JIC Coordinator oversees information and the process by which information is obtained and disseminated and supports the EOC with information dissemination requests and needs. The JIC Coordinator assists in this process but primarily makes sure that the PIO's and volunteers "have what they need to get the job done."

Based upon the informational needs of the JIC (and the public), this organizational structure can change as needed. Basic positions may remain the same but additional positions may be created. Refer to position checklists for more detailed job descriptions and tasks. A brief overview of each position which relates to the organizational chart can be found in section IV.

V.   JIC/JIS ACTIVATION

The JIC will be activated when the informational demands of an incident exceed the capabilities of normal on-scene PIO coordination. Activation will be approved by the County Commission. The JIC will be activated automatically when the County EOC is activated. This could be an actual JIC activation or a virtual activation by only activating the Joint Information System (JIS) Automatic activations (physical or virtual) of the County EOC include, but are not limited to:

> Large earthquake felt in Weber County
> Commercial airliner crash in Weber County
> Bureau of Reclamation declares a Level II emergency for upstream dam
> Mass Casualty Incident of 50 patients or more/Mass Fatalities Incident
> Incident with severe environmental impact
> Extraordinary Criminal Event with high political impact
> Massive infrastructure interruption (long-term implications/county-wide)
> General evacuation of a large population due to Hazardous Material leak
> Declaration of major outbreak by Health Department
> Flooding incident with moderate impact.

Activation of the JIC/JIS can also be requested/suggested under any circumstance deemed warranted by a Department Director/Elected Official, County Emergency Management, and/or Information Management Team. Any City Chief Executive/Administrative Officer or City PIO can request activation by contacting the County Emergency Manager and/or Commission. On-scene Commanders and/or on-scene PIO's can also request activation of the JIC/JIS even when there is not an EOC activation. These activation criteria can be summarized below. Activation can be requested by:

> County Information Management Team   City Chief Executives
> Department Directors/Elected Officials   City PIO's
> County Emergency Program Managers   On-scene PIO or Commander

All requests for JIC activation will ultimately be approved by the Commission.

Approved requests for JIC/JIS activation will be forwarded to a member of the Information Management Team. A JIC Coordinator will be assigned from this Team who would then be responsible for the opening and staffing of the JIC and or coordinating the JIS as quickly as possible. During a county EOC activation the JIC Coordinator would be responsible to the County Commission. If the JIC/JIS is activated when the county EOC is not activated, then the JIC Coordinator would be responsible to the requesting jurisdiction or agency and ultimately to the Commission.

It is imperative that all EOC's, PIO's and on-scene commands are aware of the JIC/JIS activation. Communication between all PIO's is a critical element of the Joint Information System. If necessary, the JIC will coordinate the dispatch of PIO's to on-site commands posts to assist with on-location media needs. Again, if there is a need, the JIC can be activated to support any jurisdiction in Weber County.

Alert and Notification
Under the direction of the Coordinator, alert and notification of the JIC staff will take place. This will be done by phone or assistance from emergency management. All members of the JIC staff that are activated will report to the JIC or other locations as assigned. Notification of activation will be given to the county EOC which will in turn notify the EOC's of the various local governments and the State.

Policy
All policy decisions rest with the County Commission. Any approval to activate the JIC rests fully with the Commission. This will be applicable whether the activation is to support the County EOC activation, a city EOC activation, or an on-scene PIO.

Upon activation of the JIC, the staff will report to the primary JIC location in the Weber Center or other location as directed. A situation status briefing will be given when the EOC is operational. All staff, when properly signed in, will be badged. The JIC Coordinator will oversee public information activities as directed by the Policy Group (Commission). If the EOC is not activated, the JIC Coordinator will directly oversee public information activities through the JIS, as directed by the Commission in support of the EOC or on-scene command.

VI.   PERSONNEL ASSIGNMENTS

JIC/JIS Management
Overall management and coordination of the Information Center will be provided by trained PIO's. Overall coordination within, and management of information within the JIC including staffing and scheduling will be the primary objectives of the JIC Coordinator.

Management and staffing of the JIC will be provided in shifts as determined by the JIC Coordinator. An organizational chart will be created that reflects the operational structure of each JIC shift. Staff will be briefed on chain of command, job descriptions, and responsibilities. All personnel will receive a checklist to assist and guide them in their respective duties.

Coordinator: The Weber County JIC/JIS Coordinator will be selected from the Information Management Team. The Coordinator will be responsible for organizing, staffing and overall management of the center/system. Communication between the JIC and the EOC (county or city) will be conducted between the EOC and the JIC Coordinator. This will be the official line of communication and chain of command between the two centers. If an EOC is not activated, the JIC Coordinator will communicate directly with the onsite Command or PIO.

The coordinator will oversee the release and dissemination of information to the media. A pro-active stance should guide the management of information. The coordinator will take the role of Information Manager and will be present at the Information Center at all times. If circumstances demand, additional PIO's will be called in to assist.

Additional PIO support can come from any jurisdiction in Weber County. This assistance will be applicable no matter where the emergency takes place. For example, PIO's from South Ogden or Roy may be called in to assist in the JIC for a disaster that happens in North Ogden. This mutual aid will come from the various cities in Weber County or from agencies with PIO's available to assist.

If a disaster occurs which effects several jurisdictions, then a team of PIO's will work together jointly to oversee the information management function. The team of PIO's would work together as a system to create a unified voice for all involved jurisdictions, and manage the release of information to the public in a well-coordinated manner. Each PIO would be responsible to their own respective EOC but would work together sharing information and jointly support the information management process in a team environment.

Commission Chair: While not physically a part of the JIC, the Commission Chair serves as a liaison for the EOC Policy Group and the JIC. Commissioners will be responsible for communications with city elected officials. The Chair can serve as the direct liaison to the cities.

Information Analyst: The Information Analyst (a trained PIO), will help coordinate information monitoring and will be the focal point for incoming information. As information is gathered, it will be analyzed and will help guide the JIC information management function. The analyst will be a staff support to the JIC Coordinator. All information gathered by the analyst will be shared with the Coordinator. Information is analyzed for rumor control, misinformation, public needs, directing JIC activities, etc.

Functional Assignments: There are several tasking that need to be assigned and coordinated in the JIC. They are; admin support, TV/media monitoring, phone bank (answering phones), admin. support, internet posting/monitoring, as well as writing news releases, speaking with the media, transmitting faxes, coordinating with on-site commanders and/or with the EOC, etc. All of these taskings are part of specific functional areas found within the JIC. These functions are further defined in section VII. Additional Asst. PIO's can also be activated and utilized. The JIC/JIS Coordinator is responsible for organizing these functions.

VII.   FUNCTIONAL ASSIGNMENTS

To achieve the objectives of the JIC, several functional activities must be properly organized and managed. What follows is a description of the various functions and tasks that must be coordinated in the JIC as well as policies, procedures and guidelines pertaining to these tasks.

Information Dissemination
Information dissemination is the key objective of the JIC. There are several methods or avenues for disseminating emergency directions and general disaster information.

Public Hotline-Phone Bank
Lines for six (6) phones will be used and publicized for citizens to contact for accessing correct information. (A seventh phone [TTY] for the deaf is located in the EOC Operations Room.) This function will be managed by the Phone Bank Team Leader. Rumor control and public reassurance will be a major objective of this area. Trained PIO's or volunteers will be used to provide information over the phones to the public who may call in during the activation. This group will also support the Community Phone Information Mailboxes below.

Phone bank numbers are:
    801-399-8901 - main emergency number to reach the JIC Coordinator
    801-399-8902 through and including 8907 - for community to call in
    801-778-6684 TTY in the EOC Ops Room (or use 711 Relay services.)

Community Phone Information Mailboxes
Each city PIO in Weber County will have access to the JIC should they desire to call in requests and/or to obtain situational updates. However, additional detailed information or updates on the situation may be required and public information acquisition and dissemination will need to be coordinated. To this end, the county has three (3) designated phone lines for recorded messages on an informational mailbox/bulletin board. These numbers are:

    801-399-8908 – used for Weber Center Emergency alerts for staff
    801-399-8900 – used for community alerts
    801-399-8909 – used for WCSO employee welfare

The Phone Bank Team Leader will oversee this function in the JIC.

** Note** Instructions to change the message on information mailbox/bulletin board numbers are as follows:
1.   Dial 8050 from office phone or from cell phone, dial 801-399-8050;
2.   Press *; then press #;
3.   Enter appropriate mailbox number (8900, 8909, or 8908);
4.   Enter Pass Word and pound (1850#), press 3, press 1, press 1

** This information regarding the information mailboxes and bulletin boards must be kept confidential. These instructions listed above here are not for public dissemination.

EAS
Use of the EAS (Emergency Alert System) will be coordinated with and conducted through the commission and emergency management in the EOC. Further descriptions of this tool can be found in the County Emergency Operations Plan under "Warning," and "Public Information."

Onsolve - Code Red/IPAWS (Integrated Public Alert and Warning System)
Use of the Code Red reverse notification system will be coordinated by on-scene command, Emergency management, and Dispatch. This powerful tool has the ability to alert cell phones, cell phone towers as well as land lines and is available for use, but must be coordinated through emergency management. For Additional information regarding Code Red/IPAWS refer to the county IPAWS Escalation Protocol.

NOAA Alert Radio
The NOAA Alert Radio through the Salt Lake NWS has the ability to send county specific messages over their radio network. This system is coordinated through the EOC and county emergency management. Special NOAA Alert radios have the ability to receive these messages. It is estimated that very few residents in Weber County have these special radios, but it is still a viable option for helping to spread information to the public.

AM Radio Station
The County has an AM radio station located at the Fair Grounds. 1350 AM radio is the station frequency. Messages (multiple messages) can be recorded and played on this station for public information. At this time, the coverage is very poor and upgrades are necessary to make this a viable and effective tool. Coordination is through Em Mgnt.

Media Relations
The dissemination of information to the media will include written releases, news conferences, interviews and answers to specific questions that may be called in to the JIC. Not all news conferences and interviews need take place at the JIC. However, it is hoped that most news conferences and interviews will be coordinated by the PIO's in the JIC. The two main exceptions to this being, interviews arranged by or with 1) On-scene PIO's, and 2) the PIO in the EOC. Communication to the JIC of when these exceptions take place is vitally important.

   Press Releases
   The JIC Coordinator will approve and direct the releases of any public information to the media. Computers in the training facility will be used to aid in the production of the press releases. If it becomes necessary, additional PIO's can be called in to assist. Press releases will be approved by the County Commission and coordinated by the affected PIOs.

   Press Conferences/Interviews
   The Information Manager will also coordinate and oversee press conferences and interviews. These can be conducted in the Commission Chambers or wherever appropriate (Commission Boardroom 3rd floor, WCSO, etc). The breakout area south of the Commission Chambers can be used for a media work area.

Briefings/Situation Status Reports

This function for county executives can take place in the commission chambers if necessary or by other available means. Executives of city governments can also be invited to these and other briefings. County executives will normally be briefed in the County EOC when activated but may be briefed at the JIC if the EOC is not activated or when the situation warrants. The Information Center will also be able to contact the State EOC and/or JIC for informational updates and situational reporting. This function will be overseen by the JIC Coordinator.

Internet Posting/Monitoring- County Web Page/Social Media

The Information Manager will also coordinate the posting of information about the disaster on the County Web site. This will be accomplished via Information Technology personnel, and coordinated with the County Webmaster.

Direct access to the County Web site will be necessary in order to post situational status on a disaster "Hotpage". Constant updating of this information will be required. Staffing will be coordinated through the County Webmaster. Information posted on the Web site will be coordinated by the Information Manager. The Weber County Department of Information Technology will be responsible for the creation of a disaster specific Web site and posting information. The Web site for the County is http://www.webercountyutah.gov/   All disaster information will be referenced from this main Web site. The Weber County Sheriff's Office Web site will also link to this special disaster information Web site. All of these functions, outlined herein, fall under the responsibility of the JIC/EOC and are part of the information management responsibilities.

For social media, the County utilizes "BeReadyWeber@facebook" and "BeReadyWeber@Twitter" for disseminating real time emergency information to the population. These tools are used mostly for emergency notifications but upon occasion, and only occasionally, are used to provide preparedness information to the population. Both accounts are managed by emergency management. All postings on these accounts are coordinated through the EOC and or Emergency management. Connectivity to other departmental facebook and twitter accounts has already be coordinated and will be used to multiply messaging to the population.

<u>Monitoring – Situation Status (Information Gathering)</u>

The monitoring function will essentially monitor television reports and obtain situation status (SITSTAT) reports from the EOC or from on-scene incident command personnel. There will be three (3) television monitors installed in the JIC by the Department of Operations for this use. The JIC will monitor various channels throughout the activation for evaluating clarity of information, discovery of misinformation, and also to monitor the situation in the field by observation of news reports. These monitors will be placed in the computer training room.

The monitoring function will be fulfilled by observers monitoring television broadcasts, and reports obtained from citizens calling in on the information hotline. A bank of six phones will also be placed in the JIC to provide additional information capabilities. These phones can be used to obtain additional clarification and information from available or identifiable sources. PIO's or volunteers will be assigned to staff these phones.

Next to the JIC (conference room on the first floor behind the Commission Chanbers) is the Weber County Department of Human Resources Computer Training Room. This room can be used to support IT needs during the event.

Media
Trained PIO's or Weber County CERT volunteers will assist in staffing the monitoring function. The JIC Coordinator will manage the monitoring function via a team leader to identify problems and/or rumors that may compound the situation. With three televisions, proper staffing will be coordinated by the Joint Information Center Coordinator. Four televisions are available in the EOC for monitoring as well. Therefore, this function can take place at either location.

County EOC
Information between the JIC and the EOC (county or city) will be conducted between the JIC Coordinator and the EOC Mgr. This will be the official line of communication and chain of command between the two centers. The Policy Group in the EOC is comprised of chief elected officials and all department heads for the County Government. The Policy Group, during a disaster, reports to the Sheriff's Office and meets in the Sheriff's Conference Room. For more detail on the Policy Group, refer to the Weber County Emergency Operations Plan. The PIO assigned to the JIC Coordinator position is the Lead PIO for all PIO activities. This is due to the fact that the Lead PIO is working directly with the Commission and the Policy Group in the EOC. The Policy Group, may or may not be in the EOC so communication to the Policy Group will be through the Commission Chair.

Public
Personnel staffing the phone bank will answer questions and also take information from callers. They will then bring this information to the attention of the Information Analyst.

Information Analysis
When incoming information is obtained, it must be passed on to the Information Analyst. Whether information comes in to the JIC via television, phone, the EOC, or Internet, the information must be quickly passed on to the Information Analyst. The Information Analyst will fulfill the coordination of information monitoring and will be the focal point for incoming information. All information gathered will be shared with the Information Manager.

As information comes into the Center, JIC staff will record the information and bring it to the attention of the Information Analyst. Information will be collected on logs as well as a situation status board. Information deemed critical to the County will be brought to the attention of the JIC Coordinator who will in turn notify the Commission c. Phone logs (Form #2), Situation / Incident Report Logs (Form #3), and the Rumor Information Worksheet (Form #6) will be used to document information received into the JIC.

It will be necessary for the JIC Coordinator to work closely with the Analyst and the Information Manager in this area to assure the accurate and timely reporting of public information awareness needs to the EOC Policy Group PIO.

Administrative / Technical Support

With a JIC activation, there will be a critical need to establish phone lines, television monitors and security for the facility. IT will undertake support to the JIC for technical installation of phones and television monitors. Building security will also necessary for assistance. The EOC can assist in making/coordinating special arrangements for supporting the JIC in the Weber Center.

Since the JIC will utilize the computer training room for typing, printing and monitoring news broadcasts, the Department of Human Resources will be required to support the JIC with computer availability. ITS will support website management with webmaster services.

VIII.   COUNTY-WIDE JOINT INFORMATION SYSTEM (JIS)

As defined earlier, a Joint Information System is a process or ability created by plans, policies and procedures that enable public information officers to disseminate accurate public information in a coordinated, efficient, effective and timely manner, whether they are co-located or at separate locations. The JIS is a process whereby PIO's can communicate and coordinate public information between themselves regardless of their locations. This system allows multiple agencies to pool their resources and coordinate their efforts to release public information.

It is the goal in Weber County that each city has a designated PIO. This "pool" of PIO's can then be a county-wide system for information management. It is anticipated that assistance can come from this group to any jurisdiction that needs assistance in disseminating public information. Much like mutual aid, PIO's can assist in time of need for one, several, or all jurisdictions in the county. If a disaster strikes one jurisdiction, PIO's from other jurisdictions can assist the city's PIO in a JIC setting. If a disaster strikes the entire county, then all PIO's can come together to coordinate and support the entire information system.

Each PIO will receive a copy of this plan, and be invited to county-wide PIO training. It is hoped that this system will create an environment of, and a framework of mutual trust and partnership in the area of public information. As a team, the county-wide PIO's can work together to provide accurate information to the public in a timely and effective manner.

IX.   CHECKLISTS / GUIDELINES

This section contains checklists for general positions in the JIC. They are listed herein in order of their appearance in this section, and with page number for easy reference.

Information Center Coordinator

Sign in
Get Briefing from EOC / On-scene PIO or previous shift Coordinator
Get equipment, tables, phones and rooms set up.
Help staff sign in and give them JIC ID badges
Fill out Form #1 - Information Center Coordinator Worksheet

Coordinate with the EOC:
1. Notify EOC and Commission - "JIC is Operational"
2. Coordinate/update constantly with the Commission Chair
   A. Obtain approval from EOC on policy type releases
   B. Send copies of all releases to EOC
   C. Notify of all rumors and rumor control activities
   D. Notify EOC of any logistical needs at the JIC

Make sure volunteers know their assignments
1. Make sure PIO's/volunteers are at Television Monitors and Phones
2. Make sure PIO's/volunteers all have respective forms

Coordinate with Information Manager/Lead PIO
1. Determine informational needs for the shift

Support PIO with any assistance as necessary

Don't forget about official lines in the Commission Chamber
1. Answer them same as citizen hotlines
2. Use these phones for official calls to state, cities or other officials

Assist with Computer Website and Social Media updates
1. Discuss updates with Team Leads
2. Make sure Webmaster has necessary tools to post on website

Overall assistance and coordination between all staff must be facilitated

Make sure any needs of PIO's/volunteers are taken care of within reason

Make sure security is available and allowing appropriate access

Copy machine is in Law Library / Take our own Paper in

Provide any administrative assistance to the workers as necessary to make sure that the mission of the information center is achieved.

Provide briefing to incoming Coordinator / Gather shift paperwork
Sign out / take completed paperwork to EOC

Team Leads / Asst. PIO's

Sign in
Get Briefing from previous shift Team Lead/JIC Coordinator

If using several additional PIOs:
1. Conduct briefing for PIO's on situation in each jurisdiction
2. Use team approach for Information Management

Communicate with Information Center Coordinator
1. Determine informational needs for the shift
2. Request support from coordinator as necessary

Provide information to PIO's/volunteers on phone bank
1. Make sure PIO's/volunteers are comfortable with the information that they are to disseminate and know what to say
    a. Be available to PIO's/volunteers if questions are difficult
    b. Make sure PIO's/volunteers have proper forms
    c. Direct the rumor control activities

Evaluate rumors (get rumors from monitors)
1. Verify information
2. Provide correct information
3. Use Rumor Control Form #5

Coordinate analysis of information from media monitors, EOC, etc.
1. Confer with information analyst

Don't forget about officials lines in the Commission Chamber
1. Provide assistance in answering official hotlines
2. Use these phones for official calls to state, cities or other officials
3. Assist with computer website updates

Make sure briefings are conducted correctly, timely and professionally
1. Use Form #4 for briefing notes
2. Use Form #3 to log your specific activities

Provide briefing to incoming PIO

Sign out

Make sure all appropriate information forms and logs are completed and handed to the JIC Coordinator.

Information Analyst

Sign in
Get Briefing from previous shift Information Analyst

Communicate with Information Center Coordinator
Determine informational needs and concerns for the shift
Request support from coordinator as necessary

Obtain information from staff monitoring situation
Check with phone bank operators. Find out what citizens are reporting or asking.

Check with television monitoring staff. What are media reporting.

Confer with Joint Information Center Coordinator

Direct the rumor control activities
1. Evaluate rumors (get rumors from monitors)
2. Verify information
3. Search for and verify correct information
4. Provide correct information to Information Manager
5. Use Rumor Control Form #5
6. Inform Information Manager and Center Coordinator of all rumors

Provide briefing to incoming Information Analyst

Sign out

Make sure all appropriate information forms and logs are completed and handed to the JIC Coordinator.

<u>Internet Posting/Monitoring- County Web Page/Social Media Team Lead</u>

Sign in
Get Overview from Information Center Coordinator

Determine/Understand nature of disaster, scope of impact

Details of information available

Determine information needs of public

Create the "look" of disaster website with County IT
1. Determine information to post
2. What pictures to place on web
3. Schedule for Updating website
4. Ensure Website has email interface with the JIC
5. Get approval of JIC Coordinator when website is ready to go "hot"
6. Help prepare media release as to location of website as well as
   both Twitter and Facebook accts (BeReadyWeber).
7. Monitor any email from website
8. Update website based on schedule – monitor – change schedule if necessary

Post appropriate information on Twitter and Facebook (BeReadyWeber)
1. Monitor both accounts for sharing and or response
2. Update social media as appropriate
3. Notify other PIOs of posts on social media

Monitor Internet for rumors, misinformation or other information

Provide briefing to incoming Webmaster

Sign out

Make sure all appropriate information forms and logs are completed and handed to the JIC Coordinator.

Administrative Support Staff

Sign in
Get Overview from Information Center Coordinator

Understand the nature of disaster, scope of impact

Obtain Information Details
1. Information available to JIC
2. Information goals of JIC

Staffing / organization structure of JIC

Relationship of JIC to other facilities and incident sites
1. Names of key players at other locations

Obtain assignment from JIC Coordinator
1. Carry through assignments

Report to Coordinator any problems noted

Obtain new assignments as required

Sign out

Make sure all appropriate information forms and logs are completed and handed to the JIC Coordinator.

Media Monitors

Sign in
Get Overview from Information Center Coordinator

Understand the kinds of information we are looking for
1. Rumors / Incidents / Scare / Questions / Answers / Implications

Determine procedure if you discover information needing analysis
2. Identify the Information Analyst in the JIC

Identify the key television stations to monitor during shift

Familiarize yourself with the forms to use during shift.   Forms #3 and #5.

If information is observed, fill out appropriate forms and contact
the Information Center Coordinator

You may be asked to assist with answering phones from time to time

When shift is over, give paper work to Information Center Coordinator

Sign out

Phone Bank Team Leader

Sign in
Get Overview from Information Center Coordinator

Understand the kinds of information we trying to give out to the public who may call in

Determine procedures if a caller gives you information or a rumor that needs analysis.

Familiarize yourself with the telephone protocols and forms #1, #2, and #5

Make sure phones are all operational

Provide phone bank operators with informational briefings based upon information received from the Information Manager / Lead PIO

Make sure someone is available to answer lines in the Commission Chambers

Make sure team is aware of situation status and is giving out correct information and/or returning phone calls (call-backs) as promised

When shift is over, gather paperwork from team, give to JIC Coordinator

Sign-Out

Phone Bank Operator

Sign in
Get Overview from Information Center Coordinator or Team Leader

Understand the kinds of information we trying to give out to the public who may call in

Determine procedures if a caller gives you information or a rumor that needs analysis.

Familiarize yourself with the telephone protocols and forms #1, #2, and #5

Ask Team Leader for assistance if you receive questions that are difficult

Be prepared for "fake or prank" phone calls

Don't forget about the two official lines in the Commission Chamber

Provide assistance in answers to official hotlines

These phones are also for official calls to state, cities or other officials

When shift is over, give paperwork to Team Leader

Sign out

Phone Guidelines for Telephone Bank Operators

This list is provided for the volunteers staffing the phones lines to answer questions from the public. These guideline have been prepared for handling telephone calls during the activation period.

<u>ANSWERING PHONE CALLS</u>

1. Answer the phone, "Weber County Information Hotline."

2. Listen carefully to the caller's question or report. Repeat question or information for clarification. Record persons name and phone number on call log sheet. Include agency.

3. If this is a report, record information on Situation / Incident Report Log. Be careful to use exact wording. Refer information to Lead PIO and the Information Center Coordinator.

4. If person is asking for information, and is not from the media, answer the question(s) truthfully. If person is with the media, refer call to Information Manager / Lead PIO.

5. Be positive. Smile, it will be felt. Answer questions completely and openly as possible without releasing sensitive information unless specifically authorized. (names of dead, etc.)

6. Ask the caller if they have any more questions, or information to offer that might be interesting or important.

7. Thank the caller for calling, and offer to answer any future questions that they may have.

8. Treat caller with respect at all times. Do not belittle or downplay their questions. Their questions and the information they are sharing, are important.

9. Be careful. Do not make promises that you have no control over.

10. DO NOT SPECULATE. Deal only with facts as we know them. There is no **"off the record"** comment. Everything you say is **"on the record."**

11. Be reassuring but realistic. Avoid jargon, and acronyms.

12. If you do not know the answer to a question, then tell the caller you will find out and call them back.

13. Call back when you find additional information, especially when you have promised to do so.

14. Have fun without losing your professionalism. Remain calm at all times.

15. If caller has a life threatening situation, or if the call should have been placed with -911-, please direct the caller to hang-up and call -911-. Notify JIC Coordinator. If possible, give the JIC Coordinator their name and number. If -911- is not working, then information must be passed on to the EOC immediately.

X. STAND DOWN / DEMOBILIZATION OF JOINT INFORMATION CENTER

Post-Event

When it is determined that the threat has subsided, and that public information is no longer a necessary function to staff through the center, then the Information Center will be closed. This will be coordinated through and approved by the County Commission.

Upon reaching the decision that the JIC will be closed, notifications to various news media and involved EOC's will be made. Notifications to other EOC's and to the various news media will be conducted by the Joint Information Center.

Phones and fax machines will be unplugged. The computer room and the Commission Chambers will be secured. Technical equipment will be returned to their respective locations, JIC badges will be gathered, tables will be put away and the kitchen area will be cleaned of all food stuffs. All JIC staff will be asked to assist in this demobilization process.

Once the area is ready to be closed, all personnel will sign out. The JIC Coordinator will have the responsibility to see that all documentation is complete and then return all documentation to the EOC Lead PIO or to the County Emergency Management Office.

Documentation will include:

    Copies of press releases
    Form #1 - Phone Call Log - All logs
    Form #2 - Situation / Incident Report Log - All logs
    Form #3 - PIO Activity Log Sheet - All logs
    Form #4 - News Briefing Notes - All copies
    Form #5 - Rumor Information Worksheet - All copies
    Sign In/Out Logs

It is the responsibility of the JIC Coordinator to collect all documentation at the end of each shift. It is also the responsibility of the JIC Coordinator to ensure that all documentation is properly completed by the respective JIC personnel.

FORM # 1
INFORMATION CENTER - PHONE CALL LOG

NAME OF CALLER & PHONE NUMBER	TIME	QUESTIONS ASKED

FORM # 2
INFORMATION CENTER - SITUATION / INCIDENT REPORT LOG

NAME OF CALLER & PHONE NUMBER	SITUATION REPORTED
Name: Address: Return Phone Number:	Time of Call: Time of Incident: Details:
Name: Address: Return Phone Number:	Time of Call: Time of Incident: Details:
Name: Address: Return Phone Number:	Time of Call: Time of Incident: Details:
Name: Address: Return Phone Number:	Time of Call: Time of Incident: Details:
Name: Address: Return Phone Number:	Time of Call: Time of Incident: Details:
Name: Address: Return Phone Number:	Time of Call: Time of Incident: Details:

FORM #3 - PIO   ACTIVITY   LOG   SHEET

Date / Time	Action Taken	Additional Follow Up

FORM #4   NEWS   BRIEFING   NOTES

INCIDENT BRIEFING NOTES	1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED

4. BRIEFING   NOTES

DESCRIPTION   OF   INCIDENT:

HAZARD   / PROBLEMS   PRESENTED:

INJURIES   / DEATHS / EVACUATIONS   / DAMAGES:

RESPONDING UNITS   / RESOURCES   -   ON-SCENE   / OTHER LOCATIONS :

SPECIAL   INSTRUCTIONS   TO   PUBLIC:

OTHER:

5. PREPARED BY (Name and Position)

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FORM #5   RUMOR   INFORMATION   WORKSHEET

Rumor Received By: **Date / Time:**
 ☐**Phone / ☐Field**   ☐**TV / ☐Radio / ☐Internet**
 Caller Name: Station:
 Caller Number: Reporter:

Information (Rumor):_____

_____

_____

_____

_____

************   PIO   RESPONSE   ************

Immediate Answer:_____

_____

_____

Verification / Confirmation Activities:_____

_____

_____

_____

Received Input From Following Agencies / Personnel Contacted:
  Fire   /   Police   /   EMS   /   PW   /   Red Cross   /   Utilities / Elected / Other:

_____

Names Supplying Verification / Confirmation Information:

_____

Corrected / Verified   Information:

_____

Resolution Activities:

_____

_____