

ALL HAZARD EMERGENCY PLAYBOOK INFORMATION OFFICER



Tk'emlúps te Secwépemc

Version: DECEMBER 2023

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HOW TO USE THIS GUIDE

This all-hazard emergency playbook was created to help emergency decision makers navigate the challenges commonly experienced during the early stages of an emergency event.

This document is not intended to replace the complete Tk'emlúps Emergency Plan or operate as a stand-alone resource. Depending on the nature of the emergency, it may be relevant to access the Information Officer Evacuation Playbook for guidance specific to evacuation considerations.

This guide consists of information relevant to the designated Information Officer during the initial stages of a community emergency. It includes the following information:



Roles and Responsibilities



EOC Activation Flow Chart



EOC Checklist



Emergency Personal Preparedness Checklist



Information Officer All Hazard Emergency Checklists



Information Officer Key Messaging



Community Spokesperson All Hazard Emergency Checklists

1.0 ROLES AND RESPONSIBILITIES

COMMUNITY LEADERSHIP

POSITION	ROLES & RESPONSIBILITIES
Policy Group	<ul style="list-style-type: none"> • Comprised of Chief & Council, Chief Administrative Officer, and Chief Financial Officer. May also include any Elders and/or Knowledge Keepers as appropriate • Consulted when activating the EOC and when determining the EOC level of activation • Reports to the community
Chief and Council	<ul style="list-style-type: none"> • Not usually involved in EOC operations directly unless there are staffing shortages • Ultimately responsible for support activities to an emergency event in their communities • Provide strategic guidance throughout the response and recovery process • Support the emergency activities • Provide interpretation of existing policies, or developing new policies to address emerging situations • Provide continuity of governance throughout the response and recovery efforts • Chief or designate typically acts as the Community Spokesperson (with assistance from the Information Officer) • Chief will typically speak on behalf of the community interests in all media interviews (with assistance from the Information Officer) • Has authority to activate the Emergency Plan and EOC • May issue a Band Council Resolution and any subsequent evacuation alerts, orders, and rescinds as appropriate (with assistance from the Corporate Executive and/or EOC Director) • Play a political role in terms of community leadership and protection. It is important they are seen by community members and the network of supporting agencies as a confident and cohesive unit • Report to the community
Corporate Executive (CAO or CFO)	<ul style="list-style-type: none"> • Liaison to Chief and Council, the EOC Policy Group, external Stakeholders and the EOC • Typically acts as EOC Director • Reports to Chief and Council during EOC activations
Emergency Planning Coordinator	<ul style="list-style-type: none"> • Typically acts as the Liaison Officer between Chief and Council, Corporate Executives, the Emergency Management Committee, and the external agencies • Reports to Corporate Executive
Community Spokesperson	<ul style="list-style-type: none"> • May become the “face” of the emergency throughout the response and recovery process • Remain calm and confident so as to reassure the impacted public • Must be available to conduct media interviews which can take place at any time of the day • EOC Information Officer and EOC Director can provide support and factual information

KEY EOC POSITIONS

FUNCTION	BASIC ROLES FOR EACH SECTION IN THE EOC
The EOC	<ul style="list-style-type: none"> • A cohesive team comprised of all the EOC positions to ensure an effective and coordinated response • Responsible for operational implementation of the Emergency Plan • Coordinates and directs overall response and recovery operations • Provides support to: <ul style="list-style-type: none"> • Site level response and situational awareness • Evacuation planning and operations • Reception Centre(s) • Advanced planning • Recovery planning and operations • Can be responsible for one or several events at the same time • Reports to the EOC Director
EOC Director 'The Leader'	<ul style="list-style-type: none"> • Typically, this is filled by the CAO or Corporate Executive designate, but it should be someone with decision making authority within the Band governance and administrative structure • If there is a joint EOC with another community or community leadership, special considerations will need to be made around responsibility for decision making • Responsible for the overall emergency policy and site support coordination (through the joint efforts of government agencies and private organizations as required) • Assesses the situation and damage; gathers information, continuously assesses the magnitude and severity of the situation and potential for future threat, considering BCEMS priorities • Supports Incident Commanders and agencies, and ensures that all actions are coordinated within the established priorities • Requests support from other communities and agencies as necessary • Should where possible delegate activities to the appropriate section or position, otherwise the responsibility for the task ultimately rests with the EOC Director to complete • Terminates the EOC activity for the current event and implements the de-activation plan • Reports to the Chief and Council
Operations 'The Doers'	<ul style="list-style-type: none"> • Coordinates EOC support to site operations, implements action plans, coordinates resource requests and multi-agency departments and deploys resources • Is the primary source of initial situational awareness • Establishes communication links with ICPs, other agency Department Operation Centres, and the PREOC, if activated • Collects and distributes operational information to the Planning Section, the EOC Information Officer and other EOC sections • Reports to EOC Director or the Deputy EOC Director if present

FUNCTION	BASIC ROLES FOR EACH SECTION IN THE EOC
Planning 'The Thinkers'	<ul style="list-style-type: none"> • Collects, documents, evaluates, and disseminates all information including: • Initial situational awareness & reporting • Incident action plans & maps • Documentation, incident chronology and issues • Displays information and maintains resources status (personnel, equipment) • Oversees the planning activities of technical SMEs assigned to EOC support roles • Assesses impacts, creates priority-based plans ensuring BCEMS goals are addressed and prepares long-term recovery • Establishes as schedules for EOC demobilization and assists Section Chiefs in debriefing EOC personnel as they leave • Responsible for advance planning, demobilization, recovery, and technical specialists • Reports to EOC Director or the Deputy EOC Director if present
Logistics 'The Getters'	<ul style="list-style-type: none"> • Responsible for EOC set up, equipment and communications • Provides and maintains EOC facilities including services (e.g., meals, security), resources, personnel, equipment (e.g. IT, comms systems etc.) and materials (e.g., office furniture and supplies) • Supports Mass shelter set up and equipment • Responsible for traffic management support including transportation of community members • Supports livestock evacuation • Fulfills resource requests from the EOC, Reception Centre(s) and site and field operations • Supports long-term recovery • Reports to EOC Director or the Deputy EOC Director if present
Finance/Admin 'The Payers'	<ul style="list-style-type: none"> • Provides overall administrative and financial services to sites and the EOC, including financial reporting and cost analysis, billing, accounting, filing, and invoice preparation • Records personnel time, control acquisitions associated with response and recovery, including purchase order and contracts • Coordinates compensation and claims • Tracks and keeps accurate records of expenditures • Provides cost eligibility, procurement and contracting subject matter expertise to the Logistics and Operations sections • Ensures that all cost expenditures are approved and recoverable from appropriate supporting agencies, including Non-Government (NGO's), EMCR and ISC to the greatest extent possible • Reports to EOC Director or the Deputy EOC Director if present

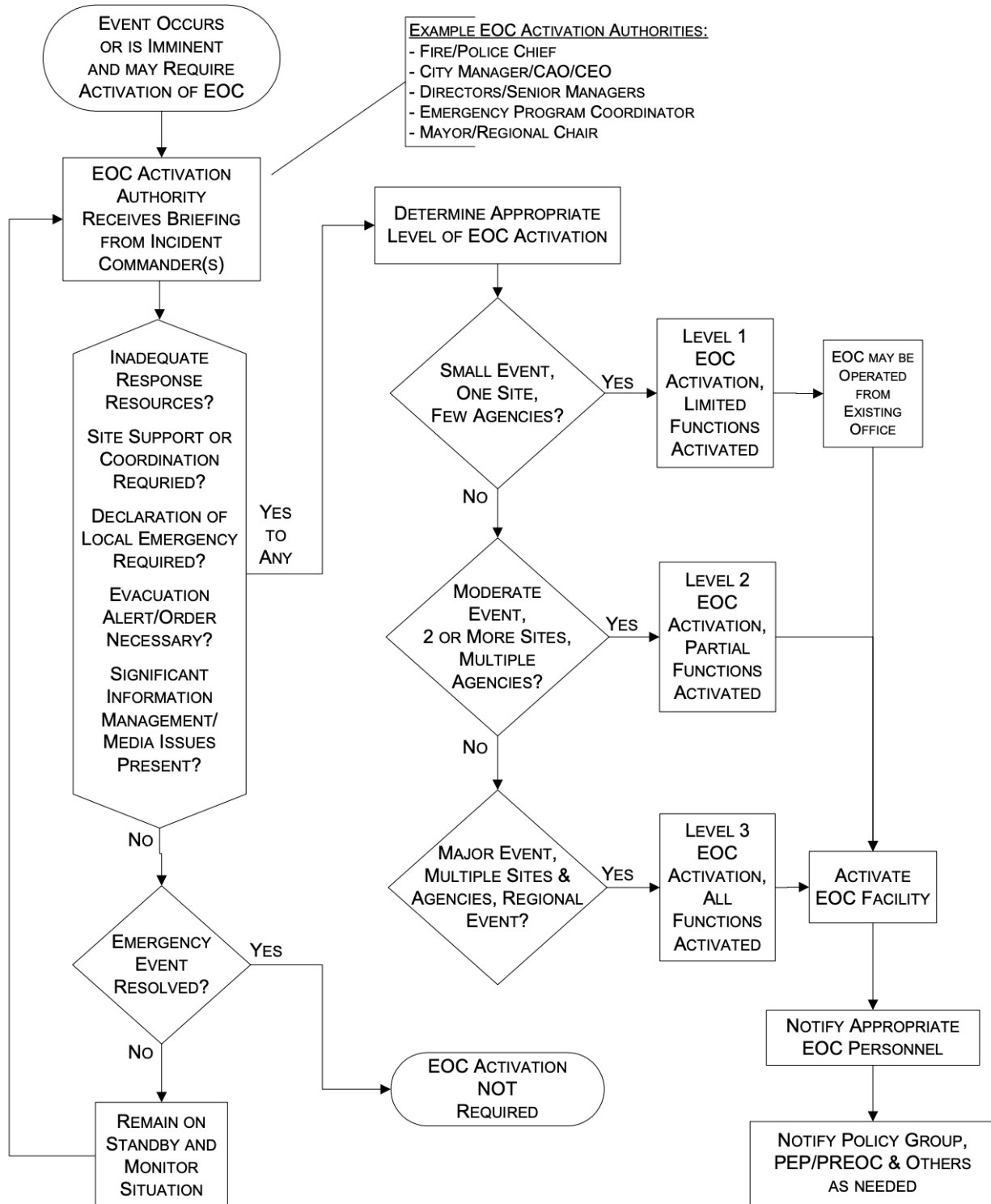
GOVERNMENT

AGENCY	ROLES AND RESPONSIBILITIES
RCMP	<ul style="list-style-type: none"> Has a legal mandate for public safety, which includes leading tactical and strategic evacuations as well as maintaining security on the evacuated properties Will require information, direction and support from the Community EOC related to evacuation routes, and reception centres ANTICIPATE THEY WILL NOT BE ABLE TO PROVIDE ENOUGH RESOURCES FOR 24/7 SECURITY IN EVACUATED AREAS May be able to provide a liaison to attend EOC as required
BCEHS BC Emergency Health Service <i>(Formerly BC Ambulance Service)</i>	<ul style="list-style-type: none"> Responsible for medical aid to injured people Have a provincial agreement to evacuate any facilities that are owned by the Interior Health Authority and used to provide medical care During initial response stages, they may provide dedicated support to the responder agencies May provide a liaison to attend EOC as required
BC Wildfire Service Part of Ministry of Forests	<ul style="list-style-type: none"> Responsible for wildfire suppression on crown lands and on Reserve Lands by agreement with Indigenous Services Canada May provide a dedicated community liaison to the EOC if requested WILL NOT PUT OUT STRUCTURE OR VEHICLE FIRES Will provide sprinkler protection units and personnel for protection work around structures and critical infrastructure
EMCR Emergency Management and Climate Readiness	<ul style="list-style-type: none"> Provides an EMCR Task Number for tracking purposes; this is necessary for any cost reimbursements from the province of BC Can provide financial support, secure additional resources (through resource requests and expenditure authorization for critical resources e.g., transportation services, security, physical blockades and Search and Rescue) On request from the community EOC, they will host a multi-stakeholder coordination call starting in the first hour after the event has initiated and then scheduled as required It can be beneficial to request that an EMCR Regional Manager attend the EOC in person for the first few operational periods Can also provide expertise and support for community recovery planning
FNHA First Nations Health Authority	<ul style="list-style-type: none"> Supports First Nation communities to respond to emergency events May provide support and essential services through existing programs for wellness and health emergency management in First Nations communities <ul style="list-style-type: none"> This may include potable water testing, air quality testing and access to health care May provide subject matter expertise and/or environmental health staff to support re-entry planning and rapid damage assessment May provide a liaison to attend EOC as required
IHA Interior Health Authority	<ul style="list-style-type: none"> Maintain a network of hospitals, clinic and first aid posts in rural areas BCEHS has an agreement with IHA for transport of medically infirm from their facilities during an evacuation; confirm with IHA that this extends to their home stay clients

	<ul style="list-style-type: none"> • Can provide technical subject matter expertise to support re-entry planning • May provide a liaison to attend EOC as required
ISC Indigenous Services Canada	<ul style="list-style-type: none"> • Has a legal mandate for the protection of on reserve community members, which they extend through an agreement with EMCR to provide emergency management support services • May provide funding for unusual expenses not typically covered through the Provincial legislation • Can support funding for design and implementation of structural mitigation works based on the level or resources available • Supports community preparedness through the EMAP on a proposal basis
MoF Ministry of Forests	<ul style="list-style-type: none"> • Can provide technical subject matter expertise to natural resource management and reforestation • May provide some expertise for support to rural economic development recovery • May provide a liaison to attend EOC as required
MECCS Ministry of Environment & Climate Change Strategy	<ul style="list-style-type: none"> • Can provide expertise and coordinate resources for hazardous materials spill response • May provide subject matter experts for advance planning support for hazardous materials management and natural resource management in EOC on a temporary basis
MIRR Ministry of Indigenous Relations and Reconciliation	<ul style="list-style-type: none"> • Can provide community liaison services if requested • Can provide support to consultation activities related to longer term recovery • May provide program support & expertise to economic recovery activities; may or may not have funding sources
MOTI Ministry of Transportation and Infrastructure	<ul style="list-style-type: none"> • Responsible for traffic control in and out of evacuated areas with respect to provincial highways; can provide flagging contractors • DOES NOT PROVIDE SECURITY CHECKPOINT SERVICES • Have the authority to stop and redirect traffic • Often able to provide some assistance to traffic management planning, particularly in early response stages • May provide a liaison to attend EOC as required
MTAC Ministry of Tourism, Arts & Culture	<ul style="list-style-type: none"> • Can provide community liaison services if requested • Can provide support to consultation activities related to longer term recovery • May provide program support & expertise to economic recovery activities; may or may not have funding sources
Canadian Armed Forces	<ul style="list-style-type: none"> • Can provide personnel and support for activities in support of wildfire and flood control • Activated when the province of BC is in a heightened level of emergency and resource availability is limited, and where there are imminent threats to public safety • Activated upon a request from EMCR through Public Safety Canada • May provide a liaison to attend EOC as required
TNRD	<ul style="list-style-type: none"> • May provide support personnel to EOC under contract; possibility of joint EOC model

Thompson Nicola Regional District	<ul style="list-style-type: none">• May provide ESS support for evacuation in the form of personnel, reception centre and/or evacuee temporary shelter
City of Kamloops	<ul style="list-style-type: none">• May provide support personnel to EOC under contract• May provide ESS support in the form of personnel, reception centre and/or evacuee temporary shelter

2.0 EOC ACTIVATION FLOW CHART



Source: JIBC Emergency Operations Centre – Operational Guidelines

3.0 EOC CHECKLIST

ALL PERSONNEL EOC ACTIVATION CHECKLIST

- Confirm the safety of you and your family
- Receive your assignment from your organization; ensure it includes the following information:
 - Job assignment (e.g., Situation Unit Leader etc.)
 - Position checklist (if applicable)
 - Resource order number, request/manifest number, task number, etc. (as applicable)
 - Reporting location and time
 - Travel Instructions (if applicable)
 - Safety Instructions (if applicable)
 - Any Special Instructions (e.g., Travel, Radio Frequency) if applicable
- Upon arrival, check in at the designated check-in location (e.g., EOC, ICP, Reception Centre etc.)
- Check in with the EOC Director or Section Chief upon arrival at the EOC and obtain an identification card and vest, if applicable
- Participate in any facility / safety orientation briefing, as required
- Use the EOC Check-in / Out Form (511) in **Emergency Plan Appendix 12** each time you enter or leave the EOC
- Receive a briefing from your assigned supervisor; ensure it includes information such as:
 - Specific job responsibilities
 - Co-workers within job function
 - Operational period work shifts
 - Defined functional work areas
 - Protocols on confidentiality and information sharing
 - Eating / sleeping arrangements, if applicable
 - Procedures for obtaining additional supplies, services, and personnel
 - Current EOC Action Plan or an incident briefing if an action plan has not yet been developed
 - Critical contact information (e.g., phone numbers, PINs, radio frequency, email...etc.)
 - Procedure for specific debriefings and turnover at the end of the operational period
 - Clarify any questions you may have including any important details pertaining to assignments
- Ensure proper set-up of EOC section (if applicable) and/or workstation
 - Phone(s) / voicemail / computer
 - Section filing system
 - Section whiteboards
- Review your position checklist, forms and functional aids
- Establish and maintain an EMCR Position Log in **Emergency Plan Appendix 12** or a dedicated Position Notebook
 - *Use only **ONE** position Log even if you are serving more than one function
 - Identify/label by event, function, position, EMCR task number and date
 - Chronologically describe the actions you take, conversations you have & decisions you make during your shift
- Note any ideas or suggestions for improving the contribution of your function and of the EOC overall (these will be considered in an After-Action Report)
- Identify any resource needs (e.g., portable radio, computer, stationary, forms and other reference documents)
- Organize and brief subordinates (if applicable)

4.0 EMERGENCY PERSONAL PREPAREDNESS CHECKLIST

EMERGENCY PERSONAL PREPAREDNESS CHECKLIST

For additional information go to the [PrepareBC Public Emergency Preparation and Recovery website](#)

If time permits, it is recommended that residents prepare for emergencies by organizing a Personal Preparedness Kit that is easy to transport in the event of an evacuation order. ESS may not be immediately ready and available. Some suggested items and documents include the following:

ITEMS:

- Portable radio with spare batteries
- Flashlights with spare batteries
- Candles & matches (remember to place candles in sturdy containers and to put them out before going to sleep)
- Sleeping bag or warm blanket for each household member
- Pre-packaged thermal blankets
- Leak-proof container of soap
- Small towel and washcloth
- Toothbrush and toothpaste
- Plastic knives, forks & spoons
- Bottled water - at least 4 litres of water per person per day (including small bottles that can be easily carried in the event of an evacuation order)
- Food that won't spoil (e.g., canned food, energy bars and dried foods)
- Small fuel-driven stove and fuel
- Pet food for several days and pet supplies (e.g. kennel, leash, poop bags)
- First aid kit
- Toilet paper and other person care supplies
- and other belongings to be sufficient for several days
- Garbage bags for personal sanitation
- Multi-purpose tool or basic tools (e.g., hammer, pliers, wrench, screwdriver, work gloves, etc.)
- Spare contact lenses and/or glasses
- Medications
- Small amounts of cash & coins
- Credit cards
- Cell phone, cell phone charging cords and a disposable battery charger if possible
- List of emergency contact numbers of immediate family members & relatives

DOCUMENTS:

- | | |
|---|---|
| <input type="checkbox"/> Driver's Licence | <input type="checkbox"/> Treaty Card / Identification |
| <input type="checkbox"/> Health Care Card / Number | <input type="checkbox"/> Title to vehicles (cars, boats, RV's etc.) |
| <input type="checkbox"/> Social Insurance Information | <input type="checkbox"/> Name & phone number of out of town/province contact |
| <input type="checkbox"/> Birth Certificates | <input type="checkbox"/> Passport |
| <input type="checkbox"/> Will | <input type="checkbox"/> Bank Account Numbers |
| <input type="checkbox"/> Name / Phone number of children's school | <input type="checkbox"/> Medical Cards |
| <input type="checkbox"/> Insurance Policies | <input type="checkbox"/> Medical Prescriptions |
| <input type="checkbox"/> Insurance Agent's name and contact information | <input type="checkbox"/> Medical lists (suggest they write down what they take and how often) |
| <input type="checkbox"/> Mortgage Papers | <input type="checkbox"/> Name / Address of Doctor |
| <input type="checkbox"/> Professional Licenses and Credentials | |
| <input type="checkbox"/> Photos or video of personal property | |

**In the event of an Evacuation Alert, consider maintaining at least half a tank of gas your vehicle to reduce delays

*This list can also be found in Annex X Tk'emlúps te Secwépemc Evacuation Plan Appendix 5

5.0 INFORMATION OFFICER ALL HAZARD EMERGENCY CHECKLISTS

INFORMATION OFFICER ALL HAZARD EMERGENCY CHECKLIST

- Confirm the safety of you and your family
- Complete the All Personnel – EOC Activation Checklist
- Obtain a briefing from the EOC Director and confirm the following briefing information:
 - Your role(s)
 - Nature and scope of emergency event including:
 - Potential impacts to public safety
 - Potential impacts to critical infrastructure
 - Potential impacts to traditional or sacred locations
 - Status of any evacuation activities
 - Status of any response activities and support required by EOC, including community personnel and equipment already engaged
 - Lead response agency and who the Incident Commander is
 - EOC set up status and requirements
 - EOC objectives and highest priorities
 - Operational periods
- Consider the need for additional support for your role
- Collect information from the Designated Corporate Executive, Emergency Coordinator (EPC) and Incident Commander (IC) if possible

Confirm with General Manager and/or EOC Director:

- There is an emergency or threat to the community that has been identified by:
 - External response agencies such as RCMP, BC Wildfire Service, or Regional Fire Department
 - Critical infrastructure owners that may have the event on their area of interest or responsibility
- Any other partner agencies and/or stakeholders involved
- Any potential impacts to other stakeholder interests such as critical infrastructure or other values at risk
- When/if the EOC is being activated, it's location and the best forms of contact
- When/if Reception Centre(s) are being activated; it's location and best forms of contact
- The primary source for factual information for the community (community website, social media site etc.)
- Status of:
 - Evacuation alerts or orders
 - Issuing a Band Council Resolution to access some or all of the extraordinary powers
 - Response activities and support required from the Community
 - Support from other communities and agencies required
 - Threats to community public safety
 - Threats to community critical infrastructure
 - Community traditional or sacred locations
- The extent of EOC support required and its initial support objectives
- Any known or potential issues

INFORMATION OFFICER ALL HAZARD EMERGENCY CHECKLIST cont'd

Establish Contact

- Contact local media to establish incident communications protocols
- Ensure that news media have safe access to incident area with the authority of the Incident Commander
- Consider establishing a Joint Information Centre (JIC) when other jurisdictions are involved
- If there is a lead agency other than a Volunteer Fire Department, contact their Information Officer and confirm information sharing protocols
- Consult with other agency liaisons or representatives in the EOC
 - Consult with EOC Risk Management Officer for any potential liability and/or safety concerns

Brief all staff, EOC personnel, and responders on communications protocols for public, stakeholders and the media

- Ensure they know that all media inquiries are to be directed to the EOC Public Information Officer for follow up
- Ensure they understand any and all confidentiality requirements
- Consider organizing a daily (or regularly scheduled) media briefing, either in-person, over the phone or online if the number of media requests become unmanageable
- All information releases must be approved by the EOC Director, and copies must be retained

Confirm Key Messaging

- Confirm with Chief, Designated Corporate Executive, and EPC who will be the primary spokesperson; ensure this person will not be viewed as fatigued, stressed, or combative as this may affect public perceptions on Community Leadership and their ability to deal with the event
 - Designated Community Spokesperson to reference the Community Spokesperson - General EOC Checklist and the Community Spokesperson Key Messaging document
- Prepare factual speaking notes for Chief, EOC Director and the designated Community Spokesperson (as necessary)
 - Ensure messaging is clear, concise, and factual
- Seek EOC Director approval on speaking notes before release to Chief and Community Spokesperson
- Brief Chief and Council and the designated Community Spokesperson on key messaging and communication protocols for the public, stakeholders, and media
 - Ensure they understand their responsibility to defer questions that may be operational and/or technical in nature and what these questions might be
 - Ensure they only share information that has been provided and approved by the EOC
- Confirm if an EMCR multi-agency coordination call is required and if so, what time and number and who will call to request it
 - Ensure speaking notes for Community Spokesperson are prepared in advance of the multi-agency coordination calls

Prepare a Communications Plan for the general public and affected community members; ensure you have the following information:

- What the threat is and status
- How to obtain current and accurate information (e.g., phone number)
- Where the ESS Reception Centre is located and how to get there
- Ensure that information and materials are prepared for special populations (e.g., non-English speaking, hearing impaired, etc.) as necessary

INFORMATION OFFICER ALL HAZARD EMERGENCY CHECKLIST cont'd

Prepare a Communications Plan for Chief and Council; ensure that:

- All media requests are handled by Chief or the designated Community Spokesperson (in order to maintain consistency and accuracy of the messaging)
- Elected officials **ONLY** share out **APPROVED** communications coming from the EOC
 - Utilizing personal social media channels to get this information out to the public may be an option

Prepare a Communications Plan for notifying EOC and Internal Staff

- Utilize existing community communication tools (e.g., email, phone trees, newsletter, staff paying system etc.) to inform Community staff of emergency (This is in addition to your public notification)
- Where to refer the public inquiries
- Personal preparedness including what to organize in the event of an evacuation
- Communication protocols for public and the media
- Any business continuity practices appropriate to their roles

Prepare a Communications Plan for Support Agencies

- Ensure that Response Agencies (e.g., RCMP, BC Wildfire, etc.) understand that all inquiries should be deferred to the EOC for response (they may be approached by the public)
- Consider allowing pre-approved messaging for agencies to disseminate
- Consider using a third-party messaging platform (e.g., WhatsApp, Slack, etc.) for staff working together remotely to remain in contact order to streamline interagency communications
- Ensure you have information on:
 - Nature and potential impacts of the event
 - Appropriate point of contact for them to get more information
 - Locations appropriate to their roles such as the Incident Command Post (ICP), EOC and/or Reception Centres
 - Protocols for accessing restricted areas as appropriate

Prepare a Communications Plan for External Stakeholders

- Ensure you have information on:
 - Nature and potential impacts of the event
 - Appropriate point of contact for them to get more information
 - Locations appropriate for accessing restricted areas as appropriate

Participate in any briefing sessions with Chief and Council, Designated Corporate Executive, EOC Director, EPC and Incident Commander

- Confirm any factual information that you have collected on the cause and nature of the event or threat
- If any investigations around cause, ensure that confidentiality is maintained, and any inquiries are directed to the appropriate agency
 - Communicate this to the community and EOC leadership teams
- Confirm the best estimate or known number of how many people and/or properties are threatened including how imminent it is
- Confirm if there is an EMCR stakeholder coordination call as appropriate; attend these calls
- Identify any issues that require special attention, and by whom
- Keep a current issues log and review with EOC Director daily, or as they arise if critical

INFORMATION OFFICER ALL HAZARD EMERGENCY CHECKLIST cont'd

Consider as many of the following systems for public notification and ongoing emergency communication as possible:

- Door-to-door: provide written copies of the emergency information along with maps and directions to Reception Centres for residents
- Phone line: work with EOC Logistics to activate a dedicated toll-free public information phone line
 - Staff call-takers
 - Provide call-takers with timely and accurate message sheets so they offer only confirmed and approved information
- Public meetings: either closed meetings for evacuees or open meeting or everyone & the media
- Radio
- Signage
- Social media: consider partnering with neighbouring communities to ensure updates are being shared (Ideally social media should be staffed appropriately to allow capacity for two-way conversations with followers) Consider pre-recorded video messages
- Website - For posting emergency bulletins, updates and contact info for EOC and ESS

Facilitate News Media Relations

- At the request of the EOC Director, prepare media briefings for elected officials and/or community leadership 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
- Arrange through logistics appropriate staffing and telephones to efficiently handle incoming media calls
- Ensure that adequate staff members are available at incident sites to coordinate and conduct media tours of the disaster areas when safe
- 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
- Review and regularly 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 media releases with officials representing other affected emergency response agencies, such as BC Wildfire Service
 - Arrange for appropriate EOC or agency staff to answer technical questions from members of the media
- Review and regularly monitor local social media activity; identify any sources of misinformation
- Develop public information releases pertaining to recovery activities
- With direction from the EOC Director, develop and publish key messaging around the threat/incident being over
- Follow the **All Personnel – EOC Demobilization Checklist in Emergency Plan Appendix 7***

6.0 INFORMATION OFFICER KEY MESSAGING

INFORMATION OFFICER ALL HAZARD EMERGENCY – KEY MESSAGING

- ❑ A primary consideration is to set the tone / expectation for the public by striking a balance between providing awareness and not causing unnecessary panic
 - ❑ Avoid jargon – plain language should be utilized whenever possible
 - ❑ See Emergency Personal Preparedness Checklist for residents if applicable
- There is currently a(n) <emergency> posing a potential threat to public safety. Tk'emlúps te Secwépemc is monitoring the situation and will continue to provide regular updates
 - **You are not required to leave your home at this time**
 - However, you may want to ensure you have adequate emergency supplies and/or an emergency supply kit in order should the situation get worse and/or you need to leave on short notice
 - The province has a Preparedness Guide, and a Household Emergency Plan, both available here, that contain very useful info and tips: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc/make-your-plan>
 - Please monitor the Tk'emlúps <media of choice> for further information and updates or tune to <local radio station> for further alerts
 - <You may include the information sources for other agencies involved, depending on the nature of the emergency, e.g., BC Wildfire>

INFORMATION OFFICER – SHELTER-IN-PLACE KEY MESSAGING

- A primary consideration is to set the tone / expectation for the public by striking a balance between providing awareness and not causing unnecessary panic
- Avoid jargon – plain language should be utilized whenever possible
- See Personal Preparedness Kit Checklist for residents if applicable
- There is currently a(n) **<emergency>** causing hazardous material to enter the air. Emergency response professionals are requesting that you immediately “Shelter-in-Place” by staying protected indoors or finding refuge in the closest safe building until you receive instruction that it is safe to exit the building. The Tk'emlúps Band is monitoring the situation and will continue to provide regular updates
- **You are required to stay at home at this time**
- Please monitor Tk'emlúps **<media of choice>** for further information and updates or tune to **<local radio station>** for further alerts
- **<You may include the information sources for other agencies involved, depending on the nature of the emergency, e.g. BC Wildfire>**
- **DO NOT** leave your building or home until you receive notification that the danger has passed

Include the following relevant Shelter-in-Place instructions:

1. Get inside your home or other building as quickly as possible
2. Close all doors, windows, fireplaces, vents, or other openings. Use duct tape, foil, or plastic wrap to seal leaks
3. Turn off all heating, ventilation, and air conditioning systems. Close vents
4. Close drapes, curtains, and shades. Stay away from windows
5. Use stairwells whenever possible. Limit the use of elevators
6. Use the telephones only if you need immediate emergency service
7. Turn on the radio/television or go to an online news source for information
8. The hazardous material may be toxic. The signs and symptoms of overexposure to such toxins are as follows:
 - Dizziness/disorientation
 - Blurred vision
 - Difficulty breathing
 - Cyanosis (turning blue)
 - Incoherency
 - Severe Nausea
 - Vomiting
 - Bleeding from the nose, ears, or mouth

If you have any of these signs or symptoms, seek medical help outside of the shelter-in-place area or at the established medical treatment station set up by the Tk'emlúps EOC

7.0 COMMUNITY SPOKESPERSON ALL HAZARD EMERGENCY CHECKLISTS

COMMUNITY SPOKESPERSON ALL HAZARD EMERGENCY CHECKLIST

- Confirm the safety of you and your family
- Complete the All Personnel – EOC Activation Checklist
- Prior to any interviews receive a briefing from the Incident Commander, EOC Director and/or Emergency Planning Coordinator and confirm:
 - Accuracy of information
 - Type of event and location
 - Who the lead agency is
 - Known and potential impacts; ensure only factual information is released to public
 - Current responder agency activities
 - What community leadership and the EOC are doing to support the event
 - Instructions required to give the general public:
 - Identify geographic areas under the alert, if applicable
 - Location or reception centre and preferred routes
 - Where they can go to get more information including public phone numbers, online sources, poster board locations and/or any town hall sessions that are planned
 - When the next public incident update will be, and how it will be delivered
 - What to do when an evacuation occurs (personal preparedness)
 - Any other messaging that is appropriate
- Identify any information that is confidential and/or sensitive to any official investigations surrounding the event and ensure it does not get released
- Ensure that all staff, EOC personnel and responders know that all media inquiries are to be directed to the EOC Information Officer for follow up
- To better prepare yourself for the interview(s), confirm:
 - Which traditional media will be attending the interview and what social media platforms are being used officially by the EOC or community leadership
 - Ask the interview(s) ahead of time:
 - What their questions will be and what their intended storyline is
 - When and how it will be broadcast
 - What other agencies may be required to participate in the interview; consider lead agency, responder agencies, and other support organizations

COMMUNITY SPOKESPERSON ALL HAZARD EMERGENCY CHECKLIST cont'd

- During the interview(s):
 - Follow the “CAC” principle: *Concern, Action, Commitment*
 - Ensure messaging conveys empathy, addresses what is being done to respond to the situation and expresses that all efforts are focused on supporting those affected
 - Only speak to factual information that has been approved by the EOC Director (this is especially critical in situations that involve injuries or fatalities or if property has been damaged or destroyed)
 - Where questions are asked and you cannot answer, avoid the phrase “No comment” and instead, refer them to a subject matter expert if one is available or use one of the following responses:
 - “I’m not the best person to address that, but I will connect you with someone who can.”
 - “We’re not yet at a stage where we have that information. When we do, we will share it.”
 - “At this time, we are focussed on responding to the situation at hand. Once things have stabilized, I would be happy to get you some information on that.”
 - Remain calm and confident in order to reassure the impacted public
- A primary consideration is to set the tone / expectation for the public by striking a balance between providing awareness and not causing unnecessary panic
- Avoid jargon – plain language should be utilized whenever possible
- Understand that you may become the “face” of the emergency and will likely remain so through the recovery process. This may be taxing on you and your loved ones, especially if the Community Leadership actions come under scrutiny or criticism
- Incorporate self-care and manage fatigue to avoid coming across as tired, stressed, or combative. Otherwise, public perception on Community leadership and their ability to deal with the event may be negatively impacted

Recovery Phase:

- Participate in a critical incident debriefing session for team members
- Prepare to work with the EOC Team to assess the effectiveness of this plan and make revisions as necessary
- Discuss with community how this Event affected them
- Participate in town hall events to discuss recovery activities and to support community members

Before Leaving:

- Ensure all paperwork is complete, and logs are closed and sent to the Documentation Unit in the Planning Section
- Ensure that any open actions are assigned to the appropriate agency and/or EOC staff as appropriate
- Follow the All Personnel – EOC Demobilization Checklist in **Emergency Plan Appendix 7**