

INFORMATION OFFICER – EVACUATION RESCIND

- Confirm with the Executive Director of Finance /EOC Director:
 - That a full or partial evacuation rescind is being initiated and for what areas
 - Whether there is need for an evacuation alert still for some or all areas, or whether the threat no longer exists
 - The primary source for factual information for the public (community website, social media site etc.)
 - Known plans around re-entry
 - Known plans around recovery
 - The current status and prognosis for the event
 - Known impacts of the event on the community and residents
 - Location of the recovery and/or resilience centre
 - Date and time of re-entry into each affected area
 - Re-entry routes and any concerns around transportation and traffic management
 - Lead agency and general summary of their response actions
 - Any other partner agencies and/or stakeholders and nature of their involvement
 - Any known impacts to other stakeholder interests such as critical infrastructure or other values at risk
 - Any known or developing issues
- Review and regularly monitor local social media activity; identify any sources of misinformation
- Review and regularly monitor local traditional media; contact local media to establish incident communications protocols
- Consult with other agency liaisons or representatives in the EOC
- Confirm with information officers in other agencies all factual information related to rescind and re-entry
- Initiate Evacuation Rescind communications to affected public, internal staff, and external stakeholders and support agencies as appropriate
 - Ensure all messaging is approved by the EOC Director before it is released
- For the public, ensure that you have information on:
 - Date and time of re-entry
 - Re-entry procedures including routes into their areas and/or special access
 - Location of recovery and/or resilience centre where they can access additional support resources
 - Where they can get factual information
 - Personal safety
- Prepare a communications plan for notifying:
 - Evacuated community members
 - EOC and internal staff
 - Support agencies and stakeholders

INFORMATION OFFICER – EVACUATION RESCIND cont'd

- For internal staff, ensure you have information on:
 - Where to refer the public inquiries
 - Communications protocols for public and the media
 - Any business continuity practices appropriate to their roles
- For external stakeholders and support agencies, ensure you have information on:
 - Known 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, EOC, recovery centre and/or resilience centre
 - Protocols for accessing restricted areas as appropriate
- Participate in any briefing sessions with Chief, Executive Director of Finance /EOC Director, EPC and support agencies
 - Confirm any factual information that you have collected
 - 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 known number of how many people and/or properties impacted
 - Confirm location and contact information for the reception centre and/or resilience centre
 - Confirm the re-entry protocols, routes, and reception and/or resilience centre locations for communication to the public
 - Confirm if there is still an EMCR stakeholder coordination call or any held by supporting agencies as appropriate; attend these calls
 - Identify any issues that require special attention, and by whom
- Brief Chief and Council and the designated Community Spokesperson on key messaging and communications protocols for public, stakeholders, and the media – see the **Community Spokesperson Evacuation Rescind Checklist** in **Appendix 4.1**
 - Prepare speaking notes for Chief, EOC Director and designated Community Spokesperson
- Brief all the staff, EOC personnel, and responders on communications protocols for public, stakeholders, and the media about re-entry
 - Ensure they know that all media inquiries are to be directed to the EOC Information Officer
- Arrange for town hall meeting for impacted residence as appropriate at least 48 hours prior to re-entry; ensure appropriate panel of speakers including at a minimum:
 - Chief and/or designated Community Spokesperson
 - Recovery Centre Manager and/or Resilience Centre Manager
 - EOC Director
 - Representative(s) from primary NGO(s) and Government support agencies
- Consider regular town hall meetings in the early stages of re-entry and re-adjust as required
- Consider the need for ongoing daily messaging and public information support (social media updates) during the recovery phase as appropriate