

# ALL HAZARD EMERGENCY PLAYBOOK CHIEF AND COUNCIL



Tk'emlúps te Secwépemc

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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 Chief and Council Evacuation Playbook for guidance specific to evacuation considerations.

This guide consists of information relevant to the Chief and Council during the initial stages of a community emergency. It includes the following information:



Roles and Responsibilities



EOC Activation Flow Chart



Band Council Resolution Checklist



Chief and Council All Hazard Emergency Checklist



Community Spokesperson All Hazard Emergency Checklists

## 1.0 ROLES AND RESPONSIBILITIES

### COMMUNITY LEADERSHIP

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

	<ul style="list-style-type: none"> <li>EOC Information Officer and EOC Director can provide support and factual information</li> </ul>
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## KEY EOC POSITIONS

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

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

FUNCTION	BASIC ROLES FOR EACH SECTION IN THE EOC
	<ul style="list-style-type: none"> <li>• Reports to EOC Director or the Deputy EOC Director if present</li> </ul>

## GOVERNMENT

AGENCY	ROLES AND RESPONSIBILITIES
<b>RCMP</b>	<ul style="list-style-type: none"> <li>• Has a legal mandate for public safety, which includes leading tactical and strategic evacuations as well as maintaining security on the evacuated properties</li> <li>• Will require information, direction and support from the Community EOC related to evacuation routes, and reception centres</li> <li>• <b>ANTICIPATE THEY WILL NOT BE ABLE TO PROVIDE ENOUGH RESOURCES FOR 24/7 SECURITY IN EVACUATED AREAS</b></li> <li>• May be able to provide a liaison to attend EOC as required</li> </ul>
<b>BCEHS</b> BC Emergency Health Service (Formerly BC Ambulance Service)	<ul style="list-style-type: none"> <li>• Responsible for medical aid to injured people</li> <li>• Have a provincial agreement to evacuate any facilities that are owned by the Interior Health Authority and used to provide medical care</li> <li>• During initial response stages, they may provide dedicated support to the responder agencies</li> <li>• May provide a liaison to attend EOC as required</li> </ul>
<b>BC Wildfire Service</b> Part of Ministry of Forests	<ul style="list-style-type: none"> <li>• Responsible for wildfire suppression on crown lands and on Reserve Lands by agreement with Indigenous Services Canada</li> <li>• May provide a dedicated community liaison to the EOC if requested</li> <li>• <b>WILL NOT PUT OUT STRUCTURE OR VEHICLE FIRES</b></li> <li>• Will provide sprinkler protection units and personnel for protection work around structures and critical infrastructure</li> </ul>
<b>EMCR</b> Emergency Management and Climate Readiness	<ul style="list-style-type: none"> <li>• Provides an EMCR Task Number for tracking purposes; this is necessary for any cost reimbursements from the province of BC</li> <li>• Can provide financial support, secure additional resources (through resource requests and expenditure authorization for critical resources i.e. transportation services, security, physical blockades and Search and Rescue)</li> <li>• 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</li> <li>• It can be beneficial to request that an EMCR Regional Manager attend the EOC in person for the first few operational periods</li> <li>• Can also provide expertise and support for community recovery planning</li> </ul>
<b>FNHA</b>	<ul style="list-style-type: none"> <li>• Supports First Nation communities to respond to emergency events</li> </ul>

First Nations Health Authority	<ul style="list-style-type: none"> <li>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"> <li>This may include potable water testing, air quality testing and access to health care</li> </ul> </li> <li>May provide subject matter expertise and/or environmental health staff to support re-entry planning and rapid damage assessment</li> <li>May provide a liaison to attend EOC as required</li> </ul>
<b>IHA</b> Interior Health Authority	<ul style="list-style-type: none"> <li>Maintain a network of hospitals, clinic and first aid posts in rural areas</li> <li>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</li> <li>Can provide technical subject matter expertise to support re-entry planning</li> <li>May provide a liaison to attend EOC as required</li> </ul>
<b>ISC</b> Indigenous Services Canada	<ul style="list-style-type: none"> <li>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</li> <li>May provide funding for unusual expenses not typically covered through the Provincial legislation</li> <li>Can support funding for design and implementation of structural mitigation works based on the level or resources available</li> <li>Supports community preparedness through the <b>EMAP</b> on a proposal basis</li> </ul>
<b>MoF</b> Ministry of Forests	<ul style="list-style-type: none"> <li>Can provide technical subject matter expertise to natural resource management and reforestation</li> <li>May provide some expertise for support to rural economic development recovery</li> <li>May provide a liaison to attend EOC as required</li> </ul>
<b>MECCS</b> Ministry of Environment & Climate Change Strategy	<ul style="list-style-type: none"> <li>Can provide expertise and coordinate resources for hazardous materials spill response</li> <li>May provide subject matter experts for advance planning support for hazardous materials management and natural resource management in EOC on a temporary basis</li> </ul>
<b>MIRR</b> Ministry of Indigenous Relations and Reconciliation	<ul style="list-style-type: none"> <li>Can provide community liaison services if requested</li> <li>Can provide support to consultation activities related to longer term recovery</li> <li>May provide program support &amp; expertise to economic recovery activities; may or may not have funding sources</li> </ul>
<b>MOTI</b> Ministry of Transportation and Infrastructure	<ul style="list-style-type: none"> <li>Responsible for traffic control in and out of evacuated areas with respect to provincial highways; can provide flagging contractors</li> <li><b>DOES NOT PROVIDE SECURITY CHECKPOINT SERVICES</b></li> <li>Have the authority to stop and redirect traffic</li> <li>Often able to provide some assistance to traffic management planning, particularly in early response stages</li> <li>May provide a liaison to attend EOC as required</li> </ul>
<b>MTAC</b>	<ul style="list-style-type: none"> <li>Can provide community liaison services if requested</li> <li>Can provide support to consultation activities related to longer term recovery</li> </ul>

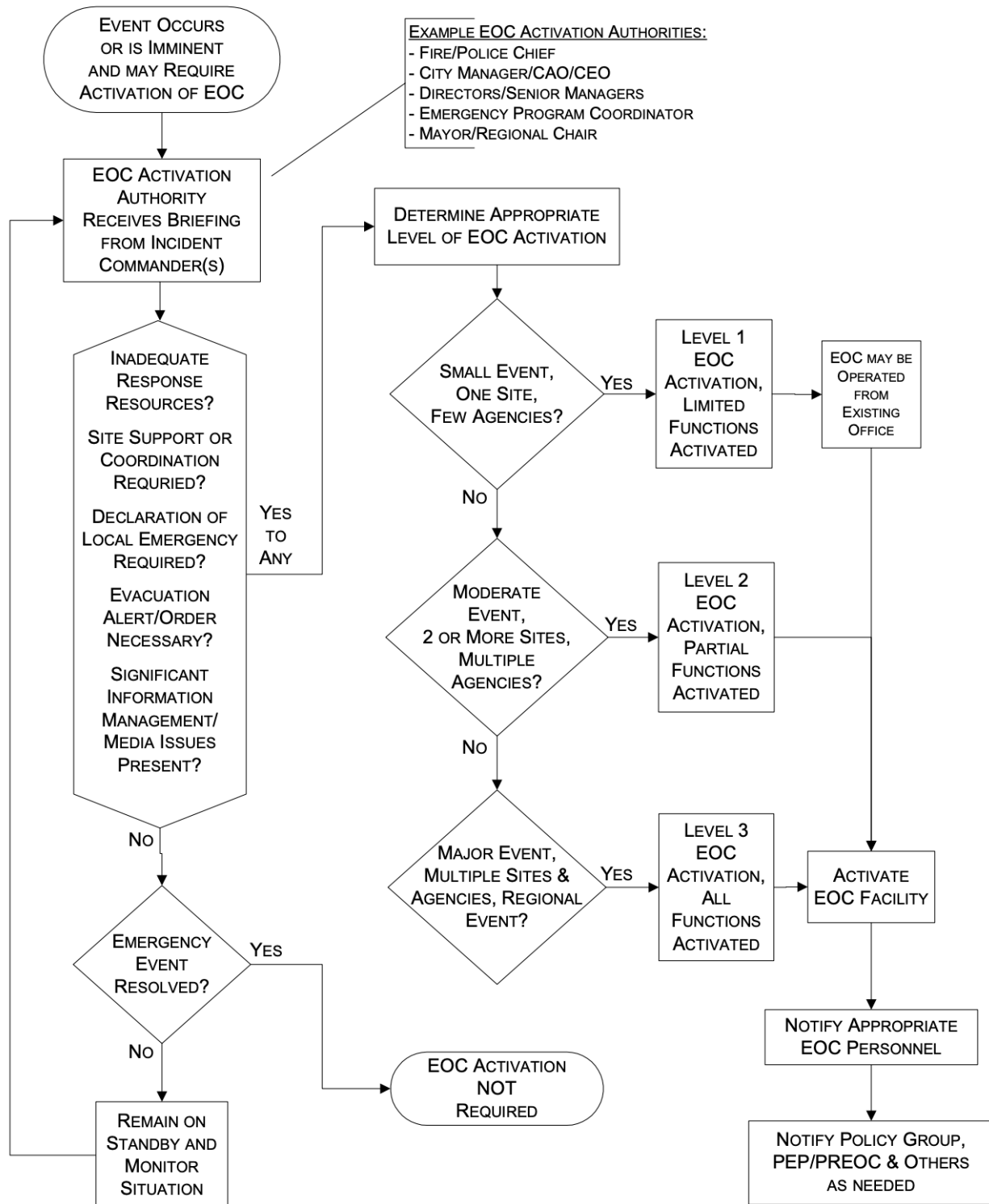
Ministry of Tourism, Arts & Culture	<ul style="list-style-type: none"> <li>May provide program support &amp; expertise to economic recovery activities; may or may not have funding sources</li> </ul>
<b>Canadian Armed Forces</b>	<ul style="list-style-type: none"> <li>Can provide personnel and support for activities in support of wildfire and flood control</li> <li>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</li> <li>Activated upon a request from EMCR through Public Safety Canada</li> <li>May provide a liaison to attend EOC as required</li> </ul>
<b>TNRD</b>  Thompson Nicola Regional District	<ul style="list-style-type: none"> <li>May provide support personnel to EOC under contract; possibility of joint EOC model</li> <li>May provide ESS support for evacuation in the form of personnel, reception centre and/or evacuee temporary shelter</li> </ul>
<b>City of Kamloops</b>	<ul style="list-style-type: none"> <li>May provide support personnel to EOC under contract</li> <li>May provide ESS support in the form of personnel, reception centre and/or evacuee temporary shelter</li> </ul>

## NON-GOVERNMENT ORGANIZATIONS

AGENCY	ROLES AND RESPONSIBILITIES
<a href="#">BC211</a>	<ul style="list-style-type: none"> <li>24hr service helping to connect your community with appropriate programs and services (e.g., basic needs (food and shelter), mental health and addictions support, legal and financial assistance, support for seniors, etc.)</li> </ul>
<a href="#">Canadian Disaster Animal Rescue Team (CDART)</a>	<ul style="list-style-type: none"> <li>Disaster response services for domesticated animals</li> <li>Can deploy to a site or support remotely</li> <li>Available</li> </ul>
<a href="#">Canadian Red Cross</a>	<ul style="list-style-type: none"> <li>Can provide services related to family reunification and reception centre management</li> <li>Ability to fund activities related to emergency shelter, food and clothing after EMCR Emergency Support Services (ESS) program support is unavailable</li> <li>Can raise and distribute funds targeted at the specific event and develop programs for distribution of funds to local community members, businesses, and governance</li> <li>Can provide a liaison to attend EOC as required</li> </ul>
<a href="#">Billy Graham Rapid Response Team</a>	<ul style="list-style-type: none"> <li>Crisis trained chaplains provide emotional and spiritual care</li> </ul>
<a href="#">Disaster Aid Canada</a>	<ul style="list-style-type: none"> <li>Can provide and assist in delivering humanitarian aid, shelter, sustainable water systems and hygiene products</li> </ul>
<a href="#">FNESS First Nations Emergency Services Society</a>	<ul style="list-style-type: none"> <li>Can provide technical guidance around wildland fuels management and structural fire protection</li> <li>May be able to source EOC support personnel internally and/or from other communities</li> <li>May provide forest fuel treatment works funding by ISC</li> </ul>

	<ul style="list-style-type: none"> <li>• Conducts FireSmart training, firefighter training, runs workshops, fire awareness and prevention and supports EM plan development</li> <li>• Can provide a liaison to attend EOC as required</li> </ul>
<a href="#">Disaster Psychosocial HEMBC Duty Officer</a>	<ul style="list-style-type: none"> <li>• Provides psychosocial services upon request</li> <li>• May include telephone support, group sessions, in person support, team operational debrief</li> </ul>
<a href="#">Mennonite Disaster Service</a>	<ul style="list-style-type: none"> <li>• Can mobilize and support large numbers of volunteers for clean-up, repair and rebuilding homes</li> <li>• Can provide a liaison to attend EOC as required</li> </ul>
<a href="#">Salvation Army</a>	<ul style="list-style-type: none"> <li>• Can provide volunteer services related to food &amp; hydration, spiritual care, donations management, disaster social services, and long-term recovery</li> <li>• Have some capacity around emergency financial assistance to support survivor essential needs</li> <li>• Can provide a liaison to attend EOC as required</li> </ul>
<a href="#">Samaritan's Purse</a>	<ul style="list-style-type: none"> <li>• Can mobilize and support large numbers of volunteers for disaster debris clean up in homes and neighbourhoods</li> <li>• Can provide liaison to attend EOC as required</li> </ul>
<a href="#">St. John Ambulance</a>	<ul style="list-style-type: none"> <li>• Can provide first aid services for reception centres and muster points</li> <li>• May have some capacity around transportation of medically inform but BCHES should be consulted prior to engaging St. John Ambulance for medical transport</li> <li>• Can provide a liaison to attend EOC as required</li> </ul>
<a href="#">Spirit's Mission</a>	<ul style="list-style-type: none"> <li>• Animal welfare, re-homing</li> </ul>
<a href="#">Team Rubicon Canada</a>	<ul style="list-style-type: none"> <li>• Can provide assistance with Rapid Damage Assistance, sifting, home repairs, home rebuilds, cleaning and debris removal</li> </ul>
<a href="#">World Renew</a>	<ul style="list-style-type: none"> <li>• Can help with debris removal, assess unmet needs, home repairs and home rebuilds</li> </ul>

## 2.0 EOC ACTIVATION FLOW CHART



Source: JIBC Emergency Operations Centre – Operational Guidelines

### 3.0 BAND COUNCIL RESOLUTION CHECKLIST

Based on recommendations from the Corporate Executive (CAO or CFO) or EOC Director in consultation with the available hazard-specific subject matter experts (technical specialists and traditional knowledge keepers), it is the responsibility of Chief and Council to determine if and when a Declaration of State of Local Emergency, evacuation alert or order, and Band Council Resolution (BCR) is required. In some cases, a bylaw may be a better option.

- ☐ Is there time to convene a council meeting?
  - ☐ If Yes, then consider submitting a written declaration to council for passing of bylaw
  - ☐ If No, then consider a BCR to reinforce the evacuation alerts & orders, as well as Declaration of State of Local Emergency
- ☐ Clearly define the specific geographic boundaries of the area under Resolution and prepare a map
  - ☐ Use civic addresses, street names, lot #s, IR# or any combination that works for your community
- ☐ If applicable, define a timeframe required for the Resolution
- ☐ Complete the written BCR for submission to Chief or designate for signature
- ☐ Include the extraordinary powers that are required
- ☐ Any evacuation alerts & orders, as well as a Declaration of State of Local Emergency should include:
  - ☐ A map of the area with boundaries clearly delineated
  - ☐ Signature of Chief or designate
- ☐ Publish / Post notice of declaration for affected residents
- ☐ Submit a copy of the Completed and Signed BCR to EMCR PREOC at:

Central Region  
 1255-D Dalhousie Drive  
 Kamloops, BC  
 V2C 5Z5

Phone : 250-371-5240  
 Fax : 250-371-5246

Email : [preoc3.ops1@gov.bc.ca](mailto:preoc3.ops1@gov.bc.ca)

## 4.0 CHIEF AND COUNCIL ALL HAZARD EMERGENCY CHECKLIST

## CHIEF AND COUNCIL ALL HAZARD EMERGENCY CHECKLIST

- ☐ Confirm the safety of you and your family
- ☐ Confirm with The designated Corporate Executive and the community Emergency Planning Coordinator (EPC) that there is a threat/emergency impacting or potentially impacting the community
- ☐ Gather information on the area under potential threat, such as weather forecasts
  - ☐ Consider recommendations from other agencies
  - ☐ Consider the potential for evacuation
  - ☐ Is Elder and/or Knowledge Keeper assistance needed?
- ☐ Review the Hazard Specific Response Checklist in **Appendix 11 of the Emergency Plan**, if applicable

### **Confirm with the Designated Corporate Executive and Emergency Planning Coordinator:**

- ☐ Whether or not the Community Emergency Plan needs to be activated
- ☐ Your role(s) in the event
- ☐ Whether or not the EOC needs to be activated
  - ☐ Select the EOC facility and confirm it will not be threatened by the event, otherwise consider a safer location
- ☐ Whether or not an EMCR task number is needed
  - ☐ If an EMCR all-stakeholder coordination call is required
- ☐ Whether or not there is a need for issuing a Band Council Resolution to access some or all of the extraordinary powers
- ☐ Whether or not there is a need for and Evacuation Alert and/or Order. Consider:
  - ☐ Evacuation decision triggers and the Chief and Council Evacuation Alert Checklist identified in the **Chief and Council Evacuation Playbook**
- ☐ If there any potential impacts to the community continuity of operations
  - ☐ If so, discuss activating the **Tk'emlúps Business Continuity Plan**
- ☐ Any known or potential issues

### **Review the following with the Designated Corporate Executive and the EPC together:**

- ☐ Internal communication protocols to staff
- ☐ External communication protocols to first responders and other support agencies
- ☐ External communication protocols to the general public
- ☐ External communication protocols to media; traditional and social

### **Confirm with the Designated Corporate Executive, EPC and Community Information Officer (IO):**

- ☐ Who will be the primary Community 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 spokesperson to reference the **Community Spokesperson All Hazard Emergency Checklist**
- ☐ Participate in any emergency response and planning activities as required

### **Recovery Phase:**

- ☐ Participate in the 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
- ☐ Participate in town hall events to discuss recovery activities and to support community members
- ☐ Document lessons learned and share with the EPC and EOC Director
- ☐ Discuss key messaging with the Information Officer
- ☐ Consider soliciting input on how the Event affected the community
- ☐ Share mental health support services information to Community members

## 5.0 COMMUNITY SPOKESPERSON ALL HAZARD EMERGENCY CHECKLIST

## COMMUNITY SPOKESPERSON ALL HAZARD EMERGENCY CHECKLIST

- ☐ Confirm the safety of you and your family
- ☐ 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
    - ☐ 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 Leaderships 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