**Public Information Officer** (PIO)– Job Action Sheet (JAS)

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| Assigned To:  (Name) |  | |
| Date/Time: | From: \_\_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_ | To: \_\_\_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_ |
| Reporting to: | Incident Commander | |
| Command Center Location: |  | PIO  Telephone: |

**Mission**: Obtain, compile and draft informational messages and statements for internal and external sources. Transmit and present these statements to the media, response partners, resident families and staff as directed by the Incident Commander. Note: All statements are to be approved by the Incident Commander prior to release.

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| **Immediate**: (0-2 hours) | |
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|  | Assume the role of Public Information Officer (PIO). |
|  | Complete the JAS information section above. |
|  | Review the “Immediate” section of this JAS. |
|  | Take steps to set up the PIO work station and the Incident Command Center in general. |
|  | Document all key information, activities and decisions on an Incident Response Log (who, what, when and where). |
|  | Prepare for the initial Incident Management Team briefing:   1. Any and all information you know about the initiation or current status of the incident (NOTE: at report time do not repeat what the Incident Commander or others before you have reported. Report only what is new and not yet spoken.) 2. The status of your “Immediate” actions. |
|  | Provide public information support to the Incident Commander and Incident Management Team (IMT) members as needed. |

| **Intermediate**: (2-12 hours) | |
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|  | Maintain an incident Response Log |
|  | Identify and prepare a media briefing for your facility that is away from the Incident Command Center and resident care areas. Coordinate this action with the Planning Chief, Operations Chief and Safety Officer. |
|  | Contact appropriate community partner Public Information Officers:   1. Inform them that [facility name] is activating their Incident Command Center 2. Provide; the reason for its activation and your telephone number 3. Share incident information currently know. 4. Establish a schedule and method to review and coordinate overall and individual public information distribution. |
|  | In consultation with the Incident Commander prepare messages and statements for approval by the Incident Commander for the following groups as appropriate:   1. Response Partner PIOs 2. The Media 3. The Staff 4. The Residents and their families. |
|  | Verify that message and statement transmission system are operational:   1. Telephone call trees 2. Facially Machines 3. Email address group(s) 4. Automated alerting and messaging 5. Facility intra-net program 6. Web Based methods    1. Facebook    2. Twitter |
|  | Coordinate the security and release of facility residents and staff personal information with the Incident Commander and Operations Chief. |
|  | Prepare for and participate in all IMT briefings. |
|  | Monitor incident information through the television, internet and radio. |
|  | When the Incident Commander directs the IMT to review “Extended” actions in your JAS do so.  **IF NO**; Go to the top of the “Intermediate” section and cycle through the checklist again. |

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| **Extended**: (beyond 12 Hours) | |
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|  | Continue the PIO duties and responsibilities identified in the “Intermediate” section of the JAS as long as the incident response is active. |
|  | Observe your co-workers, volunteers, and residents for signs of stress and inappropriate behavior. Report concerns to the Incident Commander. |
|  | Identify and record a list of operational, facility structure, facility infrastructure and service issues that may not be able to be resumed as normal conditions after the incident has been terminated. |
|  | When the Incident Commander directs the IMT to review “Demobilization” actions in your JAS do so again.  **IF NO**; Go to the top of the “Extended” section and cycle through the checklist again. |

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| **Demobilization**: | |
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|  | When requested by the Incident Commander, provide your list of operational, facility structure, facility infrastructure and service issues that may not be able to be resumed as normal conditions after the incident has been terminated. |
|  | When directed by the Incident Commander ensure all partner PIOs contacted during the incident are notified that [*name of facility*] is returning to normal or modified operations |
|  | Check and complete all information sections of forms and documents initiated during the incident. |
|  | Gather all records, logs, documents and form; then provide them to the Planning Chief. |
|  | Identity and record all missing or used materials, forms, and equipment used at your work station during the incident response. Report the same to the Incident Commander. |
|  | When directed by the Incident Commander; help re-store, re-stock and prepare the Incident Command Center for the next incident. |
|  | Report to the Incident Commander that your work station is secured and that you are leaving the Incident Command Center. |