



COLORADO

**Division of Homeland Security
& Emergency Management**

Department of Public Safety

EMERGENCY OPERATIONS CENTER Critical Performance Task Book

EOC Public Information Officer

January 2016

Task Book Assigned To:

Trainee's Name: _____

Date Task Book Initiated: _____

EOC Critical Performance Task Book

Organization: _____

Position Title: Public Information Officer

Name of Candidate: _____

Agency Name: _____

Address: _____

Phone: _____ Cell Phone: _____ Email: _____

Evaluator: _____ Signature: _____

Agency Name: _____

Address: _____

Phone: _____ Cell Phone: _____ Email: _____

Certifying Agency Representative: _____

Certifying Agency Representative Signature: _____

Certifying Agency Name: _____

Address: _____

Phone: _____ Cell Phone: _____ Email: _____

CPTB Overview:

- #1: Assume Position Responsibilities
- #2: Common Operating Picture
- #3: EOC Processes and Support Systems
- #4: Leadership / Accountability
- #5: Work Group Supervision
- #6: Operational Requirements
- #7: Meetings, EOC Briefings and Debriefings
- #8: End of Operational Period / Transitions / Demobilization

Mandatory Prerequisites:

- IS-100.B (Intro to ICS), IS-200.B (ICS for Single Resources & Initial Attack Incidents),
- IS-700.A (Intro to NIMS), IS-800.B (National Response Framework),
- IS-250.A (ESF #15 - External Affairs: A New Approach), G-290 (Basic PIO)
- WebEOC Training

Desired Prerequisites:

- IS-242.B (Effective Communication), IS-702.A (NIMS Public Info Systems),
- ICS-300 (Intermediate ICS for Expanding Incidents), G-191 (ICS/EOC Interface), E-388 (Adv PIO)

Program Direction:

The purpose of this program is to establish a minimum level of knowledge, behavior and performance in Emergency Operations Center (EOC) positions. Many requirements of EOC personnel are heavily anchored in ICS based programs and education. These programs are helpful and valuable in the development of EOC personnel but not adequate to create effective and highly skilled EOC staff members. To create professional EOC staffers that understand the similarities and differences of EOC versus ICS, a complete program focusing on the special requirements of EOC operations is paramount. The program first begins with training and familiarity with agency emergency plans and EOC operations. Once completed, the taskbook concept begins to build the experience based learning to achieve optimal performance in the assigned EOC position.

Research shows that EOC training programs, taskbooks, operations manuals, and essentials of EOC positions is limited. Many EOCs use ICS formats, forms and training standards as their guide and force fit the discipline of ICS into the EOC system. This program delivers training curricula, EOC forms, EOC essentials manual and Taskbook evaluation / certification tools to create an effective EOC facility, MAC group and EOC operating system.

Roles and Responsibilities:

Candidate: The candidate must complete each Critical Performance Task (CPT) identified within the taskbook in order to be certified by the State of Colorado. All prerequisites must be completed before initiating the CPT book. The candidate is responsible for maintaining their taskbook and having all documentation available at the time of evaluation. Venues that can be used for completing the taskbook are training or EOC activation experience.

The local jurisdiction may also choose to utilize these taskbooks to train personnel without seeking certification at the state level. In this case, the taskbooks are formatted to allow for modifications and additions of local tasks and knowledge. Each task is divided into four sections:

- **Knowledge** – In order to perform any task appropriately, an understanding about the steps of completing the task is needed.
- **Behavior** – In addition to describing the task, it is important to understand why the task is important. This area of each task causes the candidate to recognize the task and its implications.
- **Task** – With a good understanding about the relevance of the task and its importance, and the ability to describe the task, each candidate is expected to perform the given task for the position.
- **Action Steps / Standards** – The final part of each task includes checklist items, with an area to add local steps and standards to ensure local systems are understood and utilized.

Agency Management: Responsible for selecting candidates based on the needs of the organization and the ability to perform the functions of the EOC position. Agency Management is also responsible for providing opportunities for evaluation, including working with neighboring EOCs and working on actual incidents.

Evaluator: When seeking State Certification, all tasks within the taskbook must be accomplished. The evaluator is a person who determines if the task is performed or needs improvement and is able to sign off on certain observed tasks. Evaluators may include Agency Heads, EOC Managers, and anyone certified in the position they are evaluating.

The evaluator must evaluate the entire CPT section they begin to ensure consistent evaluation in the section. Other evaluators can be utilized as long as they are certified by the primary evaluator or certifying agency. If a candidate receives a “needs improvement” mark, a prescription must be completed after the evaluation and the task must be reevaluated at another date. The only task that needs to be reevaluated is the specific task receiving the “needs improvement” mark.

Multiple evaluators may sign off on a specific task to show proficiency in a position if several opportunities to observe that task have occurred. Each task must be completed during an EOC exercise or an actual EOC activation. The level of activation for the exercise or the actual event that is required for each task will be at the discretion of the evaluator.

The **Final Evaluator** is responsible for signing the verification statement on the taskbook when all tasks have been completed satisfactorily.

Certifying Agency: The certifying agency may be either the local jurisdiction, if utilizing the taskbooks for local activations only, or the State Certification Board, if utilizing the taskbook to work with mutual aid EOCs or other communities. The certifying agency must sign off on the candidate’s sheet prior to the end of the evaluation period. This establishes that the candidate is in fact part of an EOC system and their activity is supported by the agency.

Prescription Program: The prescription program is designed to provide specific feedback to the candidate. The prescription outlines the task needing improvement and also the evaluator records detailed information about the deficiency. The corrective action is explained in detail and in such a way that the candidate finds it useful. The candidate signs off on the prescription indicating that expectations are completely understood.

Documentation: All documentation is maintained by the certifying agency.

CPT #1: ASSUME POSITION RESPONSIBILITIES	Evaluation #	Evaluator Initials
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1A: SUCCESSFULLY ASSUME THE ROLE OF PUBLIC INFORMATION OFFICER (PIO) IN THE EOC AND INITIATE POSITION ACTIVITIES

1. Check-in according to agency guidelines
<u>Knowledge</u> - Describes the check-in procedures for the EOC.
<u>Behavior</u> - Recognizes the responsibility of the PIO to check-in when arriving at the EOC.
<u>Task</u> - Demonstrates the ability to follow all check-in procedures and ensure that other PIOs carry out the same.
Action Steps / Standards:

Evaluation #	Initials

2. Obtain and assemble all supplies, tools and technology needed to effectively perform the tasks of the PIO
<u>Knowledge</u> - Describes the various tools needed to perform the functions of a PIO
<u>Behavior</u> - Recognizes when to request or implement various tools.
<u>Task</u> - Arrive properly equipped to the EOC within acceptable time limits and creates a workspace involving all necessary tools to function in the EOC.
<ul style="list-style-type: none"> ▶ References that are appropriate for the incident / event type and agencies involved ▶ Pertinent Field Operations Guides ▶ Position manuals for the Section ▶ Media contacts and information ▶ EOC Policies and Procedures, EOC Operations Manual ▶ ICP and EOC contact information ▶ ICS and EOC forms, agency specific forms ▶ Office Supplies and technology needed to complete the job functions
Action Steps / Standards:

Evaluation #	Initials

3. Establish and maintain EOC Operational Rhythm
<u>Knowledge</u> - Shows awareness of the EOC Operational Rhythm and describes each phase.
<u>Behavior</u> - Recognizes the various phases of the EOC operations and the importance of each to the outcome of the incident / event.
<u>Task</u> - Participates in EOC meetings and briefings as appropriate and provide PIO specific information when required.
Action Steps / Standards:

Evaluation #	Initials

4. Determine EOC Manager's and Agency Administrator's expectations regarding the dissemination of information

Knowledge - Shows awareness of the need for coordinated public information dissemination and describes situations where information dissemination could be sensitive.

Behavior - Recognizes the need to be sensitive to various organizational requirements and the cultural/political climate of the jurisdiction when disseminating information.

Task - Develops a procedure to ensure the EOC Manager's and Agency Administrator's expectations are met with regard to information flow.

Action Steps / Standards:

Evaluation #	Initials

1B: PIO CONTACT INFORMATION

5. Obtain all EOC contact lists available and develop updated contact lists as needed to support incident / event operations

Knowledge - Describes the reasons for and information contained in contact lists for the EOC.

Behavior - Recognizes the time necessary and the people who can assist in gathering contact information needed for the PIO position.

Task - Develops a fully updated contact list from previous lists and current staffing as needed to support incident / event operations for the PIO position.

Action Steps / Standards:

Evaluation #	Initials

6. Field PIO contact information

Knowledge - Describes how to establish a communication link with Field PIOs and Media and can describe where the information resides (phone, radio, web, etc).

Behavior - Recognizes the need prior to the transfer or demobilization to accumulate the information and prepare to communicate to the incoming PIO(s).

Task - Demonstrates the ability to develop the contact information.

Action Steps / Standards:

Evaluation #	Initials

CPT #2: COMMON OPERATING PICTURE	Evaluation #	Evaluator Initials
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2A: GATHER RELEVANT INFORMATION ABOUT THE INCIDENT / EVENT IN ORDER TO PERFORM JOB DUTIES

7. Obtain initial briefing from the EOC Manager
<p><u>Knowledge</u> - Demonstrates knowledge of key information necessary to share in briefings to create a common operating picture.</p>
<p><u>Behavior</u> - Recognizes appropriate time and place to gather information from the EOC Manager after activation.</p>
<p><u>Task</u> - Contacts the EOC Manager using phone, radio, face to face or other means, at the appropriate place and time and gathers information appropriate to the incident / event.</p>
<p>Action Steps / Standards:</p>
<ul style="list-style-type: none"> ▶ Obtain current situation and activities related to the event
<ul style="list-style-type: none"> ▶ Determine if present public information plan of action will meet incident / event objectives
<ul style="list-style-type: none"> ▶ Identify current and potential problems and concerns
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Evaluation #	Initials

8. Gather information necessary from EOC Sections, ESF positions, Incident Command Post (ICP) and other personnel to determine immediate needs and priorities for the PIO function.
<p><u>Knowledge</u> - Demonstrates knowledge of Incident Command (IC) procedures, and describes the EOC / IC information needed to provide PIO support.</p>
<p><u>Behavior</u> - Recognizes when to gather event information upon activation.</p>
<p><u>Task</u> - Contacts the ESF positions and Sections using phone, radio, face to face or other means, at the appropriate place and time and gathers information appropriate to the incident / event. Review all available documentation relevant to the PIO function.</p>
<p>Action Steps / Standards:</p>
<ul style="list-style-type: none"> ▶ Incident Commander's name and IMT contact information
<ul style="list-style-type: none"> ▶ Duration, Size and Type of incident / event
<ul style="list-style-type: none"> ▶ Current media and information requirements
<ul style="list-style-type: none"> ▶ Current situation
<ul style="list-style-type: none"> ▶ Expected timelines for briefings, Planning meetings, and team meetings
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Evaluation #	Initials

9. Collect information from outgoing PIO responsible for the incident / event support prior to your arrival
<u>Knowledge</u> - Demonstrates knowledge of the PIO procedures, and describes the information needed to provide PIO support.
<u>Behavior</u> - Recognizes when to gather event information upon activation.
<u>Task</u> - Contacts the outgoing PIO using phone, radio, face to face or other means, at the appropriate place and time and gathers information appropriate to the incident / event.
Action Steps / Standards:
▶ Obtain status of information and media requirements
▶ Obtain status of existing PIO function
▶ Obtain information on facilities locations (ICP, Base and Camp locations, medical facilities, media centers, JIC, road closures, donations, Assistance Centers, etc.)
▶ Obtain status of information on social media outlets and monitor for updates

Evaluation #	Initials

2B: DEVELOP SITUATIONAL AWARENESS TOOLS

10. Review current Situation Reports, 209s, News Releases, Social Media and other situational data sets
<u>Knowledge</u> - Describes the information that is found on various situational reports, such as ICS 209s, News Releases, Social Media sites and Incident Action Plans (IAP), and articulates how checking these reports/sites can assist with gaining a common operating picture.
<u>Behavior</u> - After reviewing the reports, recognizes the need for additional action (i.e. requesting assistance or messaging other ESF positions for follow up and task postings).
<u>Task</u> - Demonstrates the ability to locate situational reports, PIO information bulletins and sites, view them, and disseminate pertinent data in order to best support incident / event operations.
Action Steps / Standards:
▶ ICS 209 - Incident Status Summary
▶ Incident Action Plans / Incident Support Plans
▶ WebEOC - Local, Regional and State Board postings
▶ SATool - Situational Awareness Tool
▶ EMSsystems - EMS tracking and transport tool / hospital status
▶ Prior news releases and bulletins
▶ Facebook, Twitter, and other key social media sites

Evaluation #	Initials

11. EOC Organizational Structure (EOC 203 / EOC 207)

Knowledge - Demonstrates knowledge of the EOC structure in regard to organizational structure.

Behavior - Recognizes the structure described in the briefing and recognizes how to communicate and flow information in the EOC organization.

Task - Locates the EOC 203 form or the EOC 207 form, either electronically or on paper, and explains its use.

Action Steps / Standards:

Evaluation #	Initials

12. Special considerations

Knowledge - Describes the special considerations that are of concern to the PIO in a briefing (rumor control, public concerns, media schedules, news briefings, etc.).

Behavior - Recognizes during a briefing the need for any special considerations to be identified.

Task - Demonstrates the ability to record all special considerations in a EOC 214 Unit Log in such a way to cause priority response in dealing with the needs.

Action Steps / Standards:

Evaluation #	Initials

2C: GATHER INFORMATION FROM WEBEOC FOR SITUATIONAL AWARENESS

13. Review Local Significant Events Board

Knowledge - Describes the purpose, use and type of information found in WebEOC relevant to the PIO function.

Behavior - Recognizes when to review WebEOC for pertinent information.

Task - Demonstrates the ability to access WebEOC and post a message as appropriate.

Action Steps / Standards:

- ▶ Develop a plan for when computers are down or outages occur

Evaluation #	Initials

14. Review State Significant Events Board

Knowledge - Describes the purpose, use and type of information found in the state significant events board.

Behavior - Recognizes when to review the state significant events board for information.

Task - Demonstrates the ability to access the significant events board and post a message as appropriate.

Action Steps / Standards:

Evaluation #	Initials

CPT #3: EOC PROCESSES AND SUPPORT SYSTEMS	Evaluation #	Evaluator Initials
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3A: ESTABLISH PIO ORGANIZATIONAL STRUCTURE

15. Assign PIO support positions as needed to assist the EOC PIO functions

Knowledge - Describes the process and tasks that the support positions will fulfill when established and describes when these positions will need to be filled.

Behavior - Upon activation of the PIO, recognizes the need for EOC assistance in the PIO function.

Task - Demonstrates the ability to use resource lists to contact and staff PIO support positions during activation as appropriate.

Action Steps / Standards:

- ▶ Identify Function's personnel shortages
- ▶ Replace or order positions as needed and per EOC operational procedures

Evaluation #	Initials

16. Confirm Incident Command control footprint from EOC Manager to determine event PIO support

Knowledge - Has knowledge of incident command procedures and describes the EOC / IC interface and how the PIO provides critical support functions.

Behavior - Recognizes when the PIO must provide support to ESF positions during an incident / event before a critical need develops. When EOC Manager determines command footprint, the EOC PIO responds appropriately by confirming needs with elements now requiring support.

Task - Contacts EOC Manager and determines PIO support responsibilities using phone, radio or face to face or other means.

Action Steps / Standards:

Evaluation #	Initials

17. Establish and maintain positive interpersonal and interagency working relationships among EOC personnel

Knowledge - Describes the benefits of creating positive working relationships with team members, and the disadvantages if these relationships do not exist.

Behavior - Recognizes the need to create and maintain positive working relationships with PIO personnel and EOC staff.

Task - Demonstrates the ability to communicate effectively with team members and evaluations show that the candidate works well with others.

- ▶ Local Agencies, Hosting Unit, Policy Group, EOC Personnel
- ▶ Public and Private Partners (NGOs, Non-Profits, and support agencies)
- ▶ Media
- ▶ Community Members

Action Steps / Standards:

Evaluation #	Initials

18. Understand scope, roles, responsibilities, jurisdiction, and authority of support personnel within the EOC, as well as Technical Specialists that may be assisting the PIO function

Knowledge - Describes the complex nature of the EOC, Policy Group, ICS and Technical Specialists, with an understanding of how the EOC PIO fits into the incident / event. Describes what information is needed to determine exactly what the PIO is responsible for during an activation.

Behavior - When the event requires the EOC to assume responsibilities outside of the event footprint, the PIO recognizes the need for EOC support staff and recognizes how the PIO function fits into the overall process.

Task - Works with support personnel with the EOC as needed to maintain situational awareness and to ensure appropriate work relationships.

Action Steps / Standards:

Evaluation #	Initials

CPT #4: LEADERSHIP / ACCOUNTABILITY

Evaluation #	Evaluator Initials

4A: LEADERSHIP PRINCIPLES

19. Demonstrates proficiency in the position

Knowledge - Describes appropriate policies and procedures of the EOC and PIO function.

Behavior - Recognizes the needs of staff and incident / event support priorities.

Task - Executes tasks appropriately and takes initiative without supervision or prompting.

Action Steps / Standards:

Evaluation #	Initials

20. Make sound and timely decisions

Knowledge - Describes the size up process required to make sound and timely decisions (what do I want or need to do, what do I have, what do I need, and who needs to know).

Behavior - Recognizes the need to make a decision and apply the above process.

Task - Demonstrates the ability to apply the decision process in an actual EOC environment and have a successful outcome.

Action Steps / Standards:

Evaluation #	Initials

21. Tasks are assigned, understood and accomplished

Knowledge - Describes the general approach to assigning tasks and overseeing work:

1. Clear mission, resources available, time, and clear definition of completion.
2. Explain check in points for direct reports.

Behavior - Recognizes the need to intervene and provide oversight related to task assignment.

Task - Demonstrates the ability to conduct the process described above when warranted.

Action Steps / Standards:

Evaluation #	Initials

22. Accepts responsibility for actions

Knowledge - Describes the actions that would be required of a PIO if a mistake were made or miscommunication occurred during activation.

Behavior - Recognizes when a problem or mistake occurs and reacts quickly and appropriately to take corrective action.

Task - Demonstrates the ability to resolve a problem or conflict and demonstrates that it can be done quickly and effectively to move toward accomplishing the overall EOC goals.

Action Steps / Standards:

Evaluation #	Initials

23. Emphasizes teamwork

Knowledge - Describes various methods of building teams and teamwork.

Behavior - Recognizes the advantages of bringing the focus of the group to a team result.

Task - Establishes cohesiveness among assigned personnel and trust through open communications.

Action Steps / Standards:

Evaluation #	Initials

24. Work goals are SMART compliant:
"Specific - Measurable - Attainable - Relevant - Timely"

Knowledge - Describes each dimension of SMART.

Behavior - Recognizes when to use SMART during development of work goals and objectives.

Task - Demonstrates the use of SMART when setting goals and objectives.

Action Steps / Standards:

Evaluation #	Initials

25. Ensures adequate rest is provided to all PIO personnel

Knowledge - Describes appropriate procedures for ensuring PIO personnel employ work/rest guidelines, and employs work habits that will maintain health and stress levels.

Behavior - Recognizes when to take action to ensure the proper health of PIO personnel, including rotating in new personnel, breaks, food, etc.

Task - Establishes procedures with staff at the beginning of each operational period to ensure healthy work environment.

Action Steps / Standards:

Evaluation #	Initials

4B: ACCOUNTABILITY OF ASSIGNED PERSONNEL

26. Manage workload to meet operational period objectives

Knowledge - Describes how to manage workloads (planning for additional operational periods, set time benchmarks for each task, etc.).

Behavior - Recognizes when to apply work management practices.

Task - Conducts a workload management meeting when developing work plans and conducts meeting at required time or interval.

Action Steps / Standards:

Evaluation #	Initials

27. Assign tasks to subordinates in accordance with their abilities

Knowledge - Describes how to rapidly evaluate the ability level of a subordinate (baseline questioning, qualification review, interviewing peers, recite work steps or process, action/results test).

Behavior - Recognizes the ability of a subordinate before assigning work responsibilities.

Task - Demonstrates the ability to review a subordinates abilities based on a task assignment.

Action Steps / Standards:

Evaluation #	Initials

28. Evaluate performance and provide feedback and/or instruction

Knowledge - Describes the process for determining when performance feedback needs to occur during an operational period or action needs to be taken (note tasks not being completed on time, required forms not being completed, physical appearance of stress, and messages not returned in WebEOC).

Behavior - Recognizes the signs that performance feedback is required during an activation of the EOC.

Task - Demonstrates the ability to recognize, then take action to communicate performance feedback.

Action Steps / Standards:

Evaluation #	Initials

29. Ensure conflict resolution procedures are clearly stated, understood and agreed upon

Knowledge - Describes the EOC conflict resolution procedures as stated in local EOC procedures (resolve at lowest level possible, move up as needed).

Behavior - Recognizes when a conflict is occurring and takes appropriate actions to resolve and recognize when to move it to a higher authority.

Task - Demonstrates how to deal with a conflict that is occurring and documents the occurrence.

Action Steps / Standards:

Evaluation #	Initials

CPT #5: Work Group Supervision

Evaluation #	Evaluator Initials

5A: INFLUENCE, GUIDE AND DIRECT PERSONNEL TO ACCOMPLISH OBJECTIVES

30. Assist support staff in the establishment of goals and objectives

Knowledge - Describes the importance of adequate information flow among PIO function during the incident / event. Describes various learning styles to ensure adequate understanding of roles and responsibilities.

Behavior - Recognizes the various methods available for the lead PIO to guide and direct personnel through the incident / event.

Task - Establishes roles and responsibilities for information flow for self and support staff and guides personnel through their goals and objectives.

Action Steps / Standards:

Evaluation #	Initials

31. Ensure subordinates understand assignments for operational period

Knowledge - Describes the ways to ensure that subordinates understand assignments and tasks (echoing, providing feedback opportunities, removing the pressure if possible, reviewing work plans, and listening to their briefing).

Behavior - Recognizes the need to employ the various actions to ensure work assignments are understood.

Task - Demonstrates the ability to apply the various actions to help subordinates understand work assignments.

Action Steps / Standards:

Evaluation #	Initials

32. Keeps subordinates informed

Knowledge - Has knowledge of communications processes and fundamentals.

Behavior - Recognizes when subordinates need information, either to complete a task or for updating purposes.

Task: Conducts feedback processes, briefings and conversations with subordinates effectively.

Action Steps / Standards:

Evaluation #	Initials

33. Identify training needs and provide subordinates opportunities for training

Knowledge - Describes how trainees work within the EOC structure and any procedures associated with this practice.

Behavior - Recognizes the value of having trainees work along side PIO personnel to gain experience and knowledge in EOC operations.

Task - Identifies training needs of subordinates and provides documentation for actions that are necessary to advance in PIO positions.

Action Steps / Standards:

Evaluation #	Initials

CPT #6: OPERATIONAL REQUIREMENTS	Evaluation #	Evaluator Initials
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6A: COORDINATE INTERDEPENDENT ACTIVITIES

34. Coordinate with Field personnel and the IC to provide media escorts as needed or requested
<u>Knowledge</u> - Describes when media escorts would be appropriate and describes the procedure for coordinating with Field Elements to ensure a coordinated activity.
<u>Behavior</u> - Recognizes the need for media to be involved in the response effort, to provide "real time" information to the public, and to be able to provide footage and pictures as appropriate. Recognizes when the incident / event will not be safe to allow media escorts.
<u>Task</u> - Coordinates with incident / event personnel in operations and safety to ensure a safe escort for media. Provides adequate communication to the media when such an escort will not be available due to safety reasons.
Action Steps / Standards:
<ul style="list-style-type: none"> ▶ Provide for, or arrange for, the provision of personal protective clothing and equipment as required for media in the field ▶ Ensure designated escorts are qualified and have adequate means of communication to the IC or EOC as appropriate
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Evaluation #	Initials

35. Coordinate with other information functions
<u>Knowledge</u> - Describes the various information and media functions, their locations, and their roles/responsibilities (Joint Information Center, Incident Command PIO, Media Center).
<u>Behavior</u> - Recognizes the need to coordinate with all information outlets to ensure a common public message regarding the incident / event.
<u>Task</u> - Demonstrates the ability to acquire information on various information functions and the ability to coordinate activities between them.
Action Steps / Standards:
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Evaluation #	Initials

36. Provide safety information to the public and the media as appropriate
<u>Knowledge</u> - Describes the various safety messages that may be required for the incident and how to disseminate the information per EOC protocols.
<u>Behavior</u> - Recognizes the need to provide timely, accurate and consistent safety information to the media and the public.
<u>Task</u> - Demonstrates the ability to develop safety information, coordinate with PIO functions for consistency, and disseminate the information appropriately.
Action Steps / Standards:
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Evaluation #	Initials

37. Provide current and timely information to external audiences (fact sheets, news releases, talking points, etc.)

Knowledge - Describes the process for developing various information products for the public, elected officials, and key EOC personnel.

Behavior - Recognizes the need to utilize external audiences and to keep them informed during an incident / event. Recognizes the need to provide talking points to elected officials and others that will be talking to the media.

Task - Demonstrates the ability to create timely information for external audiences.

Action Steps / Standards:

- ▶ Incident 209
- ▶ Media Releases
- ▶ Trapline / Traplines
- ▶ Fact Sheets

Evaluation #	Initials

38. Assist with effective community relations in coordination with the EOC, Policy Group and the Incident Command

Knowledge - Describes various methods used to establish rapport with community partners and agencies, and describes possible informational needs of these groups.

Behavior - Recognizes the importance of strong community relations during incident / event response and recovery.

Task - Prepares informational meetings and provide updates for community leaders and other partners.

Action Steps / Standards:

Evaluation #	Initials

6B: CONDUCT PIO OPERATIONAL TASKS

39. Prepare a fact sheet for the incident / event

Knowledge - Describes the information necessary for an incident / event fact sheet and why that information is necessary.

Behavior - Recognizes the need for an incident / event fact sheet in the EOC and how it can help with situational awareness.

Task - Demonstrates the ability to create an incident / event fact sheet and disseminate the information to appropriate EOC personnel.

- ▶ Location (proximity to well-known locations or communities)
- ▶ Size of the affected area
- ▶ Time and date of origin
- ▶ Cause (if cleared)
- ▶ Values to be protected
- ▶ Approximate costs to date
- ▶ Number of structures damages or destroyed
- ▶ Number of injuries or deaths
- ▶ Current and expected weather conditions
- ▶ Expected duration of the incident / event
- ▶ Agencies, jurisdictions and cooperators
- ▶ Evacuation areas, Evacuation Points, Shelters
- ▶ Recovery Assistance Center location
- ▶ Other facility locations (Donations, News Briefings, Public Mtgs, etc.)
- ▶ Special messages
- ▶ EOC objectives / incident objectives

Action Steps / Standards:

Evaluation #	Initials

40. Demonstrate writing skills appropriate to the audience in a variety of formats

Knowledge - Describes the various written tools utilized by the PIO function in the EOC and the information requirements in each.

Behavior - Recognizes the need to have strong written communications skills as a PIO on an incident / event.

Task - Demonstrates the ability to produce effective written products for the PIO function to include talking points, news releases, etc.

Action Steps / Standards:

Evaluation #	Initials

41. Investigate rumors and take appropriate action

Knowledge: Describes the problems associated with rumors on incidents / events and in the EOC.

Behavior: Recognizes the need to need to provide timely and accurate rumor control.

Task: Demonstrates the ability to investigate rumors as they occur and take appropriate action.

Action Steps / Standards:

Evaluation #	Initials

42. Give interviews that are concise, accurate, up-to-date, well planned and consistent with current information and key messages

Knowledge - Describes the interview process, key informational elements, and media timelines and schedules.

Behavior - Recognizes the need to provide accurate, timely and coordinated information to the media.

Task - Demonstrates the ability to conduct a media interview consistent with current information and key messages.

Action Steps / Standards:

Evaluation #	Initials

43. Options / Considerations / Recommendations

Knowledge - Describes the correct process for laying out options, and considerations (start with least to best in options, do not detail considerations for unrealistic options). Describes how to correctly present recommendations (recommendations are tied to specific objectives, recommendations are SMART related, good explanation for the choice, consideration of unintended consequences, delegation orders, and how the recommendation is going to be communicated).

Behavior - Recognizes the differences between the least likely options from the ones that are realistic options and provides information accordingly. Recognizes the time to move the options and considerations discussion into recommendations.

Task - Demonstrates the ability to effectively communicate options, considerations and recommendations during a briefing.

Action Steps / Standards:

Evaluation #	Initials

44. Personnel time records are completed

Knowledge - Describes the use and process for completing the personnel time records.

Behavior - Recognizes the need to utilize personnel time records and at the appropriate time.

Task - Demonstrates the ability to acquire, complete, maintain and submit personnel time records.

Action Steps / Standards:

Evaluation #	Initials

6C: PROVIDE INPUT TO THE EOC INCIDENT / EVENT SUPPORT PLAN (ISP)

45. Advise on immediate support capabilities and limitations

Knowledge - Describes the PIO elements critical to the EOC Incident Support Plan.

Behavior - Recognizes when there is a need to provide information to EOC plans and the time needed to complete the task.

Task - Demonstrates the ability to assess and address PIO gaps in EOC planning documents and provide appropriate input to fill those gaps.

Action Steps / Standards:

Evaluation #	Initials

46. Identify requirements for future operational periods

Knowledge - Describes the process for evaluating future requirements related to the PIO function's responsibilities (what are you currently doing, what are you currently using to do it, what do you need to do, what do you need to do it, and when is it needed).

Behavior - Anticipates the end of the operational period and initiates the assessment.

Task - Demonstrates the ability to execute the forecasting for future operational periods and prepares the reports.

Action Steps / Standards:

Evaluation #	Initials

CPT #7: MEETINGS, EOC BRIEFINGS AND DEBRIEFINGS

Evaluation #

Evaluator
Initials

7A: CONDUCT MEETINGS BETWEEN PIOs AT APPROPRIATE TIMES WITH APPROPRIATE STAFF

47. Schedule and conduct PIO meetings as needed to keep EOC Manager informed

Knowledge - Describes the process for conducting a PIO briefing. The process should include information needed, time and location, invitee list, meeting objectives, and process (overview, detail report from subordinates, what is working and not working, recommendations), next operational period review and joint goal and objective setting.

Behavior - When an EOC briefing is scheduled or completed, recognizes the need for additional PIO briefing and initiates the process. When operational and organizational problems appear, calls for a briefing to focus the work group.

Task - Demonstrates the ability to acquire all information for the briefing and properly conduct the PIO portion of a briefing.

Action Steps / Standards:

- ▶ Inform PIOs of the time, location, and information expected of them for the meeting.
- ▶ Arrangements are made for documentation and recording of applicable information
- ▶ Resolve concerns and conflicts
- ▶ Adjust Incident Support Plan accordingly
- ▶ Ensure support of the plan

Evaluation #

Initials

7B: ENSURE RELEVANT INFORMATION IS EXCHANGED DURING BRIEFINGS AND DEBRIEFINGS

48. Participate in briefings and meetings as assigned

Knowledge - Describes the various meetings and briefings conducting within the EOC and involving the PIO function.

Behavior - Recognizes the PIOs role in meetings and briefings within the EOC and with the public/media.

Task - Attends and conducts appropriate meetings and briefings.

Action Steps / Standards:

- ▶ Receive EOC Manager's priorities, goals, and objectives for incident / event support
- ▶ Obtain initial instructions concerning the tasks expected of the PIO function
- ▶ Receive expected timeframes for briefings, news conferences and EOC meetings
- ▶ Describe, and utilize necessary agency policy, legal and fiscal constraints, and political considerations to be used in the PIO functions within the EOC
- ▶ Obtain key contact list with phone and fax number

Evaluation #

Initials

CPT #8: END OF OPS PERIOD / TRANSITIONS / DEMOBILIZATION	Evaluation #	Evaluator Initials
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8A: TRANSFER OF PIO RESPONSIBILITIES TO INCOMING PERSONNEL

49. Monitor and document progress toward EOC objectives and prepare for transition
<u>Knowledge</u> - Describes EOC process for monitoring progress on EOC objectives and how this information will be passed along to incoming personnel within the PIO function.
<u>Behavior</u> - Recognizes the need to have clear objectives and the need to communicate the status of objectives to incoming personnel.
<u>Task</u> - Documents the progress of all EOC objectives for incoming personnel and briefs them prior to leaving the position.
Action Steps / Standards:

Evaluation #	Initials

50. Determine time of transfer with replacement
<u>Knowledge</u> - Describes procedure for adequate transfer of duties with incoming personnel.
<u>Behavior</u> - Recognizes the need for a clear time and place for the transition to occur.
<u>Task</u> - Communicates with incoming personnel when and where the transition of positions will occur and conducts the transition effectively.
Action Steps / Standards:

Evaluation #	Initials

51. Communicate transfer of EOC PIO duties to EOC staff
<u>Knowledge</u> - Describes the procedure for communicating change in personnel to all EOC staff.
<u>Behavior</u> - Recognizes the need to keep all staff informed of staffing changes as soon as they occur within the EOC.
<u>Task</u> - Communicates the transfer of the PIO duties to all EOC staff in a timely manner.
Action Steps / Standards:

Evaluation #	Initials

52. Ensure all required reports and narratives are completed to agreed upon standards prior to leaving the EOC
<u>Knowledge</u> - Describes the various reports and narratives required at the end of shift or incident / event and the information required to complete them.
<u>Behavior</u> - Recognizes the need for completed reports and forms before leaving an incident / event.
<u>Task</u> - Demonstrates how to complete an EOC narrative and any supporting documentation. Demonstrates the ability to relay the Operational Rhythm and Meeting Schedule to oncoming staff.
Action Steps / Standards:

Evaluation #	Initials

53. Participate in Debriefing / Hotwash proceedings
<u>Knowledge</u> - Describes how to conduct a Debriefing / Hotwash process (include discussion on what worked well, what did not work well, and identify improvements.
<u>Behavior</u> - Recognizes the need to participate in a Debriefing / Hotwash and reference this in the demobilization plan and After Action Report.
<u>Task</u> - Demonstrates the ability to participate in a Debriefing / Hotwash process.
Action Steps / Standards:

Evaluation #	Initials

8B: RECOVERY - LONG AND SHORT TERM

54. Determine recovery needs and develop adequate recovery PIO plans for long-term recovery needs
<u>Knowledge</u> - Describes the various aspects of recovery and the long-term implications of each.
<u>Behavior</u> - Recognizes the need for recovery planning and the appropriate time to begin this process.
<u>Task</u> - Demonstrates the ability to gather recovery information and reports and create PIO documents as needed for the Recovery Function.
Action Steps / Standards:

Evaluation #	Initials

8C: DEMOBILIZATION

55. Consider demobilization early enough during EOC operations so that an adequate demobilization plan is in place prior to the actual need to release resources

Knowledge - Describes the various factors that go into demobilization of resources from the EOC and develops a PIO plan for demobilization.

Behavior - Recognizes the need to have a plan in place for creating a PIO Demobilization Plan early in the incident / event.

Task - Demonstrates the actions needed to begin the demobilization process.

Action Steps / Standards:

Evaluation #	Initials

56. Brief PIO staff on demobilization responsibilities

Knowledge - Describes the process to brief staff on demobilization process and follows briefing process outlined in document.

Behavior - Recognizes the need to brief PIO staff once demobilization process has been determined.

Task - Demonstrates the ability to conduct a demobilization briefing with PIO staff.

Action Steps / Standards:

Evaluation #	Initials

57. Begin demobilization process when indicated by the EOC Manager indicates

Knowledge - Describes how official notification will occur to initiate the demobilization process (verbal, significant events posting, briefings, messaging).

Behavior - Recognizes the communication channels needed to complete the demobilization process.

Task - Demonstrates the ability to complete the demobilization process once ordered.

Action Steps / Standards:

Evaluation #	Initials

58. Provide input to the After Action Report after the incident / event

Knowledge - Describes the process for completing an After Action Review, how to complete a written After Action Report from this information, and how to implement an Improvement Plan post event.

Behavior - When the event is demobilizing, recognizes the need to schedule an After Action Review and initiate an Improvement Plan.

Task - Demonstrates the ability to find and collect information from the event, and demonstrates the ability to complete PIO information for the After Action Report.

Action Steps / Standards:

Evaluation #	Initials

Evaluation Record

EOC Position: Public Information Officer **Candidate Name:** _____

#1	Evaluator's name: Incident/Event Name:		
Evaluator's Home Unit Name, address and phone number:			
Name and Location of Incident/Event:	Incident Type:	Number of EOC Personnel / Level of EOC Activation:	Duration (inclusive dates worked):
			to:

The tasks initialed and dated by me have been performed under my supervision in a satisfactory manner by the above named candidate. I recommend the following for further development of this

- _____ The candidate has successfully performed all tasks for the position and should be considered for certification.
- _____ The candidate was not able to complete certain tasks (comments below) or additional guidance is required.
- _____ Not all tasks were evaluated on this incident/event and an additional assignment is needed to complete the evaluation.
- _____ The candidate is severely deficient in the performance of tasks for the position and needs further training (both required and knowledge and skills needed) prior to additional assignment(s) as a candidate.

Date of Evaluation: _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Evaluator: _____ **Signature:** _____

Phone: _____ **Cell Phone:** _____ **Email:** _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Evaluation Record

EOC Position:

Candidate Name: _____

Public Information Officer

#2	Evaluator's name: Incident/Event Name:		
Evaluator's Home Unit Name, address and phone number:			
Name and Location of Incident/Event:	Incident Type:	Number of EOC Personnel / Level of EOC Activation:	Duration (inclusive dates worked):
			to:

The tasks initialed and dated by me have been performed under my supervision in a satisfactory manner by the above named candidate. I recommend the following for further development of this

- _____ The candidate has successfully performed all tasks for the position and should be considered for certification.
- _____ The candidate was not able to complete certain tasks (comments below) or additional guidance is required.
- _____ Not all tasks were evaluated on this incident/event and an additional assignment is needed to complete the evaluation.
- _____ The candidate is severely deficient in the performance of tasks for the position and needs further training (both required and knowledge and skills needed) prior to additional assignment(s) as a candidate.

Date of Evaluation: _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Evaluator: _____ **Signature:** _____

Phone: _____ **Cell Phone:** _____ **Email:** _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Evaluation Record

EOC Position: Public Information Officer **Candidate Name:** _____

#3	Evaluator's name: Incident/Event Name:		
Evaluator's Home Unit Name, address and phone number:			
Name and Location of Incident/Event:	Incident Type:	Number of EOC Personnel / Level of EOC Activation:	Duration (inclusive dates worked):
			to:

The tasks initialed and dated by me have been performed under my supervision in a satisfactory manner by the above named candidate. I recommend the following for further development of this

- _____ The candidate has successfully performed all tasks for the position and should be considered for certification.
- _____ The candidate was not able to complete certain tasks (comments below) or additional guidance is required.
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Date of Evaluation: _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Evaluator: _____ **Signature:** _____

Phone: _____ **Cell Phone:** _____ **Email:** _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Evaluation Record

EOC Position:

Candidate Name: _____

Public Information Officer

#4	Evaluator's name: Incident/Event Name:		
Evaluator's Home Unit Name, address and phone number:			
Name and Location of Incident/Event:	Incident Type:	Number of EOC Personnel / Level of EOC Activation:	Duration (inclusive dates worked):
			to:

The tasks initialed and dated by me have been performed under my supervision in a satisfactory manner by the above named candidate. I recommend the following for further development of this

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Date of Evaluation: _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Evaluator: _____ **Signature:** _____

Phone: _____ **Cell Phone:** _____ **Email:** _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

Recommendations

CPT# _____ CPT Title: _____

CPT Sub Category # _____ Description: _____

Observed Action: _____

Desired Outcome: _____

Corrective Action Steps: _____

