

ANNEX D (Emergency Public Information) to the Trumbull County Emergency Operations Plan.

## **EMERGENCY PUBLIC INFORMATION**

### **I. PURPOSE**

This annex provides for the development and distribution of coordinated emergency public information through official representatives in order to protect the citizens of Trumbull County from hazards that may affect the community. It also relieves primary emergency responders from the obligation of dealing directly with media and thus facilitates a more effective response to hazards.

### **II. SITUATION AND ASSUMPTIONS**

#### **A. Situation**

1. Trumbull County is vulnerable to the following hazards;
  - a. Air-Related Disasters
  - b. Blizzards and Snow Emergencies
  - c. Civil Disturbance or Riots
  - d. Dam Failures
  - e. Droughts
  - f. Earthquakes
  - g. Energy Shortage
  - h. Floods
  - i. Food Shortages
  - j. Gas Well Failures
  - k. Hazardous Material-Airways
  - l. Hazardous Material-Railways
  - m. Hazardous Material-Roadways
  - n. Hazardous Waste Sites
  - o. Nuclear Attack
  - p. Nuclear Hazardous Materials
  - q. Nuclear Power Plants
  - r. Pipeline Failures
  - s. Severe Storm, Lighting, Hail and High Winds
  - t. Terrorism
  - u. Tornadoes
  - v. Urban Fire
  - w. Water Shortages

2. Instructions detailing what citizens of this community should do in the event these hazards occur have been developed. (See appendices attached to this annex.)
3. Trumbull County Emergency Management Agency will, upon request, provide: classes, a speakers bureau, public meetings, instructions to students, and pamphlets pertaining to severe weather conditions, hazardous materials incidents, etc.
4. There are eight newspapers, fourteen radio stations, three television stations and a cable television provider which serves Trumbull County and will provide public instruction during emergencies. The Emergency Broadcast Stations are: CPCS-1 is WKBN and CPCS-2 is WHOT. (See **Tab 1** to this Annex.)
5. Agreements have been developed with local print and broadcast media for the dissemination of emergency public information.
6. A Joint Public Information Center (JPIC) will be established at **the EOC**. This will be the central location used to provide briefings to all media representatives, and develop coordinated releases of public information among responders.

B. Assumptions

1. News media resources in Trumbull County will provide emergency instructions to residents.
2. News releases in the county will initiate from one source; if the EOC is activated or from the official designated county Public Information Officer (PIO) if the EOC is not activated.
3. State-level news releases will be coordinated with the Trumbull county PIO and will not conflict with county-level releases.
4. Rumor control procedures directed by the Trumbull County PIO will prevent incorrect information from affecting emergency response activities.
5. If electrical systems fail during the emergency, protective action information will be announced door-to-door and/or by

the bullhorns or public address systems, by law enforcement officers and fire responders.

### III. CONCEPT OF OPERATIONS

#### A. Phases of Emergency Management

##### 1. Mitigation

- a. Develop/update agreements with local media for the dissemination of emergency public information.
- b. Coordinate with and develop agreements with media and emergency management directors in adjacent counties in preparation for multi-county emergencies.
- c. Develop agreement with the Ohio Emergency Management Agency PIO for coordination of news releases during emergencies.
- d. Develop agreements with local emergency response organizations for the coordinated release of public information through the county PIO.

##### 2. Preparedness

- a. Maintain/update listings of news media contacts and capabilities.
- b. Provide media contacts with up-to-date hazard specific emergency public information that is ready for immediate release in event of an emergency.
- c. Maintain an adequate supply of pamphlets and brochures containing hazard specific guidance that can be distributed to the public.
- d. Train support staff and emergency responders in the dissemination of EPI in the event of power failures.
- e. Ensure that the County JPIC has the necessary equipment for briefings and that the location of the JPIC is known to media representatives.
- f. Provide regular presentations to county residents on protective actions to take during emergencies.

### 3. Response

- a. Release emergency public information through the designated media outlets in the county as soon as the threat has been determined and evaluated by emergency monitors.
- b. Emergency Public Information may be released through newspaper reports, radio and television broadcasts and door-to-door contact.
- c. Refer inquiries about missing or injured persons to the Trumbull County American Red Cross representative.
- d. Coordinate with officials at affected sites and with EOC representatives for press releases describing the emergency services being rendered and the damaged areas with restricted access.
- e. Direct, coordinate & supervise the release of all EPI through the JPIC.
- f. Provide regular briefings to the EOC representatives.
- g. Relay instructions on measures which will save lives and limit property damage.
- h. Maintain a constant flow of official news through media resources in order to inhibit the development of rumors & panic.
- i. Brief Ohio EMA PIO on county-level activities.

### 4. Recovery

- a. Inform citizens of availability of disaster assistance.
- b. Provide County PIO representation at the DAC (Disaster Assistance Center).

## IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### A. Organization

1. The County PIO is appointed to his/her post by the Emergency Management Director with approval from the Executive Group. The County PIO is the designated media spokesperson for Trumbull County during an emergency.
  2. Dissemination of public information will be made from the JPIC via news conferences, interviews, and issuing of news releases. This will serve as the single official point of contact and release of information during an emergency.
  3. An agreement with the Emergency Broadcast System does exist. Trumbull County is in the Youngstown EBS Operational Planning Area. See Tab 2 to the Notification and Warning Annex and Tab 1 of the Emergency Public Information Annex.
- B. Specific responsibilities of the PIO and his/her staff are as follows:
1. Coordinate with appropriate officials and EOC representatives for the release of emergency public information.
  2. Develop and maintain a public information and education program that includes EPI packets prepared in advance and an operational EBS.
  3. Provide announcements urging residents to share their homes with evacuees in a large-scale disaster if necessary.
  4. Maintain working relationships with the local media and develop agreements for EPI support.
  5. Prepare materials that describe the health risks associated with each hazard, the appropriate self-help first-aid actions, and other appropriate survival measures.
  6. Prepare materials for the visually impaired and non-English speaking groups, if appropriate.
  7. Prepare instructions for people who must evacuate from high-risk areas. These materials include the following for each threat: definition for the population at risk, evacuation routes, suggestions on the types and quantities of clothing, food, medical items, etc., evacuees should take with them, locations of reception/shelters, and safe travel routes for return to residence.

8. Prepare instruction that identifies centrally located staging areas and pick-up points for evacuees without private automobiles or other means of transportation.
9. Prepare instruction for evacuees use upon arrival in a hosting area which shows the location of reception centers, shelters and lodging, feeding facilities and medical clinics.
10. Provide for rumor control. Designate personnel and dedicate phone lines to handle inquiries from the public. Make arrangements to keep these personnel up-to-date on the disaster situation through briefings, fact sheets and news releases.
11. Refer inquiries about injured or missing relatives to the Red Cross representative in the EOC.
12. Make arrangements for executive and response personnel to speak on television and radio. The PIO will provide news releases to newspapers during all phases of emergency management.
13. Disseminate EPI materials for the visually impaired and non-English speaking groups, if appropriate.

C. Responsibilities of EOC members to PIO:

1. All designated EOC representatives will cooperate in public education programs.
2. All representatives in the activated EOC will verify reports received from the field.
3. The Communications Officer will assist the County PIO by providing telephones/fax equipment for the media at the JIC if it does not interfere with appropriate response/recovery operations.
4. All representatives in the EOC will clear press releases relating to their response efforts with the PIO.
5. The Medical Coordinator will provide the PIO with timely information concerning casualties, numbers and types of injuries. This information will be given to the Red Cross for next-of-kin notifications before it is released to the public.

## V. DIRECTION AND CONTROL

- A. The JIC provides for an organized arrangement of functions encompassing emergency personnel, facilities, equipment and procedures involved in providing accurate, coordinated and timely instructions and information to the public during an emergency.
- B. All organizations involved in emergency response and recovery and having requirements to release information to media will cooperate with JPIC procedures set up by the Trumbull County PIO.
- C. The County PIO manages the activities at the JPIC in coordination with the Executive Group and representatives in the EOC and at the Incident Command Center at the site of the emergency.

## VI. CONTINUITY OF GOVERNMENT

- A. The line of succession for the County PIO is as follows:
  - 1. Public Information Officer
  - 2. Appointed PIO Committee Member
- B. Refer to Tab 2, Continuity of Government (COG) Public Awareness Program to this annex. Also, refer to Tab 6, Procedures for the Relocation and Safeguarding of Vital Records in the Basic Plan and Tab 3, Procedures for the Protection of Government Resources, Facilities, and Personnel in Annex N, Resource Management.

## VII. ADMINISTRATION AND LOGISTICS

- A. All press releases will be reviewed by the Executive Group before they are released. Timely dissemination is essential.
- B. Copies of all press releases will be maintained on file at Trumbull County EMA.
- C. When the EOC is activated, the County PIO on duty will keep a log listing all media contacts made, press releases issued and any other major PIO functions accomplished during that 12-hour shift.

This report will be given to the Executive Group and a copy to the new County PIO coming on-duty at the end of the shift. The new County PIO should be briefed on activities and needs for the next 12-hour shift.

- D. The County PIO will log all incoming and outgoing messages.
- E. PIO's from State, Federal and private sector organizations will coordinate with the PIO for the provision of technical information for release to the public. Such information includes but is not limited to health risks related to the hazard, type and availability of assistance, geographic, geological, meteorological and demographic information related to population protection.

#### VIII. PLAN DEVELOPMENT AND MAINTENANCE

- A. The County PIO in cooperation with the Trumbull County Emergency Management Director is responsible for updating this annex based on deficiencies identified through drills and exercises and changes in government structure and emergency organizations.
- B. The County PIO in cooperation with the Trumbull County Emergency Management Director will prepare, coordinate, publish and distribute necessary changes and revisions to this annex.
- C. The county Emergency Management Director will forward all changes to the appropriate organizations.
- D. The County PIO will coordinate with JPIC representatives (industry representatives, media representatives, response organizations, appropriate state and federal organizations and private organizations) for the development of Standard Operating Procedures (SOP) that detail assigned responsibilities.

#### IX. AUTHORITIES AND REFERENCES

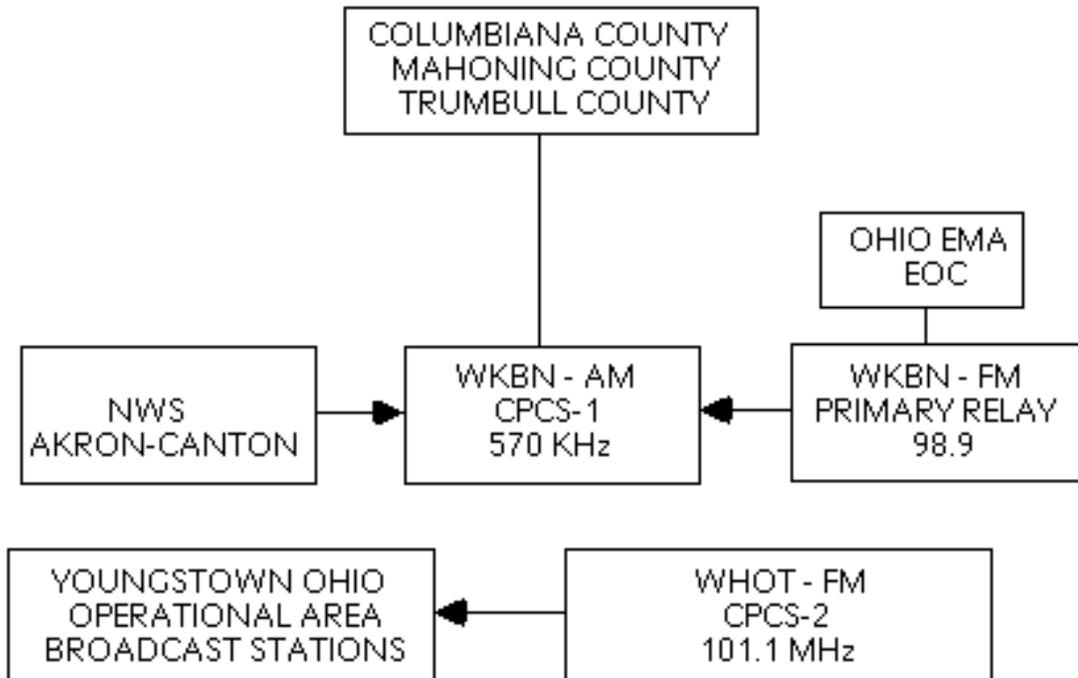
- A. **Authorities**  
See Section IX. A. of the Basic Plan
- B. **References**  
  
Joint Information System Handbook, E.M.I. 1988  
  
See Section IX. B. of the Basic Plan

X. ADDENDUMS

Tab 1	Ohio Operational Area
Tab 2	Continuity of Government – Public Awareness Program
Tab 3	Record of News Release
Tab 4	Responsibilities, Checklists, and Briefing Sheets
Tab 5	Rumor Control
Tab 6	Authentication of Information
Tab 7	Emergency Notification of the Visually and Hearing Impaired

Tab 1 to Annex D (Emergency Public Information)

**YOUNGSTOWN OHIO OPERATIONAL AREA  
COMMUNICATIONS AND EBS MONITORING CHART**



## **CONTINUITY OF GOVERNMENT (COG) PUBLIC AWARENESS PROGRAM**

### A. General Information

Catastrophic disaster events can interrupt, paralyze, and destroy the ability of the federal, state, or local governments to carry out their executive, legislative, and judicial functions. Therefore, it is imperative that each level of government build a Continuity of Government capability to preserve, maintain, and/or reconstitute its ability to function under the threat or occurrence of any emergency that could disrupt government operations and services.

The overall purpose of the program is to preserve lawful leadership and authority; prevent unlawful assumption of authority; preserve vital government documents; assure that systems that are necessary are in place prior to the crisis; and assure that government services that are essential to the continued welfare of the public can be delivered during an emergency.

### B. What Does COG Program Mean to You as a Citizen?

1. It means greater security for you and your family because lawful government, with the protection of democratic rights, will be assured under emergency conditions.
2. It means that during an emergency you shall continue to be provided with the information, direction, and services such as emergency police and fire protection, emergency public information, water, power, shelter, etc. that are normally provided by government.

### C. What are the Elements of the COG Program?

The foundation for the COG program rests on the achievement of a seven-point course of preparedness and planning actions which were outlined in 1969 in Executive Order 11490 as actions for the Federal government. These were reaffirmed under Section 202, Continuity of Essential Functions, in the May 1988 proposed replacement for E.O. 11490. These seven actions which have been adapted for programs of State and local COG include the following:

1. **Succession** The process that is established to list the order or line of those entitled to succeed one another under emergency conditions.

2. **Pre-delegation of Emergency Authorities** The process that is established to allow specific emergency related legal authorities to be exercised by the elected or appointed leadership or their designated successors.
3. **Emergency Action Steps** Actions that facilitate the ability of government personnel to respond quickly and efficiently to emergencies.
4. **Emergency Operating Centers (EOC's)** A central facility from which all emergency efforts can be coordinated and directed.
5. **Alternate Emergency Operating Center (AEOC)** A facility that can be used to coordinate and direct all government emergency response efforts if the primary EOC facility is not available during an emergency. The facility also house key government officials that are forced to evacuate from the primary EOC.
6. **Safeguarding Essential Records** The measures that are taken by government to protect those documents that the government must have to continue functioning during emergency conditions and to protect the rights and interests of citizens after the emergency is over.
7. **Protection of Government Resources Facilities and Personnel** The measures that are taken to disperse resources, facilities, and personnel in a manner that will facilitate sufficient redundancy to ensure government can continue to function during emergency conditions.

The COG program is of critical importance to all three levels of government: local, State and Federal. All three levels of Government share the Constitutional responsibility for the preservation of the life and property of the citizenry.



**Public Information Officer**

**Responsibilities**

1. Serve as the coordination point for all media releases issued from the County EOC.
2. Coordinate media releases with the Trumbull County Office of Emergency Management & Homeland Security Director/EOC Coordinator, and other affected elected officials, emergency response agencies/jurisdictions.
3. Develop the format for press conferences, in conjunction with the Trumbull County Office of Emergency Management & Homeland Security Director.
4. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
5. Oversee Media briefings as required.
6. Assist with establishing and operating a Joint Information Center (JIC) if required.

**Activation Phase**

Ready your station: Make sure you have your required forms and that your equipment is in working order.

**Operational Phase**

Obtain policy guidance from Trumbull County Office of Emergency Management & Homeland Security Director with regard to media releases.

Facilitate the collection, coordination, and dissemination of information to the public.

Be prepared to rapidly release emergency information to the public through all available means.

Assist with providing information to the Information/Rumor Control Hotline.

Keep the Trumbull County Office of Emergency Management & Homeland Security Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations. Coordinate the release of sensitive information through the county prosecutor.

Coordinate with the EOC personnel to verify significant information as it is developed.

Develop and publish a media-briefing schedule, the include location, format, and preparation and distribution of handout materials. Maintain a positive, pro-active relationship with all media outlets during the operational period.

Establish a Media Information Center as required, including providing any necessary briefing materials.

Monitor EAS activations/statements as necessary

In coordination with Incident Command and all EOC positions, assist the Trumbull County Office of Emergency Management & Homeland Security Director in issuing timely and consistent advisories and instructions for life safety, health, and assistance for the public.

At the request of the Trumbull County EMA Director, prepare briefings for members of the Executive Section and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.

Ensure that a rumor control function is established to correct false or erroneous information.

Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, Hearing impaired, etc.)

Monitor broadcast media, using information to develop follow-up news releases and rumor control.

Ensure that file copies are maintained of all information released.

Provide copies of all media releases to the Trumbull County EMA Director before their issuance. Ensure entities have reviewed and signed off on all news releases prior to dissemination.

Participate in shift change briefings.

Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

## PIO Response Actions

### A. Unusual Event

- \_\_\_1. Record notification of the UNUSUAL EVENT on the Agency Notification Form.
- \_\_\_2. If a news release is requested, contact the EMA Director, PIO Liaison and County Commissioners for information.
- \_\_\_3. Issue the news release ONLY after approval is received from the EMA Director, County Commissioners and the PIO Liaison.
- \_\_\_4. Notify the EMA Director, PIO Liaison and County Commissioners when the news release is issued and to which media.
- \_\_\_5. Review Response actions for ALERT, SITE AREA EMERGENCY and GENERAL EMERGENCY.

### B. Alert

- \_\_\_1. Record notification of the ALERT on the Agency Notification Form.
- \_\_\_2. If requested, report to the Trumbull EOC.
  - \_\_\_a. Sign in on EOC roster board.
  - \_\_\_b. Notify the EMA Director of your arrival.
  - \_\_\_c. Receive a briefing from the EMA Director on the emergency.
  - \_\_\_d. Set up supplies and equipment.
  - \_\_\_e. Review and act upon messages received.
- \_\_\_3. Request updated plant information from the PNPP Liaison.
- \_\_\_4. Maintain and record messages in accordance with the Message Control SOG.
- \_\_\_5. If a news release is needed from the EOC, coordinate the development and release of information With the PIO Liaison, EMA Director and County Commissioners.
- \_\_\_6. Advise media representatives that all press briefings will be conducted at the Joint Information Center (JIC), after it is activated.

\_\_\_\_7. Review response actions for SITE AREA EMERGENCY and GENERAL EMERGENCY.

**C. Site Area Emergency/General Emergency**

\_\_\_\_1. Receive notification and report to the Trumbull EOC.

\_\_\_\_2. Complete all actions under ALERT.

\_\_\_\_3. Prepare to report to the JIC:

\_\_\_\_a. Check with the EOC Engineer/Transportation Officer for any road closings.

\_\_\_\_b. Obtain a dosimetry packet from the Radiological Officer, receive a dosimetry briefing and fill out the appropriate paperwork.

\_\_\_\_c. Receive a briefing on emergency activities from the EOC Staff.

\_\_\_\_d. Inform the Executive Group when you are leaving for the JIC.

\_\_\_\_4. Upon arrival at the JIC:

\_\_\_\_a. Report to the JIC Manager and receive a briefing.

\_\_\_\_b. Receive workspace assignment and begin JIC duties.

\_\_\_\_c. Receive a briefing on the status of the emergency from State, county and utility representatives.

\_\_\_\_d. Establish contact with the PIO Liaison at the EOC, via the JIC telephone.

\_\_\_\_5. If a Joint News Statement or County News Statement is needed:

\_\_\_\_a. Contact the PIO Liaison for the latest information and record on the Public Information Briefing Sheet.

\_\_\_\_6. When notified by the PIO Liaison of a change in emergency classification and/or protective action recommendations, discuss with the other county PIOs to ensure all have heard of the change and have the same information.

\_\_\_\_7. Receive copies of the Emergency Alert Sysytem (EAS) messages from the PIO Liaison via the fax and coordinate with JIC manager, utility, State and county PIOs.

\_\_\_\_8. Provide emergency information to JIC personnel as requested.

\_\_\_\_9. Participate in briefings to the media and report Trumbull County emergency response actions.

## PIO Liaison Response Actions

### A. Alert

\_\_\_1. Receive notification of an ALERT and complete the Agency Notification Form.

\_\_\_2. If requested, report to the EOC.

\_\_\_a. Sign in on EOC roster board.

\_\_\_b. Notify the EMA Director of your arrival and receive a briefing on emergency activities.

\_\_\_c. Set up emergency supplies and equipment.

\_\_\_d. Review and act upon messages received, in accordance with the Message Control SOG.

\_\_\_3. Assist the PIO in gathering information for news statements.

\_\_\_a. By category, number each in the upper right hand corner:

\_\_\_ Public Information Briefing Sheets

\_\_\_ News Releases

\_\_\_ Special Information Bulletins

\_\_\_ EAS Messages

\_\_\_ Special News Bulletins

### B. Site Area Emergency

\_\_\_1. Complete all actions listed under ALERT.

\_\_\_2. If the PIO has left for the JIC, notify the PIO of the change in emergency classification.

\_\_\_3. Coordinate public inquiry activities.

\_\_\_a. Ensure Public Inquiry phones are staffed.

\_\_\_b. Keep the PIO at the JIC informed of Trumbull County emergency response activities.

\_\_\_\_4. Periodically review the Public Inquiry Forms and ask of the Public Inquiry Staff whether they have received calls that indicate rumors.

If so:

\_\_\_\_a. Inquire of the EOC Staff if the rumor might be true.

\_\_\_\_b. Inform the Executive Group.

\_\_\_\_c. Contact the PIO at the JIC to notify them of the rumor and request news release information be issued to dispel the rumor.

\_\_\_\_5. If Trumbull County Commissioners declare a State of Emergency after the PIO has left to go to the JIC, be sure the PIO is advised of the declaration.

### **C. General Emergency**

\_\_\_\_1. When advised of the GENERAL EMERGENCY,

\_\_\_\_a. Note subareas affected.

\_\_\_\_b. Notify the PIO at the JIC to notify them of the rumor and request news release information be issued to dispel the rumor.

\_\_\_\_2. Participate in EOC briefings to report on public information and Public Inquiry activities.

\_\_\_\_3. Update the Public Information Briefing Sheet every hour.

\_\_\_\_a. Contact the PIO at the JIC and relay current information.

\_\_\_\_b. Fax to the PIO **ONLY** Trumbull County specific information.

\_\_\_\_4. When sirens are sounded and the EAS activated, notify the PIO at JIC of sirens, EAS activation, message content and message release time.

\_\_\_\_5. Advise the Public Inquiry Staff when EAS and sirens are activated and give them a copy of the EAS message and Special News Bulletins.

\_\_\_\_6. **Ensure a copy of all EAS messages, Special News Bulletins, Special Information Bulletins and news releases is posted on the Information Board.**

\_\_\_\_7. Monitor EAS Messages for accuracy and content. Inform EMA Director if misinformation is broadcast.

\_\_\_\_8. Periodically review the Public Inquiry Forms and ask of the Public Inquiry Staff whether they have received calls that indicate rumors.

If so:

\_\_\_\_a. Inquire of the EOC Staff if the rumor might be true.

\_\_\_\_b. Inform the Executive Group.

\_\_\_\_c. Contact the PIO at the JIC to notify them of the rumor and request news release information be issued to dispel the rumor.

\_\_\_\_9. Periodically update the Public Information Briefing Sheet and relay the information to the PIO at the JIC.

\_\_\_\_10. Maintain GENERAL EMERGENCY status until informed otherwise by the EMA Director.

\_\_\_\_a. Inform the PIO of termination and of any special instructions.

## Public Inquiry Staff Response Actions

### A. Alert

- \_\_\_ 1. If requested, report to the EOC.
  - \_\_\_ a. Sign in on EOC roster board and notify the PIO Liaison of your arrival.
  - \_\_\_ b. Set up emergency supplies and equipment.
  - \_\_\_ c. Review Emergency Preparedness Information.
  - \_\_\_ Review and act upon messages received in accordance with the Message Control SOG.
- \_\_\_ 2. Receive a briefing on the emergency from the PIO Liaison.

### B. Site Area Emergency/General Emergency

- \_\_\_ 1. Report to the EOC.
  - \_\_\_ a. Sign in on EOC roster board and notify the PIO Liaison of your arrival.
  - \_\_\_ b. Set up emergency supplies and equipment.
  - \_\_\_ c. Review Emergency Preparedness Information.
  - \_\_\_ d. Review and act upon messages received in accordance with the Message Control SOG.
- \_\_\_ 2. Answer calls from the public in a calm and courteous manner.

#### **“Hello, Trumbull County Department of Emergency Services. How may I help you?”**

- \_\_\_ a. Record name, address, phone number and their question/comment on the Public Inquiry Form.
- \_\_\_ b. Answer question or concern as able with information at hand.
- \_\_\_ c. Advise callers to listen to an EAS station for emergency information.

\_\_\_\_d. If you cannot answer the question readily, inform caller you will get them information and call them back.

\_\_\_\_1) Ask the appropriate EOC Staff member for the information needed.

\_\_\_\_2) Call the person back with the information.

\_\_\_\_3. If several calls of a similar nature indicate erroneous information, inform the PIO Liaison so that information can be provided to the public to refute the rumor.

\_\_\_\_4. Transfer calls for support services to the appropriate EOC Staff member:

\_\_\_\_a. Fire or medical emergency – **Fire/EMS Coordinator**

\_\_\_\_b. Transportation – **Engineer/Transportation Officer**

\_\_\_\_c. Evacuee care – **American Red Cross Representative**

\_\_\_\_d. Law enforcement assistance – **Law Enforcement Coordinator**

\_\_\_\_5. Maintain the SITE AREA EMERGENCY or GENERAL EMERGENCY classification until informed of termination by the EMA Director.

**Trumbull County Public Information Briefing Sheet**

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Briefing #: \_\_\_\_\_

1. Emergency Classification (Circle One)

- a. Unusual Event
- b. Alert
- c. Site Area Emergency
- d. General Emergency

2. County EOC

A. Time Activated: \_\_\_\_\_ Time Operational: \_\_\_\_\_

B. Information on/From County agencies in EOC: \_\_\_\_\_

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3. County Protective Action Decisions  
(Based on plant conditions/State recommendations) (Circle One)

A. Evacuating: Subareas: 1 2 3 4 5 6 7 Lake Time: \_\_\_\_\_

And KI Subareas: 1 2 3 4 5 6 7

B. Sheltering Subareas: 1 2 3 4 5 6 7 Time: \_\_\_\_\_

And KI Subareas: 1 2 3 4 5 6 7

C. Status of Evacuation: \_\_\_\_\_

\_\_\_\_\_

4. Time Sirens Were Sounded: \_\_\_\_\_

5. Time EAS Message Was Broadcast: \_\_\_\_\_

A. Which EAS Message was broadcast: \_\_\_\_\_

\_\_\_\_\_

B. How often will it be repeated: \_\_\_\_\_

6. What Care Centers Are Or Will Open: Time Operational

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

7. Red Cross Activities: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. Provisions Being Made For Special Needs Population:

A. Who: \_\_\_\_\_

B. Where: \_\_\_\_\_

9. Schools Affected:

<u>Name of School</u>	<u>Where Students are being Sent</u>	<u>Time Sent</u>	<u>Time can be picked up</u>
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\_\_\_\_\_

10. Traffic Problems (detours, construction, etc.): \_\_\_\_\_

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11. Areas Closed To The Public: \_\_\_\_\_

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12. Closing Of State Parks And Recreational Area: \_\_\_\_\_

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13. Notes/Other: \_\_\_\_\_

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**Public Information Officer (PIO) – Public Information Officer Liaison –  
Public Inquiry Checklist**

**Annex A – Direction and Control Checklist**

\_\_\_\_ The EOC has been established and has been divided into its four respective groups:

- \_\_\_\_ Executive Group
- \_\_\_\_ Communications Group
- \_\_\_\_ Operations Group
- \_\_\_\_ EOC Support Group

\_\_\_\_ The general duties of all EOC staff are as follows:

- \_\_\_\_ Staff and operate the EOC
- \_\_\_\_ Provide support personnel and services
- \_\_\_\_ Coordinate response and recovery activities
- \_\_\_\_ Maintain communications with response agencies
- \_\_\_\_ Provide for multi-shift operations
- \_\_\_\_ EOC workers will acknowledge and authenticate reports

\_\_\_\_ The Public Information Officer's duties may include:

- \_\_\_\_ Direct overall activities for the release of public information
- \_\_\_\_ Review all public information instructions and situation reports to prevent duplication or conflict of releases
- \_\_\_\_ Act as liaison between EOC staff and the media
- \_\_\_\_ Report to the Board of Commissioners, as required

**Annex C – Notification and Warning Checklist**

\_\_\_\_ The Public Information Officer (PIO) has notified:

- \_\_\_\_ Local radio and television stations

\_\_\_ Local newspapers

\_\_\_ The general public has been notified by:

\_\_\_ Local television and radio

\_\_\_ Activation of sirens

\_\_\_ Activation of Emergency Alert System (EAS)

\_\_\_ Activation of Reverse 9-1-1

\_\_\_ Door-to-door notification by emergency responders

\_\_\_ Mobile public address systems

\_\_\_ Notification of special needs persons from databases

#### **Annex D – Emergency Public Information Checklist**

\_\_\_ The organization should exist as follows:

\_\_\_ The Board of County Commissioners appoints the Public Information Officer to their post

\_\_\_ Dissemination of public information will be made from the Joint Information Center (JIC)

\_\_\_ An agreement with the Emergency Alert System (EAS) does exist. Trumbull County is in the Northeast Ohio EAS Operational Planning Area

\_\_\_ Specific responsibilities of the PIO and their staff should be as follows:

\_\_\_ The ongoing development and dissemination of public information and education

\_\_\_ Develop and maintain a public information and education program that includes emergency information packets prepared in advance and an operational EAS System

\_\_\_ Develop and maintain working relationships with the local media

\_\_\_ Direct emergency public information programs

- \_\_\_\_\_ Provide news releases to the media
- \_\_\_\_\_ During a disaster, assign print and broadcast monitors to review all media reports for accuracy
- \_\_\_\_\_ Maintain a chronological record of disaster-related events and file with all information generated by activation of the Storm Chaser Program
- \_\_\_\_\_ Supervise the public information office in the EOC
- \_\_\_\_\_ Provide for Public Inquiry. Designate personnel and dedicated phone lines to handle inquiries from the public
- \_\_\_\_\_ Public Inquiry as to missing relatives will be referred to the American Red Cross Liaison in the EOC. Other pertinent information as to emergency services, restricted areas, etc., will be addressed by the media resources
- \_\_\_\_\_ The Public Information Officer Liaison will be present in the EOC to obtain information on all decisions and updates from the Executive Group. This representative will also provide timely briefings to the Executive Group
- \_\_\_\_\_ Arrangements will be made for executives of the county to speak on television and radio. The PIO will provide news releases during all phases of emergency management
- \_\_\_\_\_ Information in times of disaster should be timely and accurate. Briefings or updates should be given to the media hourly in the early stages of the disaster
- \_\_\_\_\_ Disseminate EPI materials for the visually impaired and non-English speaking groups, if appropriate
- \_\_\_\_\_ Prepare materials that describe the health risks associated with each hazard, the appropriate self-help actions and other appropriate survival measures
- \_\_\_\_\_ Evacuation information shall be completed and publicized
- \_\_\_\_\_ Citizens will be instructed to call the activated EOC and request provisions from the Transportation Officer, if needed
- \_\_\_\_\_ Evacuees may obtain directions to care center facilities through the media

\_\_\_\_\_ Responsibilities of EOC members to the PIO should include:

\_\_\_\_\_ EOC members in charge of specific disaster functions (i.e. Police, Fire and Rescue, Shelter, Medical, etc.) shall attend or appoint representatives to attend pre-disaster training sessions on PIO functions in order to facilitate response and the proper functioning of the EOC when a disaster occurs and the EOC is activated

\_\_\_\_\_ The news media (i.e. newspapers, radio stations, etc.) will be provided advance emergency packets to store for release to the public upon the request of the Public Information Officer in times of emergency

\_\_\_\_\_ All designated EOC representatives will cooperate in public education programs

\_\_\_\_\_ All EOC members in the activated EOC will verify their activity reports received from the field during the disaster response/recovery phases

\_\_\_\_\_ The Communications Officer will assist the PIO by providing telephones and fax equipment for the media at that location that has been established for the media to get their briefings

\_\_\_\_\_ The EOC Security Officer will provide security for the EOC, however, the PIO must be accessible to the news media, preferably outside the EOC

\_\_\_\_\_ The Law Enforcement Coordinator will coordinate with local police agencies for the dissemination of disaster-related information to the public through the use of public address systems if it does not interfere with their primary duties

\_\_\_\_\_ All EOC staff will clear all emergency related press releases relating to their specific response efforts with the PIO after the EOC has been activated

\_\_\_\_\_ The PIO at the site of the emergency/disaster will call the PIO Liaison at regular intervals with up-to-date reports

\_\_\_\_\_ The Fire/EMS Coordinator, Law Enforcement coordinator and Ohio State Highway Patrol Liaison working with other EOC staff members will provide the PIO with timely information concerning casualties, numbers and types of injuries, location of victims and next-of-kin information

\_\_\_\_ The Executive Group has reviewed all press releases before being released

\_\_\_\_ Copies of all press releases have been filed at the Department of Emergency Services

\_\_\_\_ A log has been made listing all medical contacts made, press releases issued and any other major PIO functions accomplished during that 12-hour shift

\_\_\_\_ Specific instructions regarding emergency public information for such events as chemical accidents, floods, tornadoes, winter storms, earthquakes and evacuations are located in the appendices of Annex D

#### **Annex O – Shelter and Mass Care Checklist**

\_\_\_\_ The County Public Information Officer should provide timely and accurate information to the public about the exact location of shelter and mass care facilities as well as direction to them

## **RUMOR CONTROL**

### **I. PURPOSE**

Rumor Control is a very important function of good public information. Rumor Control can help calm public panic by giving accurate authoritative information to citizens whose emotions are already strained by the emergency/disaster. Rumor control is also a good Source of information for the EOC, and is also an excellent way of putting citizens in touch with agencies that may be of help to them.

### **II. CONCEPT OF OPERATIONS**

Upon activation of the EOC, the Public Information Officer will assign a person to act as rumor control operator. The PIO will also give the media the phone number of the rumor control operator, so that citizens will know where to call. The duties of the Rumor Control Operator (RCO) are listed below:

- A. To handle all requests from the public for information.
- B. To tell citizens where they may receive help for problems they may be having.
- C. To keep abreast of current status of the emergency/disaster and what areas of the county are affected.
- D. To receive information from the public regarding the situation in their area, and pass this information to the public Information Officer and the annex coordinator who would handle that particular problem.
- E. To record all information received or given, name of inquiring person, and phone number for call back if necessary,

Good rumor control can calm public panic and reduce problems encountered by responding forces. Always be sure that the information is accurate, and the manner in which it is given is friendly, calm, and professional. This will help to reinsure the public that all human efforts are being taken to handle the crisis.

### **AUTHENTICATION OF INFORMATION**

The purpose of this tab is to establish a means of authenticating information received from forces in the field. The Public Information Officer will verify all information by the following methods:

- A. Voice recognition
- B. Requesting the Trumbull County Emergency Management Agency Identification Card number.
- C. Authentication by phone call-back.

Information from the general public (as received by the Rumor Control operator) is more difficult to verify. Information received from the public should be verified by sending a member of the field response forces to the area for first hand verification. Under no circumstances, will unverified information from the public be broadcasted or given out. One method to initially verify information is to ask the caller for his or her name and telephone number. Recall the phone number, if the person giving the information is known, or at that location, send a member of the field response forces to check their information.

It is the responsibility of the Public Information Officer to authenticate and verify for accuracy, all information received.

Tab 7 to Annex D (Emergency Public Information)

**EMERGENCY NOTIFICATION OF THE VISUALLY AND  
HEARING IMPAIRED**

All emergency notification of visually impaired persons will be handled by the following methods:

- A. The audio portion of the Emergency Broadcast System.
- B. The audio portion on the Trumbull County Emergency Notification System (Cablevision).
- C. Notification of the Radio Reading Service of the Youngstown Society for the Blind.

Emergency notification of the hearing impaired will be handled by the Emergency Broadcast Systems information scroll procedure.