

## JOINT INFORMATION CENTER ANNEX

**Priority at all times:** *Maintain liaison and update other EOC Sections, Branches and Units as needed.*

### **INTRODUCTION**

This Annex to the Kern County Operational Area (OA) Emergency Operations Plan describes the strategic response of the Joint Information Center (JIC) function of the Emergency Operations Center (EOC) to integrate all incident-related information and to disseminate official information to the public before, during and after the incident.

The JIC Manager is a member of the Kern EOC Management team and reports to the Kern EOC Director. The JIC is supported by a Working Group consisting of PIOs from Kern County departments and other cities/agencies in the OA.

#### **Entities which support this function:**

Primary Department: *Kern County Administrative Office*

Supporting Kern County Departments: *Public Health*, (list all in the current working group)

Supporting jurisdictions: *PIOs from other cities/agencies within the Operational Area (OA)*.

When fully staffed, the Joint Information Center of the Kern EOC may include the following functions, each of which is managed by a Unit Leader. (Additional support positions may be added based on span of control.)

- News Desk
  - Serves as the primary incident/EOC spokespersons for public interaction, information collection and dissemination and media monitoring.
- Media Liaison
  - Responsible for the overall coordination of media relations, scheduling press conferences, interviews and providing spokespersons.
- Research and Writing
  - Charged with gathering the information about the incident and organizing it into news releases, fact sheets, talking points, posted web information and other relevant collateral materials.
- Administrative Support
  - Works under the direction of the JIC Manager to provide the support needed for the JIC Manager function including Visitor Control.

### **PURPOSE**

The JIC Annex is an essential element of the Kern County Emergency Operations Plan (EOP), which establishes an emergency management organization and defines the Kern OA EOC functional responsibilities in response to an emergency event. The JIC Manager and JIC Working Group which support this Annex are responsible for and expected to develop, implement, and test policies and Standard Operating Procedures (SOPs) that ensure necessary preparedness capabilities.

This document:

- Provides a basis for centralized coordination and information sharing of emergency operations and response efforts.
- Describes the Kern OA EOC functional responsibilities under the National Incident Management System (NIMS) and the California Standardized Emergency Management System (SEMS), both based on the Incident Command System (ICS). Refer to the Basic Plan for further detail on NIMS, SEMS, and ICS.

The attachment to this Annex provides a checklist of specific activities that support these functional responsibilities, as taken from the California Office of Emergency Services (CalOES) Crosswalk and the Federal Emergency Management Agency (FEMA) Comprehensive Planning Guide (CPG) 101.

- Supports the EOP's all hazards approach to emergency operations and the provision of services and assistance in the event of any emergency or disaster, regardless of the triggering event.

## **SCOPE**

The JIC Annex provides guidance and includes appropriate actions to respond to the County's most likely and demanding emergency conditions. It does not supersede the established protocols for dealing with day-to-day emergencies but places emphasis on the unusual and unique emergency conditions that will require response beyond the ability of any one or set of organizations to respond.

## **WHOLE COMMUNITY APPROACH**

The County of Kern is committed to achieving and fostering a whole community emergency management system that is fully inclusive of people with disabilities and others with access and functional needs. Further details on the County's Whole Community approach to emergency management, which includes the integration of inclusive emergency management practices, can be found in the Basic Plan.

## **GOALS AND OBJECTIVES**

In all emergencies, the top priority of the County and emergency response personnel is to save lives, minimize injury to persons and damage to property, and to protect the environment.

The JIC:

- Gathers, verifies and integrates incident-related information from a variety of sources.
- Assesses and conveys the nature of the emergency to the public in a form that is accessible, factually accurate, and easily understood.
- Provides critical public safety information quickly and accurately.
- Provides timely and accurate information to media outlets.
- Coordinates the information flow and release between jurisdictions within the Kern OA.

## **CONCEPT OF OPERATIONS**

The JIC Annex will be activated as determined by the EOC Director. The JIC is responsible for performing critical emergency information functions, crisis communications and public affairs functions. The following section summarizes the responsibilities of the Annex in an emergency event.

- *Whenever this Annex is activated, personnel are required to initiate and maintain Activity Logs in WebEOC (or hard copy ICS Form 214) to document their actions to facilitate and support cost recovery. (See Basic Plan Appendix 12.1 for hard copy)*

### **Preparedness**

- Review the EOP, Standard Operating Procedures and the materials contained in this Annex and maintain familiarity with the roles and responsibilities of the function.
- Participate in training, exercise, and post-exercise critiques conducted by County OES and other allied agencies.

### **Initial Response**

- Gain situational awareness regarding the incident.
- Activate Units as appropriate and brief subordinates.
- Identify public information priorities, particularly those that involve life safety, reducing injuries and protecting property.
- Receive information from all available sources, verify accuracy and coordinate to develop initial public messaging. Ensure that all public information is accessible to the Whole Community.
- Communicate with the EOC Director, the EOC Management team and/or EOC Section Chiefs as needed.

### **Extended Duration**

- Plan for functional relief and staffing schedule.
- Brief media on emergency response actions – underway and planned.
- Establish a regular schedule for media briefings.
- Coordinate among departments and the Kern OA jurisdictions to ensure the release of public information is cleared with the EOC Director.
- Keep media informed including site visits as appropriate and when safe, and distribution of regularly updated media packets.

- Participate in regular EOC briefings and provide input to the EOC Incident Action Plan, consistent with the “**Planning P**” planning cycle. (See *Basic Plan, Section 5.3*)

### **EOC Deactivation**

- Provide follow up contact number(s) for further public information.
- Coordinate among departments, jurisdictions within the Kern OA and other agencies to develop and distribute public information regarding the recovery process, including the availability of a Local Assistance Center/Disaster Recovery Center, if activated.
- Communicate with County employees regarding any changes affecting them.
- Submit documentation of all costs incurred to the Finance/Admin Section.
- Complete required forms, reports and logs and submit to the Plans/Intel Section Documentation Unit.
- Provide input to the After-Action Report and Corrective Action Plan.

### **Recovery**

- Periodically communicate information related to clean up and recovery throughout recovery process, as needed.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.
- Implement any assigned corrective actions.

## **ORGANIZATIONAL ROLES AND ASSIGNMENT OF RESPONSIBILITIES**

Five emergency response levels defined by SEMS are activated as needed. SEMS is required to be used to reach consensus on how resources will be allocated in a major crisis affecting multiple jurisdictions or agencies, and for eligibility of State reimbursement for response related personnel costs.

At each response level the same five major ICS functions are employed to facilitate interagency communication and coordination: Command (in the field)/Management (in the EOC), Operations, Planning/Intelligence, Logistics, and Finance/Administration. Refer to the Basic Plan for greater detail on ICS and its integration with SEMS.

### **Field Level**

Emergency response personnel and resources carry out tactical decisions and activities in direct response to the incident.

### **Local Level**

The County manages the allocation and deployment of resources (personnel, equipment, materials, services) in response to incidents in the unincorporated areas of the county and in cities which have contracted for support for specified services. If the emergency event occurs in another jurisdiction

(e.g., city or special district) the affected jurisdiction has primary responsibility and will activate its own emergency management response as feasible.

### **Operational Area Level**

Kern County and its political subdivisions constitute the Kern Operational Area (OA) for emergency response purposes during multi-agency disaster events, or as needed to support another jurisdiction within the OA. Kern County, as a jurisdiction and an organization, is charged with taking the lead communication and coordination role within the OA and with being the primary point of contact between the local government level and the regional level.

The Section may also be asked to assist to establish, staff and operate a Local Assistance Center (LAC) and/or Disaster Recovery Center (DRC), a central location for individuals and businesses to obtain information on available disaster assistance programs.

### **Regional Level**

Kern County is within the CalOES Inland Administrative Region and Mutual Aid Region V. During incidents in which a Local Emergency or State of Emergency has been proclaimed in Kern County, the OES Inland Region may activate the Regional EOC (REOC) to provide support to local government including assistance with mutual aid resources under the Emergency Managers Mutual Aid (EMMA) Plan.

### **State and Federal Levels**

Under certain conditions, state and/or federal agencies may deploy field response units to incidents in Kern County. Reporting and coordination with the Kern OA EOC follows the usual Field Level response.

Depending upon the nature and scope of the incident, the level of Emergency/Disaster proclaimed, and the need for multi-agency coordination, CalOES and/or the Federal Emergency Management Agency (FEMA) may assign representatives to report to the Kern OA EOC to provide a direct coordination and communication link. These representatives will be assigned to the Agency Representative function in the EOC Management Section.

### **Additional Resources**

- Private contractors and firms support specific government operations on a daily basis. During disasters, their support is essential to an effective emergency response.
- Volunteer agencies play an important role in responding to disasters of all types and levels. These agencies respond on a countywide basis and each has a representative assigned to the Kern County/OA EOC to provide direct communications and coordination.
- Other Governmental Agencies – a list of additional State and Federal resources is found in the Annex for each Branch where applicable.

### **INFORMATION COLLECTION AND DISSEMINATION**

Kern County uses WebEOC (an Internet-based collaborative communications system) as the County's communication and documentation platform for sharing elements of the emergency incident. This allows the County to maintain a common operating picture, situational awareness and information coordination throughout the OA during an emergency. Individuals staffing positions

in the EOC are required to submit Situation Reports and updates through WebEOC on a schedule to be determined at the time of the incident.

### **ANNEX DEVELOPMENT AND MAINTENANCE**

This document is an Annex to the Kern County Operational Area Emergency Operations Plan. As such, the policies, procedures, and practices outlined in the Kern County EOP govern this Annex. Kern OES coordinates the maintenance and update of the Annex as needed. Record of Changes, Approval, and Dissemination of the Kern County EOP also apply to this Annex.

## **FUNCTIONAL CHECKLIST**

The following section provides a checklist of tactical actions for the JIC Manager and each Unit Leaders as a resource for those who report to the EOC in the event of an emergency.

It is expected that the Departments, agencies, and jurisdictions that support the JIC will follow the Standard Operating Procedures which detail how the applicable tactical actions will be accomplished.

The attached checklist supports the Emergency Operations Plan (EOP) and is consistent with the activities prescribed in the Federal Emergency Management Agency (FEMA) Comprehensive Planning Guide (CPG) 101.2.

## JIC MANAGER

### EMERGENCY ACTION CHECKLIST

**Priority at all times:** *Maintain liaison with DOC and update other EOC Sections, Branches and Units as needed.*

#### Initial Response

- Report to EOC and obtain briefing from EOC Director.
  - Location, magnitude and scope of event
  - Area(s) of County impacted
  - Current situation and priorities
  - Actions taken
  - Local EOCs activated
  - Existing or anticipated problems/issues
- Initiate and maintain an Activity Log (ICS Form 214) that chronologically describes your actions taken during your shift. (See *Basic Plan Appendix 12.1 for hard copy*)
- Identify available internal and external communications capabilities.
- Activate Units as appropriate and initiate staff notification procedure.
- Provide overall direction to JIC Section. Lead and execute plans and policies as necessary for the incident.

#### Extended Duration

- Establish JIC objectives and priorities for Operational Period based on overall objectives established by EOC Director and coordinate JIC action planning meetings.
- Ensure that lines of communication are established with appropriate EOC sections and field operations via JIC Units.
- Ensure that all departments/agencies in the JIC are contacted and liaison with all local/state and federal PIOs in affected area and are included in information dissemination from the JIC.
- Ensure that all external communication is fully inclusive and meets the needs of the Whole Community.
- Attend Directors Briefing, Executive staff meeting, Action Planning meeting. Provide input as necessary.
- Assess immediate logistical needs while anticipating growth.
- Ensure that a focus remains on providing efficient and courteous services to the affected communities.
- Ensure that Activity Logs (ICS 214) are completed and filed.

### **EOC Deactivation**

- If Local Assistance Center and/or Disaster Recovery Center have been established, ensure messaging is appropriately disseminated.
- Upon EOC deactivation, release resources and make notifications as appropriate. Provide information on who to contact and how to contact them for any follow up issues.
- Provide Logistics Section Supply Staff with list of supplies to be replenished.
- Complete required forms, reports and logs and submit to the Plans/Intel Section Documentation Unit.
- Submit Expenditure Tracking and Timekeeping forms to Finance/Administration Section.
- Provide input to the After-Action Report and Corrective Action Plan.
- Resume normal activities.

### **Recovery**

- Continue to provide messaging as needed to support Local Assistance Center and/or Disaster Recovery Center.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.
- Implement any assigned corrective actions.

## NEWS DESK UNIT

### EMERGENCY ACTION CHECKLIST

**Priority at all times:** *Maintain liaison with DOC and update other EOC Sections, Branches and Units as needed.*

#### Initial Response

- Report to EOC and obtain briefing from JIC Manager.
  - Location, magnitude and scope of event
  - Area(s) of County impacted
  - Current situation and priorities
  - Actions taken
  - Local EOCs activated
  - Existing or anticipated problems/issues
- Initiate and maintain an Activity Log (ICS Form 214) that chronologically describes your actions taken during your shift. *(See Basic Plan Appendix 12.1 for hard copy)*
- Identify available internal and external communications capabilities.
- Activate Unit functions as appropriate and initiate staff notification procedure.
- Obtain approved Talking Points, Media Releases and background information from the Research and Writing Section or JIC Manager. Distribute to News Desk Staff as appropriate.
- Answer media and public calls to the JIC, providing summary information of the situation and responding to questions. This may include providing interviews for radio broadcasts. Detailed questions about local jurisdiction actions will be referred to the appropriate local public information officer.
- Provide for specific needs groups when disseminating information, e.g., hard of hearing, visually impaired, and non-English speakers, people with Access and Functional Needs and others with disabilities.

#### Extended Duration

- Ensure that the JIC status boards are up-to-date.
- Monitor all media including television, radio, print and online (including social media) sources. Collect news clippings and recording of events.
- Track Rumors and corrections as necessary.
- Assign PIO to Public Call-in lines location (utilization of 211 system offsite) as necessary.

- Obtain updates from local jurisdiction PIO's, and other sources. Forward new information, conflicting information and rumor issues to Research and Writing Unit as necessary.
- With assistance from the Administrative Support Unit disseminate all approved information.
  
- Coordinate the response to media inquiries as appropriate.
  
- Brief incoming shift on all carry-over activity before going off duty.

### **EOC Deactivation**

- Upon EOC deactivation, release Unit resources and make notifications as appropriate. Provide information on who to contact and how to contact them for any follow up issues.
  
- Provide Logistics Section Supply Staff with list of supplies to be replenished.
  
- Complete required forms, reports and logs and submit to the Plans/Intel Section Documentation Unit.
  
- Submit Expenditure Tracking and Timekeeping forms to Finance/Administration Section.
  
- Provide input to the After-Action Report and Corrective Action Plan.
  
- Resume normal activities.

### **Recovery**

- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.
  
- Implement any assigned corrective actions.

## **MEDIA LIAISON UNIT**

### **EMERGENCY ACTION CHECKLIST**

***Priority at all times:*** *Maintain liaison with DOC and update other EOC Sections, Branches and Units as needed.*

#### **Initial Response**

- Report to EOC and obtain briefing from JIC Manager.
  - Location, magnitude and scope of event
  - Area(s) of County impacted
  - Current situation and priorities
  - Actions taken
  - Local EOCs activated
  - Existing or anticipated problems/issues
- Initiate and maintain an Activity Log (ICS Form 214) that chronologically describes your actions taken during your shift. *(See Basic Plan Appendix 12.1 for hard copy)*
- Identify available internal and external communications capabilities.
- Activate Unit functions as appropriate and initiate staff notification procedure.
- Liaise with Administrative Support Unit to sign-in and direct arriving media representatives to the Media Briefing Room. Verification and credentialing of news media.
- Set up Media Briefing room, maintain status boards and announce briefing times.
- Work with JIC Manager to schedule IC or EOC Director and other executive staff for interviews that are requested by media within the Media Briefing Room. Additionally, handle scheduling of interview requests for such staff that are received through the News Desk Unit.

#### **Extended Duration**

- Arrange for spokespersons to respond to the field and/or media offices to conduct interviews.
- Assist media representatives between formal briefings.
- Arrange and conduct all press conferences. Provide spokespersons as needed for media briefings and press conferences.
- Provide spokespersons for one-on-one and in-studio interviews to television and radio outlets.
- Provide on-site media representatives with orientation of facilities in accordance with established JIC policies and procedures.

- Ensure the distribution of media releases, fact sheets and collateral materials to on-site media representatives.
- Ensure that maps, timelines and other visuals within Media Briefing room are updated.
- Coordinate interview and briefing schedules.
- Brief incoming shift on all carry-over activity before going off duty.
- Ensure that Activity Logs (ICS 214) are completed and filed.

### **EOC Deactivation**

- Upon EOC deactivation, release resources and make notifications as appropriate. Provide information on who to contact and how to contact them for any follow up issues.
- Provide Logistics Section Supply Staff with list of supplies to be replenished.
- Complete required forms, reports and logs and submit to the Plans/Intel Section Documentation Unit.
- Submit Expenditure Tracking and Timekeeping forms to Finance/Administration Section.
- Provide input to the After-Action Report and Corrective Action Plan.
- Resume normal activities.

### **Recovery**

- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.
- Implement any assigned corrective actions.

## RESEARCH AND WRITING UNIT

### EMERGENCY ACTION CHECKLIST

**Priority at all times:** *Maintain liaison with DOC and update other EOC Sections, Branches and Units as needed.*

#### Initial Response

- Report to EOC and obtain briefing from JIC Manager.
  - Location, magnitude and scope of event
  - Area(s) of County impacted
  - Current situation and priorities
  - Actions taken
  - Local EOCs activated
  - Existing or anticipated problems/issues
- Initiate and maintain an Activity Log (ICS Form 214) that chronologically describes your actions taken during your shift. *(See Basic Plan Appendix 12.1 for hard copy)*
- Identify available internal and external communications capabilities.
- Activate Unit functions as appropriate and initiate staff notification procedure.
- Ensure that lines of communication are established with appropriate EOC sections and field operations via JIC Units.
- Initiate contact with the EOC Liaison to the EOC. This Liaison usually will gather confirmed information from the Situation Status Unit's Sit-Stat Report. They must be aware of new and breaking information for research by the Research and Writing staff.
- Develop unit objectives for based on overall JIC objectives established by JIC Manager; participate in JIC action planning meetings.
- Ensure that all briefings and meetings that might provide incident information for news releases, fact sheets and other products are attended by representatives of Research and Writing Unit.
- Ensure the veracity of sources of "official" information:
  - Pre-scripted press releases, fact sheets, talking points and other collaterals provided by EOC Sections
  - Information provided during briefings
  - Information from the Plans/Intel and Operations Sections
  - Information provided by subject-matter experts and agencies, as appropriate
- Assign personnel to develop draft talking points for approval and subsequent use in fact sheets, news releases, briefing notes, brochures web-based information, or other

publications for use by the JIC News Desk Unit, spokespersons assigned to the Media Briefing Room or field location.

- Assign a web development coordinator to maintain an incident web page. Work with the field photographers to maintain photograph and video feeds onto the website for use by the public and media.
- Liaise with News Desk to ensure that Minority and Specific Needs Groups are included in all news releases.

### **Extended Duration**

- Maintain current file of all releases and other products developed by Research and Writing Section.
- Brief incoming shift on all carry-over activity before going off duty.
- Ensure that Activity Logs (ICS 214) are completed and filed.

### **EOC Deactivation**

- Upon EOC deactivation, release resources and make notifications as appropriate. Provide information on who to contact and how to contact them for any follow up issues.
- Provide Logistics Section Supply Staff with list of supplies to be replenished.
- Complete required forms, reports and logs and submit to the Plans/Intel Section Documentation Unit.
- Submit Expenditure Tracking and Timekeeping forms to Finance/Administration Section.
- Provide input to the After-Action Report and Corrective Action Plan.
- Resume normal activities.

### **Recovery**

- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.
- Implement any assigned corrective actions.

## **ADMINISTRATIVE SUPPORT UNIT**

### **EMERGENCY ACTION CHECKLIST**

**Priority at all times:** *Maintain liaison with DOC and update other EOC Sections, Branches and Units as needed.*

#### **Initial Response**

- Report to JIC and obtain briefing from JIC Manager.
  - Location, magnitude and scope of event
  - Area(s) of County impacted
  - Current situation and priorities
  - Actions taken
  - Local EOCs activated
  - Existing or anticipated problems/issues
- Initiate and maintain an Activity Log (ICS Form 214) that chronologically describes your actions taken during your shift. (See *Basic Plan Appendix 12.1 for hard copy*)
- Identify available internal and external communications capabilities.
- Work with the JIC Manager to identify staff to be activated to support the JIC/MIC operation and develop a staffing pattern appropriate to the operation.
- Attend to various administrative responsibilities in leading the unit, including:
  - Supervision of staff members
  - Scheduling of staff
  - Ensuring record maintenance within the Unit
- Work with EOCs Logistics Section to provide all necessary equipment needed for the operation of the JIC.

#### **Extended Duration**

- Ensure an appropriate check-in and checkout procedures for all staff being brought in to support the JIC / MIC operation.
- Collect and collate all documents produced by the JIC and file in the relevant documentation file as directed by the Plans/Intel Section Chief.
- Assist the Media Liaison Unit to check-in and credential, when necessary, all incoming news media representatives.
- Ensure distribution of all written JIC materials to PIO staff working within the JIC, Media Briefing Room, EOC or other locations.
- Assist News Desk Section staff and Media Liaison Section staff with updating of status boards in JIC and Media Briefing Room.

- Maintain adequate supply of office supplies within the JIC.
- Work with EOC Logistics Staff to ensure that all JIC personnel receive necessary snacks, water, and meals.
- Coordinate with JIC Manager any special events that may occur as a result of the disaster.
- Attend JIC Section planning meetings.
- Brief incoming shift on all carry-over activity before going off duty.
- Ensure that Activity Logs (ICS 214) are completed and filed.

### **EOC Deactivation**

- Upon EOC deactivation, release resources and make notifications as appropriate. Provide information on who to contact and how to contact them for any follow up issues.
- Provide Logistics Section Supply Staff with list of supplies to be replenished.
- Complete required forms, reports and logs and submit to the Plans/Intel Section Documentation Unit.
- Submit Expenditure Tracking and Timekeeping forms to Finance/Administration Section.
- Provide input to the After-Action Report and Corrective Action Plan.
- Resume normal activities.

### **Recovery**

- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.
- Implement any assigned corrective actions.