

INFORMATION OFFICER – TACTICAL EVACUATION

- Ensure personal safety and the safety of your family
- Collect information and obtain briefing from the Executive Director of Finance, EOC Director and/or EPC and Incident Commander (IC) if possible
 - If an Incident Report has been used, reference that for background incident information
 - Review and regularly monitor local social media activity; identify sources of misinformation
 - Contact local media to establish incident communications protocols
 - Consult with other agency liaisons or representatives in the EOC
 - If there is a lead agency other than the Fire Department, contact their Information Officer and confirm information sharing protocols
- Confirm with the Executive Director of Finance and EOC Director:
 - That a tactical evacuation is being initiated and for what areas
 - Any factual information that you have collected
 - The primary source for factual information for the public (Tk'emlúps website, social media site etc.)
 - Location and contact information for EOC
 - The location and nature of the threat
 - Known and potential impacts of the event on the community and residents
 - Area(s) being evacuated
 - Location of the reception centre and any major evacuation routes
 - Designated Muster Areas for residents, if required
 - Lead agency and general summary of their response actions
 - Any other partner agencies and/or stakeholders that are involved and nature of their involvement
 - Any known or potential impacts to stakeholder interests, critical infrastructure or other values at risk
 - Any known or developing issues
- Activate / request additional support
 - Review and regularly monitor local social media activity; identify any sources of misinformation
 - Review and regularly monitor local traditional media; contact local media to establish incident communications protocols
- Initiate evacuation order communications to affected public, internal staff, and external stakeholders and support agencies as appropriate
 - Ensure all messaging is approved by the EOC Director before it is released
- For the public, ensure that you have information on:
 - Evacuation procedures including routes and reception centre locations
 - Where they can get factual information
- For internal staff, ensure you have information on:
 - Where to refer the public inquiries
 - Communications protocols for public and the media
 - Any business continuity practices appropriate to their roles

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- For external stakeholders and support agencies, ensure you have information on:
 - Nature and known and potential impacts of the event
 - Appropriate point of contact for them to get more information
 - Locations appropriate to their roles such as incident command post, EOC and/or reception centres
 - Protocols for accessing restricted areas as appropriate

- Participate in any briefing sessions with Chief and Council, Executive Director of Finance, EOC Director, EPC and the IC
 - Confirm any factual information that you have collected on the cause and nature of the event or threat
 - If any investigations around cause, ensure that confidentiality is maintained, and any inquiries are directed to the appropriate agency; communicate this to the community and EOC leadership teams
 - Confirm the best estimate or known number of how many people and/or properties are threatened and/or impacted, including how imminent it is
 - Confirm location and contact information for the EOC, Reception Centre and/or Resilience Centre
 - Confirm the evacuation protocols, routes, and reception centre locations for communication to the public
 - Confirm if there is an EMCR stakeholder coordination call as appropriate; attend these calls
 - Identify any issues that require special attention, and by whom

- Prepare speaking notes for Chief and Council, EOC Director and designated Community Spokesperson; see **Community Spokesperson - Tactical Evacuation Checklist** in **Appendix 4.1**
- Brief the Chief and Council and the designated Community Spokesperson on key messaging and communications protocols for public, stakeholders, and the media
- Brief all the staff, EOC personnel, and responders on communications protocols for public, stakeholders, and the media
 - Ensure they know that all media inquiries are to be directed to the EOC Information Officer for follow up

- Arrange for town hall meeting for evacuees within the first 48 hours; ensure appropriate panel of speakers including at a minimum:
 - Chief and Council and/or designated Community Spokesperson
 - Incident Commander from Lead Agency
 - EOC Director
 - Representative(s) from primary NGO support agencies
 - Police of jurisdiction

- Brief the EOC staff on communications protocols for public, stakeholders, and the media; emphasize the need for confidentiality and advise where to send the public for factual information