

**NORTH CAROLINA QUALIFICATIONS RECORD FOR
PUBLIC INFORMATION OFFICER TYPE 2**



Task Book for the position of

**PUBLIC INFORMATION OFFICER
(PIO2)**

(Position performance on an incident other than wildland fire)

TASK BOOK ASSIGNED TO:

TASK BOOK INITIATED BY:

DATE:

The material contained in this book accurately defines the performance expected of the position for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

NORTH CARLOINA
INCIDENT MANAGEMENT

VERIFICATION/CERTIFICATION OF COMPLETED TASK BOOK
FOR THE POSITION OF
PUBLIC INFORMATION OFFICER II

EVALUATOR:

DO NOT COMPLETE THIS UNLESS YOU ARE RECOMMENDING THE TRAINEE FOR CERTIFICATION

FINAL EVALUATOR'S VERIFICATION

I verify that all tasks have been performed and are complete with signatures. I also verify that

has performed as a trainee and should therefore be considered for certification in this position.

Evaluator's signature and date

North Carolina Certification

I certify that all requirements for qualification in this portion have been met and that such qualification has been issued.

Director or Designee

AGENCY CERTIFICATION

I certify that _____
has met all requirements for certification in this position and that such qualification has been issued.

CERTIFYING OFFICIAL'S SIGNATURE AND DATE

CERTIFYING OFFICIAL'S NAME, TITLE, DUTY STATION, TELEPHONE NUMBER

**NORTH CAROLINA EMERGENCY RESPONDER CREDENTIALING SYSTEM
QUALIFICATIONS RECORD**

POSITION: PUBLIC INFORMATION OFFICER TYPE 2

NORTH CAROLINA

INCIDENT MANAGEMENT POSITION TASK BOOK

Position Task Books (PTB) has been developed for designated positions as described by the National Incident Management System (NIMS) Integration Center's National Emergency Responder Credentialing System, Incident Management (IM) Working Group.

The North Carolina Credentialing System has adapted selected NIIMS (National Interagency Incident Management System) Position Task Books as the basis for the development of positions on Incident Management Teams. Position certification by the North Carolina Credentialing System task book **does not** necessarily meet NIIMS qualification standards for wildfire incidents.

Each PTB lists the performance requirements (tasks) for the specific position in a format that allows a trainee to be evaluated against written guidelines. Successful performance of all tasks, as observed and recorded by an evaluator, will result in a recommendation that the trainee be certified in that position. Evaluation and confirmation of the individual's performance of all the tasks may involve more than one evaluator and can occur on incidents, in classroom simulation, and in other work situations. Designated PTBs require position performance during which the majority of required tasks are demonstrated on a single incident. It is important that performance be critically evaluated and accurately recorded by each evaluator. All tasks must be evaluated. All bullet statements within a task that require an action (contain an action verb) must be demonstrated before that task can be signed off.

A more detailed description of this process, definitions of terms, and responsibilities are included in the Wildland Fire Qualification Subsystem Guide 310-1. A brief list of responsibilities also appears below.

RESPONSIBILITIES:

1. **Local Emergency Management Agencies** are responsible for:
 - Selecting trainees based on the needs of the local jurisdiction; and
 - Providing opportunities for evaluation and/or making the trainee available for evaluation.

2. **The individual** is responsible for:
 - Reviewing and understanding instructions in the PTB;
 - Identifying desired objectives/goals;
 - Providing background information to an evaluator;
 - Satisfactorily demonstrating completion of all tasks for an assigned position within three years;

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- Assuring the Evaluation Record is complete;
 - Notifying local emergency management personnel when the PTB is completed and providing a copy; and
 - Keeping the original PTB in personal records.
3. **The Evaluator** is responsible for:
- Being qualified and proficient in the position being evaluated, or with higher certification;
 - Meeting with the trainee and determining past experience, current qualifications, and desired objectives/goals;
 - Reviewing tasks with the trainee;
 - Explaining to the trainee the evaluation procedures that will be utilized and which objectives may be attained;
 - Identifying tasks to be performed during the evaluation period;
 - Accurately evaluating and recording demonstrated performance of tasks;
 - Dating and initialing completion of the task shall document satisfactory performance. Unsatisfactory performance shall be documented in the Evaluation Record;
 - Completing the Evaluation Record found at the end of each PTB; and
 - Signing the verification statement inside the front cover of the PTB when all tasks have been initialed.
4. **The Local Emergency Manager** or Designee of the trainer's home unit is responsible for:
- Issuing PTBs to document task performance;
 - Explaining to the trainee the purpose and processes of the PTB as well as the trainee's responsibilities;
 - Tracking progress of the trainee;
 - Identifying incident evaluation opportunities;
 - Identifying and assigning an evaluator that can provide a positive experience for the trainee, and make an accurate and honest appraisal of the trainee's performance;
 - Documenting the assignment;
 - Conducting progress reviews;
 - Conducting a closeout interview with the trainee and evaluator and assuring that documentation is proper and complete;
 - Determining certification per local policy; and
 - Issuing proof of certification.

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TASK	CODE*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
GENERAL 1. <u>Obtain and assemble information and materials needed for kit that will be assembled for functioning within the position for 48 hours. The kit will be easily transportable.</u> Suggested kit items: <ul style="list-style-type: none"> • Position manual; • ICS 420-1 Field Operations Guide or equivalent; • ICS Form 213, General Message; • ICS Form 214, Unit Log; • Telephone and contact documentation log; • Local media directory; • Digital camera with minimum 1 gb. Video card; • Lap top computer with printer; and • Appropriate office supplies. 	O		
2. <u>Ensure the safety and welfare of assigned personnel during the entire period of supervision.</u> <ul style="list-style-type: none"> • Recognize potentially hazardous situations; • Inform subordinates of hazards; • Ensure that special precautions are taken when extraordinary hazards exist; and • Ensure adequate rest is provided to all unit personnel. 	I		
3. <u>Demonstrate familiarity with communications equipment, procedures, and basic functions/capabilities of:</u> <ul style="list-style-type: none"> • Handheld, portable, multi-channel radios; • Portable scanner; • Cellular/satellite telephone; • Internet, world wide web, and electronic mail systems; and • Facsimile machines (FAX). 	O		

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 I = task must be performed on an incident (flood, search & rescue, planned event, etc.)
 R = Rare event - the evaluation assignment may not provide opportunities to demonstrate performance.
 The evaluator may be able to determine skills/knowledge through interview or the home office may need to arrange for another assignment or a simulation.

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<p>4. <u>Maintain positive interpersonal relationships.</u></p> <ul style="list-style-type: none"> • Maintain positive working relationships with all co-workers, incident personnel, local publics, and agencies; • Employ good listening/responding skills with co-workers, incident personnel, media, and the public; • Obviously support cooperating and participating agencies in contacts with the media and public. Written materials (news releases, fact sheets) should reflect support of other agencies; • Demonstrate respect for, and sensitivity toward, all cultures in contacts with incident personnel, public, and media, and in all written materials; • Ensure that information personnel maintain a neat and professional appearance at all times; and • Practice “service concept” with public/media/incident personnel. 	O		
<p>MOBILIZATION</p> <p>5. <u>Obtain complete information from dispatch upon initial activation.</u></p> <ul style="list-style-type: none"> • Incident name; • Incident order number; • Incident number; • Reporting location; • Telephone contacts; • Radio frequencies; • Transportation arrangements/travel routes; and • Reporting times. 	O		

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6. <u>Gather all available information necessary to accurately assess incident, make appropriate decisions about immediate needs and actions including:</u> <ul style="list-style-type: none"> • Assigned Incident Commander(s) name and location; • Type of incident; • Current resource commitments; • Current situation status; • Expected duration of the incident; • Terrain; and • Weather (current and expected). 	I		
INCIDENT ACTIVITIES 7. <u>Arrive at incident and check-in</u> <ul style="list-style-type: none"> • Properly equipped; • Within acceptable time limits; and • According to agency guidelines. 	I		
8. <u>Establish contact with the Incident Commander or Lead Public Information Officer to obtain a briefing, review Incident Commander's ICS Form 201 (Incident Briefing), and IAP, if available.</u> <ul style="list-style-type: none"> • Contact responsible agencies' public affairs staff for a briefing on local issues; • Obtain local information; and • Obtain media contact list. 	O		
9. <u>Review available documentation.</u> <ul style="list-style-type: none"> • Incident Action Plan; • General incident displays; and • Strategy, objectives, and planning alternatives as appropriate. 	O		

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10. <u>Determine expectations of Incident Commander/Agency Administrator regarding gathering and dissemination of information.</u> <ul style="list-style-type: none"> • Participation in interviews; • Media access (ground and air); • Release of sensitive information; • Investigation and cause; and • Need or location of information center. 	O		
11. <u>Establish system/schedule for obtaining incident information.</u> <ul style="list-style-type: none"> • ICS Form 209 (Incident Status Summary or agency specific Situation Report Format); • Communication with agency dispatch; and • Follow-up briefings from the Incident Commander. 	O		
12. <u>Determine immediate staffing and resource needs.</u> <ul style="list-style-type: none"> • Assess incident complexity and media interest; and • Gather additional supplies to support the effort, if needed. 	O		

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<p>13. <u>Prepare a fact sheet and/or news release that describes the nature of the incident and addresses who, what, where, when and why.</u></p> <ul style="list-style-type: none"> • Size; • Location (proximity to well-known locations or communities); • Time and date of origin; • Cause (if cleared) and appropriate; • What is threatened; • Resources to be protected; • Costs to date; • Damages (property and resources); • Current and expected weather conditions; • Predicted containment/control; • Agencies/jurisdictions; • Cooperating agencies; and • Equipment and resources committed and responding. • Obtain Incident Commander's approval of news release 	O		
<p>14. <u>Initiate contact and respond to inquires from the media.</u></p> <ul style="list-style-type: none"> • Communicate with the wire services with initial information and updates; • Provide telephone numbers for media to call for further information; • Document all media contacts on a media log; and • Document key activities/highlights on the Unit Log, ICS Form 214. 	O		
<p>15. <u>Participate in briefings/meetings.</u></p> <ul style="list-style-type: none"> • Develop information updates based on information received; and • Apprise Incident Commander of sensitive information and community needs. 	I		

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16. <u>Follow safety procedures and be aware of incident-specific hazards.</u> <ul style="list-style-type: none"> • Have available and use appropriate personal protective equipment; • Follow established safety procedures; • Consider LCES (lookouts, communication, escape routes and safety); and • Brief media and public on safety concerns of the incident. 	I		

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<p>17. <u>Serve as Public Information Officer.</u></p> <ul style="list-style-type: none"> • Serve as contact point for media calling the incident; • Gather information and prepare/update fact sheet/news release; • Clear information release with Lead Public Information Officer or Incident Commander; • Inform media outlets of information center, telephone numbers, location, and operating hours; • Conduct interview and provide updates to media calling the information center; • Maintain a log of media names, organization, and types of requests for information; • Follow up on media requests for callbacks and additional information; • Gather and prepare releases on environmental, safety, prevention, rehabilitation and other messages about the incident; • Arrange and schedule telephone and in-person interviews for the media with incident personnel; • Arrange and schedule media over flights of the incident and obtain information on media personnel and media aircraft; • Provide personal protective equipment to the media covering the incident; • Provide ground transportation and escorts for the media; • Obtain clearance for access to the incident from operations personnel; • Obtain updated maps and other visuals to aid PIOs and other incident personnel in briefing the media on incident status; • Schedule media interviews with the Incident Commander and other personnel will be available for media interviews; • Serve as the incident spokesperson; • Arrange interviews/briefings for the media with the Incident Commander and other incident personnel; • Take photographs and video of the incident and related activities; and • Be alert to rumors and take appropriate action. 	I		

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18. <u>Conduct community relations responsibilities, as needed.</u> <ul style="list-style-type: none"> • Make initial contacts and updates for community leaders and other local cooperating public service; • Obtain community street maps, and emergency numbers for local contacts; • Update and post incident fact sheet or newsletter at various locations in the community; • Moderate, host or prepare for information briefings; and • Inform affected public about evacuation centers. 	I		
19. <u>Prepare and disseminate information internally to personnel on the incident.</u> <ul style="list-style-type: none"> • Establish bulletin board(s) at the ICP and other incident locations; • Assist with the development of newsletters as appropriate; and • Develop news clipping sheet for posting at bulletin boards. 	I		
20. <u>Incorporate approved special messages and information into routine incident information.</u> <ul style="list-style-type: none"> • Prevention; • Public safety; • Resources and environmental protection; • Interagency cooperation; • Rehabilitation and resource recovery programs; and • Recognition and praise for local community and volunteer support. 	O		
21. <u>Prepare briefing materials for VIP visits and assist with planning, coordination, and logistics for visits.</u>	O		
22. <u>Respond to special situations within the incident.</u> <ul style="list-style-type: none"> • Prepare briefing paper/news release for approval of Lead Public Information Officer, Incident Commander, or Agency Administrator. 	O		

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23. <u>Coordinate with other information functions.</u> <ul style="list-style-type: none"> • MAC Groups; • Area Command; • Dispatch/EOC; • Cooperating/Assisting agencies; and • Other incidents. 	O/R		
24. <u>Completed and submit required ICS documentation and other documentation requested by the Incident Commander and/or Agency Administrator.</u>	O		
DEMOBILIZATION			
25. <u>Assist in the preparation of the Demobilization Plan.</u>	O		
26. <u>Evaluate performance of subordinates as required by agency policy.</u>	I		
27. <u>Demobilization and check out.</u> <ul style="list-style-type: none"> • Receive demobilization instructions from supervisor; and • Ensure that incident and agency demobilization procedures are followed (complete and submit ICS Form 221 if required). 	O		
28. <u>Assist with post-incident information strategy and procedure.</u> <ul style="list-style-type: none"> • Assist in organizing briefing material and documentation materials for jurisdictional agency information; and • Assist jurisdictional agency with the preparation of a post incident information strategy. 	O		

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INSTRUCTIONS FOR EVALUATION RECORD

There are four separate blocks allowing evaluations to be made. These evaluations may be made on incidents, simulation in classroom, or in daily duties, depending on what the position task book indicates. This should be sufficient for qualification in the position if the individual is adequately prepared. If additional blocks are needed, a page can be copied from a blank task book and attached.

COMPLETE THESE ITEMS AT THE START OF THE EVALUATION PERIOD:

Evaluator's name, incident/office title, and agency: List the name of the evaluator, his/her incident position (on incidents) or office title, and agency.

Evaluator's home unit address and phone: Self explanatory

#: The number in the upper left corner of the experience block identifies a particular experience or group of experiences. This number should be placed in the column labeled "Evaluation Record #" on the Qualification Record for each task performed satisfactorily.

Location of Incident/Simulation: Identify the location where the tasks were performed by agency and office.

Incident Kind: Enter kind of incident, e.g., wildland fire, search and rescue, flood, etc.

COMPLETE THESE ITEMS AT THE END OF THE EVALUATION PERIOD:

Number and Type of Resources: Enter the number of resources and types assigned to the incident pertinent to the trainee's task book position.

Duration: Enter inclusive dates during which the trainee was evaluated. This block may indicate a span of time covering several small and similar incidents if the trainee has been evaluated on that basis, e.g., several initial search and rescue missions, several multi-car vehicle accidents, etc.

Recommendation: Check as appropriate and/or make comments regarding the future needs for development of this trainee.

Date: List the date the record is being completed.

Evaluator's initials: Initial here to authenticate your recommendations and to allow for comparison with initials in the Qualifications Record.

Evaluator's relevant qualification rating: List your qualification/certification relevant to the trainee position you supervised.

Evaluation Record

TRAINEE NAME

TRAINEE POSITION

#1	Evaluators name:			
	Incident/office title & agency:			
Evaluators' home unit address & phone:				
Name and Location of Incident or Simulation (agency & area)	Incident kind (flood, search & rescue, hazardous materials, etc.)	Number & Type of resources pertinent to Trainees position	Duration (inclusive dates in trainee status)	Management or complexity level of the Incident
			to	
<p>The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above named trainee. I recommend the following for further development of this trainee.</p> <p>_____ The individual has successfully performed all tasks for the position and should be considered for certification.</p> <p>_____ The individual was not able to complete certain tasks (comments below) or additional guidance is required.</p> <p>_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.</p> <p>_____ The individual is severely deficient in the performance of tasks for the position and needs further training (both required & knowledge and skills needed) prior to additional assignment(s) as a trainee.</p> <p>Recommendations: _____</p>				
<p>Date: _____ Evaluator's initials: _____ Evaluator's relevant agency certification rating: _____</p>				

#2	Evaluators name:			
	Incident/office title & agency:			
Evaluators' home unit address & phone:				
Name and Location of Incident or Simulation (agency & area)	Incident kind (flood, search & rescue, haz mat, etc.)	Number & Type of resources pertinent to Trainees position	Duration (inclusive dates in trainee status)	Management or complexity level of the Incident
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<p>Date: _____ Evaluator's initials: _____ Evaluator's relevant agency certification rating: _____</p>				

#3	Evaluators name: Incident/office title & agency:			
Evaluators' home unit address & phone:				
Name and Location of Incident or Simulation (agency & area)	Incident kind (flood, search & rescue, haz mat, etc.)	Number & Type of resources pertinent to Trainees position	Duration (inclusive dates in trainee status)	Management or complexity level of the Incident
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<p>Date: _____ Evaluator's initials: _____ Evaluator's relevant agency certification rating: _____</p>				

#4	Evaluators name: Incident/office title & agency:			
Evaluators' home unit address & phone:				
Name and Location of Incident or Simulation (agency & area)	Incident kind (flood, search & rescue, haz mat, etc.)	Number & Type of resources pertinent to Trainees position	Duration (inclusive dates in trainee status)	Management or complexity level of the Incident
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<p>Date: _____ Evaluator's initials: _____ Evaluator's relevant agency certification rating: _____</p>				