

Mission Base Staff Tasks

This Task Guide has been edited
to include only the tasks for
Information Officer



11 April 2005

Developed as part of the
National Emergency Services Curriculum Project

DEMONSTRATE THE ABILITY TO PREPARE INITIAL AND FOLLOW-UP NEWS RELEASES

CONDITIONS

You are the Information Officer for a missing aircraft mission and the Incident Commander has asked you to prepare an opening press release for the media.

OBJECTIVES

1. Gather all pertinent information about the current mission.
2. Create an initial press release to be approved by the Incident Commander for release to the media.
3. Demonstrate the ability to continually update press releases with the most current information

TRAINING AND EVALUATION

Training Outline

1. One of the Information Officer's most important tasks at the start of any mission is creating an opening news release. The opening news release informs the news media that there is a Civil Air Patrol mission underway and gives them basic information about the reason for the mission. It is the IO's responsibility to keep the public and the media informed with up to date and timely news releases.

a. First, gather all information about the mission, including resources being used, information about the search target and current activity. Do not include speculations, opinions or any other information that cannot be verified as being accurate.

b. When creating a news release make sure to include the mission base phone number, the incident commanders name and your name as a point of contact for the media. Ask yourself, is the information current? Is it verified and accurate? Is it laid out in a professional format? Be sure to put a time and date on your news releases and update them throughout the mission. This helps to keep track of the order you release information and also let's the media know that they have the most current information available,

c. Once your opening news release is ready, the Incident Commander or his designee must approve it and any other information that is being released to the media. The IC may ask you to make changes or approve your press release as it is given to him. Do not distribute any information to the media with the express approval of the IC. The IC may also ask that you coordinate your news release with the governing agency, for example the AFRCC on a missing aircraft mission, or the IC may do that task. News releases should always be coordinated through the agency that CAP is reporting to, if applicable.

2. Update your news releases throughout the mission!

a. Follow the 3-5 rule. A good MIO will release an average of 3-5 News releases a day. A fresh news release should be created every 3-5 hours or as new information is uncovered. This let's the media know that you are informed and will limit the amount of call's you receive asking when a new update will be available.

b. Keep in touch with the IC, Ground Branch Director and Air Operations Branch Director for any changes in the search or any new information that can be included on the next news release.

c. Finally, the last part of your news release should always include a brief overview of Civil Air Patrol and what we do. This helps to inform the person who knows nothing about Civil Air Patrol about who we are.

Additional Information

More detailed information on this topic is available CAPR 190-1, Volumes 1 & 2

Evaluation Preparation

Setup: Although this evaluation can be accomplished at a unit level it is best done at a wing-training mission or a tabletop exercise. If done as a training mission, make sure all releases clearly state TRAINING MISSION to avoid a miscommunication with the media

Brief Student: An opening and follow up news release needs to be created. Provide the student with a scenario to be used to create the news releases.

Evaluation

Performance measures

Results

- | | | |
|--|---|---|
| 1. Correctly identify all procedures for creating an opening and follow up news release. | P | F |
| 2. Create an opening and follow up news release. | P | F |
| 3. Properly identifies that all information must be approved by the IC. | P | F |
| 4. Understands some information may be withheld from the media to help evaluate leads | P | F |

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

DEMONSTRATE THE ABILITY TO MAINTAIN A COMPLETE MEDIA CONTACT LIST

CONDITIONS

You arrive at mission base and need to establish a media contact list.

OBJECTIVES

- 1. Gather information to create a media contact list to be used for mission news releases.

TRAINING AND EVALUATION

Training Outline

1. A media contact list is one of the most important and useful tools for the Information Officer to have. It let's the IO distribute news releases to a consistent number of media organizations without having to look up the information each and every time. It is also vital to have a current media list during a mission to be sure you can get these same organizations current information about the mission. The best time to establish a media contact list is before a mission. A good IO establishes a list and has it always available in the event of need.

- a. First, determine major television and radio networks for your state. Accomplish this by contacting the state branch of the FCC as they are required to keep a copy of all licensed radio and news stations in the state on file.

- b. Contact Unit Information Officers to obtain any media sources they may have to contribute.

- c. Be sure to contact each agency to verify the accuracy of the information specifically the fax number.

- 2. Create a list using a word processor program or database such as Microsoft Word or Microsoft Access.

- a. Create an easy to use format, displaying all necessary information

- b. Include, name, number, fax number and type of agency. Also include any contacts you might have at these agencies

- c. Once completed, devise a method to maintain the media list to insure it is accurate.

Additional Information

More detailed information on this topic is available CAPP 190-1, Volumes 1 & 2

Evaluation Preparation

Setup: None. The student can create the media list at a place of their choosing. No initial setup information other then this task list and the briefing is required.

Brief Student: Give the student the name of a city in your state and ask them what media contacts they would use if there were an emergency services mission taking place at that location.

Evaluation

<u>Performance measures</u>	<u>Results</u>
1. Gather accurate information for a media contact list.	P F
2. List at list three media contacts, local or state, that releases could be sent to.	P F

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

DEMONSTRATE THE ABILITY TO COORDINATE VISITS OF NEWS MEDIA TO MISSION SITES

CONDITIONS

You are the Information Officer for a missing aircraft mission and the Incident Commander has asked you to escort the media to the mission base and on a ground team sortie.

OBJECTIVES

- 1. Describe proper procedures for dealing with media visits to mission sites.
- 2. Coordinate media visits to mission sites.

TRAINING AND EVALUATION

Training Outline

1. Often the media will want to get an up close and personal look at the functions of a working mission. They will often request a visit to the mission base or ask to be allowed to travel along with an aircrew or a ground team on a sortie. It is the job of the IO to setup and coordinate these visits, provide assistance to the media and to minimize the interference to the mission.

a. Authorize all media visits and activities with the Incident Commander. Ensure they will not interfere with the operation of the mission in any way.

b. Verify credentials of any and all media personnel to be involved in the visit. Make a note of the names of the reporters and the agency they represent.

c. Have copies of the latest press release to give the media upon arrival.

2. Plan your visit ahead. Most media agencies appreciate a well thought out and professional presentation

a. Verify ahead of time the places you are authorized to take the media.

b. Inform any ground teams and aircrews that will have media accompanying them on sorties. Assist them on how to deal with the media and what they are authorized to speak about. Make sure all members have your contact information.

c. At the end of the visit, thank the media for their time and make sure they have a way to contact you later

Additional Information

More detailed information on this topic is available CAPR 190-1, Volumes 1 & 2

Evaluation Preparation

Setup: This evaluation should be conducted during a mission, preferably a practice mission.

Brief Student: That they have been instructed by the Incident Commander to conduct media visits of several mission sites

Evaluation

<u>Performance measures</u>	<u>Results</u>
1. Student must demonstrate the ability to properly record media visits.	P F
2. Student must demonstrate the ability to coordinate media visits to mission sites.	P F
3. Demonstrate a briefing to an aircrew or ground team prior to media accompanying them	P F

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

P-0101
KEEP A LOG

CONDITIONS

You have been assigned to keep a log on a mission, and must log the actions of your unit, section or team on the ICS Form 214 for use during debrief after the mission.

OJECTIVES

Correctly maintain a log of actions during an incident.

TRAINING AND EVALUATION

Training Outline

1. When working an incident, staff members are required to maintain a log of all significant actions. This is important for record keeping of the accomplishments and setbacks, determining search effectiveness during debriefing, and as a legal record of CAP actions amongst many other things.
2. The mission log is started once a unit or section is opened and maintained until personnel are called in and at home safely to the incident commander. A separate log should be maintained for each varying unit or section that is assigned to the incident, and subordinate units at varying levels will normally also keep a log. This log is turned in with the debriefing paperwork and becomes part of the official mission record.
3. The following actions are always recorded in the log:

FOR GROUND OPERATIONS

- a. Departure and return times to mission base.
- b. Routes taken to and from the search area.
- c. Times of entering and leaving search areas.
- d. Any time the search line changes direction.
- e. Times/locations of clue detections or witness interviews.
- f. Time/location of find.
- g. Time/Location of communications checks.
- h. Any event or action related to the team's ability to complete the sortie requirements (natural hazards encountered, injuries to team members, etc.).
- i. Encounters or instructions from local authorities.
- j. Encounters with the media.
- k. Mileage/Flight time at key intersections, when leaving pavement, at other key locations, etc.

l. Time of distress beacon or other emergency signal acquisition.

m. Times distress beacon located and silenced. Also, if available, include the name(s) and organization(s) of person(s) involved in silencing the distress beacon, the manufacturer, serial number, dates of manufacture and battery expiration, vehicle information (type, vehicle registry, description), and the name of the owner.

n. Personnel assignments to and from the team/unit.

Note: This log (ICSF 214) may be kept as an attachment to the CAPF 109

FOR AIRCREW OPERATIONS

a. Briefing details

b. Names of crew members

c. Engine start time

d. Take Off time

e. Communications checks

f. Time beginning assigned grid or route

g. Time departing grid or route

h. Significant weather, turbulence, other

i. Time of landing

j. Time of engine shutdown

k. Crew changes if any

Note: this log (ICSF 214) may be kept as an attachment to the CAPF 104

FOR MISSION BASE STAFF OPERATIONS

a. Time/date unit or log started or activated

b. Name of unit, supervisor, and individual keeping the log

c. Notes from initial briefing

d. Time and noted from staff meetings

e. Significant events, actions taken, direction received or provided

4. For each log entry, the log keeper writes down the following on the ICSF 214:

- a. The time.
- b. The event taking place (see list above)
- c. Mileage and/or location as appropriate.
- d. Name of individual annotating the log each time there is a change.

Additional Information

More detailed information on this topic is available in each emergency services reference text.

Evaluation Preparation

Setup: Prepare narrative of 10 events/actions and times. Provide the individual with the list, a pen, and an ICS Form 214.

Brief Student: Tell the student that he is the log keeper for his unit, and that the 10 events listed in the narrative have occurred. Tell him to log the events/actions on the on team log form.

Note: this evaluation can be accomplished during a training exercise by observing the events taking place and checking the log to see that they are properly annotated.

Evaluation

Performance measures

Results

For each of the 10 events/actions, the student:

- | | | |
|----------------------------------|---|---|
| 1. Logs the time and event | P | F |
| 2. Writes legibly and completely | P | F |

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

L-0001
BASIC COMMUNICATIONS PROCEDURES FOR ES OPERATIONS

CONDITIONS

You are a member of the CAP mission staff performing a task in which the use of a radio is necessary.

OBJECTIVES

Properly operate a CAP radio.

TRAINING AND EVALUATION

Training Information Outline

1. From time to time, duties may require the use of a CAP radio. This is not a difficult task, but does require some knowledge of operating procedures and equipment.
2. You should be able to demonstrate the following skills:
 - a. Demonstrate the proper method to contact another station.
 - b. Demonstrate knowledge of call signs.
 - c. Demonstrate knowledge of basic prowords.
 - d. Demonstrate ability to operate basic radio equipment.
 - e. Demonstrate knowledge of prohibited practices.
 - f. Demonstrate knowledge of National communications policies.
 - g. Demonstrate knowledge of local operating practices.
 - h. Demonstrate knowledge of region, wing, and local policies.

Additional Information

Additional information is available in CAPR 100-1 Vol. 1 and the "Radiotelephone Procedures Guide."

Evaluation Preparation

Setup: The student is provided with a basic radio (volume, squelch, channel controls) and asked to communicate with another station. At least one radio will be needed for this exercise. The pro-words "roger," "over," "out," affirmative," should be used. The exchange should go through several transmissions with questions and answers. Prohibitive practices, such as "chit chat," should be used or discussed.

Brief Student: The student is at mission base and has been assigned the task of reporting when the director of the local office of emergency management arrives for his/her tour of the facility.

Evaluation:

<u>Performance measures</u>	<u>Results</u>	
1. Listen before transmitting	P	F
2. Demonstrate calling procedures including call signs	P	F
3. Demonstrate use/understanding of basic prowords	P	F
4. Demonstrate understanding of radio equipment including finding local repeater/simplex	P	F

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

SPECIALTY QUALIFICATION TRAINING RECORD (SQTR)
Information Officer

NAME (Last, First, MI)	CAPID	DATE ISSUED
------------------------	-------	-------------

Prerequisites

Item	Date Completed
Qualified GES	
At least 18 years of age	

The above listed member has completed the required prerequisite training for the information officer specialty.

UNIT/WING/REGION COMMANDER OR
AUTHORIZED DESIGNEE'S SIGNATURE

DATE

Familiarization and Preparatory Training

Task	Evaluator's CAPID and Date Completed
Complete NIIMS G193 or equivalent	

The above listed member has completed the required familiarization and preparatory training requirements for the information officer specialty qualification and is authorized to serve in that specialty while supervised on training or actual missions.

UNIT/WING/REGION COMMANDER OR
AUTHORIZED DESIGNEE'S SIGNATURE

DATE

Advanced Training

Task	Evaluator's CAPID and Date Completed
Complete Task C-3000 Demonstrate the ability to prepare an initial and follow-up news release	
Complete Task C-3001 Demonstrate the ability to maintain a complete media contact list	
Complete Task C-3002 Demonstrate the ability to coordinate visits of news media to mission sites	
Complete Task P-0101 Demonstrate the ability to keep a log	
Complete Task L-0001 Basic Communications Procedures for ES Operations	
Complete Basic Communications User Training	
Complete the appropriate portion of CAPT 117, <i>Emergency Services Continuing Education examinations</i>	

Exercise Participation

The above listed member satisfactorily participated as an information officer trainee under my direct supervision on mission number _____.

QUALIFIED SUPERVISOR'S SIGNATURE

DATE

The above listed member satisfactorily participated as an information officer trainee under my direct supervision on mission number _____.

QUALIFIED SUPERVISOR'S SIGNATURE

DATE

Unit Certification and Recommendation

The above listed member has completed the requirements for the information officer specialty qualification and is authorized to serve in that specialty on training or actual missions.

UNIT/WING/REGION COMMANDER OR
AUTHORIZED DESIGNEE'S SIGNATURE

DATE