

## Appendix I: OSU Joint Information Centers (JIC)

### Purpose of a Joint Information Center (JIC)

To ensure coordination of public information during incidents that involve multiple agencies and/or jurisdictions; a JIC supports the gathering, verification, coordination, and dissemination of accurate, accessible and timely information.

The JIC is a central location that facilitates operation of the Joint Information System (JIS). The JIC enhances information coordination, reduces misinformation and maximizes resources by co-locating PIOs as much as possible.

JICs can be organized in many ways, depending upon the nature of the incident:

Incident JIC	<ul style="list-style-type: none"> <li>• Optimal physical location for assigned PIOs to co-locate.</li> <li>• Media access is primary consideration.</li> </ul>
Virtual JIC	<ul style="list-style-type: none"> <li>• Established when a physical co-location is not feasible.</li> <li>• Connects PIOs via email, cell/landline phones, faxes, video conferencing, etc.</li> <li>• Incorporates technology and communication protocols.</li> </ul>
Satellite JIC	<ul style="list-style-type: none"> <li>• Smaller spaces than other JICs.</li> <li>• Established to support the incident JIC and to operate under its direction.</li> <li>• Typically located closer to the scene.</li> <li>• Is not independent of the incident JIC.</li> </ul>

### Potential JIC locations at OSU

- LaSells Stewart Center.
- CH2M Hill Alumni Center
- Adams Hall (has building backup power)

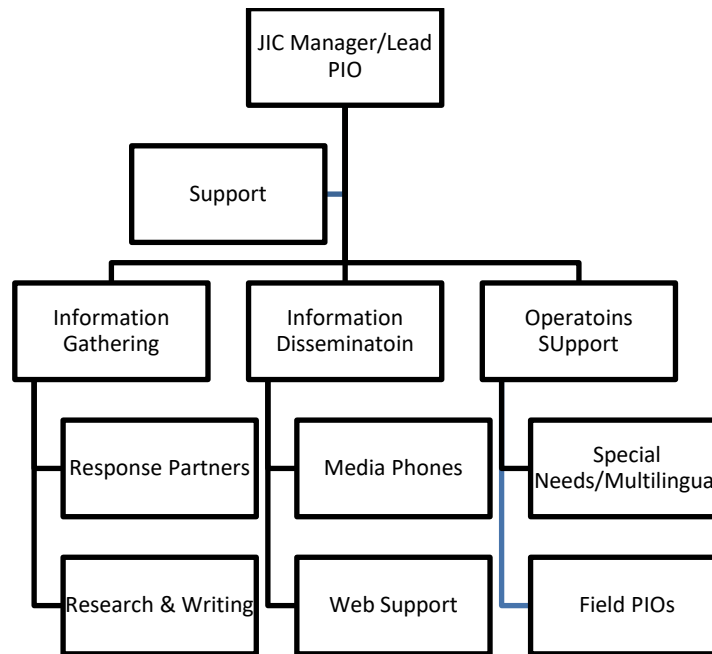
### Potential satellite truck locations at OSU

- Intermural Lane.
- SE Corner Reser parking lot (26<sup>th</sup> and Western).

### Potential media briefing location at OSU

- Valley Football Center.
- LaSells Stewart Center.
- CH2MHill Alumni Center.
- Memorial Union Ballroom.

Sample JIC operational structure



JIC roles

Title	Tasks
JIC Manager/ Lead PIO	<ul style="list-style-type: none"> <li>• Manages the JIC.</li> <li>• Serves as advisor to IC.</li> <li>• Provides overall communication policy direction.</li> <li>• Recommends and develops strategies for messages, briefings, news releases.</li> <li>• Obtains approval for releases.</li> <li>• Conducts JIC briefings.</li> </ul>
Support	<ul style="list-style-type: none"> <li>• Coordinates opening, setup, and closing of JIC.</li> <li>• Ensures adequate equipment and supplies.</li> <li>• Coordinates JIC security and other services.</li> <li>• Manages JIC support services.</li> </ul>
Information Gathering	<ul style="list-style-type: none"> <li>• Response Partners               <ul style="list-style-type: none"> <li>○ Coordinates with supporting response agencies and their PIOs at EOCs, incident command posts and other locations to gather information on the incident.</li> </ul> </li> <li>• Media Monitoring Analysis/Rapid Response               <ul style="list-style-type: none"> <li>○ Review of media reports for accuracy, content, and possible response.</li> <li>○ Review social media for accuracy, content, and possible response.</li> </ul> </li> <li>• Research and Writing:               <ul style="list-style-type: none"> <li>○ Develops content – Written materials such as news releases, social media messages, fact sheets, flyers, etc...</li> </ul> </li> </ul>

Title	Tasks
	<ul style="list-style-type: none"> <li>○ Provides graphics support – Entails designing layouts, developing PowerPoint presentations, and creating graphics for a range of materials (e.g., newsletters, flyers, etc.).</li> <li>● Audio-Visual: <ul style="list-style-type: none"> <li>○ Broadcast Operations – Entails developing video documentation, special productions, remote live interview feeds and logistical support of public meetings and presentations.</li> <li>○ Photo Video – Entails providing still photography documentation to support print and online media needs, and video documentation to support broadcast media needs. Also includes collecting materials for agency archives.</li> </ul> </li> </ul>
Information Distribution	<ul style="list-style-type: none"> <li>● Briefing/Special Events: <ul style="list-style-type: none"> <li>○ Entails handling events such as news conferences, media briefings, VIP visits, and tours for senior officials of affected areas.</li> </ul> </li> <li>● Media Relations: <ul style="list-style-type: none"> <li>○ Establish a News Desk – Serves as the primary point of contact for the media.</li> <li>○ Determine a spokesperson – Prepares and conducts regular news briefings.</li> </ul> </li> <li>● Digital Support – Entails creating and maintaining web pages and social media content with information about the incident for use by the public and the media.</li> <li>● Public Inquiries – Entails responding to questions from citizens, making referrals, and developing a log of telephone calls, e-mails, etc., containing names, addresses, the type of calls, and any necessary follow-up actions.</li> </ul>
Operations support	<ul style="list-style-type: none"> <li>● Special Needs/Multilingual. <ul style="list-style-type: none"> <li>○ Entails providing language translation and other services to ensure appropriate and timely information reaches those in the affected areas with special needs.</li> </ul> </li> <li>● Field PIOs.</li> </ul>

#### JIC location planning considerations

- Close to the best source of information, without compromising safety or security of personnel or the operations.
- Sufficient space.
- Sufficient power, internet connection and communication infrastructure.
- Sufficient parking.
- Security.

#### Activation of JIC

- In the early stages of response to an incident, the PIO shall consult with the IC/UC regarding the opening of a JIC.

- The IC/UC shall retain authority to order the opening of a JIC, although the lead PIO may recommend when it is appropriate.

#### JIC Information Functions

Gather	<ul style="list-style-type: none"> <li>• SMEs in the JIC.</li> <li>• Field PIOs.</li> <li>• Monitoring reports.</li> <li>• Other JICs.</li> </ul>
Verify/ analyze	<ul style="list-style-type: none"> <li>• SMEs in the JIC.</li> <li>• Field PIOs.</li> <li>• Other JICs.</li> </ul>
Update message	<ul style="list-style-type: none"> <li>• Who is your audience?</li> <li>• What is the objective of the communication?</li> <li>• What is the message?</li> <li>• Multimedia in message. <ul style="list-style-type: none"> <li>○ Photos.</li> <li>○ Graphics (static/interactive).</li> <li>○ Video (raw, edited, b-roll, soundbites).</li> </ul> </li> </ul>
Coordinate, approve	<ul style="list-style-type: none"> <li>• How quickly information expires/needs to be updated?</li> <li>• Levels of coordination/approval</li> </ul>
Dissemination	<ul style="list-style-type: none"> <li>• How will you send your message? <ul style="list-style-type: none"> <li>○ Website.</li> <li>○ Social media.</li> <li>○ Commercial distribution (TV, radio, newspaper).</li> <li>○ Face-to-face (interview, press conference/briefings).</li> </ul> </li> </ul>
Document, track	<ul style="list-style-type: none"> <li>• Log distribution (date, time, sequence number)</li> <li>• Log approval chain</li> <li>• Post internally (call center, JIC staff)</li> </ul>
Monitor	<ul style="list-style-type: none"> <li>• Listen for impact.</li> <li>• Local media.</li> <li>• Social media.</li> <li>• Subject Matter Experts (SMEs).</li> <li>• Field PIOs.</li> </ul>

#### Demobilization of JIC

- When operational activities decline, public information functions transfer back to responsible jurisdictions and agencies.
- When the Incident Commander makes a decisions to shut down the JIC:
  - Prepare a deactivation media release.
  - Notify community communication managers and local officials.
  - Provide casebook/historical communication to organizations that will assume responsibility for ongoing public information.
  - Complete After-Action Review.
  - Return borrowed equipment and supplies.
  - Inventory equipment supplies, replenish as needed.

### Suggested supplies of JIC

- Hand sanitizer.
- Kleenex.
- Paper towels.
- Cell phone/telephone.
- Charging cords, plugs.
- Extension cords.
- Laptop, speakers.
- Power strip.
- Printer.
- Photo copier.
- Web camera.
- Office supplies.
- USB drives.
- Digital cameras.
- Mobile Wi-Fi.
- Projector.
- TVs.
- Tables.
- Chairs.
- Lectern.
- Sound system.
- Trash cans.
- Press conference staging area materials.
  - Lectern or table.
  - White board.
  - Microphones.
  - Loud speaker system.
  - Maps/visual display materials.
- Contact phone list.
- Plans.
- Business cards.