

EMERGENCY SUPPORT FUNCTION 15 EXTERNAL AFFAIRS

Primary Agency

Chatham County Public Information Officer

Support Agencies

AT&T
Armstrong Atlantic State University Police
Board of Education
Chamber of Commerce
Chatham Area Transit
Chatham County Health Department
Chatham County Sheriff
Chatham Emergency Management Agency
Chatham-Savannah Counter Narcotics Team
City of Pooler Fire Department
City of Tybee Island Police Department
Civil Air Patrol
CrimeStoppers
Fort Stewart
Georgia Ports Authority
Georgia State Patrol
Hunter Army Airfield Police Department
Memorial Medical Center
Municipal Public Information Officers
Savannah Chatham Metropolitan Police Dept
Savannah College of Art and Design
Savannah Fire Department
Savannah Hilton Head International Airport
Savannah State University Police Department
SavannahTech Police Department
South University
Southside Fire & EMS
St. Joseph/Candler Hospital
US Corps of Engineers (USACE)
Winn Army Hospital

I. INTRODUCTION

The emergency support function of external affairs includes direction, policies, responsibilities, and procedures for disseminating timely, accurate, and easily understood information to the public before, during, and after a disaster or emergency situation. Hazard-specific appendices to this plan contain additional information for such specific emergencies.

A. Purpose

1. Ensures that sufficient County assets are deployed to the field during a potential or actual a disaster or emergency to provide accurate, coordinated, and timely information to affected audiences, including governments, media, the private sector, and the populace.
2. This ESF includes a provision for providing information in a clear, concise and accurate manner on actions to be taken by local agencies and governments and actions to be taken by the public. Every effort shall be made to prevent and counter rumors and inaccurate information.

B. Scope

The emergency operations necessary for the performance of this function include, but are not limited to:

1. Preparedness

- a. Develop a public information program to educate the public regarding the effects of common, emergency, and disaster situations.
- b. Develop plans to coordinate with international, national, state and local news media for emergency operations, before, during and after emergency situations.
- c. Develop plans to conduct a multi-agency/jurisdiction coordinated public information program during emergencies and disasters; this includes the establishment of a Joint Information Center (JIC).
- d. Develop plans and programs to educate news media that ESF 15 is the primary information center during emergency situations.
- e. Develop procedures to organize and operate a media briefing area and/or a JIC.
- f. Develop and maintain pre-scripted EAS messages, news releases, and public service announcements, for all hazards to include hurricane and coastal storm, rainwater flooding, storm surge and tornado.
- g. Encourage development of disaster plans and kits for the public.
- h. Provide evacuation information to the affected public.
 - i. Participate in exercises and training to validate this annex and supporting SOPs.
 - j. Update public information responder listing, as necessary.
- k. Develop and implement training programs for all ESF members.
 - l. Develop and maintain a roster with contact information of all ESF personnel.
- m. Ensure all ESF 15 personnel integrate NIMS principles in all planning.

2. Response

- a. Alert agencies whose personnel, equipment, or other resources may be used.
- b. Provide timely and accurate EAS messages and news releases in

- common language and terminology to inform the public.
- c. Provide emergency public information to special needs populations.
- d. Coordinate with news media regarding emergency operations.
- e. Provide mass notification to urban and rural populations and provide periodic media updates.
- f. Execute a multi-agency/jurisdiction coordinated public information program.
- g. Organize and operate a press briefing area and a JIC, as appropriate.
- h. Supplement local emergency management public information operations, as necessary, and when resources are available.

3. Recovery

- a. Continue public information activities to include updating the public on recovery efforts.
- b. Anticipate and plan for arrival of and coordinate with state ESF 15 personnel in the EOC, and the Joint Field Office (JFO).
- c. Process and disseminate disaster welfare and family reunification information.

4. Mitigation

- a. Support and plan for mitigation measures.
- b. Support requests and directives resulting from the Governor and/or GEMA concerning mitigation and/or re-development activities.
- c. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

EMA will coordinate overall information and planning activities for state agencies and organizations.

EMA will coordinate with appropriate agencies to ensure operational readiness of the Intel Function for the Emergency Operations Center (EOC).

Chatham County Public Information Officer provides primary responsibility of this ESF and support for this function is the responsibility of AT&T, Armstrong Atlantic State University Police, Board of Education, Chamber of Commerce, Chatham Area Transit, Chatham County Health Department, Chatham County Sheriff, Chatham Emergency Management Agency, Chatham-Savannah Counter Narcotics Team, City of Pooler Fire Department, City of Tybee Island Police Department, Civil Air Patrol, CrimeStoppers, Fort Stewart, Georgia Ports Authority, Georgia State Patrol, Hunter Army Airfield Police Department, Memorial Medical Center, Municipal Public Information Officers, Savannah Chatham Metropolitan Police Dept, Savannah College of Art and Design, Savannah Fire Department, Savannah Hilton Head International Airport,

Savannah State University Police Department, SavannahTech Police Department, South University, Southside Fire & EMS, St. Joseph/Candler Hospital, US Corps of Engineers (USACE) and Winn Army Hospital

B. Response Actions

1. Mitigation/Preparedness

- a. Develop a briefing and reporting system to include an EOC briefing, situation report, public information and federal request format for the EOC Intel Function;
- b. Share Intel formats with agencies and organizations that have primary functional responsibilities;
- c. Update the information and planning system as required; and
- d. Participate in and/or conduct exercises.

2. Response/Recovery

- a. Begin Intel Function upon activation of the EOC;
- b. Collect and process information from state agencies and organizations with primary Emergency Support Function responsibilities;
- c. Prepare EOC briefings, situation reports and geographic data for mapping to keep state and federal agencies and organizations, officials, local governments and local Emergency Management Agencies (EMAs) abreast of the severity and magnitude and provide updates to Public Affairs for media release;
- d. Provide technical assistance information and analysis to the EMA Director and EOC Chief, upon request;
- e. Coordinate needs and damage assessment of affected areas for dissemination to appropriate agencies and organizations;
- f. Track and record data necessary for federal declaration;
- g. Prepare information for after-action reports; and
- h. Resume day-to-day operations.

C. Public Information Services

1. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of the ESF. This function will be coordinated with and involve other support agencies and organizations.

The public information services function is the primary responsibility of Chatham County Public Information Officer and support for this function is the responsibility of AT&T, Armstrong Atlantic State University Police, Board of Education, Chamber of Commerce, Chatham Area Transit, Chatham County Health Department, Chatham County Sheriff, Chatham Emergency Management Agency, Chatham-Savannah Counter Narcotics

Team, City of Pooler Fire Department, City of Tybee Island Police Department, Civil Air Patrol, CrimeStoppers, Fort Stewart, Georgia Ports Authority, Georgia State Patrol, Hunter Army Airfield Police Department, Memorial Medical Center, Municipal Public Information Officers, Savannah Chatham Metropolitan Police Dept, Savannah College of Art and Design, Savannah Fire Department, Savannah Hilton Head International Airport, Savannah State University Police Department, SavannahTech Police Department, South University, Southside Fire & EMS, St. Joseph/Candler Hospital, US Corps of Engineers (USACE) and Winn Army Hospital.

2. Actions

a. Mitigation/Preparedness

- i. Designate an individual to serve as a public information officer or coordinator.
- ii. Develop protocol and designate a liaison for communication with local, state, and federal governments and to handle legislative inquiries.
- iii. Assist agencies and organizations with ESF responsibilities in development of uniform procedures for media releases (refer to Appendix I, Public Information Procedures).
- iv. Maintain a media directory (refer to Appendix J, Media Contact List).
- v. Support disaster public awareness initiatives through dissemination of information, news articles, PSAs, and presentation of audio-visual materials.
- vi. Establish communication resources to provide people with sensory disability (e.g., visual and hearing impaired) and non-English speaking persons with emergency management information regarding emergencies or disasters.
- vii. Educate the public on alert messages such as watches and warnings through media such as radio, television, and newspaper.
- viii. Develop protocols for agencies and organizations with functional support responsibilities (e.g., American Red Cross ? opening of shelters, Department of Transportation ? evacuation routing) to inform the media about emergency and/or disaster plans.
- ix. Participate in drills and exercises to evaluate public information capacity.

b. Response/Recovery

- i. Define public notification timeframe regarding an emergency or disaster and disseminate information to the media.
- ii. Maintain a system to ensure accurate dissemination of emergency information such as location, type of hazard, extent of damage, casualties, shelters open, evacuation routes, and other protective actions.

- iii. Provide a designated area for media briefings and/or press conferences and conduct briefings in a timely manner.
- iv. Provide updates (e.g., response to inquiries about missing relatives, restricted areas of access and reentry) regarding the emergency or disaster.
- v. Establish media responsibilities and appropriate spokespersons from local government, agencies, and organizations with ESF responsibilities.
- vi. Continue provision of public safety and other necessary assistance information throughout the recovery phase.
- vii. Provide advanced media releases to the GEMA-SOC.
- viii. Coordinate with other jurisdictions that share the media market.
- ix. Maintain records of expenditures and document resources utilized during recovery.

III. RESPONSIBILITIES

A. Chatham County Public Information Officer

- 1. Serve as primary role in ESF-15 External Affairs.
- 2. Coordinate with each support agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.
- 3. Provide an employee to staff the EOC during an activation.
- 4. Provide direction on policy issues.
- 5. Establish a protocol for prioritizing response activities of ESF-15.
- 6. Maintain record of expenditures and document resources utilized during response and recovery.
- 7. All agencies listed with emergency support requirements in ESF 15 will participate in an annual training scenario implementing the scope of this document.
- 8. Coordinate the planning required to identify and plan for public education campaigns in terms of preparedness, response and recovery.
- 9. Coordinate with other ESFs to ensure public information efforts are accurate and timely.
- 10. Coordinate with Incident Commander to identify key messages that the public must be made aware of and ensure incident communications is successful.
- 11. Coordinate initial notifications to final recovery information.
- 12. Coordinate media interviews and media inquiries.
- 13. Maintain contact with municipal public information officers to collect and relay information.
- 14. Coordinate social media efforts to ensure accurate information is released, rumor monitoring is being done, and timely information is being

disseminated.

15. Maintain resources to establish a Joint Information Center if needed during an emergency.

B. AT&T

1. Provide support to ensure a unified message is delivered to the public.
2. Provide logistical and resource support during the establishment of a Joint Information Center.
3. Provide logistical and resource support if requested during a smaller event.
4. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
5. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
6. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
7. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
8. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
9. Prepare to support the Emergency Operations Center as necessary.
10. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
11. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
12. Document disaster related activities related to this ESF.
13. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
14. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
15. Identify damages and losses and prepare an action plan for recovery activities.
16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

C. Armstrong Atlantic State University Police

1. Provide support to ensure a unified message is delivered to the public.
2. Provide logistical and resource support during the establishment of a Joint Information Center.

3. Provide logistical and resource support if requested during a smaller event.
4. Participate in regular training and exercises.
5. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
6. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
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17. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

D. Board of Education

1. Provide support to ensure a unified message is delivered to the public.
2. Provide logistical and resource support during the establishment of a Joint Information Center.
3. Provide logistical and resource support if requested during a smaller event.
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8. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
9. Prepare to support the Emergency Operations Center as necessary.
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E. Chamber of Commerce

1. Provide support to ensure a unified message is delivered to the public.
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15. Identify damages and losses and prepare an action plan for recovery activities.
16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

F. Chatham Area Transit

1. Provide support to ensure a unified message is delivered to the public.
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15. Identify damages and losses and prepare an action plan for recovery activities.
16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

G. Chatham County Health Department

1. Provide support to ensure a unified message is delivered to the public.

2. Provide logistical and resource support during the establishment of a Joint Information Center.
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H. Chatham County Sheriff

1. Provide support to ensure a unified message is delivered to the public.
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 9. Prepare to support the Emergency Operations Center as necessary.
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I. Chatham Emergency Management Agency

1. Maintain updated contact list for ESF-15.
2. Coordinate and maintain the Chatham County Public Information Officers Association.
3. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
4. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
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14. Identify damages and losses and prepare an action plan for recovery activities.
15. Prepare to collect and maintain records of expenditures and document

- resources utilized during response and recovery operations.
16. Support regular training and exercises within ESF-15.
 17. Provide direction on policy issues and Standard Operating Procedures pertaining to ESF-15.
 18. Assistant in coordination of initial notifications to final recovery information.
 19. Act as a liaison between the EOC/Field and the State EOC for public information activity.
 20. Provide logistical and resource support during establishment of a Joint Information Center.

J. Chatham-Savannah Counter Narcotics Team

1. Provide support to ensure a unified message is delivered to the public.
2. Provide logistical and resource support during the establishment of a Joint Information Center.
3. Provide logistical and resource support if requested during a smaller event.
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16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

K. City of Pooler Fire Department

1. Provide support to ensure a unified message is delivered to the public.
2. Provide logistical and resource support during the establishment of a Joint Information Center.
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15. Identify damages and losses and prepare an action plan for recovery activities.
16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

L. City of Tybee Island Police Department

1. Provide support to ensure a unified message is delivered to the public.
2. Provide logistical and resource support during the establishment of a Joint Information Center.
3. Provide logistical and resource support if requested during a smaller event.
4. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.

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14. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
15. Identify damages and losses and prepare an action plan for recovery activities.
16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

M. Civil Air Patrol

1. Provide support to ensure a unified message is delivered to the public.
2. Provide logistical and resource support during the establishment of a Joint Information Center.
3. Provide logistical and resource support if requested during a smaller event.
4. Participate in regular training and exercises.
5. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
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15. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
16. Identify damages and losses and prepare an action plan for recovery activities.
17. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

N. CrimeStoppers

1. Provide support to ensure a unified message is delivered to the public.
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6. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
7. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
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16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

O. Fort Stewart

1. Provide support to ensure a unified message is delivered to the public.
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16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

P. Georgia Ports Authority

1. Provide support to ensure a unified message is delivered to the public.
2. Provide logistical and resource support during the establishment of a Joint Information Center.
3. Provide logistical and resource support if requested during a smaller event.
4. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.

5. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
6. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
7. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
8. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
9. Prepare to support the Emergency Operations Center as necessary.
10. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
11. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
12. Document disaster related activities related to this ESF.
13. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
14. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
15. Identify damages and losses and prepare an action plan for recovery activities.
16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

Q. Georgia State Patrol

1. Provide support to ensure a unified message is delivered to the public.
2. Provide logistical and resource support during the establishment of a Joint Information Center.
3. Provide logistical and resource support if requested during a smaller event.
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- 15. Identify damages and losses and prepare an action plan for recovery activities.
- 16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

R. Hunter Army Airfield Police Department

- 1. Provide support to ensure a unified message is delivered to the public.
- 2. Provide logistical and resource support during the establishment of a Joint Information Center.
- 3. Provide logistical and resource support if requested during a smaller event.
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- 15. Identify damages and losses and prepare an action plan for recovery activities.
- 16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

S. Memorial Medical Center

1. Provide support to ensure a unified message is delivered to the public.
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16. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

T. Municipal Public Information Officers

1. Provide support to ensure a unified message is delivered to the public.
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3. Provide logistical and resource support if requested during a smaller event.
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U. Savannah Chatham Metropolitan Police Dept

1. Provide support to ensure a unified message is delivered to the public.
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V. Savannah College of Art and Design

1. Provide support to ensure a unified message is delivered to the public.
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3. Provide logistical and resource support if requested during a smaller event.
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W. Savannah Fire Department

1. Provide support to ensure a unified message is delivered to the public.
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X. Savannah Hilton Head International Airport

1. Provide support to ensure a unified message is delivered to the public.
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Y. Savannah State University Police Department

1. Provide support to ensure a unified message is delivered to the public.
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A@. SavannahTech Police Department

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AA. South University

1. Provide support to ensure a unified message is delivered to the public.
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AB. Southside Fire & EMS

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AC. St. Joseph/Candler Hospital

1. Provide support to ensure a unified message is delivered to the public.
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AD. US Corps of Engineers (USACE)

1. Provide support to ensure a unified message is delivered to the public.
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AE. Winn Army Hospital

1. Provide support to ensure a unified message is delivered to the public.
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IV. COUNTY-SPECIFIC INFORMATION

CCPIOA: The Chatham County Public Information Officers Association (CCPIOA) should be used as support to respond to Incidents of Critical Significance. The CCPIOA is a County interagency contact group incorporating public affairs representatives from County departments and independent agencies to increase awareness, teamwork, and interoperability among County incident communications staff. The CCPIOA meets regularly and trains and exercises the county's Joint Information System Plan.

CEMAs ROLE: ESF-15 identifies the procedures to resource the external affairs processes as described in this Plan. External affairs resources are coordinated by the ESF-15 representatives in the Emergency Operations Center as directed by the County Public Information Officer. ESF-15 provides the County resource and implementation mechanisms to ensure delivery of the messages developed in coordination with the interagency core group (described in the JIS Plan). The staff of CEMA coordinates messages with public affairs representatives from all involved departments and agencies.