



STANDARD RESPONSE GOALS

1. Safety & Health of Responders
2. Save Lives
3. Reduce Suffering
4. Protect Public Health
5. Protect Critical Infrastructure
6. Protect Property
7. Protect the Environment
8. Reduce Economic & Social Losses

SITUATIONAL ASSESSMENT

Identify:

- What is the nature of the incident?
- How large an area is affected?
- What hazards are present?
- Are there any potential safety risks?
- Could the situation worsen suddenly? How?
- How can the area be isolated?
- What initial resources are required?
- Is this likely going to be a prolonged incident?
- What location would make a good staging area?
- What access/egress routes would assist the flow of response personnel and equipment?

ICS RESOURCES



Single Resources

Individual pieces of equipment and personnel



Strike Team

Resources of the same kind and type assembled for a particular tactical need.



Task Force

Any combination and number of single resources assembled for a particular tactical need.

Task forces may be a mix of different kinds and types of resources.

Strike Teams and Task Forces must operate within span of control guidelines and are directed by a Strike Team or Task Force leader

8 STEP INCIDENT RESPONSE PROCESS

1. Establish Command

- Confirm command with agency
- Confirm command on scene
- Inform all incoming resources and personnel of the command structure
- Use proper identification.
- Select a location for the incident command post

2. Determine Objectives, Strategies, Tactics

- Measurable statement(s) of intent
"What do we want to do?"
- Methods used to achieve the objectives
"How do we want to do it?"
- Specific details appropriate to the strategy
"Who, when and where are we going to do it?"

3. Organize the Site

- Set up a command post
- Set up a staging area
- Isolate the area
- Treat/assist the injured
- Set up access and egress routes
- Set up safe routes
- Issue warnings

4. Manage Resources

- Check in resources
- Organize as:
 - ✓ Single Resources
 - ✓ Task Forces
 - ✓ Strike Teams

ICS ORGANIZATIONAL STRUCTURE

Geographically - based Structure

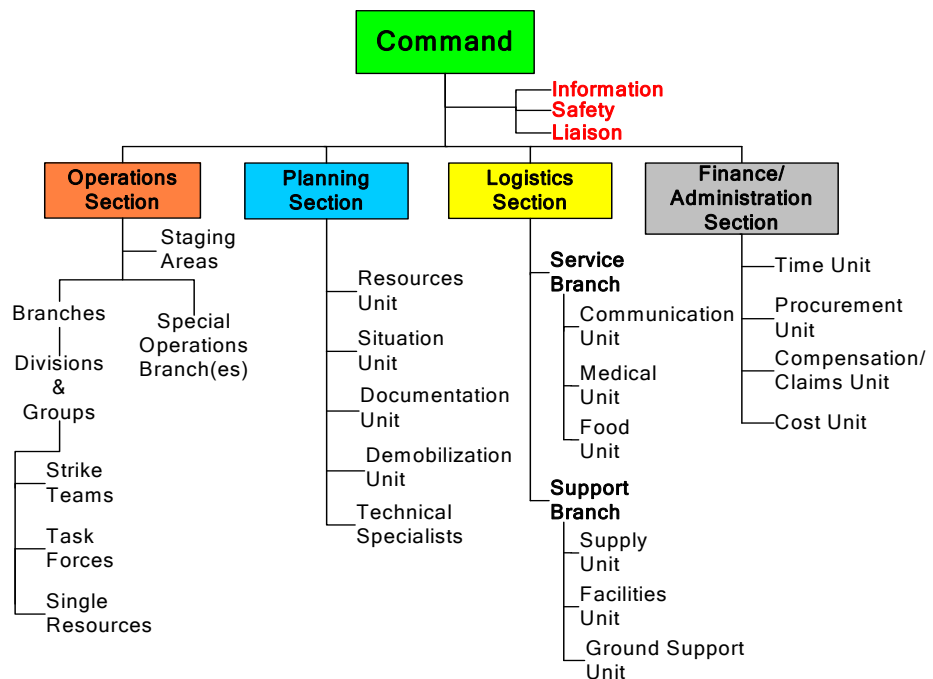
Operations Section

- NW Division
- NE Division
- SE Division
- SW Division
- Search Group

Functionally - based Structure

Operations Section

- Fire Branch
- Police Branch
- Medical Branch
- SAR Group
- Engineering/Utilities



ICS ROLES AND RESPONSIBILITIES







COMMAND STAFF

COMMAND	UNIFIED COMMAND	SAFETY	LIAISON	INFORMATION
<ul style="list-style-type: none"> Initially taken by the first trained responder to arrive at the scene Responsible for managing all tactical resources & operations Command may transfer, based on who has primary authority for overall control the incident 	<ul style="list-style-type: none"> Allows all agencies with jurisdiction for an incident to establish a common set of objectives and strategies. Unified command does not involve losing agency authority, responsibility, or accountability 	<ul style="list-style-type: none"> Monitors safety conditions and develops measures for ensuring the safety of all assigned personnel. Corrects unsafe situations via chain of command. May stop activity if personnel are in imminent danger 	<ul style="list-style-type: none"> On larger incidents or representatives from co-operating or assisting agencies may be assigned to the incident to coordinate their agency's involvement. The Liaison Officer serves as their primary contact 	<ul style="list-style-type: none"> Serves as the point of contact for the media or other organizations seeking information directly from the incident or event There should be only one Information Officer. Others will serve as assistants

GENERAL STAFF

OPERATIONS	PLANNING	LOGISTICS	FINANCE	STAGING
<ul style="list-style-type: none"> Directs and coordinate all tactical operations Determines resources required by the section Assists command in developing objectives and strategies for the incident Requests/ releases resources via command 	<ul style="list-style-type: none"> Collects, evaluates, and displays incident information Conducts long-range planning & develops demobilization plans Maintain status of all resources assigned to the incident Maintains incident documentation 	<ul style="list-style-type: none"> Responsible for all the services and support needs of an incident, including obtaining and maintaining essential personnel, facilities, equipment, and supplies 	<ul style="list-style-type: none"> This section is set up for any incident that may require on-site financial management. Larger incidents increasingly require Finance/Administration Sections to monitor costs and track claims for insurance or government funds 	<ul style="list-style-type: none"> Established to temporarily locate resources awaiting assignment Resources are always ready for assignment within 3 minutes) Staging Area Manager designated

ICS FORMS

ICS Form 201 	Incident Briefing Form <ul style="list-style-type: none"> Provides information on the incident situation, initial response and resources allocated form contains objectives, strategies, tactics, maps, staffing, and org chart 	<ul style="list-style-type: none"> Prepared by the Incident Commander Used to brief incoming Commander Record of initial response 	ICS Form 202 	Incident Objectives <ul style="list-style-type: none"> Documents decisions made by the IC and General Staff regarding tactical operations Completed after each formal planning meeting 	<ul style="list-style-type: none"> Prepared by the Planning Section Chief Approved by Incident Commander
ICS Form 203 	Organization Assignment List <ul style="list-style-type: none"> Provides information on units activated and staffing details Attached to Incident Objectives as part of the Incident Action Plan 	<ul style="list-style-type: none"> Prepared by the Planning Section Chief or Situation Unit (If activated) Used to complete Form 207 	ICS Form 204 	Division/Group Assignment List <ul style="list-style-type: none"> Informs Ops personnel of incident assignments Attached to Incident Objectives as part of the Incident Action Plan 	<ul style="list-style-type: none"> Prepared by the Resources Unit (If activated) Approved by the Planning Section Chief
ICS Form 207 	Incident Org. Chart <ul style="list-style-type: none"> Displays ICS elements and staffing information Completed for each operational period Updated as changes occur 	<ul style="list-style-type: none"> Prepared by the Planning Section Chief or Situation Unit (If activated) Displayed at the Command Post 	ICS Form 211 	Incident Check in List <ul style="list-style-type: none"> Records personnel and equipment arrival times Records personnel and equipment locations Supports effective demobilization 	<ul style="list-style-type: none"> Initiated at ICP, Staging Areas, Bases, Camps & Helibases Provided to Resources Unit and Finance Section

TRANSFER OF COMMAND

The most qualified individual at the scene that has jurisdiction for the incident initially establishes command. Transfer of command may take place for the following reasons:

- A more qualified person assumes command.
- The incident situation changes over time
- A jurisdictional or agency change in command is legally required,
- A turnover of personnel normally occurs on long or extended incidents

TRANSFER OF COMMAND BRIEFING CHECKLIST

- Current status of the incident
- Safety considerations and concerns
- Incident objectives and strategies
- Site organization
- Deployment and assignment of operating units and personnel
- Need for additional resources
- Potential for incident expansion
- Current organization chart

ICS FACILITIES

ICP	<ul style="list-style-type: none"> • Location where primary command functions are performed • Only one per incident • Should make its location known as soon as possible • Should be identified by flag, lights, or other marking
STAGING	<ul style="list-style-type: none"> • Temporary location at an incident where personnel and equipment await assignments • Staging Area Manager is required • Designated by general location • Resources in are ready for assignment within 3 minutes)
BASE	<ul style="list-style-type: none"> • Fixed location for primary support activity • Out-of-service equipment and personnel normally located here • Only one Base per incident • Base Manager will always be designated
CAMP	<ul style="list-style-type: none"> • Temporary location to provide services to incident personnel • May be moved - several may be required • Camp Manager will always be assigned • Designated by geographic name or number
HELIBASE	<ul style="list-style-type: none"> • Fixed location where helicopters are parked, maintained, fueled, and loaded • Can be located at an airport or other off-incident location • Designated by incident name • Helibase Manager always be designated
HELISPOT	<ul style="list-style-type: none"> • Temporary locations where helicopters can safely land and take off • Used to load or off-load personnel, equipment, and supplies • Helispot Manager may be assigned • Reports to Helibase Manager

8 STEP INCIDENT RESPONSE PROCESS

- 5. Develop Appropriate Organization**
 - Transfer Command to i, higher ranking, trained and and/or experienced personnel if required
 - Develop a Unified Command structure if appropriate
 - Delegate Command Staff as required (Information, Safety, Liaison Officers)
 - Assign General Staff as needed (Operations, Planning, Logistics, Finance/Admin)
 - Organize operational resources into Groups, Divisions, Branches based on the needs of the incident
 - Maintain optimum span of control

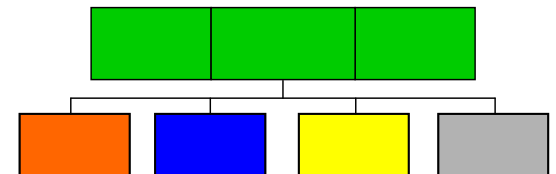
- 6. Review & Modify the IAP**
 - Gather situational information
 - Determine Objectives and Strategies
 - Establish Operational Period
 - Determine Tactics and Assignments
 - Prepare and distribute the IAP
 - Continuously review, assess and revise the IAP as necessary

- 7. Manage Additional Facilities**
 - Ensure the ICP has adequate resources and protection from the incident/weather
 - Maintain and/or expand perimeters
 - Establish staging areas as necessary
 - Establish an Incident Base (if required) for refueling, repair and resupply of tactical resources
 - Establish an Incident Camp (if required) to provide food, water, lodging and sanitary services for incident personnel
 - Establish Helispots as necessary for safe loading and offloading of equipment and personnel
 - Establish a Helibase (if required) for fuelling and maintenance of helicopters.

- 8. Manage Additional Resources**
 - Assign Deputies, Assistants and Managers as required. A Deputy must be fully qualified to assume the primary position
 - Establish resource needs
 - Acquire resources
 - Check-in resources
 - Utilize resources
 - Demobilize resources

UNIFIED COMMAND

Unified Command is a management method used for multi-jurisdictional and/or multi-agency events. It provides improved understanding other's agencies legal requirements, plans, priorities and restrictions.



A Unified Command Features:

- A single integrated incident organization
- Collocated (shared) facilities
- A single planning process and Incident Action Plan
- Shared operations, planning, logistical, and finance/ administration functions
- A coordinated process for resource ordering

COMMON TERMINOLOGY

Agency Representative – An individual from assisting/ cooperating agency who has authority to make decisions for their agency

Area Command - An organization established to oversee the management of multiple incidents that are each being handled by an Incident Command System organization or a very large incident that has multiple Incident Management Teams assigned

Assisting Agency - Agency directly contributing tactical or service resources to the incident

Cooperating Agency - Agency that supports the incident or supplies assistance other than tactical resources

Department Operations Centre (DOC) - A support/coordination facility representing a single discipline or department

Emergency Operations/ Coordination Centre (EOC/ECC) - A designated facility established by an agency or jurisdiction to coordinate their overall response and support

Evacuation - The rapid withdrawal of personnel, assets and materials from an affected area following an unpredicted event, or a rapid escalation in risk

Incident Action Plan - Objectives reflecting event strategy and specific actions for next operational period

Incident Commander (IC) - An individual responsible for the management for incident operations at the site level

Incident Command Post (ICP) - Location at which the primary site command functions are executed

Incident Command System (ICS) - A management system for command, control and coordination of emergency response

Mutual Aid Agreement - Agreement between agencies/ jurisdictions in which they agree to assist one another by providing resources

Operational Period - A period of time scheduled for execution of a given set of actions as specified in the action plan

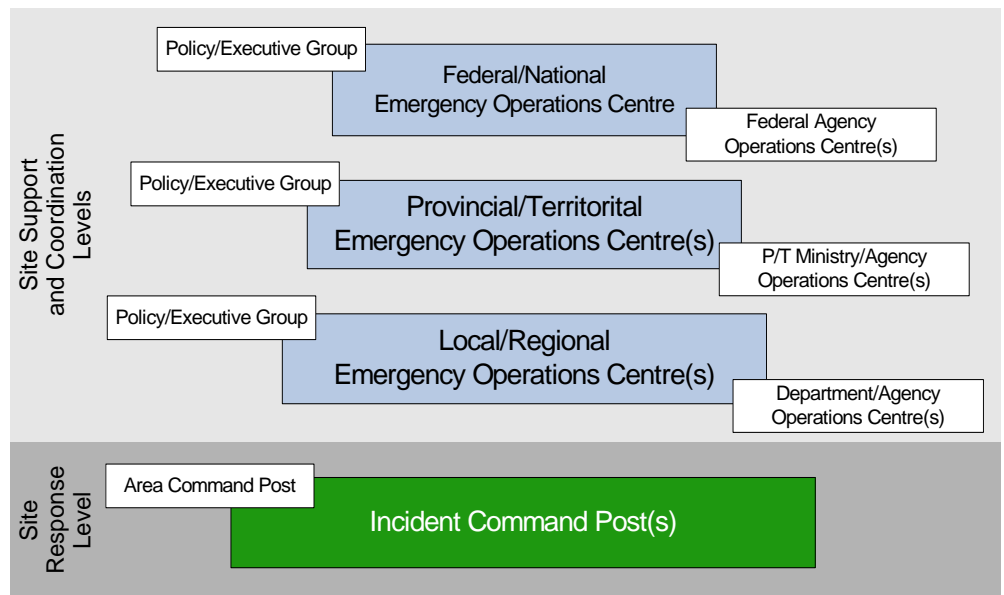
Shelter-in-Place: The act of taking immediate shelter inside a building a hazardous situation has resolved, rather than trying to evacuate in an emergency situation.

Situation Report (Sit-Rep) - A report, usually given at regular intervals, summarizing the current state of affairs at an incident

Staging Areas: - Locations set up at an incident where resources can be placed while awaiting a tactical assignment

Technical Specialists- Personnel with special skills that can be used where required within the ICS organization.

RESPONSE LEVELS



MEDIA STATEMENTS

When making a media statement, **EXPRESS:**

- 1. Concern** – About health & well-being of those involved
- 2. Action** – Steps/processes being taken to help people
- 3. Commitment** – The goal is to support those impacted

- Avoid blocking cameras or saying “no comment”

Stick to the facts – no opinions/ speculation
Helpful Phrases

“The most important point is...”

“That is a matter for...”

“Before we wrap up, I'd like to emphasize...”

“That depends. One thing for certain is...”

“That would be speculation. What I can tell you is...”

“That is true; however, it's important to remember...”

- Don't comment on investigations of others
- Only disclose personal/confidential info if authorized
- Don't forget the local media – they will be with you for the long haul!
- Remember, you have the right to end the interview

DEMOBILIZATION

Planning for incident demobilization is often overlooked. As incidents begin to wind down, responders will be anxious to leave the scene and return to their home agency as soon as possible. Effective, demobilization planning must begin early in the incident response.

DEMOBILIZATION CHECKLIST

- In advance, work with Planning to identify demobilization/shut-down issues, as applicable
- Identify outstanding tasks and forward to others as directed
- Complete all necessary forms and documents
- Advise Finance of any outstanding financial items
- Close out logs and forward to Planning when deactivating function
- Forward all original documentation to Documentation Unit in Planning
- Return equipment/supplies
- Participate in exit interview/debrief
- Sign-out of site/staging area/command post
- If travelling, report in once safely home

To order additional Quick Reference Guides, contact:

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