
Unit 6: Information Flow and Use of Assistants

INSTRUCTOR GUIDE

Objectives

By the end of this unit, students will be able to:

- Explain the process and identify relevant parties involved in incident information flow, including the role of Assistant Liaison Officers
- Describe how to obtain status and information about Assisting and Cooperating Agencies
- Describe what information the Liaison Officer is required to obtain from participating agencies
- Describe what information the Liaison Officer should provide to the AREP
- Describe what information the Liaison Officer should provide to other IMT members
- Describe what information the Liaison Officer needs to provide for the Incident Status Report
- List the conditions that indicate additional staffing is needed

Methodology

This unit uses lecture, discussion, and exercises.

Content from this unit will be generally tested through two exercises and the Final Exam, as the unit is meant to serve as an overview of the Liaison Officer's role and responsibilities regarding the flow of information and use of assistants. Specific responsibilities and duties of the position will be further covered and evaluated in-depth in subsequent unit presentations and the Final Exam.

The purpose of Exercise 3 is to provide students with an opportunity to identify the information that the Liaison Officer should provide to the AREP from an Assisting Agency. The purpose of Exercise 4 is to provide students with an opportunity to determine the workload indicators that may require establishing Assistant Liaison Officer positions.

Time Plan

A suggested time plan for this unit is shown below. More or less time may be required, based on the experience level of the group.

Topic	Time
Lesson	50 minutes
Exercise 3	20 minutes
Exercise 4	20 minutes
Total Time	1 hour 30 minutes

Reference Materials

- Projector and other equipment as necessary for PowerPoint presentation
- Easel Pads
- Marking pens
- Blank ICS Form 211
- Blank ICS Forms 214 for the entire class
- All Hazards Liaison Officer Position Task Book (PTB)
- ICS 420-1 Field Operations Guide (FOG)
 - The FOG is optional and available from FIREScope
- Handout 6-1: Essential Elements from an Agency
- Handout 6-2: Completed ICS Form 201
- Handout 6-3: Sample IAP
- Handout 6-4: Collecting Information From AREPs

TopicUnit Title Slide

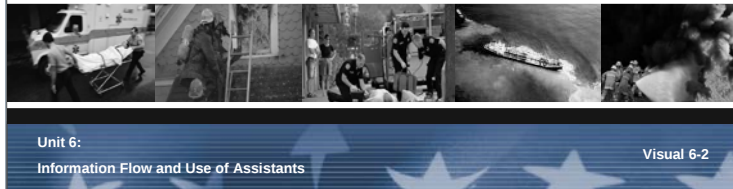
**Explain the Following Key Points**

Announce unit and quickly move to next slide.

TopicUnit Terminal Objective

Unit Terminal Objective

Describe the process and relevant parties involved in incident information flow, including the role of Assistant Liaison Officers.

**Explain the Following Key Points**

Explain the Unit Terminal Objective to the class. Remind students that the Final Exam questions are based on the Unit Enabling Objectives, which are in the Student Guides.

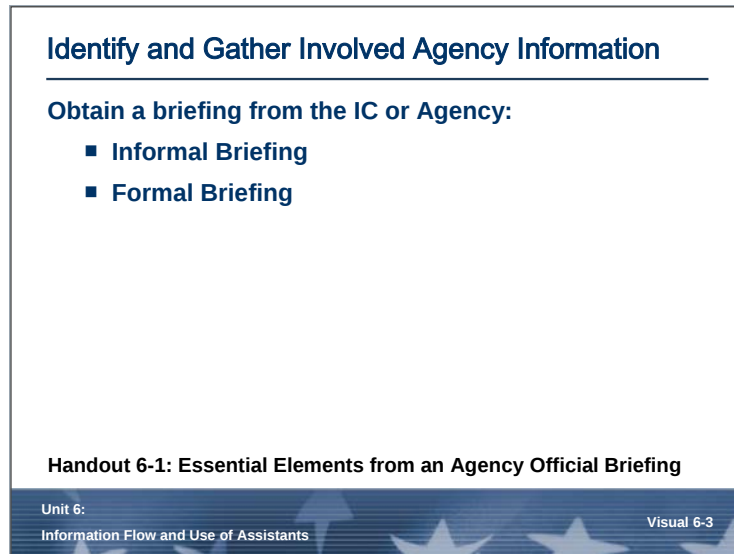
Unit Terminal Objective

Explain the process and identify relevant parties involved in incident information flow, including the role of Assistant Liaison Officers.

Unit Enabling Objectives

- Describe how to obtain status and information about Assisting and Cooperating Agencies
- Describe what information the Liaison Officer is required to obtain from participating agencies
- Describe what information the Liaison Officer should provide to the AREP
- Describe how to identify and list the information needed from AREPs for the Incident Planning Meeting
- Describe what information the Liaison Officer needs to provide for the Incident Status Report

Topic Identify and Gather Involved Agency Information

**Explain the Following Key Points**

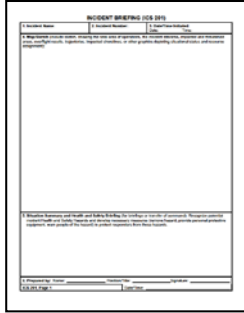
Refer to Handout: 6-1: Essential Elements from an Agency Official Briefing.

Upon arrival at an incident, the Liaison Officer must be prepared to assist the team by gathering information and intelligence concerning the agencies currently operating on the incident, and the agencies that have been ordered.

Review the basic elements for briefings and explain how the Initial Incident Commander or other first responders should be prepared to brief the IMT.

Topic ICS Form 201 – Incident Briefing

ICS Form 201 – Incident Briefing



Page 1



Page 2

Handout 6-2: Completed ICS Form 201

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Visual 6-4

Explain the Following Key Points

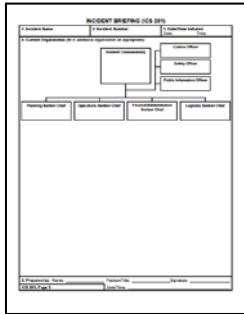
Refer to Handout: 6-2: Completed ICS Form 201. Explain the ICS Form 201 (Incident Briefing) is a good starting point for basic incident information. Emphasize the parts of the form, and the elements that are important to the Liaison Officer. The ICS Form 201 contains:

- Incident map
- Situation summary and health and safety briefing
- Current and planned objectives
- Current and planned actions, strategies, and tactics
- Current organization
- Resources summary

The Tactical Work Sheet may be used by the first responders (fire or HAZMAT) in lieu of the ICS Form 201. The ICS Form 201 is designed to provide information for the Resources and Situation Units.

Topic ICS Form 201 (cont.)

ICS Form 201 (cont.)



Page 3



Page 4

Unit 6: Information Flow and Use of Assistants Visual 6-5

Explain the Following Key Points

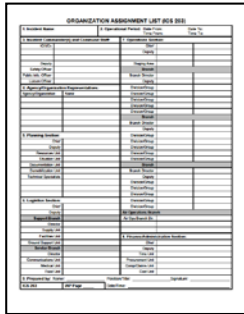
Continue explanation of ICS Form 201 – Incident Briefing, pages 3 and 4.

ICS Form 203 – Organization Assignment List or Page 3 of ICS Form 201. This information may have to be obtained verbally from the Initial Incident Commander or other Command and General Staff personnel on the incident. (Review ICS Form 203.)

An initial IAP may consist of a handwritten combination of ICS Forms 201, 203, and 204 (Assignment Sheet) and other hand-drawn maps and notes.

Topic Incident Action Plan (IAP)

Incident Action Plan (IAP)



203



204

Handout 6-3: Sample IAP

Unit 6:
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Visual 6-6

Explain the Following Key Points

Refer to Handout 6-3: Sample IAP.

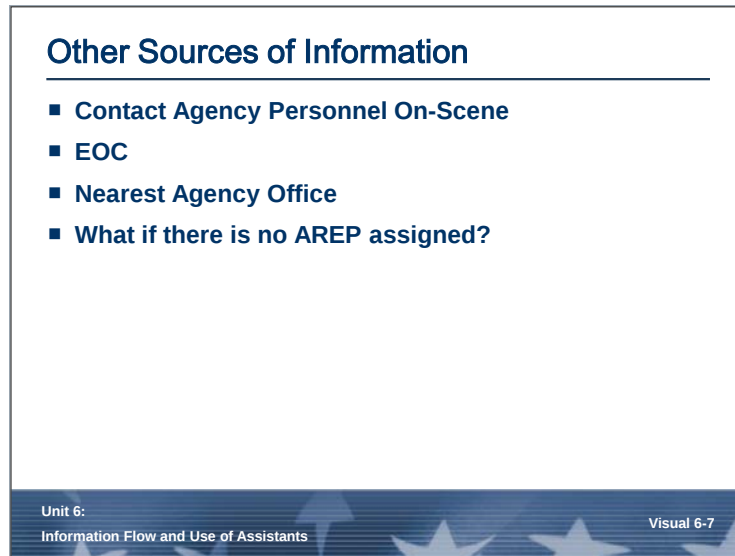
Explain that the early pages of the IAP reinforce what students already know and help to make sure they have a good picture. Looking for the unique aspects of an IAP will help students understand the unique realities of an incident.

Suggested Discussion Question

The IAP is made up of several distinct parts and forms. What information on each of these is relevant for the Liaison Officer?

Topic

Other Sources of Information



Explain the Following Key Points

Discuss other sources of information the Liaison Officer can use to find out more about the incident.

Some students may have difficulty distinguishing between the functions of people in the Emergency Operations Center (EOC), and the functions of the IMT. Be prepared to explain that the IMT needs to be on-scene at the incident, but the EOC needs to be somewhat separate from the incident location so it can be an effective dispatch center for responders. Also note that the EOC could support Multiagency Coordination (MAC) groups.

Contact Personnel Currently On-Scene

If there is no Tactical Work Sheet, ICS Form 201, or an IAP, the Liaison Officer may have to quickly make personal contact with the resources or AREPs to identify the required information.

Emergency Operations Centers (EOCs)

EOCs can be a valuable source of information on other agencies until someone from the agency can be contacted.

Nearest Agency Office

There may be times when a Liaison Officer must contact the Assisting or Cooperating Agency office to get information on resources that they have assigned to the incident.

Topic

Discussion

Discussion**Collecting Information From AREPs****Handout 6-4: Collecting Information From AREPs**Unit 6:
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Visual 6-8

Explain the Following Key Points

Refer to Handout 6-4: Information Required About the AREP.

Engage students in a discussion about the information they need to receive from AREPs, including both contact and resource information. Record students' answers on an easel pad at the front of the room.

- What contact information do you need from AREPs?
- What resource information do you need from AREPs?
- What other information do you need from AREPs?
- Do you need different information from:
 - Assisting Agencies?
 - Cooperating Agencies?
 - Non-Governmental Organizations serving as either Assisting or Cooperating Agencies?

At the conclusion of the discussion, distribute Handout 6-4: Information Required About the AREP.

Topic

Agency Information AREP Provides

Agency Information AREP Provides

- Required to safely, effectively and efficiently use agency resources
- Liaison Officer coordinates the information flow
- AREP may work closely with either the IMT or Liaison Officer depending on style of IMT

Unit 6:
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Visual 6-9

Explain the Following Key Points

Explain the importance of working closely with AREPs and other members of the IMT to gather information from AREPs.

There is certain information that the IMT needs to collect to effectively, safely, and efficiently use Assisting and Cooperating Agencies and their resources. The Liaison Officer plays the role of coordinator and conduit for this information.

In some IMTs, the AREPs work closely with the IMT members to exchange this information. Others depend on the Liaison Officer to gather and share this information with the IMT.

Regardless of the preference, the same information must be collected from the Assisting and Cooperating Agencies.

TopicInformation the LOFR Must Provide to the AREP

Information the LOFR Must Provide to the AREP

- Special instructions from the IC
- Information obtained at initial briefings
- Copy of the Incident Action Plan (IAP)
- Assignment of agency resources

Unit 6:
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Visual 6-10

Explain the Following Key Points

Discuss information that the Liaison Officer must provide to AREPs:

- Special instructions from the IC
- Information obtained by the Liaison Officer at a team briefing or at the Initial Briefing that may affect specific agencies
- A copy of the IAP:
 - The current incident management personnel should have the latest IAP for you on arrival
 - If the incident is in the first operational period an IAP may not be available
- Assignments of agency resources

TopicInformation the LOFR Provides to the AREP (cont.)

**Explain the Following Key Points**

Continue the discussion from previous slide on information the Liaison Officer must provide to the AREP.

What information will AREPs need to be able to contact you?

Possible answers include:

- Your location
- Phone number
- Schedule
- Hotel
- Pager number
- Other:
 - A point of contact
 - IMT Roster, if not in IAP
 - Any known information on future needs of agency resources

TopicSensitive Law Enforcement Information

Sensitive Law Enforcement Information

- Screen information
- Identify Law Enforcement (LE) contact for AREPs
- May be a Joint Operation Center (JOC)

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Visual 6-12

Explain the Following Key Points

The Liaison Officer may encounter sensitive law enforcement information. The Liaison Officer, along with the Incident Commander, will determine how to distribute this information.

The Liaison Officer may be given law enforcement or agency sensitive information at their Initial Briefing. They will determine, with input from the Incident Commander, if necessary, which agencies receive this information.

Information sharing at an incident with Federal law enforcement involvement will be controlled by the Joint Operations Center (JOC) and the Joint Information Center (JIC).

Exercise 3**Information Flow From the Liaison Officer to the AREP.**

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Visual 6-13

Explain the Following Key Points

Formally introduce Exercise 3 and read students the specific exercise objectives and directions from the Exercise 3 handout.

Allow 20 minutes for completion of the exercise.

Divide the class into groups, and ask each group to identify the information the Liaison Officer needs to provide to the AREP of an Assisting Agency for the Train Derailment Incident.

Each group should focus on one Assisting Agency.

TopicInformation Sharing Among the IMT

Information Sharing Among the IMT

Personnel capability and restrictions of the agency

- Equipment type and kind – Limitations
- Crew replacement – “Timed out”
- Agency restrictions – Local government
- Psychological impact on personnel
- Other

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Visual 6-14

Explain the Following Key Points

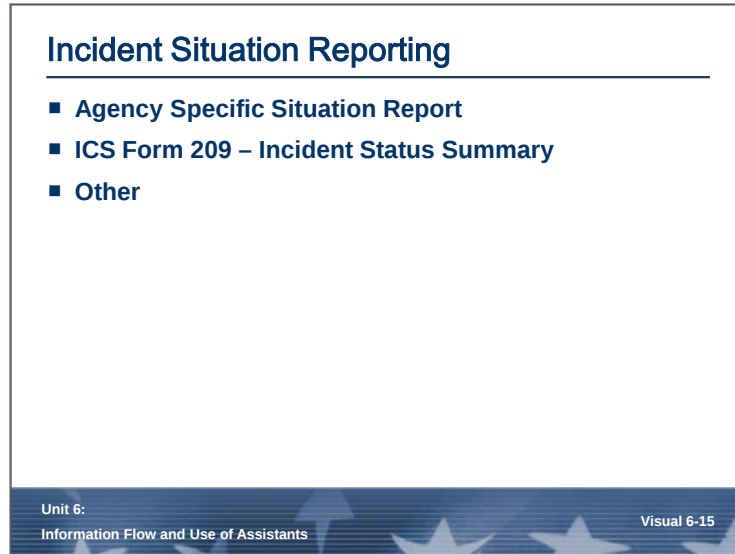
Discuss the types of information the IMT needs to know about participating agencies regarding personnel capability and restrictions of the agency.

This information sharing can bring out information that can only be obtained from the AREP.

Suggested Discussion Question

Can you think of any other personnel capability issues and restrictions of an agency that the IMT needs to know about?

Topic**Incident Situation Reporting**

**Explain the Following Key Points**

Discuss the reporting systems that exist on incidents.

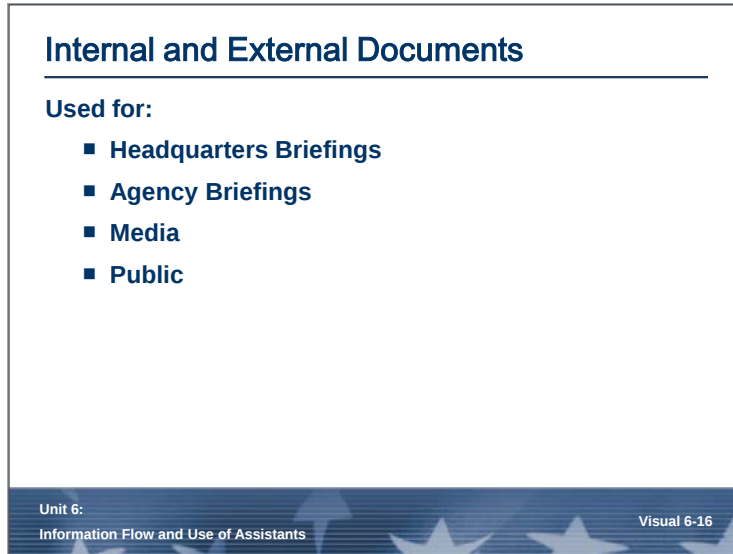
No matter what the incident type or the agencies involved, large incidents use some type of reporting system to keep up-to-date reports:

- Agency Specific: POLREP (coast guard's pollution report)
- ICS Form 209 – Incident Status Summary
- Other

Suggested Discussion Questions

- Do you know of any other reporting systems that may be used?
- What information might the Liaison Officer contribute to the ICS Form 209 – Incident Summary?

TopicInternal and External Documents

**Explain the Following Key Points**

Discuss the uses of internal and external documents.

Assistant Liaison Officer

Assign work duties as needed:

- Consider the use of other involved agencies
- Span-of-Control
- Organize Information Flow
- Split Workload
- Manage Work Area

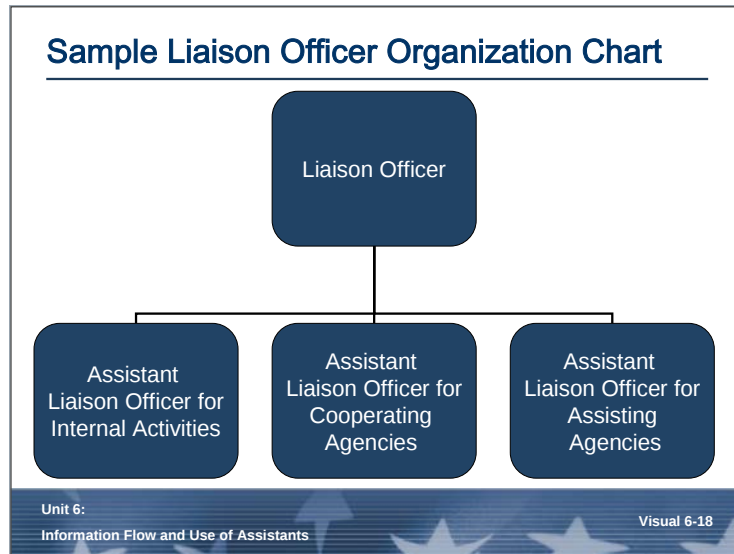
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Visual 6-17

Explain the Following Key Points

Discuss with students the various roles and responsibilities that can be assigned to Assistant Liaison Officers, and remind them of the benefits of using Assistants.

TopicSample Liaison Officer Organization Chart

**Explain the Following Key Points**

Explain the organization chart on this slide is only a sample of how an Assistant Liaison Officer structure might be set up. This chart would be adapted based on incident workload and needs.

Exercise 4**Work Load Indicators and Use of Assistants.**

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Visual 6-19

Explain the Following Key Points

Formally introduce Exercise 4 and read students the specific exercise objectives and directions from the Exercise 4 handout.

Allow 20 minutes for completion of this exercise.

Divide the class into groups, and ask each group to read the exercise scenario and answer the questions. List workload indicators that may require establishing Assistant Liaison Officer positions.

Objectives Review

1. *How can the Liaison Officer obtain status and information about Assisting and Cooperating Agencies?*
2. *What information must the Liaison Officer obtain from participating agencies?*
3. *What information should the Liaison Officer provide to the AREP?*

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Visual 6-20

Explain the Following Key Points

Pose the Unit Enabling Objectives as questions. Ask the group to give a brief example or short explanation to answer each question. Try to call on a different student for each objective.

This is not intended to be an inclusive discussion of all material covered in Unit 6, but rather a quick and engaging way to wrap up the unit, and reconnect the students to the material before moving on to Unit 7.

Leave the objective slide up so that students can think about what they learned in relation to the objectives.

Unit Terminal Objective

Explain the process and identify relevant parties involved in incident information flow, including the role of Assistant Liaison Officers.

Unit Enabling Objectives

- Describe how to obtain status and information about Assisting and Cooperating Agencies
- Describe what information the Liaison Officer is required to obtain from participating agencies
- Describe what information the Liaison Officer should provide to the AREP

Topic

Objectives Review (cont.)

Objectives Review (cont.)

4. *What information should the Liaison Officer provide to other IMT members?*
5. *What information does the Liaison Officer need to provide for the Incident Status Report?*

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Visual 6-21

Explain the Following Key Points

Pose the Unit Enabling Objectives as questions. Ask the group to give a brief example or short explanation to answer each question. Try to call on a different student for each objective.

This is not intended to be an inclusive discussion of all material covered in Unit 6, but rather a quick and engaging way to wrap up the unit, and reconnect the students to the material before moving on to Unit 7.

Ask the students to write down the top three to five things they learned in this unit on their ICS Form 214 – Activity Log.

Leave the objective slide up so that students can think about what they learned in relation to the objectives.

At the end of the day, collect their ICS Forms 214. This will help identify what the students have learned and what areas may be especially important to highlight throughout the rest of the course.

This activity should be done at the end of each unit.

Unit Enabling Objectives (cont.)

- Describe what information the Liaison Officer should provide to other IMT members
- Describe what information the Liaison Officer needs to provide for the Incident Status Report