
Unit 8: Special Situations

INSTRUCTOR GUIDE

Objectives

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

- Describe how to determine the proper steps to follow in the event of a special situation
- Provide three examples of special situations
- Describe appropriate actions for the Liaison Officer to take in response to a special situation in a given scenario

Methodology

This unit uses lecture and discussion.

Content from this unit will be generally tested through four case studies and the Final Exam, as the unit is meant to serve as an overview of the Liaison Officer's role and responsibilities in special situations. Specific responsibilities and duties of the position will be further covered and evaluated in-depth in subsequent unit presentations and the Final Exam.

Time Plan

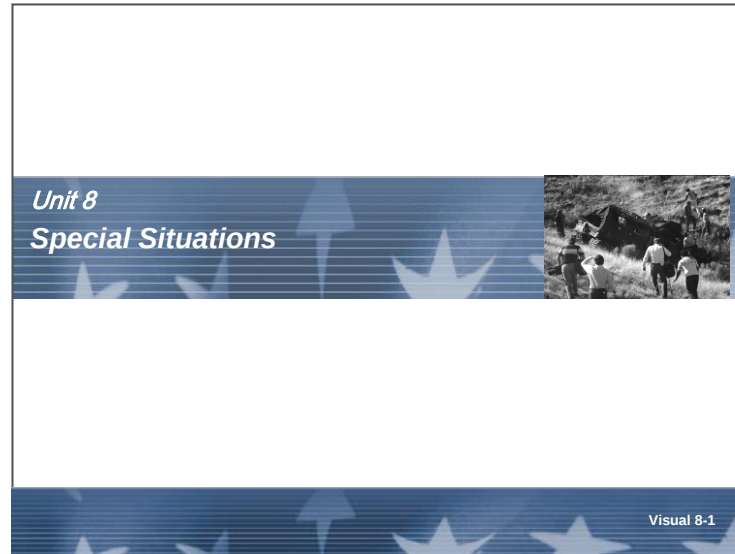
A suggested time plan for this unit is shown below. More or less time may be required, based on the experience level of the group.

Topic	Time
Lesson	45 minutes
Total Time	45 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

TopicUnit Title Slide

**Explain the Following Key Points**

Announce unit and quickly move to next slide.

Topic

Unit Terminal Objective

Unit Terminal Objective

Describe how to determine the proper steps to follow in the event of a special situation.

**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 Manual.

Unit Terminal Objective

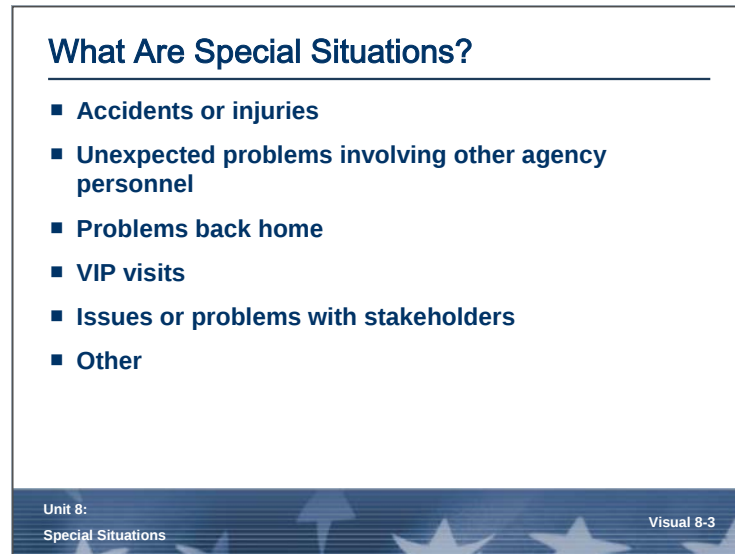
Describe how to determine the proper steps to follow in the event of a special situation.

Enabling Objectives

- Provide three examples of special situations
- Describe appropriate actions for the Liaison Officer to take in response to a special situation in a given scenario

Topic

What are Special Situations?

**Explain the Following Key Points**

Explain the basic types of events that constitute “special situations.”

A lot of these special situations highlight the need for assistants.

Some teams will have contingency plans for some of these special situations. If a major special situation arises, the Liaison Officer may be assigned something outside of his or her normal scope, just to keep the response going.

Often, dealing with VIP visits can be a normal part of duties for the Liaison Officer and Public Information Officer. The higher the rank or status of the VIP, the bigger the impact. President Clinton visited the Burgdorf Junction incident. Because of his security and entourage, they almost had to stop work on the incident while he was there because the Secret Service changed incident operations so much. This can really interfere with the planning cycle. This team was well prepared and had a contingency plan for that day.

Sometimes interactions with stakeholders can get very heated and unpleasant, and the Liaison Officer has to act as a referee.

Suggested Discussion Question

What are some examples of special situations that you have encountered or that you might anticipate on an incident?

Potential Answers

- Notifying a worker of a death or other problem back home
 - It’s a sensitive and difficult issue that has to be handled carefully

- Dealing with sensitive intelligence and the limitations of what you can share
- Data calls from high-ups in the offices of the Governor or Congress and other Federal agencies
 - They can cause a huge delay and really overwhelm you with work
 - The demand for real-time information can almost be an incident within an incident
- Legal issues
- Incident misconduct
 - The Liaison Officer could have a major role if the perpetrator or victim of misconduct is with one of their agencies
- Criminal issues
 - Every major problem you can think of can happen on an incident—sexual assault, drug use, and homicide
- Disruptions in Points of Distributions (PODs)
- Conflicting legal authority between participating agencies
 - Sorting this out can take up most of the Liaison Officer's time and lots of the Incident Commander's time

Scenario 1

An Agency Representative from the local fire department reports that members of her USAR crew have been on this incident for five days and need to go home. Their employee union contract does not allow them to be away from their normal work site for more than 5 days.

Unit 8:
Special Situations

Visual 8-4

Explain the Following Key Points

Ask the class to read Scenario 1, then lead a discussion on possible actions the Liaison Officer could take in response to the scenario.

Project this slide while the class discusses Scenario 1.

After you capture responses, proceed to the “Possible Textbook Answers” slide that follows the scenario. This slide does not appear in student materials.

Scenario 1 - Possible Textbook Answers

- **Contact Plans-determine status of crew.**
- **Contact Finance to confirm number of days/hours they have been on the assignment and the exact time they need to be demobilized.**
- **Find out if the fire dept has a replacement USAR crew.**
- **Find out if it's possible to extend this crew past 5 days.**
- **Inform OPS, Plans, Logistics, Finance of the outcome.**

Unit 8:
Special Situations

Visual 8-5

Explain the Following Key Points

This slide does not appear in student materials.

Scenario 2

A strike team leader from an assisting agency stops you and wants to know where he can find his Agency Representative. He has not seen him in two days and wants to know when they are going to be released from the incident.

Unit 8:
Special Situations

Visual 8-6

Explain the Following Key Points

Ask the class to read Scenario 2, then lead a discussion on possible actions the Liaison Officer could take in response to the scenario.

Project this slide while the class discusses Scenario 2.

After you capture responses, proceed to the “Possible Textbook Answers” slide that follows the scenario. This slide does not appear in student materials.

Scenario 2 - Possible Textbook Answers

- Obtain this strike team leader's contact info.
- Track down the AREP or give this supervisor the AREPs contact info.
- See if Plans or Operations knows the expected release date and give the supervisor this information.
- Consider advising the AREP to be more available to his or her Agency resources.

Unit 8:
Special Situations

Visual 8-7

Explain the Following Key Points

This slide does not appear in student materials.

Scenario 3

There has been an oil spill. A farmer arrives at the Incident Command Post looking for someone in charge. He tells you that a bulldozer has taken down 300 feet of his new fence, and his cattle are scattered near the oil spill. He wants to know who is going to fix the fence, round up his cattle, and when you are going to get off of his land.

Unit 8:
Special Situations

Visual 8-8

Explain the Following Key Points

Ask the class to read Scenario 3, then lead a discussion on possible actions the Liaison Officer could take in response to the scenario.

Project this slide while the class discusses Scenario 3.

After you capture responses, proceed to the “Possible Textbook Answers” slide that follows the scenario. This slide does not appear in student materials.

Scenario 3 - Possible Textbook Answers

- Obtain as much information as you can from the farmer, including contact info
- Inform the following IMT members:
 - IC
 - OSC
 - Plans (situation unit)
 - Finance/Administration (comp/claims unit)
 - PIO (FYI)
- Determine what actions the IMT plans to take and notify the farmer
- Continue follow-up with the farmer until the issue is resolved

Unit 8:
Special Situations

Visual 8-9

Explain the Following Key Points

This slide does not appear in student materials.

Scenario 4

A State Trooper contacts the Law Enforcement Agency Representative and informs her that an incident vehicle has been involved in an accident with a civilian vehicle. There are injuries but the details are incomplete.

Unit 8:
Special Situations

Visual 8-10

Explain the Following Key Points

Ask the class to read Scenario 4, then lead a discussion on possible actions the Liaison Officer could take in response to the scenario.

Project this slide while the class discusses Scenario 4.

After you capture responses, proceed to the “Possible Textbook Answers” slide that follows the scenario. This slide does not appear in student materials.

Scenario 4-Possible Textbook Answers

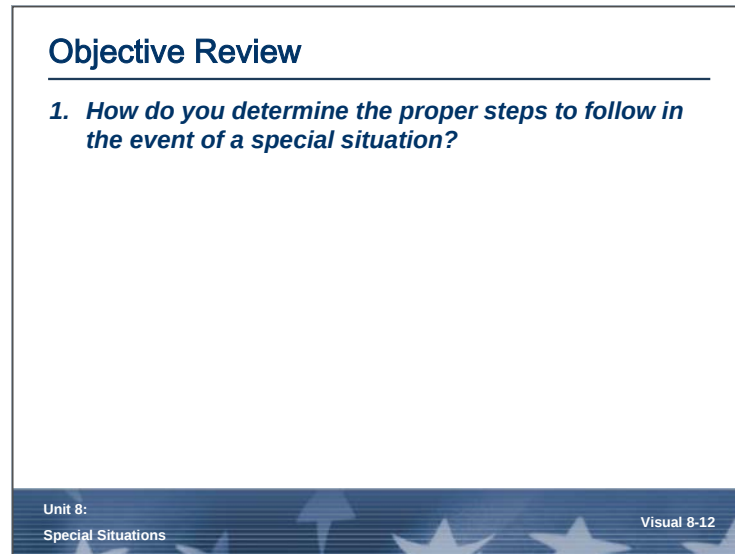
- Immediately notify the following IMT members:
 - Safety Officer
 - Finance/Administration (compensation and claims)
 - Logistics
 - Medical Unit (FYI)
 - Ground Support Unit
 - IC
 - PIO (FYI)
- Provide liaison as needed, with the following:
 - Investigation Team
 - State Police
 - Possibly the involved civilians

Unit 8:
Special Situations

Visual 8-11

Explain the Following Key Points

This slide does not appear in student materials.



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 8, but rather a quick and engaging way to wrap up the unit, and reconnect the students to the material before moving ahead to Unit 9.

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

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 Form 214s. 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 Terminal Objective

Describe how to determine the proper steps to follow in the event of a special situation.

Enabling Objectives

Provide three examples of special situations

Describe appropriate actions for the Liaison Officer to take in response to a special situation in a given scenario