Other Resources List

Space:
- Room/ space for operating your communication teams outside the EOC. You need a place to bring media on site (separate from the EOC)
- Room / space for quickly training spokespersons
- Room / space for holding team meetings
- Room / space for housing equipment, exclusive for your use. (You cannot stand in line for the copier when media deadlines loom.)
- Web site capability 24/7. (Attempt to have new information posted within 2 hours; some experts advise within 10 minutes)

Personnel:
- Public affairs specialist
- Health communication specialist
- Communication officer
- Health education specialist
- Training specialist
- Writer/editor
- Technical writer/editor
- Audio/visual specialist
- Internet/Web design specialist
- Others who contribute to public/provider information

Services Contracts:
- A media newswire
- A radio newswire
- Writers or public relations personnel who can augment your staff
- Administrative support
- A phone system/contractor to supply a phone menu that directs caller to level of information desired:
  - General information about the threat
  - Tip line, listing particular actions people can take to protect themselves
  - Reassurance/counseling
  - Referral information for health care/medical facility worker
  - Referral information for epidemiologists or others to report cases
  - Lab/treatment protocols
  - Managers looking for policy statements for employees