

## 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