



Wyandotte County, Kansas Emergency Operations Plan

ESF 15 Public Information and External Communications

Coordinating Agency: Unified Government Public Relations Department

Primary Agencies: Board of Public Utilities
City of Bonner Springs
City of Edwardsville
Kansas City Kansas Fire Department
Kansas City Kansas Police Department
Unified Government 3-1-1 Call Center
Unified Government Mayor/CEO's Office
Unified Government Public Works Department
Wyandotte County Public Health Department
Wyandotte County Sheriff's Office

Support Agencies: American Red Cross
Bonner Springs Fire and EMS Department
Bonner Springs Police Department
Donnelly College
Edwardsville Fire Department
Edwardsville Police Department
Kansas City Kansas Community College
Kansas Division of Emergency Management
Kansas State School for the Blind
Providence Medical Center
The Salvation Army
Unified School District 202 - Turner
Unified School District 203 - Piper
Unified School District 204 - Bonner Springs/Edwardsville
Unified School District 500 - Kansas City Kansas
Unified School District 500 – Police Department
United Way 2-1-1 Information Line
The University of Kansas Hospital
The University of Kansas Medical Center
Kansas City Regional Community Organizations
Active in Disasters (KCR COAD)
Wyandotte County Kansas Emergency Management



1 PURPOSE, SCOPE, POLICIES & AUTHORITIES

1.1 Purpose

The purpose of ESF-15 Public Information and External Communications is to establish how public information activities will be coordinated to meet the needs generated by disasters affecting Wyandotte County.

1.2 Scope

This (ESF) Annex describes how Wyandotte County will provide disaster-related information to the media and the public. It is designed to improve the ability of all participating agencies and organizations to:

- Quickly relay critical and potentially lifesaving information to those at risk;
- Provide timely, consistent information on the status of emergency operations;
- Coordinate the release of public information from all responding agencies;
- Assure the public that government is responding effectively to the emergency;
- Make credible and consistent information available to answer citizen inquiries;
- Provide ongoing and useful information regarding recovery activities; and
- Ensure a system is in place to provide information and guidance to county, city, state, federal, elected and appointed officials as appropriate.

This ESF includes information that addresses: 1) the five phases of emergency management; 2) stakeholders needs including those with access and functional needs and children; 3) incident management procedures including appropriate documentation; and 4) all hazards planning. Public warning systems, such as National Oceanic and Atmospheric Administration (NOAA) All-Hazard Weather Radios, the Emergency Alert System via the Integrated Public Alert and Warning System, outdoor warning sirens, cable override and other emergency warning systems are discussed in ESF 2 Communications. This ESF Annex applies to all county, city and other participating agencies with assigned emergency responsibilities as described in Section 3, Responsibilities. This annex benefits Wyandotte County by supporting coordination with partner agencies, outside organizations and the public. This annex specifically addresses:

- Command, control, and notification including the roles of county and city agencies with responsibilities during emergent events and their working relationships with the volunteer agencies providing services;
- A flexible organizational structure capable of meeting the varied requirements of many emergency scenarios with the potential to require activation of the Emergency Operations Center (EOC) and implementation of the Emergency Operations Plan (EOP).



- Designated Public Information Officers (PIOs) and existing departmental emergency public information plans and procedures in ESF 15 are designed to complement and support the departmental staffing and procedures already in place.

1.3 Policies/Authorities

The following local, regional, state and federal authorities apply to this ESF 15 Annex.

Local

- [Wyandotte County – Unified Government, Kansas – Code of Ordinances / Chapter 12 – Emergency Management and Emergency Services.](#)

Regional

- [Mid-America Regional Council \(MARC\) Regional Coordination Guide for ESF 15.](#)

State

- [Executive Order 05-03, Use of the National Incident Management System \(NIMS\);](#)
- [Kansas Statutes Annotated \(KSA\), 48-9a01, Emergency Management Assistance Compact \(EMAC\);](#)
- [KSA 48-904 through 48-958: as amended, State and County Emergency Management Responsibilities;](#)
- [KOMA – Kansas Open Meetings Act;](#)
- [KORA- Kansas Open Records Act;](#) and
- [Kansas Response Plan, 2017.](#)

Federal

- [Title II of the Americans with Disabilities Act;](#)
- [U.S. Occupational Safety and Health Administration \(OSHA\) 29 C.F.R 1910 and 29 C.F.R 1926;](#)
- [National Response Framework;](#)
- [Homeland Security Presidential Directive – 5: Management of Domestic Incidents;](#)
- [Presidential Policy Directive – 8: National Preparedness;](#) and
- [Comprehensive Planning Guide \(CPG\) 101.](#)



2 CONCEPT OF OPERATIONS

This section provides a narrative description summarizing the Concept of Operations for the following ESF15 activities. 1) Command, Control, and Notification, 2) Public Announcement/Media Releases, and 3) Considerations for Access and functional needs Populations and Children. The narrative portions of this section provide summarized overviews for the topics listed above. Section 3 provides the detailed actions organized by agency detailing their ESF 15 responsibilities.

2.1 Command, Control, and Notification

When Emergency Management is notified of an event that requires the activation of the EOC, the Emergency Management Director, in consultation with the County Administrator, and emergency management staff will determine which ESFs are required for activation to support emergency operations. If it is determined that ESF 15 will be activated, the Emergency Management Director will contact the designated Coordinating Agency for ESF 15 to report to the Emergency Operations Center (EOC) to attend an initial briefing.

Depending on the complexity or severity of the event, the Emergency Management Director, or designee, may advise the County Administrator that the need exists to declare a local emergency. The Emergency Management Director or designee will advise the City Administrators in Bonner Springs and Edwardsville that they might want to issue their own emergency declaration. For more information on a declaration of a local emergency, see the ESF 5 Annex.

The coordinator for ESF 15 is the Unified Government Public Relations Department and is responsible for contacting other public information officers, to include adjacent counties and state-level PIOs, as well as primary and support agencies with liaison roles. They will then provide a briefing to the other agencies and begin to gather important information such as shelter capacity/availability and to determine availability of staff to support a Joint Information Center (JIC) if necessary. The ESF 15 Coordinator will provide other PIOs/agencies with the designated methods/timeframes for submitting data/information and updates to the EOC. Specific types of information that will require periodic updates include but are not limited to: shelter locations/capacities, casualty counts, road closures, evacuation routes, etc. Once a JIC is established, public information statements will be routed through Incident Command for approval.

If the situation dictates, emergency public information activities will be coordinated from a JIC. The JIC is usually a physical location where PIOs from organizations with primary disaster involvement come together to coordinate and disseminate information. Activating a JIC will help Wyandotte County departments and participating organizations coordinate their activities and help to ensure consistent and accurate information is



disseminated. In most cases, the JIC will be located in close proximity to the Wyandotte County EOC. However, it may be located anywhere to support emergency activities. Wherever it is located, it is imperative that the JIC maintain contact with decision makers and/or the EOC via telephone, radio, the Internet, and/or face-to-face communications.

Regardless of how the JIC is structured or where the JIC is located, it is critical that ESF 15 maintain a person in the EOC anytime the level of activation requires the formation of a JIC. In some rare cases this could be done in a virtual environment. Once a JIC is activated, all emergency public information activities, including media inquiries, should be coordinated through the JIC. The JIC will become the central coordination point for all emergency public information and external communications activities.

The purpose of Wyandotte County's JIC is to:

- Gather and coordinate information and serve as the “hub” for the release of timely, accurate, consistent and useful disaster related information.
- Allow all involved organizations to provide consistent and accurate messages to the public.
- Enable the EOC Team to concentrate on emergency coordination and refer all media and public inquires to the JIC.
- Ensure the ability exists to answer direct inquiries from the public.
- Monitor media coverage to verify the accuracy of information being disseminated and to control rumors by correcting misinformation quickly.
- Be proactive in responding to the disaster related information needs of all audiences.
- Develop and implement a comprehensive public information strategy to gain and maintain public trust and confidence.

To the extent possible, the JIC will be staffed with PIOs from all agencies and organizations involved in the event. The number of departments and agencies involved as well as the location and the quantity of information disseminated could vary greatly. Once at the JIC, PIOs will be assigned functions to be accomplished in coordination with the JIC. These functions may need one to three individuals assigned to each:

- Social Media Coordinator
- All-other Media Coordinator
- Education Materials Coordinator
- News Conference / Press Release Coordinator
- Interview Coordinator
- Media Liaison
- Incident Command /EOC Liaison
- Elected and Appointed Officials / State and adjacent counties Liaison



- 3-1-1 Wyandotte Call Center & The Salvation Army's 2-1-1 Help Line Information Coordinator
- Website Coordinator
- Very Important Persons (VIP) tour Coordinator
- Special Populations Segment Coordinator
- Incident Management Systems Coordinator

2.2 Public Announcement/Media Releases

The local media is a logical extension of the disaster operation and recognized as the best means to quickly get information to the majority of the public. Wyandotte County counts on the local media to provide emergency instructions and potentially lifesaving information to the public before, during and following a disaster. A partnership role will be maintained with the media by making every attempt to provide timely and accurate information throughout the disaster.

Individuals assigned as media source monitors in the JIC are responsible to assuring that rumor control occurs. As erroneous or potential contradictory information is identified as having been distributed by the press, these individuals will inform the ESF 15 Coordinator. The Coordinator will consult with the EOC and the Incident Command Post to verify the correct information and determine the need to release a correction. The release will be coordinated by the News Release/Press Release Coordinator who will assure that credible sources are used and quoted and that subject matter experts are consulted when needed to explain complex or technical issues.

As a matter of course, all news releases are approved by the EOC Director(s) or his/her designee through coordination with the ESF 15 Coordinator in the EOC. Once the EOC Planning Section has developed a Common Operating Picture and an Incident Support Plan it should be shared with ESF15, via talking points, to be subsequently shared with the Media and Senior Leadership subsequently providing a consistent message to the public. These talking points must be approved by the EOC Director in advance of their release.

Frequent news conferences and media briefings will be scheduled as dictated by the event. The ESF 15 Coordinator will work with elected officials and department heads to ensure appropriate representation at news conferences. Since the public is familiar with the elected officials, the public will understand the authenticity and validity of the event. In addition, continuous public information about the event will be distributed through 1) the Unified Government's website, 2) press releases and 3) Emergency Management and Unified Government social media accounts.



2.3 Considerations for Access and Functional Needs Populations and Children

The Unified Government has a local American Disability Act (ADA) Coordinator within the Human Services Department that coordinates regularly with the State ADA Coordinator to ensure programs and policies are in compliance with the Americans with Disabilities Act. In addition, in large or complex disasters, the EOC Manager may choose to staff an ADA Response Coordinator directly in the EOC. If necessary, the ESF 15 Coordinator will consult with the ADA Coordinator, or ADA Response Coordinator, if assigned, to ensure incident specific operations are responded to in a manner consistent with the ADA.

Every effort will be made to provide emergency public information to those with access and functional needs. Close coordination will be required between the government and volunteer and community agencies as described further in ESF 6 Mass Care, Housing and Human Services. Consideration should be given to those who do not have access digital communications thus creating a barrier to access to disaster response/recovery information.

Digital inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of information and communication technologies. Digital inclusion includes several elements: 1) affordable, robust broadband internet service; 2) internet-enabled devices that meet the needs of the user; 3) access to digital literacy training; 4) quality technical support; and 5) applications and online content designed to enable and encourage self-sufficiency, participation and collaboration. Digital inclusion requires intentional strategies and investments to reduce and eliminate historical, institutional and structural barriers to access and use technology.

Fact sheets and message maps for principal hazards have been produced by Wyandotte County Public Health that provides instruction and information to the public. This includes, but is not limited to, materials for managers of congregate care facilities such as childcare centers, group homes, assisted living centers, nursing homes, and the Kansas State School for the Blind.

The Department of Health and Human Services has identified the top 15 languages spoken in households in Kansas. English was identified as the primary language and Spanish as the secondary language spoken in households within Wyandotte County. Some educational materials have been translated into Spanish and, on occasion, other languages. Translation into additional languages will be performed as required.

The Unified Government of Wyandotte County utilizes vendors for interpretation and translation services. This service is available to all emergency response agencies and



the Public Information Officers throughout the county. Specific information about how to request and utilize these vendors as well as the languages for which services can be provided is found in the ESF 6 (Addendum 9) Interpreter and Translator Services.

The local television stations have agreed to provide information in Spanish and other languages as appropriate when they interrupt programming or when text scrolls are used across normal programming. TTY telephone services are available throughout Wyandotte County. In addition, the Kansas State School for the Blind can assist with Braille interpretation.



3 RESPONSIBILITIES

This section describes responsibilities and actions designated to all agencies, coordinating, primary and support agencies. Actions are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation.

Overall Actions Assigned To All Agencies	
Overall Actions Assigned to All Agencies	
<i>Preparedness (Pre-Event) Actions for ESF 15 - Public Information and External Communications</i>	
1	Develop applicable standard operating procedures, guidelines and/or checklists detailing the accomplishment of their assigned functions.
2	Maintain a central personnel roster, contact, and resource lists to support ESF 15 tasks.
3	Identify who is responsible for initial notification of ESF 15 personnel.
4	Identify responsibilities for liaison roles with state and adjacent county PIOs.
5	Develop standard operating guides and checklists to support ESF 15 activities.
6	Train personnel on EOC operation, JIC operation, the Incident Command System (ICS) and the National Incident Management System (NIMS).
7	Collect, process, and disseminate information to and from the EOC.
8	Develop and maintain ESF 15 Annex.
9	Participate in training, drills, and exercises.
10	Develop mutual aid and other support agreements with surrounding jurisdictions and the private sector.
11	Identify all viable methods to reach the public including but not limited to radio, television, print media flyers, posters, brochures, informational booths and the Internet.
12	Develop pre-scripted media releases and public advisories.
13	Pre-identify media outlets, establish contact lists, and provide training on emergency public information procedures.
14	Train emergency responders on public information procedures on referring media to the appropriate field or JIC personnel for information.
15	Provide continuous and accessible public information about disasters and recovery activity.
16	Establish process to verify information is accurate and valid before public release.
17	Identify public information needs required for facilities that serve vulnerable needs populations.
18	Identify public information needs required for individuals with vulnerable needs.
19	Identify personnel or process used to provide public information to individuals with limited English language ability.
20	Maintain updated resource inventories of supplies, equipment, and personnel resources, including possible sources of augmentation or replacement.
21	Maintain up-to-date, 24-hour points for personnel.



Overall Actions Assigned to All Agencies	
<i>Response (During Event) Actions for ESF 15 - Public Information and External Communications</i>	
1	Provide ongoing status reports as requested by the ESF Coordinator(s).
2	Designate personnel to coordinate ESF 15 activities in EOC and JIC.
3	Manage the collection, processing, and dissemination of information between ESF 15 and EOC or incident command.
4	Provide field support for emergency responders at the scene.
5	Participate in EOC briefings, incident action plans, situation reports and meetings to support ESF 15.
6	Inform the public of health and/or safety concerns, status of emergency situation, and ways to reduce or eliminate the associated dangers.
7	In coordination with the EOC team, release emergency information.
8	Implement a proactive public information strategy to meet media needs.
9	Activate and staff management functions of the JIC.
10	Resolve any conflicting information and dispel rumors.
Overall Actions Assigned to All Agencies	
<i>Recovery (Post Event) Actions for ESF 15 - Public Information and External Communications</i>	
1	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
2	Evaluate response and recommend changes to ESF 15 Annex to correct shortfalls and improve future response activities.
3	Provide documentation for possible financial reimbursement process for recovery activities.
4	Participate in after action meetings and prepare after action reports as requested.
5	Continue all emergency public information activities based on the circumstances and the organizations involved in the recovery efforts.
6	Distribute information on what to do when returning to your damaged home.
7	Distribute information on how and where to apply for different types of disaster assistance.
8	Participate in briefings, incident action plans, situation reports and briefings.
9	Release information concerning the need for volunteer goods and services.
10	Provide information regarding available disaster recovery programs and resources to the media and the public.
11	Maintain records of all news releases to support documentation after the disaster.
12	Compile a written record of events, including any printed materials, news releases, tapes and clippings.
13	Assess effectiveness of information and education programs.
14	Provide ongoing status reports as requested by the ESF Coordinator(s).
Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF 15 - Public Information and External Communications</i>	



1	Provide information and increase awareness about safe rooms and other shelter methods.
2	Promote preparedness information that will lessen the impact of disasters, such as having a disaster preparedness kit and family disaster plan.
3	Establish contacts and develop working relationships with the media.
4	Provide ESF 15 representative for update of mitigation plan.
5	Develop applicable standard operating procedures, guidelines and/or checklists detailing the accomplishment of their assigned functions.
6	Maintain updated resource inventories of supplies, equipment, and personnel resources, including possible sources of augmentation or replacement.
Coordinating: Unified Government Public Relations Department	
<i>Preparedness (Pre-Event) Actions for UG Public Relations Department</i>	
1	Actions assigned all ESF partners.
2	Provide plans, programs and systems used to control rumors by correcting misinformation rapidly (e.g., providing corrections in news conference, releases, web/social media, phone calls to media, etc.)
3	Identify all viable methods to reach the public including but not limited to radio, television, social media, print media flyers, posters, brochures, informational booths and the Internet.
4	Develop pre-scripted media releases and public advisories dealing with each hazard having the potential to affect Wyandotte County.
5	Ensure all local media outlets are pre-identified and contacts established – brief them regularly on emergency public information procedures.
6	Identify access and functional needs populations and be prepared to meet their emergency public information needs.
<i>Response (During Event) Actions for UG Public Relations Department</i>	
1	Actions assigned all ESF partners.
2	Provide plans, programs and systems used to control rumors by correcting misinformation rapidly (e.g., providing corrections in news conference, releases, web/social media, phone calls to media, etc.)
3	Provide continuous and accessible public information about the disaster (e.g., media briefings, press releases, UGTV, EAS, text messages, door-to-door warnings, websites, and social media sites) and recovery activities.
4	Verify information's accuracy before releasing to public.
5	Ensure that information provided by all sources includes the content necessary to enable reviewers to determine its authenticity and potential validity.
6	Ensure that disaster response costs are accurately recorded for the utilization of labor, materials, and equipment for all individuals/organizations involved.



7	Provide a representative to serve as the ESF 15 Coordinator and support the EOC Director.
8	Coordinate the emergency public information activities of all involved agencies as well as elected and appointed officials.
9	Set-up, establish, and staff a Joint Information Center (JIC), if dictated by the situation, to facilitate the collection, processing and disseminating of information to and from the EOC.
10	Request all Public Information Officers (PIO) within the County to staff the JIC and provide task assignments.
11	Assign tasks to be accomplished in coordination with the Joint Information Center (when applicable) to PIOs staffing JIC: Social Media Coordinator, All-other Media Coordinators, Education Materials Coordinator, News Conference / Press Release Coordinator; Interview Coordinator, Media Liaison, Incident Command /EOC Liaison, Elected and Appointed Officials / State and adjacent counties Liaison, 3-1-1 Wyandotte Call Center & The Salvation Army's 2-1-1 Help Line Information Coordinator, Website Coordinator, Very Important Person (VIP) tour Coordinator, Special Populations Segment Coordinator, and Incident Management Systems Coordinator.
12	ICP/EOC Liaison will coordinate with ESF 6 for details on shelter capacity and availability for people and animals. Then disseminate information to JIC to be dispersed via County on-line website, Social Media, media press releases and media conferences, 3-1-1 and 2-1-1 information lines.
13	Inform the public of health and/or safety concerns and ways to reduce or eliminate the associated dangers.
14	In coordination with the EOC Team, release emergency information as dictated by the situation.
15	Ensure the Citizen 3-1-1 Call Center "Helpline" is receiving timely accurate information.
16	Implement a proactive public information strategy to ensure the media's needs are being met.
Recovery (Post Event) Actions for UG Public Relations Department ESF 15 – Public Relations Department	
1	Actions assigned all ESF partners.
2	Provide plans, programs and systems used to control rumors by correcting misinformation rapidly (e.g., providing corrections in news conference, releases, web/social media, phone calls to media, etc.)
3	Provide continuous and accessible public information about the disaster (e.g., media briefings, press releases, Unified Government TV, Emergency Alert System, text messages, door-to-door warnings, websites, and social media sites) and recovery activities.
4	Verify information's accuracy before releasing to public.
5	Ensure that information provided by all sources includes the content necessary to enable reviewers to determine its authenticity and potential validity.



6	Ensure that disaster response costs are accurately recorded for the utilization of labor, materials, and equipment for all individuals/organizations involved.
7	Continue all emergency public information activities based on the circumstances and the organizations involved in the recovery efforts.
8	Distribute information on what to do when returning to your damaged home and how and where to apply for different types of disaster assistance.
Mitigation Actions for UG Public Relations Department ESF 15 – Public Relations Department	
1	Actions assigned all ESF partners.
2	Provide plans, programs and systems used to control rumors by correcting misinformation rapidly (e.g., providing corrections in news conference, releases, web/social media, phone calls to media, etc.)

Primary: Board of Public Utilities	
Response (During Event) Actions for Board of Public Utilities	
1	Actions assigned all ESF partners.
2	Collect / provide to the EOC information on restoration activities and timeframes

Primary: City of Bonner Springs	
Preparedness (Pre-Event) Actions for City of Bonner Springs	
1	Actions assigned all ESF partners.
2	Ensure emergency responders are familiar with public information procedures and know how and when to refer the media to the appropriate field or JIC personnel for information.
Response (During Event) Actions for City of Bonner Springs	
1	Actions assigned all ESF partners.
2	Use media outlets and will work with the media during an emergency (e.g. schedule press briefings; establish media centers on-scene; control access to the scene, responders, and victims)
3	Coordinate with the ESF 15 Coordinator on the release of countywide information.
4	Provide staff to support the EOC and/or JIC as needed to assist with ESF 15 activities.
Recovery (Post Event) Actions for City of Bonner Springs	
1	Actions assigned all ESF partners.
2	Use media outlets and will work with the media during an emergency (e.g. schedule press briefings; establish media centers on-scene; control access to the scene, responders, and victims)



Primary: City of Edwardsville	
<i>Preparedness (Pre-Event) Actions for City of Edwardsville</i>	
1	Actions assigned all ESF partners.
2	Ensure emergency responders are familiar with public information procedures and know how and when to refer the media to the appropriate field or JIC personnel for information.
<i>Response (During Event) Actions for City of Edwardsville</i>	
1	Actions assigned all ESF partners.
2	Use media outlets and will work with the media during an emergency (e.g. schedule press briefings; establish media centers on-scene; control access to the scene, responders, and victims)
3	Coordinate with the ESF 15 Coordinator on the release of countywide information.
<i>Recovery (Post Event) Actions for City of Edwardsville</i>	
1	Actions assigned all ESF partners.
2	Use media outlets and will work with the media during an emergency (e.g. schedule press briefings; establish media centers on-scene; control access to the scene, responders, and victims)

Primary: Kansas City Kansas Fire Department	
<i>Preparedness (Pre-Event) Actions for Kansas City Kansas Fire Department</i>	
1	Actions assigned all ESF partners.
2	Ensure emergency responders are familiar with public information procedures and know how and when to refer the media to the appropriate field or JIC personnel for information.
<i>Response (During Event) Actions for Kansas City Kansas Fire Department</i>	
1	Actions assigned all ESF partners.
2	Use media outlets and will work with the media during an emergency (e.g. schedule press briefings; establish media centers on-scene; control access to the scene, responders, and victims)
3	Provide trained PIOs to support the EOC and/or JIC as needed to assist with ESF 15 activities.
<i>Recovery (Post Event) Actions for Kansas City Kansas Fire Department</i>	
1	Actions assigned all ESF partners.
2	Use media outlets and will work with the media during an emergency (e.g. schedule press briefings; establish media centers on-scene; control access to the scene, responders, and victims)



Primary: Kansas City Kansas Police Department	
<i>Preparedness (Pre-Event) Actions for Kansas City Kansas Police Department</i>	
1	Actions assigned all ESF partners.
2	Ensure emergency responders are familiar with public information procedures and know how and when to refer the media to the appropriate field or JIC personnel for information.
<i>Response (During Event) Actions for Kansas City Kansas Police Department</i>	
1	Actions assigned all ESF partners.
2	Use media outlets and will work with the media during an emergency (e.g. schedule press briefings; establish media centers on-scene; control access to the scene, responders, and victims)
3	Provide trained PIOs to support the EOC and/or JIC as needed to assist with ESF 15 activities.
4	Ensure Field PIOs are communicating with the ESF 15 Coordinator
<i>Recovery (Post Event) Actions for Kansas City Kansas Police Department</i>	
1	Actions assigned all ESF partners.
2	Use media outlets and will work with the media during an emergency (e.g. schedule press briefings; establish media centers on-scene; control access to the scene, responders, and victims)

Primary: Unified Government 3-1-1 Call Center	
<i>Preparedness (Pre-Event) Actions for Unified Government 3-1-1 Call Center</i>	
1	Actions assigned all ESF partners.
2	Ensure the capability is in place to augment personnel and the telephone lines for the Citizen 3-1-1 Call Center "Helpline".
3	Collect and maintain talking point information from ESF 15 to provide to the public

Primary: Unified Government Mayor/CEO's Office	
<i>Response (During Event) Actions for Unified Government Mayor/CEO's Office</i>	
1	Actions assigned all ESF partners.
2	Work with the EOC and ESF 15 Coordinator to coordinate news conferences and events.
3	Serve as spokesperson for Wyandotte County, KCK Unified Government.



Primary: Unified Government Public Works Department	
<i>Preparedness (Pre-Event) Actions for Unified Government Public Works</i>	
1	Actions assigned to all ESF partners
2	Participate in Emergency Management training, drills and exercises
3	Be familiar with departmental standards, operating procedures for all divisions and maintain personnel call-up lists
4	Establish an ESF coordinator in each of Public Works Divisions. Coordinators will further ensure the timely and accurate flow on on-the-ground information
5	Ensure Public Works Fiscal Officer is aware of the EOS program and operational responsibility
6	Develop applicable standard operating procedures, guidelines and/or checklists detailing the accomplishment of their assigned functions
7	Evaluate response and recommend changes to ESF 15 Annex to correct shortfalls and improve future response activities
<i>Response (During Event) Actions for Unified Government Public Works Department</i>	
1	Gather information from multiple divisions to ensure the EOC team is accurately informed
2	Gather information from multiple divisions to ensure Public Relations is accurately informed
3	Work with EOC team to deploy critical Public Works assets as needed
4	Regularly update Public Works Fiscal Officer on status of all division operations
5	Participate in a Joint Information Center (JIC) should one be established
6	Provide trained PIOs to support the EOC and/or JIC as needed to assist with ESF 15 activities
7	Provide technical subject matter expertise when required by the situation
8	Participate in EOC briefings, incident action plans, situation reports and meetings to support ESF15
9	In coordination with the EOC team, release emergency information
10	Resolve any conflicting information and dispel rumors
11	Provide documentation for possible financial reimbursement process for recovery activities
<i>Recovery (Post Event) Actions for Unified Government Public Works Department</i>	
1	Work with Public Relations to provide the community with accurate post event information and educational material
2	Mobilize division assets as needed to support recovery efforts
3	Ensure Public Works Fiscal Officer is aware of post event recovery efforts
4	Evaluate response and recommend changes to Public Works information gathering an asset allocation to correct shortfalls and improve future response activities
5	Participate in briefings, incident action plans and situation reports



6	Ensure personnel receive appropriate support for processing traumatic incidents as needed
7	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required
Mitigation Actions for Unified Government Public Works Department	
1	Promote preparedness information by working with division leaders, supervisors and managers
2	Provide ESF 15 representation
3	Prevent communication silos to ensure accurate, open and timely communication between divisions

Primary: Wyandotte County Public Health Department	
Response (During Event) Actions for Wyandotte County Public Health Department	
1	Actions assigned all ESF partners.
2	Provide trained PIOs to support the EOC and/or JIC as needed to assist with ESF 15 activities.
3	Provide technical subject matter expertise when required by the situation.

Primary: Wyandotte County Sheriff's Office	
Preparedness (Pre-Event) Actions for Wyandotte County Sheriff's Office	
1	Actions assigned all ESF partners.
Response (During Event) Actions for Wyandotte County Sheriff's Office	
1	Actions assigned all ESF partners.
1	Use media outlets and will work with the media during an emergency (e.g. schedule press briefings; establish media centers on-scene; control access to the scene, responders, and victims)
Recovery (Post Event) Actions for Wyandotte County Sheriff's Office	
1	Actions assigned all ESF partners.
2	Use media outlets and will work with the media during an emergency (e.g. schedule press briefings; establish media centers on-scene; control access to the scene, responders, and victims)

Support: American Red Cross	
Response (During Event) Actions for American Red Cross	
1	Actions assigned all ESF partners.



Support: Bonner Springs Fire and EMS Department

Response (During Event) Actions for Bonner Springs Fire and EMS Department

1 | Actions assigned all ESF partners.

Support: Bonner Springs Police Department

Response (During Event) Actions for Bonner Springs Police Department

1 | Actions assigned all ESF partners.

Support: Donnelly College

Response (During Event) Actions for Donnelly College

1 | Actions assigned all ESF partners.

Support: Edwardsville Fire Department

Response (During Event) Actions for Edwardsville Fire Department

1 | Actions assigned all ESF partners.

Support: Edwardsville Police Department

Response (During Event) Actions for Edwardsville Police Department

1 | Actions assigned all ESF partners.

Support: Kansas City Kansas Community College

Response (During Event) Actions for Kansas City Kansas Community College

1 | Actions assigned all ESF partners.

Support: Kansas Division of Emergency Management

Response (During Event) Actions for Kansas Division of Emergency Management

1 | Actions assigned all ESF partners.

Support: Kansas State School for the Blind

Response (During Event) Actions for Kansas State School for the Blind

1 | Actions assigned all ESF partners.

Support: Providence Medical Center

Response (During Event) Actions for Providence Medical Center

1 | Actions assigned all ESF partners.



Support: The Salvation Army

Response (During Event) Actions for The Salvation Army

1 | Actions assigned all ESF partners.

Support: Unified School District 202 - Turner

Response (During Event) Actions for Unified School District 202 - Turner

1 | Actions assigned all ESF partners.

Support: Unified School District 203 - Piper

Response (During Event) Actions for Unified School District 203 - Piper

1 | Actions assigned all ESF partners.

Support: Unified School District 204 - Bonner Springs/Edwardsville

Response (During Event) Actions for Unified School District 204 - Bonner Springs/Edwardsville

1 | Actions assigned all ESF partners.

Support: Unified School District 500 - Kansas City Kansas

Response (During Event) Actions for Unified School District 500 - Kansas City Kansas

1 | Actions assigned all ESF partners.

Support: United Way 2-1-1 Information Line

Response (During Event) Actions for United Way 2-1-1 Information Line

1 | Actions assigned all ESF partners.

Support: The University of Kansas Hospital

Response (During Event) Actions for The University of Kansas Hospital

1 | Actions assigned all ESF partners.

Support: The University of Kansas Medical Center

Response (During Event) Actions for The University of Kansas Medical Center

1 | Actions assigned all ESF partners.

Support: Kansas City Regional Community Organizations Active in Disasters (KCR COAD)

Response (During Event) Actions for Kansas City Regional Community Organizations Active in Disasters (KCR VOAD)

1 | Actions assigned all ESF partners.



Support: Wyandotte County Emergency Management	
<i>Preparedness (Pre-Event) Actions for Wyandotte County Emergency Management</i>	
1	Ensure adequate space and equipment is available for a JIC in a location in proximity to the EOC.
2	Ensure all departments have trained staff to support the JIC.
3	Make accommodations for 24-hour staffing.
4	Develop and maintain this ESF Annex as well as supporting Operating Procedures.
5	Develop and maintain public instructions for identified hazards including materials for managers of congregate care facilities, such as childcare centers, group homes, assisted living centers, and nursing homes.
<i>Response (During Event) Actions for Wyandotte County Emergency Management</i>	
1	Use outdoor warning sirens as needed
2	Provide evacuation instructions and shelter locations.
3	Coordinate with the UG Policy Group and UG Legal Department regarding suspension and/or waiver of specific regulatory requirements for the duration of the response/recovery.
4	Work with the EOC and ESF 15 Coordinator to coordinate VIP tours of the affected area(s).
5	Support the establishment of the Joint Information Center
6	Collect information to develop a Common Operating Picture and the Incident Support Plan from which talking points can be derived to share with Senior Leadership and the Media
<i>Recovery (Post Event) Actions for Wyandotte County Emergency Management</i>	
1	Coordinate with the UG Policy Group and UG Legal Department regarding suspension and/or waiver of specific regulatory requirements for the duration of the response/recovery.
2	Gather subject matter information for UG Public Relations Department to distribute on returning to your damaged home and how and where to apply for different types of disaster assistance.
<i>Mitigation Actions for Wyandotte County Emergency Management</i>	
1	Develop a campaign to promote the importance of maintaining adequate insurance.
2	Provide information and increase awareness about safe rooms and other shelter methods.
3	Promote preparedness information that will lessen the impact of disasters, such as having a disaster preparedness kit and a family disaster plan.



4 REFERENCES/ADDENDUMS

The following reference documents are available from Wyandotte County Emergency Management.

- [MARC Regional Coordination Guide for ESF 15](#);
- [Region L Multi-Jurisdictional Hazard Mitigation Plan, 2019 - 2024](#) ;
- Language Translation Services – see ESF 6 Addendum 9 Interpreter and Translator Services

The following documents are addendums to this ESF.

- Public Information and External Communications Contacts (Addendum 1)
- Sample Shelter in Place Instructions (Addendum 2)
- Unified Government Communications Inventory and Social Media Pathways (Addendum 3)
- Dealing with the Media Elected Leaders Flyer (Addendum 4)
- Media Contact List (Addendum 5)