

TRAINING

0643

(September 1991)

Performing the task of an information officer during a major incident requires interpersonal skills, a desire to act in a public relations role, and specialized training.

Criteria used to select potential information personnel include:

- Availability - Personnel should be identified in areas not directly attached to initial attack and be available when the need arises. These personnel may include fire prevention officers, foresters, camps personnel, clerical personnel, retirees, and selected volunteers-in-prevention.
- Public Speaking - Personnel should be able to speak clearly and concisely.
- Job Experience - Personnel should have a working knowledge of CAL FIRE, firefighting methods, resource management, and fire prevention.
- Interpersonal Skills - Personnel should be able to work with diverse groups of people.

The following sections describe training requirements for positions within the information function. For an individual to be assigned to perform in one of the positions described, he/she must possess the training and experience criteria listed in the section.

INCIDENT INFORMATION OFFICER/INFORMATION CENTER MANAGER/INFORMATION FIELD MANAGER

0643.1

(September 1991)

The Incident Information Officer is the single person accountable to the Incident Commander for the information function. The position requires qualified and experienced personnel from the Assistant Information Officer level.

Training for the Incident Information Officer, Information Center Manager, and Information Field Manager positions include:

- Basic Incident Command System – (I-220)
- 24-hour Information Office Manager Skills Course
- Information Officer (I-403)
- Command and General Staff Training Exercise (I-420)

Special consideration should be given to obtaining training in the overall management of the information system and a Public Information in Disaster Course (available through the Office of Emergency Services—California Specialized Training Institute).

ASSISTANT INFORMATION OFFICER

0643.2

(September 1991)

Available permanent personnel including clerical personnel; staff from nurseries, camps, units, regional offices, and the Sacramento Headquarters; and staff from allied agencies and cooperators can perform the Assistant Information Officer position.

Training for the position includes the following:

- Basic Incident Command System (I-220)
- Information Officer (I-403)
- Information Officer Skills (24 hours)

INFORMATION SPECIALIST

0643.3

(September 1991)

Clerical personnel, retirees (CAL FIRE, USFS, etc.), volunteers-in-prevention, and entry level trainees can perform the Information Specialist position.

Training for the position requires the following:

- Basic Incident Command System (I-220) - 12 hours
- Information Skills - Information Specialist - 8 hours (see Section 0643.5)

As these people complete their training, they will be assigned to an information center as a trainee under close supervision until the Incident Information Officer finds their performance satisfactory (minimum of 4 hours).

TRAINEE PROGRAM

0643.4

(September 1991)

After completing training courses, each person will function as a trainee to gain necessary experience. The trainee assignment should last three to four days. Upon completion of the trainee assignment, a fireline evaluation form will be completed.

Trainees will be considered as above normal staffing when possible, a consideration allowing for broader exposure to information functions. Incident Information Officers should be receptive to and aggressive in requesting trainees.

After completing four assignments as an Assistant Information Officer, a trainee qualifies for assignment as an Information Center Manager or Information Field Manager trainee.

After functioning as an Information Center Manager and Information Field Manager a trainee can act as an Incident Information Officer trainee.

TRAINING COURSES

0643.5

(September 1991)

A series of skills courses are available for training incident information personnel. The following sections detail the 8-hour skills course for Information Specialists and the 24-hour skills course for management training.

8-HOUR SKILLS COURSE

0643.5.1

(September 1991)

The 8-hour skills class for Information Specialist is the local unit's responsibility. The following subjects are recommended:

- How to answer the telephone
- How to deal with inquiries from the public
- How to deal with news media inquiries
- Demobilization procedures
- Working in the field and the center
- Pre-incident information
- Fire terminology
- Forms (ICS-214, news release log, ICS-209, ICS-213)
- Interagency overviews

24-HOUR SKILLS COURSE

0643.5.2

(September 1991)

Regions are responsible for the 24-hour skills course for Incident Information Officers and Field and Center Managers. The following subjects are required:

- Community relations/community problems
- Materials needed
- Media interviews

- Ordering materials
- Shift plans
- Computer uses--capabilities, dissemination
- Post-incident information
- Sacramento and regional information centers
- USFS internal flow
- Special needs--USFS, Legislators, public and community meetings
- Adverse press
- Writing news releases
- Mutual aid process/Multi-agency concerns
- Forms (FC-33, FC-42, Air Agreement, ICS Forms)
- Use of Volunteers-in-Prevention

[\(see next section\)](#)

[\(see HB Table of Contents\)](#)

[\(see Forms or Forms Samples\)](#)