

UNIT INFORMATION CENTER OPERATING GUIDE

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Each unit should develop an Information Center Operating Guide which addresses the facility, supplies, and operational procedures.

The guide should include the following items regarding the facility:

- Schematic of building
- Location of copy machines
- Restrooms
- Additional conference space
- Storage of supplies
- Telephone hook-ups
- Break rooms
- Computer hook-ups
- Typewriters
- FAX machines
- ECC and service center
- Parking

The guide should address the following items regarding supplies:

- Inventory
- Written ordering and stocking procedures
- Locations of ICS forms

- Locations of phone directories and phones lists, including:
 - Red Cross
 - Sheriff
 - USFS
 - Hospitals
 - Burn center

The guide should address the following procedures:

- How to answer the telephone
- Telephone numbers
- How to order additional phones
- Local media service
- Answering machine operation and sample scripts
- Media lists
- Contact person for donations of newspapers
- Ordering personnel
- Use of Volunteers-in-Prevention (Information Center and Hams)
- Recommended shift hours
- Phone lists of city, county, state, and federal officials
- Meals/lodging procedures
- How to operate copy machines, FAX, computers, and Data General
- Time slip procedures for CAL FIRE/USFS
- Securing the center
- Interagency agreements

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

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

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