ASPR TRACIE Technical Assistance Request

Request Receipt Date (by ASPR TRACIE): 9 July 2019
Response Date: 12 July 2019
Type of TA Request: Standard

Request:

The requestor asked for technical assistance locating resources on Joint Information Center (JIC) models.

Response:

The ASPR TRACIE Team reviewed existing Topic Collections; namely our Communication Systems, Family Reunification and Support, Information Sharing, and Emergency Public Information and Warning/Risk Communications Collections. We also conducted an online search for additional relevant materials. Resources in this document include JIC models, plans, guidance documents, and other relevant materials.

I.   Joint Information Center Resources

Argonne National Laboratory. (n.d.). Joint Information System/Center Guide. A Key to Effective Communication During a Crisis. (Accessed 7/11/2019.)

> This two-page reference guide provides suggestions on establishing and operating effective JICs. It also includes an organizational chart and briefly outlines the roles/ responsibilities of JIC personnel.

ASPR TRACIE. (2018). Tips for Healthcare Facilities: Assisting Families and Loved Ones after a Mass Casualty Incident.

> This ASPR TRACIE tip sheet highlights best practices and issues related to planning for, activating, and operating hospital or healthcare facility Family Information Centers (FIC)/ Family Support Centers (FSC), in collaboration with Family Reception Centers (FRC) and Family Assistance Centers (FAC).

Brewer, B. (2014). Building a Joint Information Center. The Crisis Communicator.

> This article provides an overview of the U.S. National Response Team Joint Information Center Model (also referenced in this document), and outlines the benefits to using this model when establishing a JIC.

Central Ohio Public Information Network. (2009). [Crisis Communication and Joint Information Center Plan](#).

> This plan provides a framework for the mobilization, organization, and operation of communications personnel who assist in providing information to the media, public and stakeholders during emergencies.

Fetty Coleman, K. (n.d.). [Joint Information Center (JIC) Operations for Public Health Emergencies](#). (Accessed 7/11/2019.) West Virginia Department of Health and Human Resources.

> This PowerPoint presentation provides an overview of a JIC, and how it is established and operated. A sample JIC organizational chart is also provided.

Shields, S., Wilson, M., Amara, R., et al. (2013). [Family Information Center Planning Guide for Healthcare Entities](#). Los Angeles County Emergency Medical Services Agency (EMS).

> This guide for healthcare providers describes the elements necessary to develop a Family Information Center (FIC) plan (e.g., providing information, support services, and reunification assistance to families of disaster patients). This guide includes information on activation, management, and demobilization of a FIC, in addition to example forms, diagrams, and needed resources.

U.S. Department of Energy, National Energy Technology Laboratory. (2009). [Joint Information Center In-a-Box](#).

> The speaker in this approximately seven-minute video discusses the key items needed for a portable JIC during a disaster.

U.S. Department of Homeland Security, Federal Emergency Management Agency. (n.d.). [Crisis Communications Planning: Establishing Joint Information Centers](#). (Accessed 7/11/2019.) Lessons Learned Information Sharing (LLIS.gov).

> This "Best Practice" document from LLIS.gov provides guidance to state and local government agencies on establishing and operating a JIC.

U.S. Environmental Protection Agency, U.S. National Response Team. (2013). [National Response Team (NRT) Joint Information Center Model: Collaborative Communications during Emergency Response](#).

> This federal document provides an overview of JICs and addresses the structure, processes, functional positions, and roles/ responsibilities of JIC personnel. It is divided into the following three sections: Background and Overview, Establishing a Joint Information Center, and Joint Information Center Staffing. **NOTE**: This document is cited in many of the resources included in this response.

T R A C I E
HEALTHCARE EMERGENCY PREPAREDNESS
INFORMATION GATEWAY

U.S. Federal Emergency Management Agency, Emergency Management Institute. (2013). [IS-702.A: National Incident Management System (NIMS) Public Information Systems](#).

    This 3-hour, web-based course provides training to local and state public information officers on the National Incident Management System (NIMS). It includes information on applying NIMS public information systems/ protocols during incident management, and how to operate a JIC.