

Regional Hazardous Materials Emergency Response Plan
Washoe County Emergency Management and Homeland Security Program

SECTION 6: COMMUNICATIONS, PUBLIC INFORMATION, AND COMMUNITY RELATIONS

Section 6 contains details on communications during a hazardous materials (HAZMAT) incident, including public information and community relations.

6.1 Communications

The Washoe County Emergency Management and Homeland Security Program (WCEM) communicates among stakeholders on a routine basis with email, telephones, 800 MHz radios, satellite telephones, cellular telephones, video-teleconferencing, and text/paging. Many of these methods are embedded in systems used to conduct alert notifications, and warnings to the public.

Specific provisions should be made for accurate and efficient communication among all of the various organizations during the response. This includes the use of radios, telephones, cellular phones, satellite, and computers.

See the Regional Hazardous Materials Response Team Operating Guide (found on the LEPC website washoecounty.us/lepc) for operations level communications. See Emergency Communications and Public Information Plan, a functional annex in WebEOC.

The primary frequency used by the Regional Hazardous Materials Response Team will be determined by the authority having jurisdiction (AHJ) on scene. This may be subject to change as incident needs dictate or an alternate communications plan is developed.

6.2 Public Information and Community Relations

It is important to provide accurate information to the public concerning hazardous materials releases. See the Emergency Communications and Public Information Plan and Emergency Communications and Public Information Toolkit (Toolkit) in WebEOC under file library in functional annexes. Sample announcements are provided for use during HAZMAT incidents to guide the Public Information Officer during incident reporting.

The Toolkit can be used during a HAZMAT incident for communications and public information:

- Emergency Communications and Public Information Checklist – Pages 1-2
- Pre-Scripted Messaging Templates – Page 3
- Message Development Checklist – Page 4
- Hazardous Materials Scripts – Pages 16-19