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| **Public Information and Warning** |
| *CRC Station/Area:* [Insert CRC Station or Area evaluated] |
| *Drill Objective 5:* **Address the communication and information issues related to the operation of the CRC.** |
| *Core Capability:* Public Information and Warning  Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and, as appropriate, the actions being taken and the assistance being made available. (1) Inform all affected segments of society by all means necessary…of critical lifesaving and life-sustaining information to expedite the delivery of emergency services and aid the public to take protective actions. (2) Deliver credible messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions and facilitate the transition to recovery. |
| **Organizational Capability Target 1: Effectively address the communication and information needs of people presenting to the CRC.**  *Critical Task:* Provide clear and correct instructions, answers, and explanatory information to people presenting at the CRC.  *Critical Task:* Have simple, easy-to-understand materials and information available to people entering the CRC. This should include materials such as a Q&A explaining the role of the CRC, what a CRC does and what it does not do, and the nature of the radiation monitoring and decontamination process.  *Critical Task:* Provide those being discharged from the CRC with clear, easy to understand discharge instructions, in accordance with local plans. [In terms of evaluating the plan, the discharge instructions should notify people that they may be contacted by the health department for further monitoring or evaluation and provide them with basic information about radiation and its effects on human health, recommended actions to be taken by the public to safeguard their health, and points of contact for further information.]  *Critical Task:* [Insert task from plans, protocols, or procedures]  **Source(s):** [Insert name of plan, protocol, or procedure] |
| **Organizational Capability Target 2: Effectively address the communication and information needs of special populations presenting at the CRC.**  *Critical Task:* Have age-appropriate information and explanations available for children.  *Critical Task:* Have information available for pregnant women, including where reproductive counseling may be obtained.  *Critical Task:* Be able to address the information needs of non-English speakers, individuals with hearing and visual disabilities, and other special populations.  *Critical Task:* [Insert task from plans, protocols, or procedures]  **Source(s):** [Insert name of plan, protocol, or procedure] |
| **Organizational Capability Target 3: Effectively address the communication and information needs of personnel working at the CRC.**  *Critical Task:* Through the use of trainings, briefings, or similar mechanisms, ensure that CRC staff members have the opportunity to identify any questions, concerns, or information needs related to CRC operations.  *Critical Task:*  Have easy-to-understand informational materials available to answer questions and address concerns and information needs of CRC personnel and their families.  *Critical Task:* [Insert task from plans, protocols, or procedures]  **Source(s):** [Insert name of plan, protocol, or procedure] |

| **Associated Critical Tasks** | | **Observation Notes and**  **Explanation of Rating** | **Rating** |
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| **Organizational Capability Target 1: Effectively address the communication and information needs of people presenting to the CRC.** | | | |
| Provide clear and correct instructions, answers, and explanatory information to people presenting at the CRC.  ([insert reference name, section, page]) | |  |  |
| Have simple, easy-to-understand materials and information available to people entering the CRC. This should include materials such as a Q&A explaining the role of the CRC, what a CRC does and what it does not do, and the nature of the radiation monitoring and decontamination process.  ([insert reference name, section, page]) | |  |  |
| Provide those being discharged from the CRC with clear, easy to understand discharge instructions, in accordance with local plans. [In terms of evaluating the plan, the discharge instructions should notify people that they may be contacted by the health department for further monitoring or evaluation and provide them with basic information about radiation and its effects on human health, recommended actions to be taken by the public to safeguard their health, and points of contact for further information.]  ([insert reference name, section, page]) | |  |  |
| [Insert task from plans, protocols, or procedures]  ([insert reference name, section, page]) | |  |  |
| **Organizational Capability Target 2: Effectively address the communication and information needs of special populations presenting at the CRC.** | | | |
| Have age-appropriate information and explanations available for children.  ([insert reference name, section, page]) | |  |  |
| Have information available for pregnant women, including where reproductive counseling may be obtained.  ([insert reference name, section, page]) | |  |  |
| Be able to address the information needs of non-English speakers, individuals with hearing and visual disabilities, and other special populations.  ([insert reference name, section, page]) | |  |  |
| [Insert task from plans, protocols, or procedures]  ([insert reference name, section, page]) | |  |  |
| **Organizational Capability Target 3: Effectively address the communication and information needs of personnel working at the CRC.** | | | |
| Through the use of trainings, briefings, or similar mechanisms, ensure that CRC staff members have the opportunity to identify any questions, concerns, or information needs related to CRC operations.  ([insert reference name, section, page]) | |  |  |
| Have easy-to-understand informational materials available to answer questions and address concerns and information needs of CRC personnel and their families.  ([insert reference name, section, page]) | |  |  |
| [Insert task from plans, protocols, or procedures]  ([insert reference name, section, page]) | |  |  |
|  |  | **Final Core Capability Rating** |  |

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| **Ratings Key** |
| P – Performed without Challenges  S – Performed with Some Challenges  M – Performed with Major Challenges  U – Unable to be Performed |

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| **Observations** |
| *CRC Station/Area:* [Insert CRC Station or Area evaluated] |
| *Strengths:* |
| *Areas for Improvement:* |
| *Additional Observations:* |

Evaluator Name

Evaluator E-mail

Phone

## Ratings Definitions

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| **Performed without Challenges (P)** | The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. |
| **Performed with Some Challenges (S)** | The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified. |
| **Performed with Major Challenges (M)** | The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws. |
| **Unable to be Performed (U)** | The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s). |