

## **Information & Resources Agency Profile (I&R)**

### **1. Resources:**

- We have two office facilities but only main office is safe to use.
- Current staff available is a fluid mix of all our employee types.
- 35 volunteers have spontaneously come to help after a news report went out that you are understaffed but they are not very computer savvy nor are you quite sure how good their language skills are.
- Over 40% of our computers were not strapped to their desk and are broken.
- Infrastructure damage outside our facility is compromising the integrity of our phone lines and calls continue to be dropped.

### **2. Internal Situation:**

- Outside communication with others is still difficult. It remains almost impossible to receive accurate information regarding available services around medical issues, sheltering and feeding.
- Individual staff members are giving notice that they are leaving for home throughout the day.
- 25% employees have asked to shelter on-site for 24 hours because their homes were destroyed and they do not want to go to a public shelter.(I changed to a percentage since I don't know how many staff they have – it might not be more than 10)
- Lack of potable water is a huge issue.

## **IMMEDIATE OBJECTIVES**

Look around your table. These are the people available to make up the Command Structure for the facility.

Create a Command Structure using the principles of the Incident Command System. Use the blank organizational chart if you wish.

Have the Command Staff create at least two objectives for the day, reacting to the information regarding status and resources of the facility.

Each person with a leadership role or that is a Section Chief should identify what steps they need to take to support the overall objectives.

Remember that you can reach out to the Local Government Emergency Operations Center if you need.

# INJECT #1

Your phone bank is coming back online as communications are stabilizing.

However, you are having difficulty getting access to accurate up-to-date information about whether or not local nonprofits are open and what services they are providing from which sites.

## **INJECT #2**

Unfortunately, your translation service has become unavailable, so you are limited to the languages you have on site.

You are unable to help many callers, and both callers and your staff are very frustrated.