PIM Response Checklist

This checklist is intended to:

* be used alongside the PIM Response procedure
* be used at the ECC, or at the EOC if the ECC is not activated. If it is used for an EOC when the ECC is activated, the tasks will need to be amended appropriately
* be amended to reflect actual processes used by the PIM team
* have text with green highlights replaced with the required information, and yellow highlights deleted

Ensuring tasks are carried out is the responsibility of the PIM Manager. The tasks may be assigned to PIM personnel, unless they are assigned to a specific person below.

Start up

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Done  (tick) | Assigned to | Started (date/time) | Finished  (date/time) |
| **PIM Manager is informed of the emergency** |  | CDEM Duty Officer |  |  |
| **PIM Manager is briefed** by the Controller about current situation and the response and discusses:   * whether the first message will be a media release or a request for broadcast * who is the appropriate spokesperson for these circumstances |  | PIM Manager |  |  |
| **PIM Manager briefs spokesperson** (and Mayor’s office, if Mayor not spokesperson) |  | PIM Manager |  |  |
| **PIM Manager prepares initial message** referring to draft key messages and amending as appropriate (this may occur after setting up the team, during slow onset emergencies) |  |  |  |  |
| Determine what key information needs to go out immediately |  | PIM Manager |  |  |
| Prepare initial message |  | PIM Manager |  |  |
| Get message approved by Controller |  | PIM Manager |  |  |
| Send initial message out |  | PIM Manager |  |  |
| **PIM Manager sets up PIM team:** |  |  |  |  |
| Determine how many PIM team members are needed initially |  | PIM Manager |  |  |
| Recruit people for PIM team from pool using agreed process |  | PIM Manager |  |  |
| Set up a short term roster |  | PIM Manager |  |  |
| **Set up the PIM workspace:** |  |  |  |  |
| Determine initial location of PIM team workspace |  | PIM Manager |  |  |
| Set up PIM workspace with resources and personnel as available |  |  |  |  |
| Determine what (if anything) the media require with Logistics (workspace/catering/accommodation) |  | PIM Manager |  |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | Done  (tick) | Assigned to | | Started (date/time) | | Finished  (date/time) |
| **PIM Manager attends Incident Management Team (IMT) briefing** | | | | |  | PIM Manager | |  | |  |
| Decide in IMT meeting on timing for likely period for updating outgoing information such as media briefings (consider when CDEM and other agencies will be releasing situation reports (SitReps) or agency action plans (AAPs), and when they will be holding briefings) | | | | |  | IMT | |  | |  |
| **Set up media communication** with reference to contacts database | | | | |  |  | |  | |  |
| **Set up communication with key community links**, including any distant communities affected | | | | |  |  | |  | |  |
| **Set up communication with (if applicable):** (include contact details) | | | | | | | | | | |
| NCMC PIM | Group Controller | ECC Planning | ECC Intelligence | EOCs | | | CDCs | |  | |
|  |  |  |  |  | | |  | |  | |
| Call centre | Information point(s) |  |  |  | | |  | |  | |
|  |  |  |  |  | | |  | |  | |
| Fire | Police | Ambulance | Health | MSD | | | Lifeline utilities | |  | |
|  |  |  |  |  | | |  | |  | |

On-going response work

|  |  |
| --- | --- |
| PIM Manager’s on-going tasks | Assigned to |
| Prepare and send out media releases and other messages as required |  |
| Approve messages put on webpages and social media by PIM personnel |  |
| Liaise with Operations, Planning, and Intelligence Managers |  |
| Liaise with PIM Managers at other ECCs/EOCs, and emergency services |  |
| Maintain contact with key community links to share information |  |
| Carry out daily tasks as listed in following section |  |
| Support and update spokespeople |  |
| Once recovery tasks are underway, set up and manage regular scheduled media briefings |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Print off, or cut and paste as required to last duration of emergency | |  |  |  |  | Indicate with a tick | | |
| Daily checklist | Date: |  |  |  |  |  |  |  |
| **PIM Manager daily tasks** | |  |  |  |  |  |  |  |
| Attend CDEM/IMT briefings at ECC/EOC and present progress and any issues or concerns | |  |  |  |  |  |  |  |
| Re-evaluate appropriateness and effectiveness of messages and methods used to distribute | |  |  |  |  |  |  |  |
| Review timing of media briefings | |  |  |  |  |  |  |  |
| Reassess what (if anything) the media require with Logistics (workspace/catering/accommodation) | |  |  |  |  |  |  |  |
| Lead handover briefings at shift changes | |  |  |  |  |  |  |  |
| Review PIM team requirements (personnel, resources, spaces) | |  |  |  |  |  |  |  |
| Ensure tasks recorded in task log are being assigned and completed in good time | |  |  |  |  |  |  |  |
| Review community liaison personnel tasking (if activated) | |  |  |  |  |  |  |  |
| **Daily checks – PIM Manager to carry out remedial actions if not occurring** | |  |  |  |  |  |  |  |
| Information used by PIM personnel to update outgoing messages is current | |  |  |  |  |  |  |  |
| All PIM tasks are written in the task log, and signed off when completed | |  |  |  |  |  |  |  |
| Unsubstantiated information is recorded in the rumour log, and substantiated when practicable | |  |  |  |  |  |  |  |
| The helpline and information point are giving out current information | |  |  |  |  |  |  |  |
| CDEM websites have current information | |  |  |  |  |  |  |  |
| CDEM social media have current information | |  |  |  |  |  |  |  |
| Information coming in from the public is being recorded, monitored, and appropriate actions being taken | |  |  |  |  |  |  |  |
| Approval processes for releasing information are being followed | |  |  |  |  |  |  |  |
| Records of all information (incoming, or released) is being stored so it is easily retrievable for archiving, and is following naming conventions (see PIM DGL for naming conventions) | |  |  |  |  |  |  |  |
| PIM personnel are having regular breaks during their shifts | |  |  |  |  |  |  |  |
| There are sufficient PIM personnel being included in the pools for the rosters to:   * cover the required skills * ensure PIM personnel are getting days off for rest and recuperation | |  |  |  |  |  |  |  |
| PIM personnel are managing stress, and getting enough nourishment and refreshment. | |  |  |  |  |  |  |  |
| Manage media conferences, interviews, and site visits as required | |  |  |  |  |  |  |  |

Winding down

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Done  (tick) | Assigned to | Started (date/time) | Finished  (date/time) |
| Debrief PIM personnel before they return to their business as usual roles, as teams and/or individuals |  |  |  |  |
| Provide PIM issues and learnings to CDEM debriefing sessions |  |  |  |  |
| Ensure all records are archived, following the requirements of the Public Records Act 2005 |  |  |  |  |
| Prepare information and resources for anticipated anniversaries |  |  |  |  |