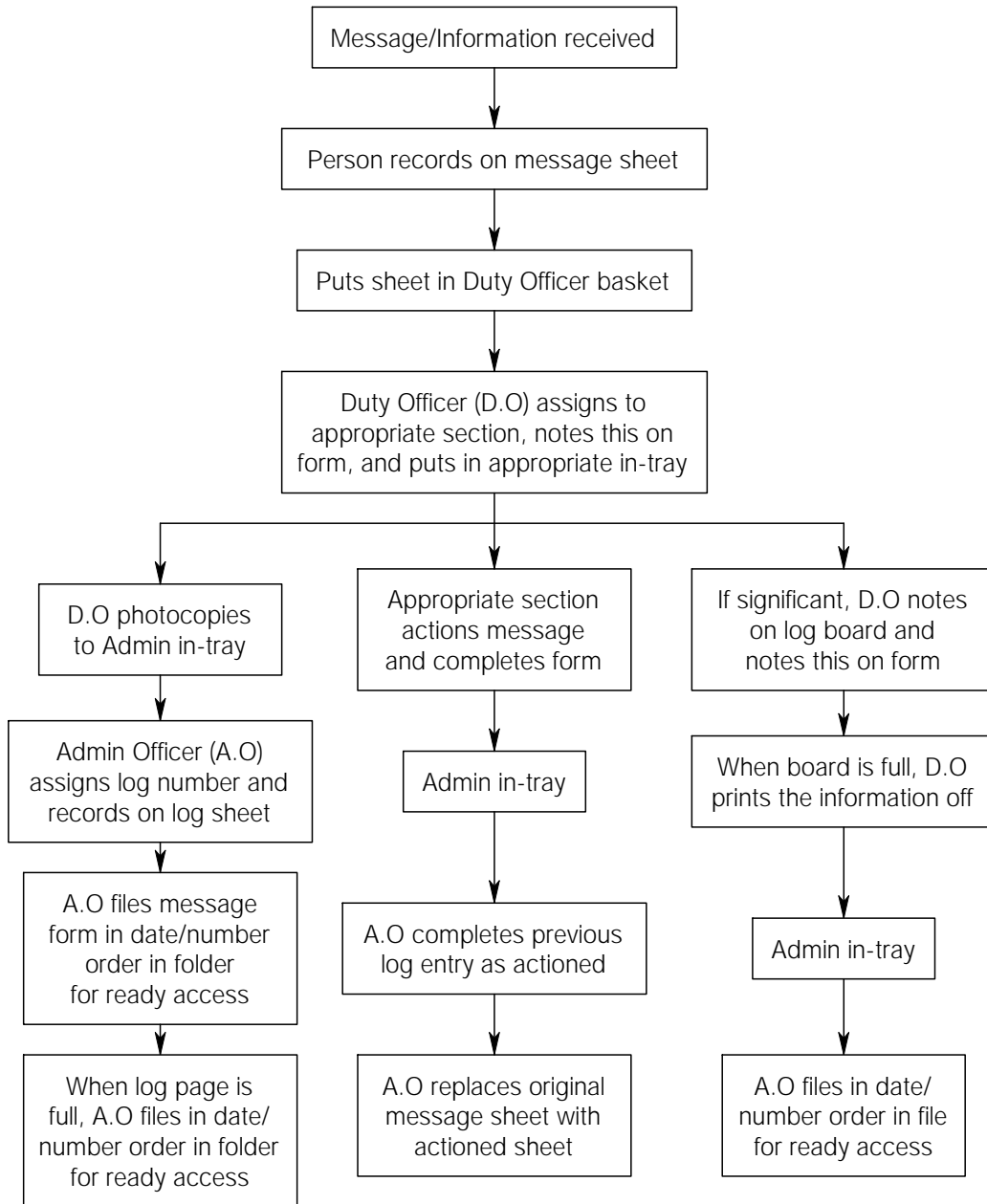


CHAPTER 16 – DOCUMENTATION PROCEDURES

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Marine Oil Spill Message Control Log



Telephone Log/Action Log

All calls and actions must be logged.

Date _____ Call taken by: _____
Section _____
Time of call _____ Caller _____

Request	Action Taken
	(Note: If you are passing the top copy of this page to another person, record here to whom you passed it)

Time Actioned _____

Documentation

The key to any successful response is communication and documentation. Without these two components working smoothly there is the potential for actions and workflow to be missed or duplicated. To ensure that this does not occur; particularly in the Incident Command Centre the following rules should be observed.

General rules for the Incident Command Centre

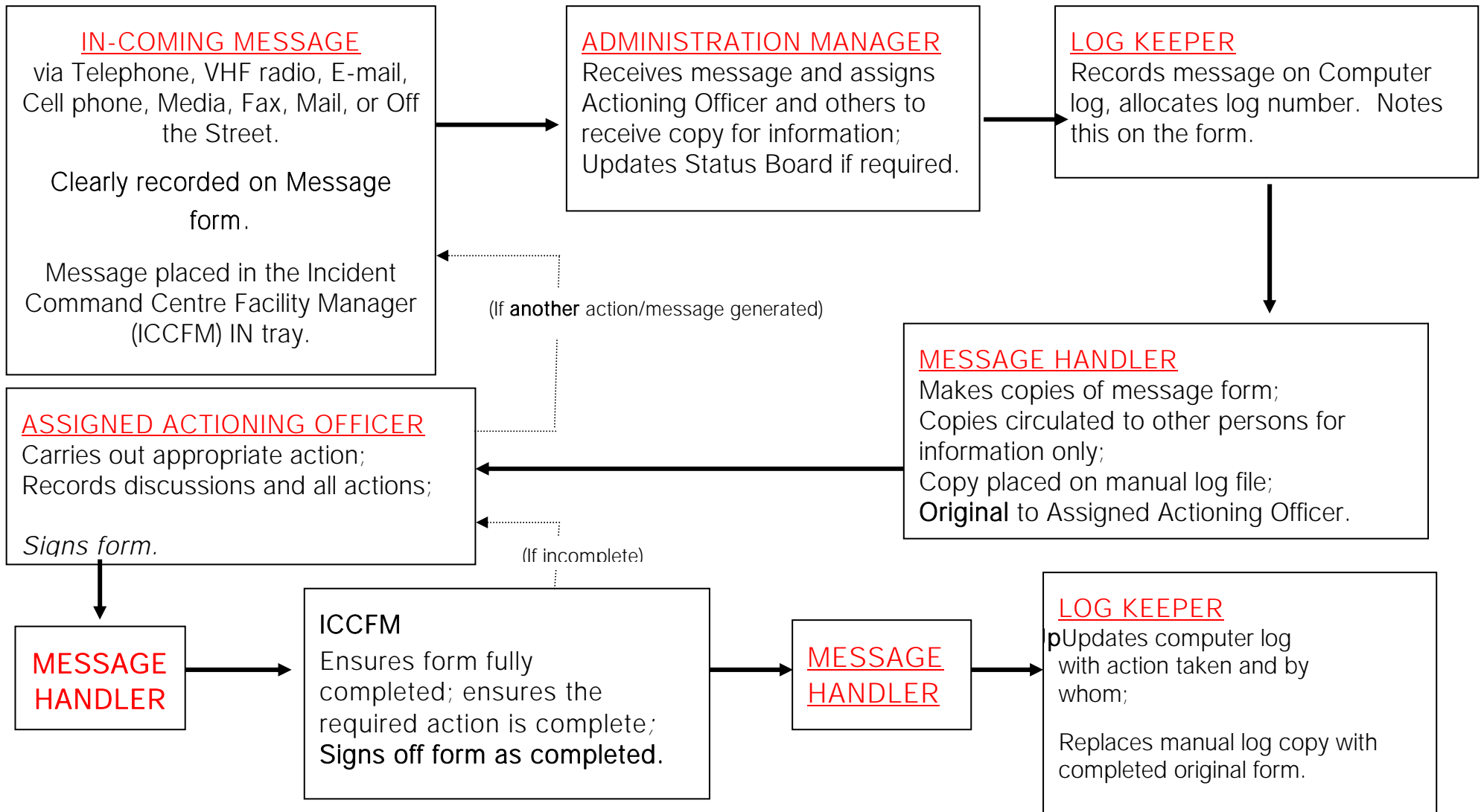
- 1 Record Keeping - is a critical element to the effective operation of the Incident Command Centre. All communications must be recorded on the message forms supplied. There must be a clear, traceable record of all communications and associated actions, within the Incident Command Centre message flow system.

An up-to-date event computer log (history) will be maintained throughout the designated incident, using the message forms. Smaller spills may only require the use of the events recorded against the registered incident within the Work smart system.

- 2 Briefings - regular meetings are vital to ensure that all Incident Command Centre personnel are fully updated on the current state of the incident and to outline the roles and actions in the planned response. These meetings will be called by the Regional On-Scene Commander (ROSC) as appropriate. In a fully functioning ICC for a large Tier 2 response, there would be a briefing in the morning, at midday, and at the end of each day.
- 3 Financial recording - it is critical that all actions and requests involving expenditure are passed promptly to the Accountant. In this way an up-to-date record (spreadsheet) of expenditure can be maintained.
- 4 Message forms - will be provided at each Incident Command Centre work-station to record all communications, including important decision making discussions and response actions (a blank version of this form can be found in Annex 21 of this Plan) The original of each message form will be assigned to the appropriate ICC staff officer(s) for action/information. Each form must be fully completed, detailing all actions taken. The form will then be signed off by the Administration Manager. Both the computer log and the manual log file are to be updated accordingly.

A workflow procedure and supporting information for dealing with communications/messages has been developed to allow the simple tracking of information and requests. This workflow procedure is set out below.

INCIDENT COMMAND CENTRE MESSAGE FLOW



Initial action

Telephone/radio communications from external agencies/parties, including response personnel in the field

All incoming communications from external agencies/parties to the Incident Command Centre will initially be answered by the Regional Council receptionist / telephonist, VHF radio operator or by other ICC personnel by way of their cell phone.

Any person receiving a call by way of their desk phone, cell phone or VHF radio will be responsible for completing the message form. It will not be the responsibility of the receptionist/telephonist to do this. The Regional Council receptionist / telephonist will only forward the phone call to the person most likely to deal with the enquiry.

If there are any doubts about who should initially take the call, then the call will be forwarded to the Community Relations Officer to deal with first.

- The person taking the call will complete a message form with all the necessary information. The form will then be placed in the in tray of the ICCFM.
- The ICCFM, in conjunction with the On-Scene Commander if necessary, will allocate the appropriate officer to action/respond, record this on the form. There should only be one person allocated as 'Actioning Officer'. Copies of the message form can be circulated to other officers, but these should be noted on the copy as "Info Only."
- The computer 'Log Keeper' will allocate a log number from the computer log and note this on the form and arrange to send the original message form to the appropriate 'Actioning Officer' to respond.
- A copy of the original message form is to be placed on the manual log file.

Fax and email communications from external agencies/parties, including response personnel in the field

Fax and email communications in and out of the Incident Command Centre will be treated in the same manner as telephone and radio communications, except for the following:

- The original of any fax received or sent is to be stapled to a message form and placed in the In tray of the ICCFM, to assign an 'Actioning Officer' if required, and subsequent allocation of a log number.
- A printed copy of any E-mail received or sent is to be stapled to a message form prior to sending to the ICCFM, to assign the 'Actioning Officer' and arrange subsequent allocation of a log number.

Personnel to take the following action upon receipt of a message form

Incident Command Centre persons who are assigned the original message form to action should action the form as appropriate. All phone calls and other communications made in relation to the action response should be recorded in the "Action Taken" portion of the form and any related correspondence attached to the back of the form. The form is to be signed and dated accordingly before sending it back to the 'Administration Manager'.

Once the ICCFM is satisfied that appropriate actions have been taken and recorded correctly, the form will be stamped "Actioned" and given to the 'Log Keeper' to record these details. The 'Log Keeper' will replace the photocopy on the manual log file with the original message form and destroy the copy.

If as a result of carrying out an action a further action is required, then a new message form is to be completed and forwarded to the 'Administration Manager' to assign an 'Actioning Officer' and to arrange the allocation of a new log number.

Communications

General rules for the ICC

- Logbooks are provided at each workstation and should be headed with the section title at the beginning of the incident.
- The books are to be used to log all calls in duplicate and any action taken with regard to each call.
- A procedure for dealing with communications has been developed to allow the simple tracking of information and requests, and is set out below.

Communications at the ICC

Telephone/radio communications from external agencies/parties, including response personnel in the field

All incoming communications from external agencies/parties to the ICC will be answered by the ICC Communications Coordinator, with the exception of calls to and from ICC personnel in response to requests initiated by those personnel.

The Communications Coordinator will log each call in their log book, and pass the top copy of the call to the in tray of the Incident Command Centre Facility Manager (ICCFM) for action. The ICCFM will decide, in conjunction with the OSC if necessary, who is the appropriate person to action/respond to the call, note this on the top copy of the log, and pass the top copy of the log to that person.

Persons receiving a top copy of a log to action will do so as soon as practicable. All communications relating to the original communication are to be noted as new items in their own log book, and top copies of these as well as any other relevant written information stapled to the original top copy and placed in the out tray of the ICCFM.

Financial recording

The ICCFM is responsible for passing on all information involving expenditure to the Finance Manager at the ICC. Once recorded/actioned by the Financial Coordinator, the written information/ log book records are to be passed back to the ICCFM.

All such written information, once finished with, is to be passed to the Document Controller by the ICCFM for correlation with the station logbooks, and for the purposes of compiling an events record.

Fax requests and communications

Fax communications into the ICC will be treated in the same manner as phone requests except for the following.

Faxes on arrival will be photocopied. The original fax will be filed by the Communications Coordinator in the OSC/Command Centre fax folder, which will serve as the 'log book' while photocopied faxes will be circulated in the same manner as the top copy of requests recorded in the log book.

Telephone requests received directly at the ICC by actioning persons within the ICC

Calls should be recorded in the logbook of the person receiving the call. Once the call has been actioned, the outcome should be noted in the log book, and other associated phone call logs (top copies) attached and all of this information placed in the out tray of the ICCFM for processing.

General reporting rules

For reporting actions in relation to requests via the communications systems, refer to Communications section above.

Record keeping is a critical element in the response operation at the ICC.

The Document Controller/Event Historian will maintain an up-to-date event history, using all records and communications logs as necessary. This event record will be portrayed in abbreviated form or using other available means to hand, and will be regularly updated as events require.

The Document Controller/Event Historian will fully brief the ICCFM, and any other personnel the OSC considers necessary, at least daily, or at any other time considered necessary by the OSC or ICCFM.

There must be a clear track record of every request and associated action, and the fact that this information was passed on to the relevant person once action had been taken. The Communications section above is designed to achieve this.

Regular briefings and situation report meetings at the ICC are vital to ensuring that all response personnel are fully aware of and up-to-date with the situation, and that there is no confusion over what is happening and who is doing what. These meetings will be called by the OSC as appropriate.

It is critical that all actions and requests involving expenditure are passed on to the Accountant once actioned. In this way an up-to-date record of expenditure can be kept. The Administration Manager can also use this recorded information to advise the OSC with regard to the financial implications of decisions in advance.

Tier 3 Response Documentation/Reporting

Communications

General rules for the ICC

Note: Subject to the workability of systems already in place at the Tier 1/Regional ICC.

- 1 Logbooks are provided at each workstation and should be headed with the section title at the beginning of the incident.
- 2 The books are to be used to log all calls in duplicate and any action taken with regard to each call. An example of the information needed on each log is demonstrated on the 'Telephone log/Action log' sheet below.

Communications at the ICC

A procedure for dealing with communications has been developed to allow the simple tracking of information and requests, and is set out below.

Telephone/radio communications from external agencies/parties, including response personnel in the field

All incoming communications from external agencies/parties to the Incident Command Centre will be answered by the ICC Communications Coordinator, with the exception of calls to and from ICC personnel in response to requests initiated by those personnel (see "Telephone requests..." below).

The Communications Co-ordinator will log each call in their log book, and pass the top copy of the call to the in tray of the Incident Command Centre Facility Manager (ICCFM) for action. The ICCFM will decide, in conjunction with the OSC if necessary, who is the appropriate person to action/respond to the call, note this on the top copy of the log, and pass the top copy of the log to that person.

Persons receiving a top copy of a log to action will do so as soon as practicable. All communications relating to the original communication are to be noted as new items in their own log book, and top copies of these as well as any other relevant written information stapled to the original top copy and placed in the out tray of the ICC.

Financial recording

The ICCFM is responsible for passing on all information involving expenditure to the Finance Coordinator at the ICC. Once recorded/actioned by the Financial Coordinator, the written information/log book records are to be passed back to the ICCFM.

All such written information, once finished with, is to be passed to the Document Controller by the ICCFM for correlation with the station logbooks, and for the purposes of compiling an events record.

Fax requests and communications

Fax communications into the ICC will be treated in the same manner as phone requests except for the following:

- Faxes on arrival will be photocopied. The original fax will be filed by the Communications Coordinator in the OSC/Command Centre fax folder which will serve as the "logbook" while photo copied faxes will be circulated in the same manner as the top copy of requests recorded in the logbook.

Telephone requests received directly at the Command Centre by actioning persons within the Command Centre

Calls should be recorded in the logbook of the person receiving the call. Once the call has been actioned, the outcome should be noted in the log book, and other associated phone call logs (top copies) attached and all of this information placed in the out tray of the ICC for processing (see "Telephone/radio communications..." above).

Reporting

General rules

- 1 Reporting actions in relation to requests via the **communications systems** – refer to Communications section above.
- 2 **Record keeping** is a critical element in the response operation at the ICC:
 - o The Document Controller/Event Historian will maintain an up-to-date event history, using all records and communications logs as necessary. This event record will be portrayed in abbreviated form on the Proxima or using other available means to hand, and will be regularly updated as events require.
 - o The Document Controller/Event Historian will fully brief the ICCFM, and any other personnel the OSC considers necessary, at least daily, or at any other time considered necessary by the OSC or ICCFM.
 - o There must be a clear track record of every request and associated action, and the fact that this information was passed on to the relevant person once action had been taken. The Communications section above is designed to achieve this.
- 3 Regular **briefings and situation report** meetings at the ICC are vital to ensuring that all response personnel are fully aware of and up-to-date with the situation, and that there is no confusion over what is happening and who is doing what. These meetings will be called by the OSC as appropriate.
- 4 **Financial recording** - it is critical that all actions and requests involving expenditure are passed on to the Finance Coordinator once actioned. In this way an up-to-date record of expenditure can be kept. The Finance Coordinator can also use this recorded information to advise the OSC or DAT (as appropriate) with regard to the financial implications of decisions in advance.

Tier 3 Response Documentation in WebEOC

General rules for WebEOC

When logging on to WebEOC ensure that the user is logged on to the correct incident in the drop down menu.

The Log Board should be updated with all information as it becomes available. Some entries are automatically fed into the log from other areas of WebEOC.

When sending email in WebEOC ensure that they are either preceded with a phone call or a followup phone call is made, as the recipient may not be using the system at the time. Alternatively sending an email to a Group rather than an individual would be more beneficial.

WebEOC is not to replace Group meetings, general discussions and formal briefings, these still need to take place, however the results of these discussions need to be recorded in WebEOC.

WebEOC – (IMS)



BOARDS

+ NRT Availability: This is where the National Response Team enters their availability for an incident, after they have been notified.

1. Initial Incident Details: This is where the first information that comes to hand is entered.

2. Log: This is a running log of the incident and includes log entries and also entries automatically populated when some other boards are updated.

3. Tasks/Actions: This is where you can assign a task to someone or a team you can also view tasks that you/team have been assigned to.

4. Checklist: This is a checklist which also acts as a reminder of important tasks – this also keeps a record of timings of when things took place.

4a. MIRT Checklist: This is a checklist for the MIRT team which also acts as a reminder of important tasks – this also keeps a record of timings of when things took place

4b. MIRT Notifications: This is a checklist of all the notifications that might need to take place.

5. SitRep: This is where all Situation Reports are held relating to the incident. Currently you add as a word attachment. Template is available in here also.

6. Incident File Library: This is a file library to store files relating only to this particular incident, emails, photos and other files can be saved here.

7. Contractors: This board is used to store details about contractors that have been tasked.

8. Media Releases: This is an area to store media releases.

9. Accidents: This board is for entering information if someone injures themselves.

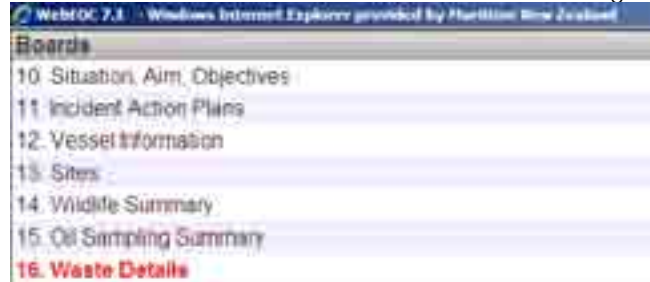
Weather: This board stores information relating to the weather. A live RSS feed will also show up to date weather reports.

Website Links: Links to External Websites can be found here.

MENUS

Finance: This menu holds information relating to the incident. You can add expense details here, and view a running total of the incident, with personnel costs and Resource costs.

Incident Menu: This menu holds information relating to Planning and Operations.



10. Situation, Aim, Objectives: Information is stored here for Situation, Aim and Objectives and can be updated as needed, still showing the history of past entries.

11. Incident Action Plans: A template for each section of the IAP can be found here, added to and saved as an attachment

12. Vessel Information – Vessel info here.

13. Sites: Information relating to all Sites is

stored here.

14. Wildlife Summary – Details of Wildlife Affected is entered here.

15. Oil Sampling Summary – Details of Oil Samples taken is stored here

16. Waste Details – A self populating Board showing amount of waste generated, this is calculated from information entered in the Site Board.

Personnel: Information on all personnel trained within NZ is stored here, personnel can then be assigned to the incident from this Menu, and roles assigned to generate an Organisation Chart. Under Assigned personnel you can view staff assigned to the incident and complete timesheets. Personnel Costs are then linked to the Financial Summary.

Resources: Information on all the Equipment within NZ is stored here, Resources can be deployed and timesheets filled in for equipment, information regarding Equipment costs is then linked to the Financial Summary.

TOOLS

Admin: Administration Access, for creating new incidents, unlocking users etc. Only limited users have this function.

Chat: This is a Chat Room facility; no permanent records are kept so not to be used for official communications.

Contacts: Contacts information can be added and viewed here.

Messages: Similar to email this Message System can be used to send messages to other WebEOC users or Teams within WebEOC, however you can not send or receive emails externally from WebEOC.

When a board is red this means that new information has been added since the user last logged in.

This system will be undergoing ongoing development, so may appear slightly different to the above.

Financial recording

Personnel and Resource deployments are automatically linked to the financial board within WebEOC, as soon as they have been deployed. However rates and timesheets need to be completed for Personnel and Resources. This is ideally done by each staff member who is assigned to the incident, and the team responsible for deploying resources will keep the Resources timesheets up to date. If records are not being updated it is the Finance Teams responsibility to follow up.

Supplementary Expenses (anything other than time or resources) is to be entered into the Supplementary Expenses board menu, either by the person who has created the cost, or the Admin/Logistics Team will gather invoices/order books and forward to the Finance team to input.

Copies of the order or invoice can be scanned and saved into WebEOC.

Communications outside of the ICC

Refer to the Communication Plan on the Incident Action Board for information relating to Communications.