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FEMA Emergency Management Institute

ICS 100
 Introduction to Incident
 Command System



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Incident Command System / ICS 100c


This course introduces the Incident Command System (ICS) used nationwide to manage incidents of sizes and types.

This is the first in a series of ICS courses for all personnel involved in incident management.

Descriptions and details about the other ICS courses in the series may be found on our web site: <http://training.fema.gov>.

ICS Resource Center: <https://training.fema.gov/emiweb/is/icsresource/>

Welcome!

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Course Goal = Promote Effective Response

- Familiarizing you with the Incident Command System (ICS) and NIMS principles used to manage incidents.
- Preparing you to coordinate with response partners from all levels of government and the private sector.
- IS-100.c provides information on ICS which is part of the National Incident Management System (NIMS).



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Overall Course Objectives

- Explain principles and basic structure of Incident Command System
- Describe NIMS management characteristics that are the foundation of ICS.
- Describe ICS functional areas and roles of Incident Commander and Command Staff.
- Describe General Staff roles within ICS.
- Identify how NIMS management characteristics apply to ICS for a variety of roles and discipline areas.



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Course Structure

The course is divided into the following five units:

- Unit 1: Course Welcome and ICS Overview
- Unit 2: NIMS Management Characteristics
- Unit 3: ICS Functional Areas and Command Staff Roles
- Unit 4: General Staff Roles
- Unit 5: How ICS Applies to You



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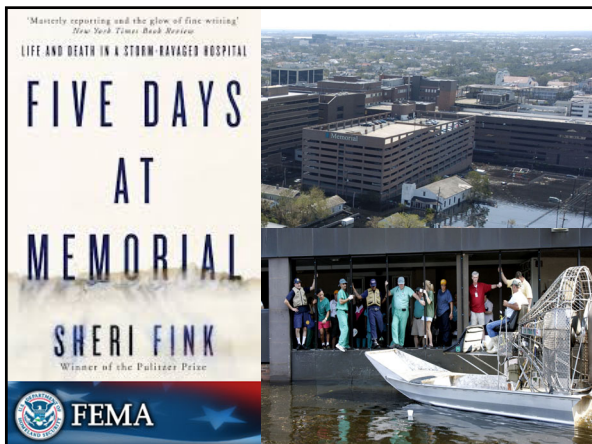
Course Completion

To successfully complete this course, you must:

- Achieve 75% or higher on the final exam.
- Complete the end-of-course evaluation.









Unit 1: ICS Overview

Unit 1 provides an overview of the Incident Command System (ICS). At the end of this lesson, you should be able to:

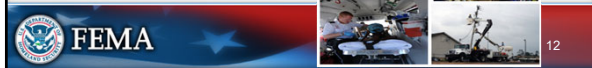
- Describe the Whole Community approach to ICS.
- Identify the basic concept and benefits of ICS.



What is the Incident Command System?

Standardized approach to management of emergencies and planned events:

- Used for all kinds of incidents, by all types of organizations, and at all levels of government; applicable to any size and or level of complexity.
- Enables a coordinated response among jurisdictions and agencies.
- Common process for incident-level planning & resource management.
- Allows for the integration of resources (such as facilities, equipment, personnel) within a common organizational structure.



When is ICS used?

Used to manage any type of incident, including a planned event (e.g., the Olympics, the Governor's inauguration, state fairs, a local parade, etc.), regardless of their size or cause.

ICS is extremely useful. Not only does it provide an organizational structure for incident management, but it also guides the process for planning, building, and adapting that structure.

Using ICS for every incident or planned event provides the practice that will help to maintain and improve skills needed to effectively coordinate larger or more complex efforts.



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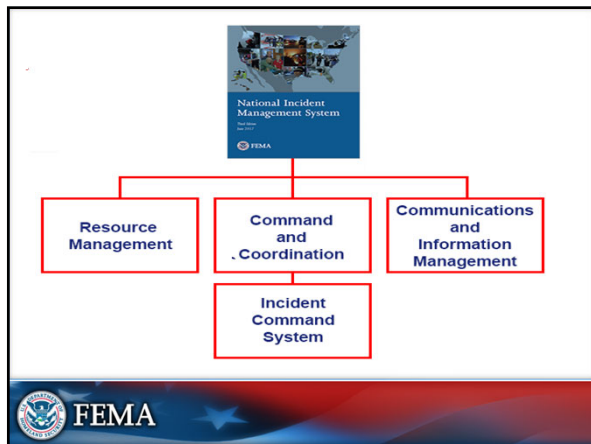
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Promoting Response Partnerships



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Component of National Incident Management System ("NIMS")

NIMS is a systematic, proactive approach to guide all levels of government, NGOs, and the private sector to work together to prevent, protect against, mitigate, respond to, and recover from incidents. NIMS provides a consistent foundation for all incidents, from daily occurrences to those requiring a coordinated federal response.

NIMS is organized into three major components:

- Resource Management
- Command and Coordination - including the Incident Command System
- Communications and Information Management

Note: ICS is just one part of NIMS.



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Benefits of ICS

ICS has positively impacted incident management efforts by:

- Clarifying chain of command and supervision responsibilities to improve accountability.
- Leveraging interoperable communications systems and plain language communications.
- Providing an orderly, systematic planning process.
- Implementing a common, flexible, predesigned management structure.
- Fostering cooperation between diverse disciplines and agencies.



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Built on Best Practices

ICS tested for more than 40 years of emergency and nonemergency applications by all levels of government; NGOs and private-sector. ICS helps to ensure:

- Safety of responders, community members, and others.
- Achievement of incident objectives.
- Efficient use of resources.



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Knowledge Check

Instructions: Indicate whether each statement is true or false. When you are done, select Check.

1. The Incident Command System (ICS) and NIMS are the same, and these terms can be used interchangeably.
2. ICS could be used to manage a large sporting event or a visit from a foreign dignitary.
3. ICS is a standardized, on-scene, widely applicable approach to incident management.



Unit 1 Summary

You have completed the Course Welcome and Incident Command System (ICS) Overview unit. This unit presented the following key points:

- ICS is a standardized management tool that allows better coordination and use of resources.
- ICS represents organizational best practices and has become the standard for emergency management.
- ICS can be used to manage response for all incidents and planned events.

ICS works! It saves lives!



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Unit 2 Overview

This unit presents the National Incident Management System (NIMS) management characteristics. These characteristics are the foundation of all NIMS command and coordination components, including the Incident Command System (ICS).

Objective:

At the end of this unit, you should be able to:

- Describe the 14 NIMS management characteristics.



Making ICS Work

Effective incident management relies on a common organizational structure for managing resources, making decisions, and assigning tasks. ICS uses a standardized management approach to ensure incidents are properly managed and communications are effectively coordinated during an incident.

As an incident occurs, you may be called upon to assist --making you a part of this organizational structure. To ensure success, you should understand how this structure works.



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NIMS Management Characteristics



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NIMS Management Characteristics: Overview

ICS is based on the 14 proven management characteristics, each of which contributes to the strength and efficiency of the overall system:

- Common Terminology
- Modular Organization
- Management by Objectives
- Incident Action Planning
- Manageable Span of Control
- Incident Facilities and Locations
- Comprehensive Resource Management
- Integrated Communications
- Establishment and Transfer of Command
- Unified Command
- Chain of Command and Unity of Command
- Accountability
- Dispatch/Deployment
- Information and Intelligence Management



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Common Terminology (1)

ICS establishes common terminology that allows management and support organizations to work together across a wide variety of functions and hazard scenarios. This terminology covers:

- **Organizational Functions:** Major functions and functional units with incident management responsibilities are named and defined. They remain standard and consistent.
- **Resource Descriptions:** Major resources including personnel, equipment, teams, and facilities are given common names and are typed with respect to their capabilities.
- **Incident Facilities:** Common terminology is used to designate facilities in vicinity of the incident area.

During an incident, communications should use common terms. Organizations should avoid radio codes, agency-specific codes, acronyms, or jargon. Usage of these types of codes may compromise life safety due to a misunderstanding or misinterpretation.



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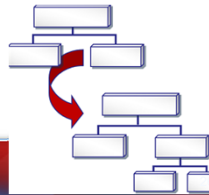


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Modular Organization (2)

ICS organizational structure develops in a modular fashion based on incidents size and complexity.

- Responsibility for establishment and expansion of ICS modular organization rests with Incident Commander.
- As incident grows more complex, ICS organization may expand as functional responsibilities are delegated.



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Management by Objectives (3)

The Incident Commander or Unified Command (discussed later), establishes incident objectives that drive response operations.

"Management by Objectives" includes the following:

- Establishing specific, measurable incident objectives.
- Identifying strategies, tactics, tasks and activities to achieve objectives.
- Developing and issuing assignments, plans, procedures, and protocols to accomplish identified tasks.
- Documenting results for incident objectives.



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Incident Action Planning (4)

Incident action planning guides effective incident management activities. An Incident Action Plan (IAP) is a concise, coherent way of capturing/communicating priorities, objectives, strategies, tactics, and assignments in operational and support activities. The IAP should focus on addressing the needs of future timeframes (called *Operational Periods*), and it should:

- Specify priorities and objectives and all activities to be completed
- Assign responsibilities and identify resources
- Specify communication protocols

For smaller/less complex incidents, IAP may be oral or written, except for hazardous materials incidents, which require a written IAP. FEMA has developed a series of ICS Forms for use in developing a written IAP.

Incident Action Plan

- What do we need to do?
- Who is responsible for doing it?
- What resources are needed?
- How do we communicate?



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Knowledge Checks 2 & 3

Statement: "This is Unit 1, we have a 10-37, Code 2."

Does this statement comply with the NIMS Management Characteristic of common terminology?

Which of these is NOT a characteristic of an Incident Action Plan (IAP)?

- ☐ It specifies incident objectives.
- ☐ It states the activities to be completed.
- ☐ It identifies needed resources.
- ☐ It focuses on previous operational periods in order to provide lessons learned.



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Manageable "Span of Control" (5)

Your ICS role may be asked to manage the activities of others.

Span of control refers to the number of individuals or resources that one supervisor can manage effectively. Optimal span of control is one supervisor to five subordinates (1:5).

However, effective management may require significantly different ratios. This ratio is a guideline - incident personnel should use best judgement to determine appropriate ratio for incident.



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Incident Facilities and Locations (6)

Depending upon incident size and complexity, various types of support facilities may be established by Incident Command:

- Incident Command Post (ICP)
- Emergency Operations Center (EOC)
- Base, Staging Area, Camp
- Emergency Shelters
- Mass Casualty Triage Areas

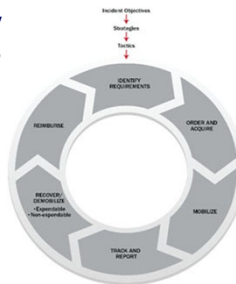


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Comprehensive Resource Management (7)

Standard mechanisms to identify requirements, order and acquire, mobilize, track and report, demobilize, and reimburse resources such as personnel, teams, facilities, equipment and supplies.



Why is it so important?



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Integrated Communications (8)

Facilitated through development and use of a common communications plan, an interoperable communication processes and compatible systems, including voice and data links. Integrated Communications needed to:

- Maintain connectivity
- Achieve situational awareness
- Facilitate information sharing



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Knowledge Check 4

Instructions: Indicate whether each statement is true or false. When you are done, select Check.

1. Span of control refers to the fact that a supervisor can effectively manage an unlimited amount of resources.
2. In part, comprehensive resource management describes standard mechanisms used to identify requirements and acquire, mobilize, track, and demobilize resources.
3. Integrated communications are necessary to achieve situational awareness.



Establishment & Transfer of Command (9)

Command should be clearly established at onset of incident. The jurisdiction or organization with primary responsibility for incident designates the **Incident Commander** and the process for **Transfer of Command**.

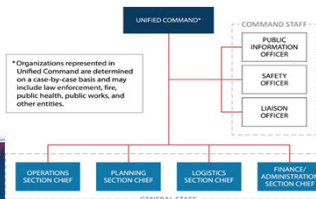
Transfer of command occurs at intervals during incident. When command is transferred, the process should include a briefing that captures all essential information continuing safe and effective operations.



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Unified Command (10)

Unified Command (UC) is established when no single jurisdiction, agency or organization has the authority and/or resources to manage incident alone; there is no single "Commander" and objectives are jointly approved. UC allows agencies with different legal, geographic, & functional responsibilities to work together effectively without affecting individual agency authority, responsibility, or accountability.



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Chain of Command (11)

Chain of command is an orderly line that details how authority flows through the hierarchy of the incident management organization. Chain of command:

- Allows an Incident Commander to direct and control the actions of all personnel.
- Avoids confusion by requiring that orders flow from supervisors.



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Unity of Command (11)

While *chain-of-command* relates to hierarchy of an organization, *unity-of-command* deals with the fact that all individuals have a single designated supervisor.

Based on this principle, you report to only one ICS supervisor and receive work assignments only from that supervisor.

When assigned to an incident, you no longer report directly to your day-to-day supervisor.



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Knowledge Check 5

Instructions: Indicate whether each statement is true or false. When you are done, select Check.

1. Because incident details are often unknown at the start, command should not be established until after the Incident Action Plan has been developed.
2. Unity of command means that every individual is accountable to and reports to only one designated supervisor.
3. Chain of command restricts personnel from communicating or sharing information outside their organizational units.



Accountability (12)

Abide by all agency policies and local, tribal, state, or federal rules & regulations.

- **Check-In/Out.** Responders must report in to receive assignment. Check out just as critical!
- **Incident Action Planning.** Response operations must be conducted as outlined in IAP.
- **Unity of Command.** Each individual will be assigned to only one supervisor.
- **Personal Responsibility.** Individuals taking personal accountability for their actions.
- **Span of Control.** Supervisors must supervise and control subordinates, as well as communicate with and manage resources under their supervision.
- **Resource Tracking.** Supervisors must record and report all resource status changes. Accountability starts as soon as a resource is requested through the time that resource returns to their home base.



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Dispatch & Deployment (13)

Resources should be deployed only when requested or when dispatched by an appropriate authority through established resource management systems.

Resources not requested must refrain from self-dispatching to avoid overburdening incident command.



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Information & Intelligence Management (14)

Information & intelligence (I&I) are critical. Incident management must establish a process for gathering, analyzing, assessing, sharing, and managing incident-related I&I

In NIMS, "intelligence" refers exclusively to threat-related information developed by law enforcement, medical surveillance, and other investigative organizations.



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Knowledge Check 6

To promote accountability, which document outlines the method for coordinating response operations?

- ☐ National Incident Management System (NIMS) Doctrine
- ☐ Incident Action Plan
- ☐ Resource Tracking System
- ☐ Responder Personnel Roster



Unit 2 Summary

You have completed the National Incident Management System (NIMS) Management Characteristics unit.

This unit introduced:

- Common Terminology
- Modular Organization
- Management by Objectives
- Incident Action Planning
- Manageable Span of Control
- Incident Facilities and Locations
- Comprehensive Resource Management
- Integrated Communications
- Establishment and Transfer of Command
- Unified Command
- Chain of Command and Unity of Command
- Accountability
- Dispatch/Deployment
- Information and Intelligence Management



Unit 3 Overview

This unit introduces you to the Incident Command System (ICS) Functional Areas and roles of the Incident Commander and Command Staff. By the end of this unit, you should be able to:

- Identify the five major ICS functional areas.
- Describe the role of the Incident Commander.
- Describe the selection of and transfer of command between Incident Commanders.
- Identify the position titles associated with the Command Staff.
- Describe the roles of the Command Staff.
- Differentiate between incident command and incident coordination.



ICS Functional Areas & Command Staff Roles

This unit focuses on five major functional areas and "**Command Staff**" roles.

Every incident requires certain functional areas be implemented. Problems must be identified and assessed, a plan to deal with them must be developed and implemented, and necessary resources must be procured and paid for.

When assisting at an incident, you should understand the ICS structure so you can understand your role and know how to receive information and assignments.



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Five Major ICS Functional Areas

There are five major functional areas that are the foundation of incident management organization.

These functions apply to incidents of all sizes and types, including both planned events and ones that occur without warning.

If you are in an incident and hear these terms, its important for you to know what they mean. For instance, you may be directed to provide documents to the Planning Section or receipts to the Finance/Administration Section.

Command

Operations

Planning

Logistics

Finance/Administration



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ICS Functional Area Descriptions

Incident Command: Sets objectives, strategies, and priorities, and has overall responsibility for incident.

Operations: Conducts operations to achieve incident objectives. Establishes tactics and directs all operational resources.

Planning: Supports planning process by tracking resources, collecting/analyzing information, and maintaining documentation.

Logistics: Arranges for resources and needed services to support achievement of the incident objectives (resources can include personnel, equipment, teams, supplies, and facilities).

Finance/Administration: Monitors incident costs. Provides accounting, procurement, time recording, cost analyses.

Command

Operations

Planning

Logistics

Finance/Administration



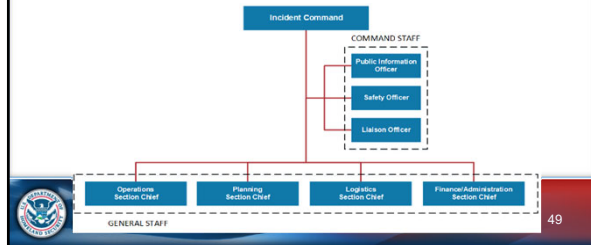
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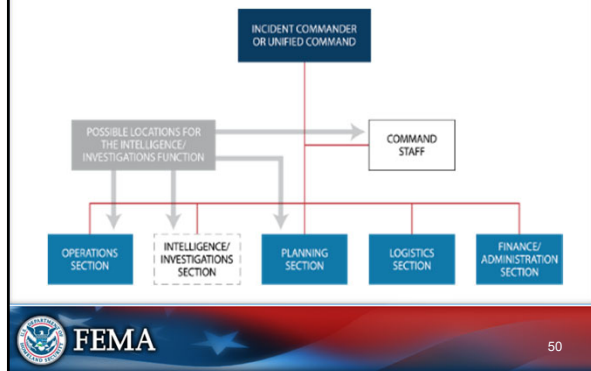
ICS Structure

A standard ICS organizational is shown here. Incident Command, which could be a single Incident Commander or a Unified Command, will lead the effort and assign Command Staff and General Staff.

For the remainder of this lesson, we will discuss the Incident Command function and the members of the Command Staff.



Intelligence/Investigations: A Sixth Function



Knowledge Check 7

What ICS *Functional Area*.....

1. Supports the incident action planning process by tracking resources, collecting/analyzing information, and maintaining documentation.
2. Sets the incident objectives, strategies, and priorities, and has overall responsibility for the incident.
3. Ensures that all intelligence/investigations operations and activities are properly managed, coordinated, and directed.
4. Conducts operations to reach the incident objectives. Establishes tactics and directs all operational resources.
5. Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses.
6. Arranges for resources and needed services to support achievement of the incident objectives.



Incident Command Definition

NIMS defines "**Command**" as directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

When using ICS, an **Incident Commander (IC)** is always assigned. IC should have training, experience, and expertise to serve in this capacity. Qualifications not be based solely on rank or technical knowledge.

IC has authority to establish objectives, make assignments, and order resources. To achieve these ends, the IC works closely with staff and technical experts to analyze situation and consider alternative strategies.



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Incident Commander: A closer look

Incident Commander (IC) is only position always staffed in ICS.

Incident Commander is responsible for overall incident management including Command Staff assignments required to support incident command function.

On small incidents/events, IC may perform all management functions.



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Incident Commander Responsibilities

In addition to having overall responsibility for managing the entire incident, IC is specifically responsible for ensuring overall safety and:

- Providing information services to internal & external stakeholders, such as disaster survivors, agency executives, and senior officials
- Establishing liaisons with other participating agencies

The IC may appoint one or more Deputies. If a Deputy is assigned, he or she should be fully qualified to assume the IC position.



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Selecting or Changing Incident Commanders

Command should be clearly established at onset of incident. Jurisdiction/organization with primary responsibility designates individual at the scene responsible for establishing command and the protocol for transferring command. As incidents become more/less complex, command may change to meet incident needs.

Transfer of command should include a briefing that captures all essential information for continuing safe and effective operations.



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Knowledge Check 8

Scenario: The Deputy Incident Commander will be replacing the current Incident Commander, who needs to attend to a family emergency.

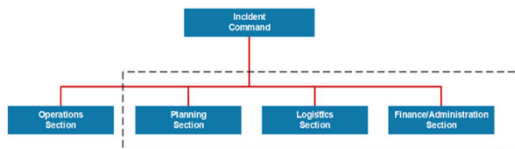
The current Incident Commander should:

- ☐ Leave the scene to allow the new Commander to take over
- ☐ Write an Incident Action Plan for the new Commander
- ☐ Provide a transfer-of-command briefing to the new Commander
- ☐ Continue to provide direction to the Deputy Incident Commander while on leave, using teleconferences



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Delegating Incident Management Responsibilities



Activated as needed to support the incident response.

Incident Commander only creates those sections that are needed. If a section is not staffed, the Incident Commander manages those functions.



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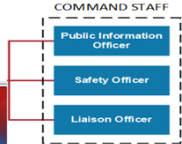
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ICS “Command Staff”

Depending on size and type of incident or event, the Incident Commander may designate and assign members of the Command Staff:

- **Public Information Officer:** Interfaces with the public and media and/or with other agencies with incident-related information requirements.
- **Safety Officer:** Monitors incident operations and advises Incident Commander on all matters relating to safety, including the health and safety of incident management personnel.
- **Liaison Officer:** Incident Commander’s point of contact for representatives of governmental agencies, non-governmental organizations (NGOs), and private-sector organizations.
- **Technical specialists:** IC may assign advisors in areas such as legal, medical, science and technology, or access and functional needs.

In a complex incident, “Assistant” officers may be assigned to each Command Staff functions.



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Command Staff Overview - Video



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Knowledge Check 9, 10 & 11

Statement: I work very closely with Operations to make sure that our people in the field are wearing appropriate protective equipment and implementing safe tactical options.

Statement: I provide briefings to supporting Agency Representatives and work with them to address their questions and concerns about the operation. I remain visible on the incident scene to all incoming cooperating and assisting agencies.

Statement: I am the primary contact for anyone who wants details about the incident and our response to it. I serve an external audience through the media and an internal audience including incident staff and agency personnel.



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Incident Coordination

Involves activities that ensure onsite ICS organization receives information, resources, and support needed to achieve objectives. Coordination takes place in a number of entities and all levels of government. Examples include:

- Establishing policy based on input with agency executives, other agencies, and stakeholders.
- Collecting, analyzing, and disseminating information to support shared situational awareness.
- Establishing priorities among incidents.
- Resolving critical resource issues.
- Facilitating logistics support and resource tracking.
- Synchronizing public information messages ensure everyone is speaking with one voice.



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Command and Coordination

Effective incident management consists of 4 overarching areas of responsibility:

1. Direct tactical response to save lives, stabilize incident, protect property/environment
2. Resource acquisition, information gathering, and interagency coordination
3. Policy guidance and senior level decision making
4. Outreach and communication with media and public

These objectives accomplished through the use of:

Emergency Operations Centers (EOCs)

Joint Information System (JIS).



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Emergency Operations Center

Jurisdictions/organizations across the nation use *Emergency Operations Centers* (EOCs) as an element of their emergency management programs. Typically, EOCs support on-scene response by relieving Incident Commander of the burden of external coordination and the responsibility for securing additional resources. An EOC is:

- A physical or virtual location where staff from multiple agencies come together to address imminent threats and hazards
- Staffed with personnel trained for, and authorized to, represent their agency/discipline
- Equipped with mechanisms for communicating with the incident site
- Providing support to the incident by obtaining resources
- Applicable at all levels of government



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Joint Information Center / “JIC”

JICs are coordination entities established at various levels of government and at incident sites. When possible, public information officials from all participating agencies should co-locate at JIC.

- Coordinates all incident-related public information activities
- Central point of contact for all news media

Depending on your role, you may need to direct individuals or organizations to the JIC to obtain information.



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Knowledge Check 12

Incident Command or Incident Coordination?

1. Establish objectives, make assignments, and order resources
2. Collect, analyze, and disseminate information
3. Synchronize public information messages
4. Establishing priorities among incidents



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Unit 3 Summary

This unit introduced you to the:

- Five major Incident Command System (ICS) Functional Areas.
- ICS organizational structure.
- Incident Commander roles and responsibilities.
- Selection and transfer of Incident Commanders.
- Command Staff roles and responsibilities.
- Differences between incident command and incident coordination.

The next unit provides an introduction to the ICS General Staff Roles.



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Lesson 4 Overview

In the previous unit, you learned that the Command Staff supports the Incident Commander who is responsible for overall management of the incident.

This unit introduces you to the General Staff.

By the end of this unit, you should be able to:

- Identify the Incident Command System (ICS) titles used for General Staff members.
- Describe the major activities of the four general staff sections.

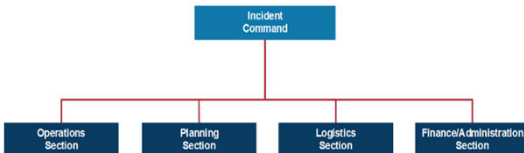


General Staff

To maintain span of control, Incident Commanders may establish any or all of the following four sections: **Operations, Planning, Logistics and Finance/Administration.**

The person in charge of each section is designated as a Section Chief. Section Chiefs have the ability to expand their sections to meet the needs of the situation.

As shown here, they report directly to the Incident Commander. Let's take a closer look at these General Staff positions.



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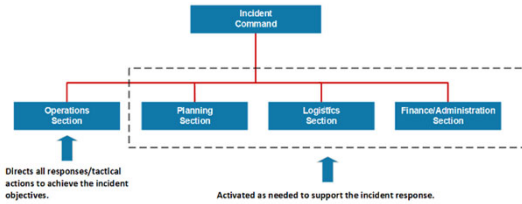
General Staff Overview Video



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General Staff Overview

In an expanding incident, the Incident Commander first establishes the "Operations Section." Remaining sections are established as needed to support operation.



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Operations Section

Incident Commander determines need for Operations Section, and will designate an *Operations Section Chief* (OSC). It is up to OSC to activate additional staffing when needed.

When OSC is designated, the staging and management of resources moves from Incident Command to Operations.

If no Operations Section is established, Incident Commander will perform all operations.



Operations
Section
Chief

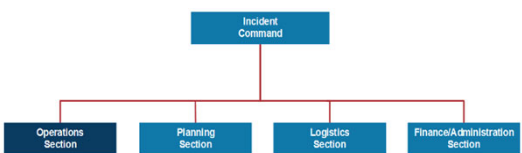


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Operations Section Major Activities

- Implementing strategies and developing tactics to achieve objectives
- Directing and manage all tactical activities on behalf of Incident Commander
- Support development of an Incident Action Plan that reflects current operations
- Organizing, assigning, and supervising the tactical response resources



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Planning Section

A *Planning Section Chief* is designated when Incident Commander determines a need for a Planning Section.

Planning Section Chief activates additional staffing if needed.

Incident Commander performs all planning functions if no Planning Section is established.



Planning
Section
Chief



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Planning Section: Major Activities

Coordinates planning activities, prepares documentation, publishes Incident Action Plans

Managing information and maintaining situational awareness

Tracking assigned resources and maintaining incident documentation

Developing plans for demobilization



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Logistics Section

The *Logistics Section Chief* is designated only after the Incident Commander determines whether there is a need for a Logistics Section.

It is up to the Logistics Section Chief to activate any additional staffing that is needed.

The Incident Commander will perform all logistics functions if no Logistics Section is established.



Logistics
Section
Chief



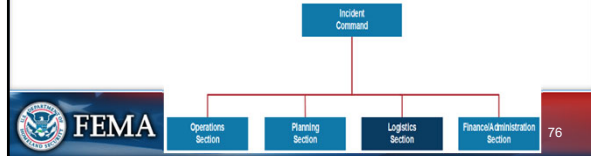
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Logistics Section: Major Activities

The Logistics Section is responsible for all services and support needs, including:

- Ordering, obtaining, maintaining, accounting for personnel, equipment, and supplies
- Providing communication planning and resources
- Setting up and maintaining incident facilities and food services for responders
- Providing support transportation
- Providing medical services to incident personnel



Finance/Administration Section

The Incident Commander determines whether there is a need for a Finance/Administration Section at the incident.

If so, the Incident Commander will designate an individual to fill the position of the *Finance/Administration Section Chief*.

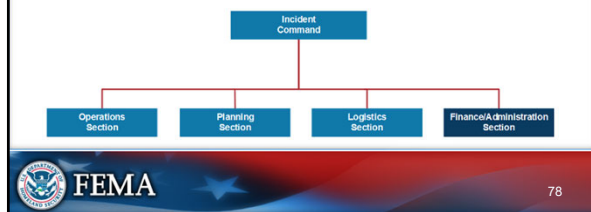
The Time, Compensation/Claims, Cost, and Procurement Units may be established within this section.



Finance/Administration Section: Major Activities

Finance/Administration Section set up for incidents requiring incident-specific financial management. The Finance/Administration Section is responsible for:

- Contract negotiation and monitoring
- Timekeeping / Cost analysis / Compensation for injury or damage to property
- Reimbursement Documentation for mutual aid agreements & assistance agreements



Knowledge Check 13

Statement: In advance of severe flooding, there is a need to get generators and communications equipment to the Staging Areas to equip advance response teams. It's my responsibility to make sure the needed equipment arrives at the Staging Areas.

- ☐ Operations Section Chief
- ☐ Planning Section Chief
- ☐ Logistics Section Chief
- ☐ Finance/Administration Section Chief



Knowledge Check 14

Statement: As the response is underway, my section tracks all personnel participating in the response.

- ☐ Operations Section Chief
- ☐ Planning Section Chief
- ☐ Logistics Section Chief
- ☐ Finance/Administration Section Chief



Knowledge Check 15

Statement: My section conducts response activities such as search and rescue, and coordinates medical services being provided to disaster survivors.

- ☐ Operations Section Chief
- ☐ Planning Section Chief
- ☐ Logistics Section Chief
- ☐ Finance/Administration Section Chief



Knowledge Check 16

Statement: I support the incident response activities by overseeing contracting for needed supplies and services that are not already available.

- ☐ Operations Section Chief
- ☐ Planning Section Chief
- ☐ Logistics Section Chief
- ☐ Finance/Administration Section Chief



Knowledge Check 17

Statement: Throughout the incident and during the after-action review process, the reports that we develop will be very useful.

- ☐ Operations Section Chief
- ☐ Planning Section Chief
- ☐ Logistics Section Chief
- ☐ Finance/Administration Section Chief



Unit 4 Summary

This unit introduced you to:

- The Incident Command System (ICS) roles of the General Staff.
- The major activities of the four ICS General Staff sections.

The next unit focuses on how the ICS applies to you and your agency or organization.



Unit 5 Overview

In this unit, you will be given an opportunity to apply information presented in the previous units.

You will be given a scenario involving flooding and you will be asked to select which NIMS Management Characteristics are demonstrated throughout the scenario.

By the end of this unit, you should be able to:

- Identify how the National Incident Management System (NIMS) Management Characteristics apply in specific roles.
- Identify how the National Incident Management System (NIMS) Management Characteristics apply in specific situations.



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Emerald City Flood Scenario

It's been raining heavily for seven days in Emerald City. Emerald City and Liberty County Emergency Management offices are preparing for a possible flood situation.

Residents are asking questions about the rising river and lake levels and are wondering if they will need to leave their homes.



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Knowledge Check 18

Scenario: You are an American Red Cross Disaster Program Specialist in charge of teams trained to help in sheltering displaced persons. You have been notified by your office to be prepared to deploy to conduct shelter operations. Your supervisor has asked you to come to the office to begin organizing volunteers and get prepared to set up shelters, if tasked. You check in before you begin.

What NIMS Management Characteristic are you supporting?

- ☐ Modular Organization
- ☐ Incident Action Planning
- ☐ Establishment and Transfer of Command
- ☐ Accountability



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Knowledge Check 19

Scenario:

- You are a Geographic Information System (GIS) specialist who normally works at the Public Works Planning office.
- You are directed to report to the Incident Command Post (ICP) and have been assigned to the Planning Section Chief and will report to the Chief.
- You will be producing maps to display potential flooding impacts in the city and county.

What NIMS Management Characteristics are you supporting? Select the two characteristics that apply.

- ☐ Integrated Communications
- ☐ Establishment and Transfer of Command
- ☐ Chain of Command and Unity of Command
- ☐ Accountability
- ☐ Dispatch/Deployment
- ☐ Information and Intelligence Management



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Emerald City Flood Scenario: Update 1

Rain has continued for three more days and flooding is expected to peak today. Flooding has caused residents to evacuate homes in anticipation of rising floodwaters. Basement flooding to the first-floor level is anticipated. Local Nursing Home is assessing if evacuation of residents is needed.

The Liaison Officer, along with Public Information Officer, are in contact with business owners to determine if stored chemicals could be affected by flooding, causing possible contamination downstream.



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Update #1 (continued)

Based upon previous floods, it is a priority to establish shelters for evacuees. The Emergency Operation Plan pre-identified the following shelters: Lawrence College Auditorium and Lafayette Middle School.

The Operations Section has expanded to include an Evacuation Group. The Evacuation Group Supervisor immediately contacts the Lawrence College President and Lafayette Middle School Principal to begin the process of establishing shelters in those facilities.



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Knowledge Check 20

Scenario: You are the American Red Cross liaison in the Emergency Operation Center and you print up a list of the location of materials necessary to outfit the shelters. Materials stored in both facilities are adequate to meet the initial needs. Both the College and the Middle School are implementing their respective plans and are establishing necessary staffing to support the shelter requirements.

What NIMS Management Characteristic is being demonstrated?

- ☐ Modular Organization
- ☐ Comprehensive Resource Management
- ☐ Establishment and Transfer of Command
- ☐ Dispatch/Deployment



Knowledge Check 21

Scenario: Due to the complexity of the incident, the Incident Commander has expanded the Operations Section to include an Evacuation Group.

What NIMS Management Characteristic is being demonstrated?

- ☐ Modular Organization
- ☐ Comprehensive Resource Management
- ☐ Establishment and Transfer of Command
- ☐ Dispatch/Deployment



Knowledge Check 22

Scenario:

- You are the City Fire Chief and are evaluating the supervisory structure needed to manage the Incident Command Post staff.
- You are also identifying senior representatives from the Health Care community and from Public Works to help develop objectives to protect the residents of the nursing home and the critical water resources of the community.

Select the three NIMS Management Characteristics you are supporting.

- ☐ Incident Facilities and Locations
- ☐ Establishment and Transfer of Command
- ☐ Unified Command
- ☐ Accountability
- ☐ Dispatch/Deployment
- ☐ Information and Intelligence Management



Emerald City Flood Scenario: Update 2

The Evacuation Group reports homeowners are moving families out of the area. The Red Cross has opened two shelters, one at the Lawrence College Auditorium and one at the Lafayette Middle School.

The nursing home is attempting to move 55 patients and is asking for assistance from Emergency Medical Services, the Fire Department, and the School Bus Company.

Acme Chemical is reporting first-floor flooding of their chemical processing plant. They are not reporting any chemical release but are closely monitoring their facility.



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Update #2 (continued)

Emergency Operations Center getting calls regarding the safety of the drinking water. Additional concerns about the wellbeing of waterfowl and fish in the river and lake are being voiced because tourism, fishing, and hunting are a major part of local economy.

Additional resources are needed for evacuation, sheltering, sandbagging, water level and chemical monitoring, traffic control, and scene security at other Incident Command Posts. Several media helicopters have arrived in the area to film operations.



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Knowledge Check 23

General Staff immediately come together and begin developing strategies. General Staff Chiefs are:

- Evaluating staffing and supervisory needs in the Incident Command Post.
- Identifying resource shortfalls.
- Updating planning documents.

What NIMS Management Characteristics are you supporting? Select all that apply.

- ☐ Common Terminology
- ☐ Management by Objectives
- ☐ Incident Action Planning
- ☐ Manageable Span of Control
- ☐ Unified Command
- ☐ Accountability



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Knowledge Check 24

Scenario: You are the Operations Section Chief at the Incident Command Post and request that all response communications be conducted using a pre-determined set of frequencies. You also remind everyone in the field to use plain language.

What NIMS Management Characteristics are you supporting? Select all that apply.

- ☐ Common Terminology
- ☐ Management by Objectives
- ☐ Incident Action Planning
- ☐ Integrated Communications
- ☐ Unified Command
- ☐ Accountability



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Knowledge Check 25

Scenario: The Operations Section has determined that the Emergency Medical Services, the Fire Department, and the School Bus Company will be assigned to the evacuation of the Nursing Home. They will all converge at City Hall and will be dispatched, as appropriate, to begin the rapid and safe movement of the residents to their temporary shelter locations.

What NIMS Management Characteristic is being demonstrated?

- ☐ Modular Organization
- ☐ Comprehensive Resource Management
- ☐ Establishment and Transfer of Command
- ☐ Dispatch/Deployment



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Emerald City Flood Scenario: Update 3

Nursing home emergency plan calls for relocating residents with acute medical care needs to Community Hospital. Residents without acute needs will be sheltered.

American Red Cross and Salvation Army, are managing the shelters and providing food for displaced residents.

Public Works Department and Health Department are monitoring water intake at the water treatment plant for signs of chemical contamination. Public Works is placing sandbags to protect the water treatment plant.




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Knowledge Check 26

Scenario: You are the President of Lawrence College. You and the American Red Cross Shelter Manager have contacted the Incident Command Post concerning the ability to meet the nutritional and long term pharmaceutical needs of the elderly residents. The Liaison Officer requests assistance from the Emergency Operations Center.

What NIMS Management Characteristic is being demonstrated?

- ☐ Modular Organization
- ☐ Comprehensive Resource Management
- ☐ Establishment and Transfer of Command
- ☐ Dispatch/Deployment



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Knowledge Check 27

Scenario:

- You are the Middle School Principal.
- You and the Shelter Manager notify the Incident Command Post that several people are complaining of severe stomach cramps, diarrhea, and vomiting.
- You ask for assistance from medical and public health personnel.
- You also request additional sanitation supplies, bedding, and bathing materials.
- The Operations Section Chief is requesting additional assistance from the Emergency Operations Center for a specialized monitoring team to be deployed to the shelter to survey for a possible outbreak. Survey results will be shared with Health and Public Works departments.

What NIMS Management Characteristics are you supporting? Select all that apply.

- ☐ Common Terminology
- ☐ Modular Organization
- ☐ Incident Action Planning
- ☐ Integrated Communications
- ☐ Unified Command
- ☐ Information and Intelligence Management




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Emerald City Flood Scenario: Update 4

River levels receding and property owners are returning home. Public utility crews assisting building inspectors in evaluating homes for safety and structural integrity before allowing residents to return.

American Red Cross and Salvation Army report most evacuees found longer-term temporary housing. Few evacuees remain in shelters, and shelters are anticipated to be closing soon.

Health Department personnel, along with representatives from the county and state health departments, are monitoring the water intakes and drinking water for signs of contamination.



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Update # 4 (continued)

Activities shifting from response to recovery, so the Mayor asked Incident Commander to prepare to demobilize and transfer command to a “*Unified Command*” consisting of Emergency Management, the Health Department, and the Department of Public Works.

The transfer of command will take place at the end of the next operational period.

The newly formed Unified Command will focus on restoring essential services, providing a safe re-entry for displaced residents, and completing a thorough damage assessment.



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Knowledge Check 28

Scenario:

- As phasedown of shelter operations has begun, the American Red Cross Disaster Operations Supervisor has directed you to begin re-assigning shelter staff personnel and release those that are no longer required.
- As a supervisor, you direct released staff to checkout.

What NIMS Management Characteristics are you supporting? Select all that apply.

- ☐ Modular Organization
- ☐ Incident Facilities and Locations
- ☐ Unified Command
- ☐ Chain of Command and Unity of Command
- ☐ Accountability
- ☐ Information and Intelligence Management



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Knowledge Check 29

Scenario: You are the Middle School Principal. As shelter operations are beginning to phase down, you continue to be concerned about the illness suffered by the residents of your facility, which was confirmed to be a food borne illness from donated food. Since school will resume soon, you want to reassure school staff and parents that there are no residual risks. You request the newly formed Unified Command for a public information broadcast and a representative from the Health Department to share information regarding the illness and be available to answer questions.

What NIMS Management Characteristic is being demonstrated?

- ☐ Modular Organization
- ☐ Comprehensive Resource Management
- ☐ Dispatch/Deployment
- ☐ Information and Intelligence Management



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Unit 5 Summary

You have now completed Unit 5.

In this unit you have:

- Identified how the National Incident Management System (NIMS) Management Characteristics apply in specific roles
- Identified how the National Incident Management System (NIMS) Management Characteristics apply in specific situations



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Course Summary

Since you've now completed this course, you should now be able to:

- Explain the principles and basic structure of ICS.
- Describe the 14 NIMS Management Characteristics
- Describe ICS functional areas and roles of Incident Commander & Command Staff.
- Describe the General Staff roles within ICS.
- Identify how NIMS management characteristics apply to ICS for a variety of roles and discipline areas.



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IS-100.c Final Exam Instructions

When the review is completed, follow these Final Exam instructions:

1. Take a few moments to review your Student Manual and identify any questions. Make sure you get all your questions answered prior to beginning final test.
2. When taking the test online
 1. Go to <http://training.fema.gov/IS/crslist.asp> and click link for IS-0100.c
 2. Click on "Take Final Exam."
 3. Read each item carefully.
 4. Check your work before submitting your answers.



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Certificate of Completion

To receive a certificate of completion, you must take the multiple-choice Final Exam and score at least 75 percent on the test.

Upon successful completion of the Final Exam, you will receive an e-mail message with a link to your electronic certification.



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Course Evaluation

Completing the course evaluation form is important. Your comments will be used to evaluate the effectiveness of this course and make changes for future versions.

Please use the course evaluation forms provided by the organization sponsoring the course.



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POST WEBINAR REMINDERS

LMS CERTIFICATE

If you want to receive a NYSDOH LMS generated course certificate please make sure you have registered for the session in LMS and have completed an evaluation at www.nylearnspn.com

FEMA EXAM/CERTIFICATION

At the conclusion of this webinar please log onto the FEMA website to complete the **FINAL EXAM**. FEMA has implemented the use of a Student Identification (SID) number. You will be required to obtain and use the SID to take the exam. If you do not yet have a SID follow the steps at this link to register for one: <https://training.fema.gov/apply/notice.aspx>