



**SAN ANDREAS EMERGENCY MANAGEMENT
PUBLIC INFORMATION OFFICE
(PIO)**

STANDARD OPERATING PROCEDURES



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PREFACE

PRE.1.0 Introduction

The purpose of this document is to outline all operational policies and procedures for the San Andreas Emergency Management Public Information Office. This document contains procedures for day-to-day operations, public communications, event organization, press conferences, and press releases.

PRE.2.0 Purpose

The Public Information Office was founded to ensure transparency between the members of San Andreas Emergency Management and the public. We strive to collaborate with the SAHP PRO, BCSO CRO, LSPD PIO, and SACD PAO, respectively, to deliver the highest standard of community outreach to the state of San Andreas.

PRE.3.0 Knowledge and Updates of this Document

Members of the Public Information Office are required to stay informed of updates to this document. Any changes to this document will be announced to the membership.

1.0 Hiring Information

1.1.0 Application Requirements

Members wishing to apply to the Public Information Office must meet the following requirements:

- Must have been in their respective department(SAFD/SAHN) for thirty(30) days

- Must have passed their probationary phase
- Must have no disciplinary action greater than a Written Warning within thirty(30) days of applying, and no Verbal Warnings within fourteen(14) days of applying
- Must not have any pending cases with the San Andreas Emergency Management Internal Affairs Team

1.1.1 Application Process

Members who meet the requirements and wish to apply are to submit an application. PIO Managers review submitted applications and may take up to seven (7) days to do so.

Public Information Office Application

Members that are selected for a position as a member of the Public Information Office will be contacted by a PIO Manager, and will have seven(7) days to schedule an onboarding.

1.2.0 Activity Requirements

Members of the Public Information Office are required to maintain a minimum of three(3) points per cycle to be considered active.

- A press release/conference counts for one(1) point
- Hosting/participating in an event counts as two(2) points

1.2.1 Removal from PIO

Members who fail to maintain the minimum hours will be issued an activity strike. Any member who accumulates more than three(3) strikes are subject to removal.



Members are subject to removal from the PIO at any time at the discretion of the PIO Director.

2.0 Organization

2.1 PIO Director

The Public Information Office Director oversees all activity within the Public Information Office. They manage the PIO Managers and serve as the final approving authority for any events, conferences, and press releases.

2.2 PIO Manager

PIO Managers directly supervise the Public Information Office. They manage and assist Public Information Officers with press releases and event organization, and are responsible for smooth operations within the Public Information Office. PIO Managers also serve as the first point of contact for any PIO inquiries.

PIO Manager positions are filled equally between the San Andreas Fire Department and the San Andreas Health Network Chain of Command Members to ensure fair and equal representation within San Andreas Emergency Management.

2.3 Public Information Officer

Public Information Officers are responsible for ensuring positive relations with the community. Their job includes maintaining social media accounts, maintaining positive outreach alongside other Public Relations Divisions with the community, and hosting/assisting in community events.

2.4 Vehicles

SAFR PIO members are permitted to use the Ford FPIU with the PIO graphics package to respond to ongoing major incidents/events. The PIO vehicle will only be utilized to respond to major incidents/events, and will not be used for day-to-day patrol. In order to activate in a PIO vehicle, there must be at least four(4) frontline units in service for your respective departments. For example, four SAHN Medic units must be in service to activate a PIO vehicle.

When utilizing the PIO vehicle, the callsign utilized is "PIO" followed by the member's UID(PIO 1118).

2.5 Uniforms

When conducting PIO operations, you will utilize a button-down variant of your department's uniform. If authorized, you will utilize a dress suit(SAHN).

3.0 Community Relations

3.2.0 Social Media

PIO Managers are authorized to utilize the SAEMPPIO V account. Only these members will have access to the account credentials, and dissemination of this information will result in immediate termination from the Public Information Office.

3.2.0 Press Releases

The Public Information Office is responsible for ensuring transparency with the community. A major part of this transparency comes from press releases. Press releases are released after major events and include any and all pertinent information on the event.



Press Releases can be made on any major event. They can include, but are not limited to:

- Major Structure Fires
- Mass Casualty Incidents
- Tactical EMS Activations
- All Call Incidents

Public Information Officers are to fill out the Press Release Form when creating a release. Upon completion, reach out to a PIO Manager, and they will retrieve the completed release for editing.

Press Release Form

3.3.0 Press Conferences

After a major incident, pending a press release, PIO Managers are authorized to hold a press conference for the incident for local media. When holding a press conference, members are not to disseminate any information that isn't factual. Members are also not to disclose information on active investigations.

3.4.0 Community Events

Community events are another major part of maintaining positive community outreach. Any member of the Public Information Office is able to host an event. To host an event, the member must do the following:

1. Create an event plan to include:
 - Event Name
 - Event Details
 - Event Location
 - Any incentives(Prizes, giveaways, etc.)
2. Get a PIO Manager to review the plan and sponsor the event
3. Get the PIO Director's approval

Once the PIO Director approves the event, a flyer will be created, and SAEM Command will be notified to advertise the event.