

**EXERCISE EVALUATION GUIDE**

**Exercise Name: Livonia and Canton Skilled Nursing Facility Exercise**

**Exercise Date: October 9, 2024**

**Jurisdiction/Organization:**

<b>Operational Communication</b>
<b>Exercise Objective:</b> Test internal and external communication systems, timeliness, and content of information shared to ensure strong communications during a real event.
<b>Capability 2: Operational Communication</b> Ensure the capacity for timely communications in support of security, situational awareness, and operations by any and all means available, among and between affected communities in the impact area and all response forces.
<b>Objective 1: Demonstrate intermediate knowledge of the role of the Public Information Officer and the Liaison Officer</b> <ul style="list-style-type: none"><li>• Agency has an identified Public Information Officer with access to key local or jurisdictional Public Information Officers in the event joint information needs to be shared.</li><li>• Public Information Officer or team has received Crisis Risk Emergency Communications training or equivalent.</li><li>• Communication Plan states how the Public Information Officer will collaborate with the Incident Commander for approval of all public facing information.</li></ul>
<b>Objective 2: Identify at least three key audiences that must be included in information sharing and/or key communications to ensure situational awareness</b> <ul style="list-style-type: none"><li>• Notify staff (onsite and offsite) of the event</li><li>• Notify sister or parent facilities</li><li>• Notify local emergency response partners</li><li>• Notify families of patients</li><li>• Notify the community as a whole</li></ul>

### Operational Communication

**Objective 3: Ensure redundant communication strategies when primary communication strategies are not available due to information technology failure.**

- Agency is able to identify redundant communication strategies within their organization
  - Redundant communication strategies are charged and updated regularly to be available immediately if primary communication goes down
  - Redundant strategies are listed in the Communications Plan
  - Weekend and overnight staff are able to access redundant communication strategies or devices
  - Multiple staff have access to and knowledge of mass notification systems
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Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating
<p><b>Demonstrate intermediate knowledge of the role of the Public Information Officer and the Liaison Officer</b></p>	<ul style="list-style-type: none"> <li>• Agency has an identified Public Information Officer with access to key local or jurisdictional Public Information Officers in the event joint information needs to be shared.</li> <li>• Public Information Officer or team has received Crisis Risk Emergency Communications training.</li> <li>• Communication plan states how the Public Information Officer will collaborate with the Incident Commander for approval of all public facing information.</li> </ul>		

<p><b>Identify at least three key audiences that must be included in information sharing and/or key communications to ensure situational awareness</b></p>	<ul style="list-style-type: none"><li>• Notify staff (onsite and offsite) of the event</li> <li>• Notify sister or parent facilities</li> <li>• Notify local emergency response partners</li> <li>• Notify families of patients.</li> <li>• Notify the community as a whole</li> <li>• Agency is able to identify redundant</li></ul>		
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<p><b>Ensure redundant communication strategies when primary communication strategies are not available due to information technology failure.</b></p>	<p>communication strategies within their organization</p> <ul style="list-style-type: none"><li>• Redundant communication strategies are charged and updated regularly to be available immediately if primary communication goes down</li><li>• Redundant strategies are listed in the Communications Plan</li><li>• Weekend and overnight staff are able to access redundant communication strategies or devices</li><li>• Multiple staff have access to and knowledge</li></ul>		
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Operational Communication

Homeland Security Exercise and Evaluation Program

Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating
	of mass notification systems		
<b>Target Rating Definitions</b>			
P: Performed without challenges			
S: Performed with some challenges			
M: Performed with major challenges			
U: Unable to be performed			