**Hazardous Materials: Managing the Incident, Fourth Edition**

**Chapter 9: Information Management and Resource Coordination**

**Chief Concepts**

* Failure to get the right information to the right people at the right time can jeopardize both the safety of responders and the overall success of the emergency response effort.
* The way other agencies and the public perceive how the incident was handled generally depends on the way information was managed.
* Information and resources must be managed within the framework of the Incident Command System.
* The key to successfully managing and retrieving hazmat information under emergency conditions is good organization and simplicity. If it doesn’t work on the street it is useless.
* Information management systems must be user-friendly and durable.
* Coordinating information in the field becomes particularly important as the IC, Hazmat Group Supervisor, and others evaluate options concerning protective clothing, decon requirements, and public protective actions.
* Coordinating information is a dynamic process that must adjust its scale over time to provide the correct and credible information to the right people at the right time. The larger and more complex the incident, the larger the command organization needed to manage the incident. The larger the command organization, the more need there is for a formal structure to manage the data and information that will flow between Command and the various individuals and organizations at the emergency scene. Information must also flow freely to and from the incident scene to off-site support facilities, such as the EOC, CHEMTREC®, and elected officials. In addition, accurate and timely information to the public and the media must be well managed.
* The checklist system is one of the most effective tools for ensuring that information and resources are effectively coordinated both internally and externally.
* Extended incidents or incidents involving multiple chemicals may require that an Information Unit be formed within the Hazmat Group.
* Resources are the people, equipment, and supplies required to manage a hazardous materials emergency. Within the command structure, the Logistics Section is typically organized into two subgroups that include a Resources Branch and a Support Branch.
* A good Logistics Section Chief doesn’t wait until the Operations Section Chief needs a resource; they anticipate what will be needed and then arrange for the resource to go to the Staging Area or a Support Base.
* Coordinating resource requirements within the internal structure of the emergency response organization can be an easy process if your organization understands and regularly operates within the requirements of the National Incident Management System (NIMS).