**Incident Command System (ICS) Wallet Cards**

# What are they?

The ICS wallet cards provide easy-to-reference information on the roles of ICS staff. The cards are customizable templates designed to fit in your wallet. They are not a type of credential or badge.

# Why do I need them?

The cards were developed for personnel that may fill ICS positions for their organization during an incident or event. The information on the wallet cards is consistent with the core ICS principles used by emergency response partners. Feel free to change the roles and responsibilities to fit your ICS organization as defined in your Emergency Response Plan (ERP).

Templates are included for the following positions:

* Command Staff
	+ Incident Commander
	+ Public Information Officer
	+ Safety Officer
	+ Liaison Officer
* General Staff
	+ Operations Section Chief
	+ Planning Section Chief
	+ Logistics Section Chief
	+ Finance and Administration Section Chief

You can edit, print and provide these ICS wallet cards to all utility personnel who may respond to water or wastewater incidents and who serve in one of the incident command roles at your utility. Important telephone numbers can be listed on the reverse side of the cards. The information currently provided on the template is a suggestion only; you can alter these cards to better fit the needs of your organization/agency.

# How do I customize them?

The templates should be opened and edited in Word, part of the Microsoft Office Professional software package. You may download a free trial of Word at <http://office.microsoft.com/en-us/try/>. Once you open the template, you can edit content by simply clicking on the text and replacing it with your own organization/agency and response partner specific information.

# How do I print and use them?

Load your printer with 8.5 x 11 inch paper. The cards are formatted so that when they are printed and folded, each card will be 2 x 3.5 inches, the size of a standard business card. Do not print double-sided.

The eight ICS wallet cards should be cut and folded so that the Emergency Contact Information is on the back of each card. The cards can be printed on cardstock paper or laminated to increase their durability.

**ICS Resources**

* **EMSI website.** Includes training information and materials on ICS, National Incident Management System, and National Response Framework found at: www.emsics.com
* **FEMA ICS Resource Center.** All relevant ICS materials (e.g., training, job aids, checklists, forms) can be found at: <http://www.training.fema.gov/EMIweb/IS/ICSResource/index.htm>

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| **[Name of** Organization/Agency**]****Incident Commander*** Ensures incident safety and sets priorities
* Determines incident objectives and strategies
* Establishes the incident organization
* Approves the Incident Action Plan
* Authorizes information releases to the media
* Coordinates Command and General Staff
* Approves resource requests
* Approves the demobilization of resources
 |  | **[Name of** Organization/Agency**]****Emergency Contact Information (Last Updated)**

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| Organization/Agency | Phone Number |
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| **[Name of** Organization/Agency**]****Public Information Officer*** Conducts periodic media briefings
* Advises the Incident Commander on information release and media relations
* Provides rumor control
* Obtains information from and provides information to the Planning Section
* Keeps command staff aware of media inquires
* Maintains/monitors social media for incident
 |  | **[Name of** Organization/Agency**]****Emergency Contact Information (Last Updated)**

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| **[Name of** Organization/Agency**]****Safety Officer*** Identifies and mitigates hazards (e.g., freezing conditions)
* Stops/prevents unsafe activities
* Advises the Incident Commander on any issues related to personnel safety (e.g., confined space entries)
* Works with the Operations Section to ensure the safety of field staff
 |  | **[Name of** Organization/Agency**]****Emergency Contact Information (Last Updated)**

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| **[Name of** Organization/Agency**]****Liaison Officer*** Serves as the point of contact for all agency responders helping to support the incident
* Coordinates with assisting and cooperating agencies such as the state primacy agency
* Provides briefings to and answers questions from supporting agencies
* Maintains a list of assisting and cooperating agencies and agency representatives
 |  | **[Name of** Organization/Agency**]****Emergency Contact Information (Last Updated)**

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| **[Name of** Organization/Agency**]****Operations Section Chief*** Organizes, assigns and supervises the tactical field resources (e.g., vacuum truck)
* Formulates strategy to meet incident objectives (e.g., turn valves to isolate main break)
* Performs tactics to accomplish incident objectives (e.g., send staff to main break site)
* Updates Planning and Logistics Sections regularly regarding resource status and needs
 |  | **[Name of** Organization/Agency**]****Emergency Contact Information (Last Updated)**

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| Organization/Agency | Phone Number |
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| **[Name of** Organization/Agency**]****Planning Section Chief*** Collects and manages incident information (e.g., # of customers without drinking water)
* Supervises the development of the Incident Action Plan
* Tracks resources (e.g., portable generators)
* Oversees demobilization (e.g., returning resources from a utility company)
 |  | **[Name of** Organization/Agency**]****Emergency Contact Information (Last Updated)**

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| Organization/Agency | Phone Number |
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| **[Name of** Organization/Agency**]****Logistics Section Chief*** Provides resources and services required to support incident activities (e.g., Resource Typing Manual)
* Orders resources (e.g., boom, generator, fuel)
* Oversees all responder service and support needs (e.g., food, transportation, lodging)
* Establishes incident security as needed
 |  | **[Name of** Organization/Agency**]****Emergency Contact Information (Last Updated)**

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| Organization/Agency | Phone Number |
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| **[Name of** Organization/Agency**]****Finance and Administration Section Chief*** Manages records of personnel and equipment time (use for possible federal reimbursement)
* Provides cost analysis (e.g., can couplings be found at a lower cost elsewhere?)
* Manages claims and compensation (e.g., injury on the job, utility backhoe hits parked car)
* Helps to procure resources for specialized assistance using emergency procurement
 |  | **[Name of** Organization/Agency**]****Emergency Contact Information (Last Updated)**

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| Organization/Agency | Phone Number |
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