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58	*WNP-2 Security (SAS-CR) (13.1.1, 13.4.1, 13.5.1, 13.5.3, 13.5.5, 13.10.8, 13.11.10, 13.12.19, 13.13.4)	927A
59	*WNP-2 Security (CAS-AAP) (13.1.1, 13.4.1, 13.5.1, 13.5.3, 13.5.5, 13.10.8, 13.11.10, 13.12.19, 13.13.4)	927A
60	WNP-2 Security	988A
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68	*Remote Shutdown Room (467) (13.1.1, 13.2.1, 13.2.2, 13.4.1, 13.5.1, 13.10.1, 13.10.9)	927A
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78	*Control Room - (501) STA's Desk	927A
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+ +90	*Joint Information Center (J. Ittner)	PE30
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114	EP Manager	PE30
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132	Licensed Training (PSF Rm. 248)	1027
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+ +137	*MPF Field Team Kits (13.7.5, 13.9.1, 13.9.5, 13.9.8, 13.13.4, 13.14.4) (J. Ittner)	PE30
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223	Franklin County Emergency Management	----

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A045



INTEROFFICE MEMORANDUM

DATE: April 08, 2002

TO: Distribution

*Vicenta DeLeon*

FROM: Procedure Control, Administrative Services, (927A)

SUBJECT: PLANT PROCEDURES MANUAL - VOLUME 13  
Distribution Package: 2002 - 181

REFERENCE:

Included in this package are EDITORIAL CHANGES, please replace the pages located in your manual with the attached pages:

<u>Procedure</u>	<u>Rev.</u>	<u>Page/s</u>
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13.10.7	18	1, 9
13.12.19	6	1, 3, 10 - 13, 19, 32
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13.12.21	3	1, 14
13.14.4	38	1, 33

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\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Manual Holder

87  
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**DATE: 04/08/02**

# **EDITORIAL**

**13.4.1**



\*13.4.1\*

# ENERGY NORTHWEST

USE CURRENT REVISION

## COLUMBIA GENERATING STATION PLANT PROCEDURES MANUAL

PROCEDURE NUMBER	APPROVED BY	DATE
*13.4.1	DWC - Revision 25	10/28/99
VOLUME NAME		
EMERGENCY PLAN IMPLEMENTING PROCEDURES		
SECTION		
NOTIFICATIONS		
TITLE		
EMERGENCY NOTIFICATIONS		

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EMERGENCY NOTIFICATION LISTS  
PART C - OFFSITE SUPPORT AGENCY NOTIFICATION LIST (Contd.)

At Alert or Above

4. WNP-1 Site Security (or designated WNP-1 site authority)
- 5.\* Energy Northwest Visitor's Center
6. Security Training Facility
7. Maintenance Training Facility
8. Institute of Nuclear Power Operations (INPO)
9. American Nuclear Insurer (ANI)

At Site Area Emergency or Above

10. Framatome ANP
11. General Electric of San Jose

\* Renotification for subsequent classifications not required.

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**13.10.7**



\*13.10.7\*



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COLUMBIA GENERATING STATION  
PLANT PROCEDURES MANUAL

PROCEDURE NUMBER *13.10.7	APPROVED BY RJG for JEW - Revision 18	DATE 03/14/02
VOLUME NAME EMERGENCY PLAN IMPLEMENTING PROCEDURES		
SECTION PLANT EMERGENCY FACILITIES		
TITLE PLANT ADMINISTRATIVE MANAGER DUTIES		

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- 3.1.18 As appropriate, ensure requests for procedure TCNs are reviewed and approved in accordance with plant procedure requirements, or approved by a Licensed Senior Reactor Operator in accordance with 10CFR50.54(x) requirements.
- 3.1.19 Arrange Plant Operations Committee (POC) meetings as necessary and ensure meeting records are included with the Final After Action Report.
- 3.1.20 When necessary, provide the necessary administrative support for procedure writing during reentry/recovery operations.
- 3.1.21 If prolonged emergency operations are anticipated or additional staff resources are needed, refer to the ERO Phone List located in the Emergency Phone Directory and determine what Emergency Response Organization (ERO) members are qualified to provide shift relief along with a home phone number where they can be reached.
- 3.1.22 When necessary, obtain the necessary equipment and personnel to provide administrative support for writing special procedures during emergency or recovery operations and coordinate procedures requiring prior NRC approval through the TSC Plant/NRC Liaison position.
- 3.1.23 Keep the TSC Manager briefed on the status of administrative support activities. Refer to the Plant Administrative Manager's portion of the Technical Support Center (TSC) Briefing Guidelines (From 968-25860) located in the TSC.
- 3.1.24 Refer incoming media calls to the Joint Information Center (JIC).
- 3.1.25 Upon shift change, fully brief your relief on duties, responsibilities and current status of work being performed.
- 3.1.26 Upon shift change or termination of the emergency:
  - a. Prepare an individual After Action Report. Refer to PPM 13.13.4.
  - b. Collect the individual After Action Reports prepared by staff personnel.
  - c. Deliver all After Action Reports to the TSC Manager.
  - d. At termination of the event, provide the TSC Manager with administrative support in compiling TSC After Action Reports and developing a summary report of TSC performance.

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**DATE: 04/08/02**

**EDITORIAL**

**13.12.19**



\*13.12.19\*

# ENERGY NORTHWEST

## COLUMBIA GENERATING STATION PLANT PROCEDURES MANUAL

PROCEDURE NUMBER *13.12.19	APPROVED BY DWC - Revision 6	DATE 12/04/00
VOLUME NAME EMERGENCY PLAN IMPLEMENTING PROCEDURES		
SECTION JOINT INFORMATION CENTER (JIC)		
TITLE JIC MANAGEMENT		

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## 1.0 PURPOSE

This procedure describes the Joint Information Center (JIC) and its lead role in providing timely and accurate emergency information to the public and conducting public information and media relations activities.

The procedure section specifies the actions that apply to all Energy Northwest personnel responding to the JIC for activation and operation of the center.

This procedure also describes the news coordination process that will be used by the agencies and jurisdictions reporting to the JIC and the administrative support that will be provided by Energy Northwest. {R-1592, R-3455}

## 2.0 PROCEDURE

### 2.1 JIC Activation

- 2.1.1 ERO personnel assigned to the JIC will respond when an Alert, Site Area Emergency or General Emergency has been declared, or as directed by the JIC Manager.
- 2.1.2 The fitness of ERO personnel responding to the JIC will be assessed prior to personnel engaging in emergency response activities. Refer to PPM 13.4.1 and SWP-FFD-01 for Fitness for Duty criteria and controls for assessing Fitness in an emergency situation.
- 2.1.3 Until arrival of the designated JIC Manager, the immediate actions of Attachment 5.1 may be performed by any of the following positions: Assistant JIC Manager, EOF Public Information Officer or Media Coordinator.
- 2.1.4 The JIC Manager or designee should inform the Emergency Director when the following criteria are met for JIC activation:

NOTE: Although option "b" (following page) allows activation of the JIC without the JIC Manager present, staffing of the JIC Manager position within one hour of classification is necessary to meet the Energy Northwest response requirements.

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Duties: JIC MANAGER

Normal Reporting Location: JIC Manager's Office Area

{R-4602}

Reports To: EOF Manager

Personnel Supervised: Assistant JIC Manager, Secretary, Spokesperson, Technical Spokesperson, HP Spokesperson, Media Coordinator, Information Manager, Support Manager, EOF Public Information Officer.

A. Primary Responsibilities

- Timely release of accurate information to the public and media on Energy Northwest activities and actions resulting from the emergency event. {R-4879}
- Direct and manage the operation of the JIC for Energy Northwest, Offsite Responding Organizations and other agencies operating from the JIC.
- Ensure coordination of news releases and statements among the agencies represented in the JIC.
- Serve as spokesperson for Energy Northwest, if appropriate.
- Provide feedback to the EOF Manager and Energy Northwest senior management regarding public concern and media response to the event.

B. Duties

Note: Any of the duties of the JIC Manager may be delegated to an Assistant JIC Manager.

1. Immediate Actions

- a. Upon notification of an Alert or higher classification, respond to notification, then report to the JIC.
- b. Contact the Emergency Director to obtain a briefing on the following:
  - plant conditions and operational status,
  - current response actions,
  - other information as deemed appropriate

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- c. Obtain the JIC Manager procedure handbook from the bookshelf in the JIC Manager's Office area and ensure responsibilities under your position are appropriately assigned:
  - Preparation of First Energy Northwest News Release
  - Joint Information Center Secretary
  - Energy Northwest Spokesperson
  - Energy Northwest Technical Spokesperson
  - News Conference Preparation and Presentation
  - Governmental Affairs Activities
- d. During normal working hours and prior to full JIC operation, request that Corporate and Industry Affairs staff record any pertinent inquiries regarding the event and bring them to your attention or forward them to the JIC Media Coordinator.
- e. Prepare a first news release or delegate to the Assistant JIC Manager preparation of first news release announcing the classification of an emergency event. The news release should be prepared in accordance with Attachment 5.1.1, Preparation of First Energy Northwest News Release.
- f. Declare the JIC activated when the criteria stated in 2.1.4 of this procedure are satisfied and notify the Emergency Director.
- g. Brief the staff on the status of plant operation, the emergency event and other information relevant to JIC operation. If phone team traffic is such that they cannot leave the phone team room, ensure that at least one Phone Team Supervisor attends the briefing.
- h. Assign preparation of a news release announcing JIC operation and activation of media and public phone lines.

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2. Ongoing Actions

- a. Remind JIC staff that information to be released to the public or media about Energy Northwest activities must be approved by the EOF Manager, EOF Manager's designee or JIC Manager prior to release. Approval will normally be obtained by the EOF PIO for news releases initiated in the EOF and from the JIC Manager for news releases initiated in the JIC and for briefing statements for press conferences.
- b. Receive reports from the EOF Public Information Officer and/or EOF Manager on events at the site and brief Energy Northwest JIC responders regarding plant status and Columbia Generating Station emergency response.
- c. Delegate responsibilities to the Assistant JIC Manager in your absence.
- d. Determine additional JIC staffing requirements. Especially consider additional staff to support Assistant JIC Manager, Governmental Affairs, Media Coordinator and Phone Teams.
- e. Chair the News Coordination Team, which has representatives from each agency represented in the JIC.
- f. When they arrive, brief county, state and other agency personnel on emergency status and actions and plant status changes.
- g. Provide approved and authorized Energy Northwest news releases to the Assistant JIC Manager for the News Release Editor to initiate the review and coordination process.
- h. Verbally approve and authorize distribution of all Energy Northwest news releases.
- i. Schedule news conferences when there is significant new information to tell the public, or in response to advice from the Media Coordinator that there is sufficient news media interest to warrant holding a news conference.
- j. Facilitate preparation for a news conference following the guidance in Attachment 5.1.6, News Conference Preparation and Presentation.
- k. Periodically brief the JIC staff, EOF Manager, EOF PIO, and Phone Teams on current status.
- l. Brief oncoming JIC personnel at activation and shift change.

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- m. Assist the Media Coordinator in responding to media requests for interviews or other information.
  - n. Assist the Information Manager in responding to rumors or misinformation.
  - o. Coordinate media tours of the EOF with the EOF Public Information Officer and the Media Coordinator.
  - p. Direct the Secretary or News Release Editor regarding information to be displayed by the Display Generator.
  - q. Assign someone to deliver late breaking information to the news conference moderator if significant events occur while a news conference is in progress.
3. Special Actions to be Implemented as Necessary
- a. If EOF Manager agrees and media interest warrants, assign additional personnel to the EOF/PSF to assist with potential media response near the site. Personnel dispatched may include those qualified as Assistant JIC Manager, Media Coordinator, Spokesperson and JIC Manager. Support personnel, such as distribution team or secretaries, should be identified and dispatched as needed to support media relations and activities near the site. Personnel sent to EOF may include current JIC staff or additional call-in support
  - b. If there is a possibility of prolonged emergency operations, usually more than eight (8) hours, assign the Support Manager to contact the EOF Site Support Manager regarding assignment and notification of a relief shift.
  - c. When the emergency is downgraded or terminated and emergency personnel are being dismissed or other emergency centers shut down, appoint a team of JIC management staff to develop a plan for media response during the recovery phase:
    - Determine if sufficient media and public concern exists to continue operation of the JIC.
    - Determine an appropriate level of staffing to support expected activities and needs of agencies and jurisdictions continuing to maintain a presence in the JIC.
    - When operation of the JIC is terminated, ensure a news release announces termination of JIC operation and identifies where both the public and media can continue to receive information.
    - Assign personnel as appropriate to cover Energy Northwest recovery operations.
    - Notify the EOF Manager or, if EOF is deactivated, the Manager, Corporate and Industry Affairs, when operation of the JIC will be terminated and discuss what support will be available for continued coverage of recovery operations.

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Duties: NEWS CONFERENCE PREPARATION AND PRESENTATION

Assigned to: Assistant JIC Manager

1. Announce to the JIC Support Manager, Assistant JIC Manager, Spokesperson, Media Coordinator, News Release Editor and Information Manager the time scheduled for upcoming news conferences.
2. Meet with the Energy Northwest Spokesperson before the time scheduled for preparation by the News Coordination Team to authorize and approve information to be released by Energy Northwest. Coordinate the information to be released with the EOF Public Information Officer.
3. Act as news conference moderator.
4. Prior to each scheduled news conference, facilitate a meeting with the News Coordination Team including spokespersons from other agencies in the JIC to coordinate the information to be released at the news conference. The purpose of the coordination is to minimize inconsistencies and to prepare all spokespersons to respond to potential questions from media representatives. If JIC noise and activity level is not conducive to a successful meeting, hold the meeting in a nearby conference room before proceeding to the news conference.
5. Review identified rumors or misinformation with the Information Manager and ensure corrections are provided by the news conference moderator at each news conference.
6. Encourage use of visuals by spokespersons presenting at news conferences.
7. Ensure telephone numbers for public and media telephone teams are provided at each news conference if the phone teams are operational.
8. Close news conferences after allowing reasonable time for media questions.
9. If possible and agreed to by spokespersons from other agencies, announce time for next scheduled news conference.
10. Make technical spokespersons available to the media, as required, to respond to questions.
11. JIC Manager should ensure that offsite agencies, where practical, maintain staff in the JIC during news conferences.
12. In the event of a significant change in emergency status or plant conditions during an ongoing news conference, the JIC Manager should assign someone to deliver appropriate information to the news conference moderator as soon as practical.

Attachment 5.1.6

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- Is the situation stable or deteriorating?
  - Why did the accident happen?
  - Ensure that the news release refers directly to the situation at Columbia Generating Station within the first few sentences and that plant status is described concisely and appropriately for the general population.
  - Only County or State news releases should include protective actions for the public. Do NOT include Protective Action Recommendations provided to the County or State in Energy Northwest news releases unless the State or County has specifically requested a joint news release.
  - News releases should include any pertinent information on confirmed releases of radioactivity from Columbia Generating Station. However, doses or dose rates, whether estimated or measured, should be excluded until the full extent of the release and its affect on the environment have been appropriately analyzed.
- c. Periodically discuss event status and news coverage with JIC Spokesperson, Assistant JIC Manager and JIC Manager.
  - d. Attend EOF status briefings to collect information on the current situation or anticipated events.
  - e. Advise the EOF Manager on public relations matters and JIC operation.
  - f. Consult with the JIC Manager or Assistant JIC Manager to stay informed of JIC activities and to identify needs that can be addressed by the EOF news staff.
  - g. Coordinate requests for tours of Columbia Generating Station or the emergency site with the Media Coordinator and request approval from the EOF Manager.
  - h. Refer any calls from the media or public to the appropriate Phone Team.

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**DATE: 04/08/02**

**EDITORIAL**

**13.12.20**



\*13.12.20\*



USE CURRENT REVISION

COLUMBIA GENERATING STATION  
PLANT PROCEDURES MANUAL

PROCEDURE NUMBER *13.12.20	APPROVED BY DWC - Revision 2	DATE 12/04/00
VOLUME NAME EMERGENCY PLAN IMPLEMENTING PROCEDURES		
SECTION JOINT INFORMATION CENTER (JIC)		
TITLE MEDIA AND INFORMATION MANAGEMENT		

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1.0 PURPOSE

This procedure describes the Media and Information Management process of the Joint Information Center (JIC) and its role in providing timely and accurate emergency information to the public and conducting public information and media relations activities.

2.0 PROCEDURE

2.1 JIC Activation

- 2.1.1 ERO personnel assigned to the JIC will respond when an Alert, Site Area Emergency or General Emergency has been declared, or as directed by the JIC Manager.
- 2.1.2 The fitness of ERO personnel responding to the JIC will be assessed prior to personnel engaging in emergency response activities. Refer to PPM 13.4.1 and SWP-FFD-01 for Fitness for Duty criteria and controls for assessing FFD in an emergency situation.
- 2.1.3 Until arrival of the designated JIC Manager, the immediate actions of PPM 13.12.19, Attachment 5.1 may be performed by any of the following positions: Assistant JIC Manager, EOF Public Information Officer or Media Coordinator.

2.2 Responding to the JIC

- 2.2.1 ERO personnel responding to the JIC:
  - sign in for their position on the board located in the JIC Support Manager's office.
  - obtain from the JIC Support Manager's office the identification badge with their name or write their name on a blank badge for their position.
- 2.2.2 JIC responders set up and check the operability of their assigned equipment and work stations upon arrival. Request support for setup and maintenance from telecommunications and facilities staff via the JIC Support Manager.
- 2.2.3 At shift change or JIC downsizing, departing JIC responders return their badge to the JIC Support Manager's office and remove their name from the JIC sign-in board.

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2.3 Media and Information Management

2.3.1 Public and Media Phone Teams:

- Activate the phone lines as directed by the Phone Team Supervisor.
- Respond to inquiries for information about actions of Energy Northwest and offsite agencies represented in the JIC.
- Remain operational for the duration of the event or until the media and public inquiry rate may be handled by Communications and Industry Affairs. {R-4882}

2.3.2 Information Manager: {R-4650}

- Identify, monitor and track rumors and misinformation, using feedback from the Media Coordinator, both phone teams and monitoring of actual radio, television and print coverage.
- Make corrections to misinformation or rumors by providing correct information for news conferences or news releases.

2.3.3 Media Coordinator {R-1591, R-3291, R-3453, R-4651}

- Identify and communicate issues raised by media who report to JIC.
- Provide timely information to assembled media as approved by JIC Manager.

2.3.4 Attached Duty Descriptions:

- Duty Description items are not necessarily in sequential order of performance. The user should scan the entire list and prioritize activities as appropriate to the situation. JIC personnel should not rely upon these guides alone to determine how to accomplish the items for which they are responsible.
- JIC Manager and management team have full authority to modify this guidance for Energy Northwest personnel should the situation warrant modification. Such changes should be consistent with Section 2.3.1 of PPM 13.12.19.

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### 2.3.5 Recording Actions:

- JIC responders other than distribution team members should maintain a record of the emergency actions on an Emergency Response Log (Form 968-23895).
- Phone team members should log all incoming and outgoing phone calls on Form 968-23895, Emergency Response Log, except for calls that require others to act, such as rumors or employee messages. For those calls, use Form 968-26057, the Emergency Phone Response Log.

## 2.4 Shift Change

- 2.4.1 When shift turnover occurs, the oncoming ERO member should sign into the JIC as described in 2.2.1 and 2.2.2.
- 2.4.2 Oncoming JIC personnel should attend a JIC staff briefing conducted by the departing and oncoming JIC Managers and scheduled for the beginning of each shift.
- 2.4.3 JIC personnel being relieved should complete an After Action Report, brief their relief on the current status of the emergency and relevant position-related functions being performed and turn over to their relief all pertinent documents, forms and supplies.
- 2.4.4 Oncoming JIC responders should advise their JIC supervisor or manager when turnover briefing is complete and position duties are being assumed.
- 2.4.5 Oncoming JIC managers should advise the JIC Manager when responsibilities for positions under their supervision have been assumed by oncoming shift.

## 2.5 Event Termination

- 2.5.1 Upon being relieved or dismissed, JIC responders should complete an After Action Report per PPM 13.13.4, attach all logs and pertinent documents, unless these are required for use by the next shift, and deliver the package to the Support Manager.
- 2.5.2 At termination of JIC activities, all JIC responders should participate in the post-event critique to discuss JIC performance.
- 2.5.3 When the JIC is deactivated, all JIC responders should replenish or identify needed supplies in their work area and return the area to normal work conditions.

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3.0 REFERENCES

- 3.1 FSAR, Chapter 13.3, Emergency Plan, Sections 2, 6, and 9 {R-4650, R-4651  
R-4655, R-4882, R-4883}
- 3.2 INPO 93-013, Emergency Public Communications Manual
- 3.3 NUREG-0654/FEMA-REP-1, Criteria for Preparation and Evaluation of  
Radiological Emergency Response Plans and Preparedness in Support of Nuclear  
Power Plants {R-3291, R-3453, R-3488, R-3491}
- 3.4 10CFR 50.47 (b)(07) {R-1591}
- 3.5 SWP-FD-01, Fitness for Duty Program Requirements
- 3.6 PPM 13.4.1, Emergency Notifications
- 3.7 PPM 13.12.19, JIC Management
- 3.8 PPM 13.12.21, JIC Support Activities
- 3.9 PPM 13.13.4, After Action Reporting
- 3.10 Form 968-26057, Emergency Phone Response Log
- 3.11 Form 968-26060, JIC Media Representatives Log
- 3.12 Form 968-23895, Emergency Response Log

4.0 ATTACHMENTS

- 4.1 Media Coordinator
  - 4.1.1 JIC Receptionist
- 4.2 Information Manager
  - 4.2.1 Monitoring News Coverage
- 4.3 Phone Team Supervisor
  - 4.3.1 Phone Team Members

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Duties: MEDIA COORDINATOR

Normal Reporting Location: JIC Area/MPF Lobby

Reports To: JIC Manager

Personnel Supervised: Receptionist, any additional staff called out to support functions

A. Primary Responsibilities

The JIC Media Coordinator is responsible for addressing the information needs of media representatives who report to the Energy Northwest media area (MPF lobby). Duties include coordinating initial response to local/regional media representatives prior to their arrival on-site, managing the on-site relations with the media representatives present in the MPF, managing the process to update news media on-site, coordinating media interviews with Spokespersons or other designated persons, and serving as the key liaison between media representatives and JIC Manager. If requested, serve as moderator for news conferences and conduct tours of Columbia Generating Station or site of emergency event.

B. Duties

1. Immediate Actions

- a. Obtain the Media Coordinator's materials from the cabinet in the JIC Support Manager's office and ensure task responsibilities under your position are appropriately assigned:
  - Attachment 4.1.1, JIC Receptionist
  - Form 968-26060, JIC Media Representatives Log
- b. Provide direction as needed to Energy Northwest staff responsible for MPF lobby setup for JIC activities.
- c. Request that JIC Manager provide you with update of media inquiries received since declaration of event, then respond as needed.
- d. Ensure first news release is being prepared or has been transmitted by facsimile to media.
- e. Ensure video monitor in MPF lobby for plant status information is operational. If not, record plant status information on the whiteboard located in the lobby.

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- f. If time allows, contact local media and other key persons as followup to news releases issued prior to full operation of the JIC. Current phone numbers may be found in your resource handbook.
- g. Determine if additional staff is required to support media response. If so, request the JIC Support Manager provide additional staff.

2. Ongoing Actions

- a. Manage the on-site relations with the media representatives present in the MPF.
  - Coordinate hospitality activities for arriving media and agency representatives.
  - Greet media and assist with sign-in, badging and other setup as necessary.
  - Respond to media requests for support or local information as possible and reasonable.
  - Distribute media kits to arriving media.
  - Brief arriving media and provide them with copies of issued news releases.
  - Notify JIC Support Manager of time of scheduled news conferences.
  - Assist JIC Support Manager to provide adequate equipment and support for media during press conferences.
  - Request that on-site media be seated in the auditorium several minutes prior to scheduled news conference.
  - Assist media representatives as required to set up their cameras or other equipment used to cover the news conference.
- b. Manage process to update news media on-site.
  - Update media on emergency event and respond to questions. Information you provide should be limited to that officially released by agencies represented in the JIC or found in the Media Coordinator's resource book.
  - Ensure update of MPF lobby status board using information provided by JIC Secretary if video monitor is not operable.
  - Announce and post scheduled times for news conferences.
  - Operate the media microphone or assign someone to operate it during news conferences.

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- Record open items and commitments made to media during press conferences for use by JIC Manager and other spokespersons.
- c. Coordinate media interviews with Spokespersons or other designated persons
- Inform spokespersons of requests for interviews, then schedule as possible.
  - Host interviews of any spokesperson with media.
  - Arrange, if requested by the JIC Manager, interviews or statements from Energy Northwest senior management.
  - As possible and desired, assist spokespersons to prepare for media interview.
- d. Serve as liaison between media representatives and JIC Manager.
- Report media concerns and needs to JIC Manager.
  - Report misinformation and/or rumors to Information Manager.
  - Dispel rumors or other misinformation.
  - Periodically update JIC Manager on media questions, concerns and perceptions.
  - Arrange with the EOF Public Information Officer tours of EOF or event site, as approved by EOF Manager.
3. Special Actions to Be Implemented as Necessary
- a. If requested by the JIC Manager, conditions allow and there is sufficient media interest, report to the EOF/PSF to coordinate interviews of agency spokespersons and conduct facility tours.
- b. If requested by the JIC Manager, report to the EOF to assist the EOF Public Information Officer.
- c. Obtain concurrence of JIC Manager and request JIC Support Manager call additional help for media management function.
- d. If observing or notified by others that crowds in and around MPF have become unmanageable, contact the JIC Support Manager for additional security or local law enforcement assistance.

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Duties: JIC RECEPTIONIST

Normal Reporting Location: JIC Area/MPF Lobby

Reports To: Media Coordinator

1. If necessary, assist with setup of JIC receptionist's work station.
  - a. Move telephone from MPF receptionist's desk to JIC receptionist's desk.
  - b. Set up baskets for news releases or other information
2. Greet public information staff from counties, states or other agencies reporting to the JIC. Direct public information staff from counties, states or other agencies to JIC Support Managers's office.
3. Greet and badge media representatives and request they sign-in on Form 968-26060, JIC Media Representatives Log or similar sheet.
4. Assist Media Coordinator with distribution of materials, including media kits and previously distributed news releases, to media present in the JIC.
5. Refer media requests for event information to the Media Coordinator.
6. Answer the phone and direct calls as guided by the Media Coordinator.
  - a. Direct calls requesting interviews to the Media Coordinator.
  - b. Transfer calls of concern from the public to the Public Phone Team at X5011.
  - c. Direct calls from the media with general questions about the event to the Media Phone Team at X5100.
  - d. Record calls for JIC staff as messages and deliver to the Media Coordinator for distribution. If message is urgent, contact the Media Coordinator for response.
  - e. Calls should not be transferred to Energy Northwest employees or ERO responders in other emergency centers or Energy Northwest facilities. If message is urgent, contact the Media Coordinator for response.

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7. If Display Generator does not display on MPF Lobby Television, obtain hardcopy from JIC Secretary and transfer information to status board in Lobby.
8. Advise the Media Coordinator if crowds outside or inside the MPF are becoming a control issue.
9. Perform other tasks as assigned by the Media Coordinator.

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Duties: INFORMATION MANAGER

Normal Reporting Location: JIC Office Area

Reports To: JIC Manager

Personnel Supervised: Phone Team Supervisors

A. Primary Responsibilities

The Information Manager is responsible for addressing the information needs of Media and Public Phone Teams, tracking rumors and misinformation, and ensuring, if possible, that corrections are made. The Information Manager may also assist, as requested by the JIC Manager, in preparation for news conferences or interviews of spokespersons with media representatives.

B. Duties

1. Immediate Actions

- a. Ensure video monitor in phone team room is operational prior to declaring phone teams activated. If not operable, provide Phone Team Supervisors status information to record on whiteboard or flip charts.
- b. As necessary, assist the Phone Team Supervisors to ensure phones are operational.
- c. Review with JIC Manager and Media Coordinator, media calls that have been received by Public Affairs or JIC staff prior to phone team activation. Respond as appropriate, contacting each by phone if necessary.
- d. Review guidance under special actions to determine if arrangements need to be made for additional staff to monitor media coverage of the event on radio and television.
- e. Assist, if requested by JIC Manager, in preparations for initial JIC staff briefing.
- f. Inform JIC Manager when phone teams are set up and operational.

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2. Ongoing Actions

- a. Address information needs of Media and Public Phone teams.
- Provide updated information to phone teams on plant status and public response information.
  - Observe news conferences and record key information from all spokespersons that should be provided to phone teams for release.
  - Respond to breakdowns in phone team operation, i.e., information not flowing, phone team members or supervisors experiencing extra stress, potential conflicts and disagreements.
  - Following notification by the County that evacuation of the general public has been ordered, periodically check in with the Red Cross or the Emergency Worker/Assistance Center to determine how many people have registered at any center. Provide this information to the Spokesperson and Phone Team Supervisor.
- b. Track rumors and misinformation and ensure, if possible, that corrections are made. {R-3491}
- Receive rumors or misinformation from phone teams and media coordinator for resolution.
  - Research correct information for rumors or misinformation using resources such as Technical Spokesperson, EOF staff and offsite agency public information staff.
  - Report correct information for reported rumors to JIC Manager, agency public information staff in JIC and Phone Team Supervisors.
  - Record rumors and their corrections, if any, for shift turnover.
  - As necessary, provide guidance for monitoring news coverage to personnel assigned to monitor media coverage. Use Attachment 4.2.1, Monitoring News Coverage, as guidance to those monitoring news coverage.

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3. Special Actions to Be Implemented as Necessary

- a. Assess anticipated media coverage and as necessary request additional staff be called out to monitor radio and television broadcasts. Request that equipment be set up to support desired effort. Consider the following actions:
- Request that telecommunications staff assist to set up additional television monitors and videotape setups for monitoring of television coverage.
  - Dispatch personnel to homes or local motels/hotels to assess local television or radio coverage.
- b. If necessary, assist the JIC Support Manager to recruit other Energy Northwest staff to monitor media coverage of event.

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Duties: MONITORING NEWS COVERAGE

Assigned To: Phone Teams

NOTE: Information Manager may choose to use personnel who are at home to provide the monitoring and call in with the results.

1. Report to the JIC Office Area, sign-in on the JIC sign-in board and notify the Information Manager or Phone Team Supervisor of your arrival.
2. Report to a location designated by the Information Manager or Phone Team Supervisor to monitor news coverage. If not already operating, turn on television and radio receivers per instructions posted at monitoring station.
3. On an Emergency Response Log, Form 968-23895, record the following information for both television and radio news coverage of the Columbia Generating Station event:
  - a. Date and exact time of news coverage.
  - b. Station and call letters.
  - c. Name of reporter broadcasting the information.
  - d. Location of station.
  - e. Key points reported, particularly emphasizing instructions which are being reported for public health and safety.
  - f. Other facts, such as injuries, location of emergency event, names of decision makers, actions being taken by the facility.
4. At the end of the news item, compare your notes to the information provided by the Phone Team Supervisor for media accuracy.
5. Record rumors or misinformation on Emergency Phone Response Log, Form 968-26057, and give to Phone Team Supervisor. Play back videotaped broadcast of rumors or misleading information if requested.
6. If requested by the Information Manager, review subsequent news coverage for correction of errors previously identified to the station.

Attachment 4.2.1

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Duties: PHONE TEAM SUPERVISOR

{R-4655}

Normal Reporting Location: MPF Room 1-205

Reports To: Information Manager

Personnel Supervised: Phone Team Members

A. Primary Responsibilities

The Phone Team Supervisor is responsible for directing the operation of the telephone lines established to respond to media and public inquiries regarding an emergency event. Duties include ensuring preparation of the phone team work area, relaying inquiries that should be answered to the Information Manager, supervising phone team members and ensuring they have information from news releases, news conferences and interviews or statements by spokespersons of agencies represented in the JIC and assisting the Media Coordinator. The primary functions of Energy Northwest phone team members are to represent to the media and public the Energy Northwest response to the emergency and to clarify questions regarding protective actions.

B. Duties Common to Supervision of Both Phone Teams

1. Immediate Actions

a. Initiate setup of the phone team area with supplies and equipment stored in the Phone Team Cabinets.

- Test phone system as instructed in job aid in your resource book.
- Set up video monitor for Character Generator status information and news conferences. Remote control is in cabinet in Support Manager's office.
- Arrange resource books, materials and phone log books for use by team members.
- Contact the Support Manager for additional supplies or for need for support from telecommunications or facilities staff.

NOTE: Two Phone Team Supervisors are assigned to each ERO team. The second phone team supervisor may assist the Media Coordinator once the phone teams are set up.

- Verify operation of the EBS radio in the phone team room.
- Verify operation of the clock and correct time, as necessary.

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- b. Assign team members to phone positions and provide copies of Attachment 4.3.1, Phone Team Member.
- c. Ensure that as many phone team members as possible participate in the initial JIC staff briefing as scheduled by the JIC Manager or provided by speaker phone. If members cannot participate, provide them a briefing of the information covered.
- d. Ensure that copies of news releases that have been issued are available to phone team members.

NOTE: Activation of phone lines should occur as soon as possible after distribution of first news release, broadcast of EBS messages and receipt of information of potential interest to the public and media. The Phone Team Supervisor should notify the JIC Manager as soon as one or more team members is ready to receive calls.

- e. When several team members have reported and operation is set up, activate phone lines, then report activation to the Information Manager.
- f. Assign one or two members to monitor TV and radio broadcasts. See B.2.f. See also Attachment 4.2.1

2. Ongoing Actions

CAUTION: Do NOT display Protective Action Recommendations to the Phone Team. Display only Protective Action Decisions.

- a. Record on white board key information from news conferences, Emergency Alerting System messages, or other official sources needed by team members to respond to phone inquiries, then as necessary provide hard copy to phone team members. Avoid details that should not be included in Phone Team responses. Ensure all times are in civilian, not military, format.
- b. When possible, observe and evaluate TV or radio news broadcasts for misinformation and promptly report misinformation to Information Manager, giving station, time and newscaster.
- c. Conduct team member briefings whenever events change or new information has developed. If desired, deactivate all but one phone for short periods of time to conduct the briefing.

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- d. Promptly log and report to the Information Manager any rumors or misinformation that team members detect from incoming calls, then record information provided to dispel rumor or correct misinformation.
- e. Maintain a log of significant events for briefing your or a team member's replacement.
- f. Obtain concurrence of JIC Manager and request JIC Support Manager call in additional qualified personnel to perform phone team duties, including broadcast media monitoring.
- g. Periodically monitor Emergency Response Logs for trends in questions that team members may not have information to answer or that the public may need to hear from a news conference or briefing. Report trends to the Information Manager with a request, as necessary, for written clarification.
- h. Designate a person to act as supervisor when it is necessary to leave team area.
- i. Monitor phone team operation to identify difficulties obtaining correct or adequate information or personnel needs, including additional staffing requirements.
- j. Coordinate additional phone team staffing and equipment needs or failures with Support Manager.
- k. Observe phone team members for evidence of undesired stress or conflict. Discuss need for break or relief.
- l. Provide phone team members with breaks, as necessary, to ensure effective performance.
- m. Periodically ensure video monitor with plant and emergency response status is operational and up-to-date. If video monitor is not operational, record plant status and emergency response information as provided by Information Manager on plant status board in phone team room.
- n. If messages for agency representatives or employees are taken by phone team members, contact JIC staff member or agency representative and relay the message. If for an Energy Northwest employee in another emergency center or work area, contact the Manpower Scheduler in the EOF and relay the message.
- o. Maintain copies of news releases and hard copy of news conference information for use by team members.

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- p. Review requests from media to provide information by facsimile. If necessary, confer with Information Manager on whether such information is appropriate (if it has already been sent to other media, it is appropriate). Forward request to distribution team.
- q. If calls are received requesting information regarding the response by Washington, Oregon or other agencies instruct the phone team to provide the agency's phone number to the caller, or, if the agency is represented in the JIC, to request assistance from the appropriate representative, if the information requested is not already available to the phone team.
- r. Assist Media Coordinator, as needed, in monitoring activities of Media assembled at the MPF.
- s. If the Governmental Affairs position is staffed, provide this fact and the Governmental Affairs phone number to the team.
- t. Identify any Spanish-speaking phone team members to the rest of the team.

C. Specific Duties - Media Phone Team Supervision

- 1. Instruct Phone Team members to announce calls requesting interviews and to request assistance, if needed. Provide assistance to interviewee or request another phone team member to handle the interview, as appropriate. Refer media requests to interview corporate management to JIC Manager or Assistant JIC Manager.
- 2. Instruct phone team members to commit to return calls to media only if questions are being asked that require consultation and research before they can be answered. If necessary, request that difficult calls be transferred to an appropriate representative on the phone team or to the supervisor.

D. Specific Duties - Public Phone Team Supervision

- 1. When team members notify you that offers of assistance are made to (or from) callers, coordinate the action to be taken with the appropriate individual or organization. Request Support Manager assistance, if appropriate.
- 2. Inform team members that inquiries about the status of individuals who may have been evacuated should be referred to the caller's local American Red Cross (ARC) office. Current phone numbers are in the phone team resource handbook.
- 3. Inform team members that inquiries from family members or others regarding the location or welfare of Energy Northwest employees should be relayed to the EOF Manpower Scheduler. Instruct Phone Team members to take the caller's name and phone number.

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4. Instruct phone team members to not commit to return calls to public. If necessary, request that difficult calls be transferred to an appropriate representative on the phone team or to the supervisor or provide the phone team member's name so the caller can contact the same person later.

E. Termination

1. Ensure that all phones have been deactivated. Test by calling 5100 and 5011. Deactivate any phones that continue to ring.
2. Ensure that the MESSAGE buttons on the Digital Call Recorders on the Support Manager's desk are set to Position 1. Call both numbers in Step 1 to verify that the message says there is no emergency.

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Duties: MEDIA AND PUBLIC PHONE TEAM MEMBERS

Normal Reporting Location: MPF Room 1-205

Reports To: Phone Team Supervisor

A. Duties Common to Media and Public Phone Teams

1. After sign-in and badging, report to the appropriate Phone Team Supervisor and assist with setup. If the Supervisor is not present, initiate setup and immediate actions identified in Attachment 4.3, Phone Team Supervisor.
2. Man the phone position assigned and respond to media inquiries or public calls as directed.
3. Working from status information, news releases, chronologies, fact sheets, news conference notes and other written materials that may be available from offsite response agencies, respond to calls from the media or public as follows: {R-4883}
  - a. Make a log entry for each call on Form 968-23895, Emergency Response Log, and note the name of the caller, the information the caller requested and the information you provided.
  - b. Provide only information that you know to be accurate from news releases, Emergency Alerting System messages, resource books or news conferences notes.
  - c. Address all questions and correct misinformation to the extent possible.
  - d. For calls requesting information regarding the response by Washington, Oregon, or other agencies, only respond to the question if the answer can be found in news releases previously distributed to the media, or if an agency representative present in the JIC can provide the answer, otherwise provide the caller with the agency's phone number as listed in the appropriate news release.
  - e. For calls involving the following situations, make a brief reference on the Emergency Response Log, then place the appropriate information on Form 968-26057, Emergency Phone Response Log, and give the top copy to a Supervisor:
    - Rumors;
    - Misinformation;
    - Requests to interview JIC or corporate management;
    - Questions about specific Energy Northwest employees or other emergency workers;
    - Messages from employee or other emergency worker families
    - Questions requiring research, consultation or which cannot be answered until a later time.

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- f. If the caller asks to speak with an Energy Northwest employee or an offsite agency representative, note it in the Emergency Phone Response log, advise the caller you will relay the message. Give the original copy of the message to the Phone Team Supervisor.
- 4. When practical, observe news conferences televised into your room and record notes that will assist you to answer questions from the media.
- 5. Participate in JIC staff or team briefings and assist other phone team members, when practical, to obtain answers for questions and respond to media queries.
- 6. If the Governmental Affairs position is staffed and the phone number has been provided, transfer calls from local, state, and national government officials to that contact.

**B. Specific Duties - Media Phone Team**

- 1. Agree to return a call only if questions being asked can be researched and answered. If desired, also provide your name and phone number so the caller can contact you again for additional information.
- 2. If requested to provide a live or recorded interview:
  - a. Refer request to supervisor if you do not feel confident in ability to answer live questions.
  - b. Ask the caller to summarize the questions before going live or starting recording.
  - c. Notify supervisor when you start the interview.
- 3. If called by the public, transfer the call to the Public Phone Team at X5011 or request caller use 509-372-5011.
- 4. Relay media requests for faxed information to supervisor.

**C. Specific Duties - Public Phone Team**

- 1. Do not agree or volunteer to return a call, but refer the caller to the Emergency Alerting System and their local radio and television stations. If desired, provide your name and number so the caller can contact you again for additional information.

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2. Inquiries about the status of individuals who may have been evacuated should be referred to the caller's local American Red Cross (ARC) office. Current phone numbers for the Tri-Cities area are in the phone team resource handbook.
3. When you make an offer to provide assistance to a caller, complete an Emergency Phone Response log entry of the assistance need and give the original to the Team Supervisor.
4. If the caller is having an emergency where life may be endangered or immediate assistance is deemed necessary, keep the caller on the line and contact the Team Supervisor for assistance.
5. Refer all Spanish-speaking callers to a county or Energy Northwest Spanish-speaking representative, when present.
6. If called by a media representative, transfer the call to the media phone team or provide the caller with the media phone team number.
7. Refer calls to the County EOC when caller requests assistance with evacuation or other emergency or has an agricultural question or other question which is not covered by the information in the Resource Book. In most cases, the answer may be obtained by asking the Supervisor to contact the County representative in the JIC.

D. Termination

1. Deactivate phones in accordance with the instructions on the sticker attached to the front face of the phone. Turn off headsets, if used.
2. Return materials to storage. Remove any messages, news releases, etc. inserted in Resource Book.

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**DATE: 04/08/02**

**EDITORIAL**

**13.12.21**



\*13.12.21\*



USE CURRENT REVISION

COLUMBIA GENERATING STATION  
PLANT PROCEDURES MANUAL

PROCEDURE NUMBER *13.12.21	APPROVED BY DWC - Revision 3	DATE 12/04/00
VOLUME NAME EMERGENCY PLAN IMPLEMENTING PROCEDURES		
SECTION JOINT INFORMATION CENTER (JIC)		
TITLE JIC SUPPORT ACTIVITIES		

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2. Ongoing Actions

- a. Arrange, as needed, facility and logistical support for JIC staff, responding offsite agency representatives and media. Contact Site Support Manager in EOF to authorize payment for services delivered by vendor, such as food or supplies.
- b. As directed by the JIC Manager, coordinate the assignment of a relief shift with the EOF Site Support Manager.
- c. Ensure setup of the news conference area for each news conference.
  - As soon as notified of time scheduled for news conferences, inform AV team members so they have sufficient time to prepare.
  - Report readiness of AV Team and auditorium setup to Assistant JIC Manager.
  - Report to the JIC Manager any problems that occur that may delay a scheduled news conference.
  - Secure doors to the auditorium once the news conference has begun and post sign, "News Conference in Progress, ENTER THROUGH REAR DOORS."
  - Assign a security officer to auditorium doors. Once news conference has begun, restrict front entry to only JIC staff who may have an urgent update to report. Ask Security to direct all others through the rear doors of the auditorium.
- d. If requested by Media Coordinator and with concurrence of JIC Manager, request additional support from Security if MPF crowd control exceeds ability of two officers to handle. Request assistance from Richland Police Department for control of crowds outside of MPF.

3. Termination

- a. With assistance from the A/V Team and Facilities, ensure that all equipment and signs set up in the lobby and auditorium are returned to storage.
- b. Ensure that the message buttons on the Digital Call Recorders are set to Position 1. Call 5100 and 5011 to verify that all Phone Team phones are deactivated and that the message says there is no emergency.
- c. If any Phone Team phones ring while testing per Step b. above, locate and deactivate these phones and then retest.

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**DATE: 04/08/02**

# **EDITORIAL**

**13.14.4**



\*13.14.4\*

# ENERGY NORTHWEST

## COLUMBIA GENERATING STATION PLANT PROCEDURES MANUAL

PROCEDURE NUMBER <b>*13.14.4</b>	APPROVED BY <b>JEW - Revision 38</b>	DATE <b>03/05/02</b>
VOLUME NAME <b>EMERGENCY PLAN IMPLEMENTING PROCEDURES</b>		
SECTION <b>SUPPORTING INFORMATION PROCEDURES</b>		
TITLE <b>EMERGENCY EQUIPMENT</b>		

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ITEMS IN/NEAR  
INSTRUMENTATION KIT

<u>ITEM</u>	<u>MINIMUM</u>
Case for Equipment	1
Low Range Dose Rate Meter (MicroR)	1
High Range Dose Rate Meter (Ion Chamber)	1
Count Rate Meter (w/G-M Pancake Probe)	1
Portable Radio (located in radio storage cabinet)	2
Radio battery (1 in kit, 1 in radio storage cabinet)	2
++ Check Source Cs-137	1
KI Tablets	2 bottles
Calculator	1
D-Cell Batteries	8
9-Volt Batteries	4
Note Pads (3x5)	3
Pens (black)	3
Battery Lantern (D - Cell)	1
Flashlight	1
Packet Containing (In lid pocket of equipment case)	1
- Credit Card	1
Wood Stakes, Survey Markers (In Cabinet)	10
First Aid Kit (In Cabinet)	1

++ Source is stored in a shielded container (pig) in the radio storage cabinet

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