



SECTION: 701
TITLE: NEWS MEDIA
SUPERSEDES/RESCINDS: 31 October 2005
EFFECTIVE DATE: 16 November 2009

INTRODUCTION

This SOG describes procedures for handling requests from the News Media.

The news media has a duty and obligation to inform the public about the activities of the Cayman Islands Government, including information about CIEC911 work activities. Certain pieces of information are exempt from release due to the Freedom of Information Law and certain pieces of information are not to be released due to patient confidentiality considerations. CIEC911 personnel are expected to provide the media with all reasonable assistance in pursuing information regarding emergencies and other incidents for that information that has been determined to be releasable.

INFORMATION PROVIDED

1. CIEC911
 - A. For incidents directly and solely related to CIEC911, the Emergency Communications Manager or Assistant Manager will speak to the news media personnel. This includes all requests for newspaper, radio or television interviews.
 - B. Calls For Service - Any requests for information concerning Calls For Service (current or past) are limited to information contained on the CFS Log.
 - C. 911 Recordings – Recordings are released in accordance with the FOI Law (see SOG#252)
 - D. Statistics – Statistical information is released in accordance with the FOI Law and the Statistics and Outputs SOG #340. Most of the statistical information available is already published on the www.911.gov.ky website.
 - E. Electronic Monitoring - All information regarding EM Clients will be kept confidential in accordance with the FOI Law.
2. Police – Any requests for information regarding an RCIPS Call For Service more detailed than what is contained in the CFS Log, including information contained within an OTRICS report, should be referred to the RCIPS Crime Desk or Public Relations Officer.
3. EMS - All information regarding victims/patients will be kept confidential in accordance with the FOI Law and hospital/physician standards concerning patient confidentiality. Any request for information regarding current or past

EMS Calls For Service more detailed than what is contained on the CFS Log should be referred to the Health Services Authority.

4. Fire - Any request for information regarding current or past Fire Calls For Service more detailed than what is contained on the CFS Log should be referred to the Cayman Islands Fire Service.

MEDIA LINE

News media representatives are to use the specified news Media Line 244-5200. Telecommunicators may confirm that an incident is in progress, limited to the following information:

1. Location of the CFS
2. Nature of the CFS
3. Agency personnel in charge on scene
4. Any evacuations in progress
5. Impact to traffic flow or the public

No media calls are to be accepted on any 911 lines.

UNLISTED TELEPHONE NUMBERS

Telephone numbers of Government officials or emergency service officials *are not* to be divulged to anyone, other than published numbers located in the blue pages of the phone book. Take the media representative's name and phone number and make a reasonable attempt to pass the call on to the proper official. Supervisors are to use discretion as far as circumstances and time of day.