



U.S. DEPARTMENT OF JUSTICE
COMMUNITY RELATIONS SERVICE

NORTHWEST REGIONAL OFFICE
915 SECOND AVENUE
SEATTLE, WASHINGTON 98174

September 24, 1984

Mr. Bob Oliver
Office of the Governor
State Capitol
Salem, OR 97310

Dear Mr. Oliver:

Enclosed is a draft Rumor Control Plan which encompasses the cities of Rajneesh (Antelope), Rajneeshpuram, and Madras, Oregon.

The plan is basically designed to provide factual information to the general public and press related to inquiries regarding current social developments in Wasco and Jefferson counties. Logistical matters remain to be fully assessed; however, a general agreement has been expressed by representatives of the involved communities that a definite approach to reduce the level of tension in the aforementioned areas should be initiated.

Request that you review the attached plan for implementation and any suggestions or comments rendered will be appreciated. A meeting to further discuss the plan's implementation is scheduled for 4:00 PM October 10, 1984 in the city of Rajneesh (Antelope).

Sincerely,


JOHN MATHIS
Conciliator

Enclosure

SEP 27 1984

D R A F T

RUMOR CONTROL PLAN
ANTELOPE, RAJNEESHPURAM, AND MADRAS, OREGON

September 19, 1984

I. Purpose and Usefulness of Rumor Control Centers

While rumors do not start disorder, they do keep it going; and can and do make the situation worse. Rumors can create a climate of hatred and hostility. Rumors significantly aggravated tension and disorder in more than five percent of the disorders studied. Experience also has shown that the harmful effect of rumors can be offset if police, public officials and community leaders quickly and effectively circulate the facts.

A. Recommended Rumor Control Plan: Antelope, Rajneeshpuram, and Madras, Oregon

A joint Rumor Control Network is suggested to encompass the central Oregon cities of Antelope, Rajneeshpuram, and Madras. The purpose for which the network is being established is to provide factual information related to community concerns. The rumor control network may serve as an ad hoc function during periods of community tension; however, will have the capability for sustained operations with augmented services during a community crisis.

1. It is suggested that Rumor Central be located in the City of Antelope, with support rumor control centers in Rajneeshpuram and Madras respectively. It is further suggested that each center be situated in the building of the city Mayor, and staffed with a telephone operator and two verifiers, representing both the Shree Rajneesh and non-Shree Rajneesh communities. City police or security force representatives may be employed in the role of Rumor Control Field Staff in validating rumors and reported incidents to the control centers. The Verifier located at rumor central in Antelope should serve as the principal coordinator of verified information being disseminated to the public in Rajneeshpuram and Madras.
2. A good system of communications with the police, fire departments, and other private or public agencies with staff in the field is essential. Telephones connected on a sequential hunt system, and operated by bilingual personnel is suggested. The rumor control operation may also serve as a public information center and may be expanded or decreased in size as the volume of calls dictate. Basically, there are five major considerations in establishing and maintaining a rumor control center:
 - a. Publicizing the rumor control telephone number at each location;
 - b. Physical equipment;
 - c. Personnel;
 - d. Clearly defined procedures; and
 - e. Adequate system of communication with the police, fire departments, and other public and private sources of information.

Rumor Control Plan: Antelope, Rajneeshpuram and Madras, Oregon. Cont'd

3. Publicity:

Rumor control telephone numbers of each location should be given maximum publicity through all available media services. The media should be instructed that the centers serve as a community resource where citizens may report incidents, verify or invalidate rumors, and obtain information relevant to community concerns, during periods of tension, conflict and crisis.

4. Physical Operation:

Each Rumor Control Center should include:

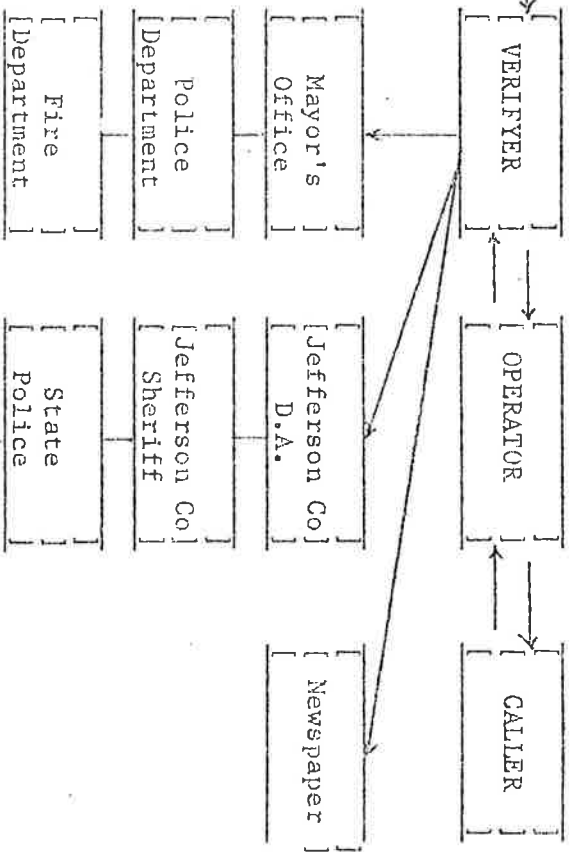
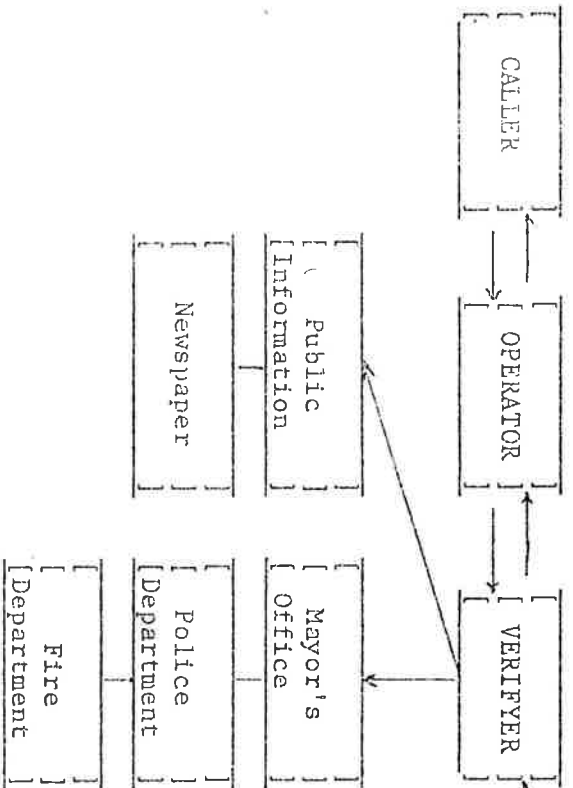
- a. Telephones - One telephone number and two phones connected on a sequential hunt; so that if the first is busy, the call is relayed to the next line. Two separate phones should be available for exclusive use by research staff (Verifier) responsible for receiving police reports and verifying rumors.
- b. Large Map - A large street map or town plan of the city visible to all rumor control staff, covered by clear acetate, on which verified incidents can be recorded.
- c. Blackboard - Also clearly visible to all rumor control staff, on which verified quiet areas and the nature and progress of incidents may be recorded.
- d. Notebooks - Notebooks to be placed at each phone for telephone operators to use as resource material in answering questions. Each should include a street map or town plan of the city to be used in routing callers around crisis areas; and xeroxed copies of reports and newspaper clippings giving details related to major community concerns. A notebook containing important phone numbers to be used in verifying information should be made available to each verifier.
- e. Forms - Forms reflecting incoming calls and information content should be available for recording; as well as incident report forms for recording all verified police and fire department information. Rumor verification forms for telephone operators to submit to contacts and verification staff for action.
- f. Personnel - Rumor Control Center staff should possess a good knowledge of the physical geography of the city they serve; as well as the location of major streets, and have a degree of knowledge and insight into the problems and variables supporting or precipitating community concerns.

RAJNEESHPUKAM, OREGON

RUMOR CONTROL
PLAN

Antelope

MADRAS, OREGON



Antelope, Oregon (RUMOR CENTRAL)

