



FEMA

Lessons Learned
Information Sharing
LLIS.gov

May 2009 Lessons Learned Information Sharing Newsletter

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Influenza Update

Pandemic Influenza Information on *LLIS.gov*

In light of the recent swine influenza outbreak, *LLIS.gov* encourages all jurisdictions to review their pandemic influenza plans and emergency operations procedures. To help you stay up-to-date, please visit the [PANDEMIC INFLUENZA](#) page on *LLIS.gov*. Here, you can find the [National Strategy for Pandemic Influenza](#), top news stories, upcoming events, related links, and a topic-specific forum to share updates and information with other members. The page also features over 1,000 important documents, such as:

- [Guidance on Antiviral Drug Use during an Influenza Pandemic](#)
- [Influenza Pandemic: Sustaining Focus on the Nation's Planning and Preparedness](#)
- [Pandemic Influenza Preparedness: Alternate Care Site Roles and Responsibilities](#)
- [Pandemic Influenza Preparedness: Establishing Clear Guidance for School Closure](#)
- [US Policy Regarding Pandemic Influenza Vaccines](#)

If you have any questions about *LLIS.gov*'s pandemic influenza resources, please email pandemicflu@llis.dhs.gov.

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Featured Partnership

EMR-ISAC

The Emergency Management and Response - Information Sharing and Analysis Center (EMR-ISAC), housed within the National Emergency Training Center, collects, analyzes, and disseminates critical infrastructure protection (CIP) information to Emergency Services Sector (ESS) leaders, owners, and operators throughout the nation. The mission of EMR-ISAC is to promote awareness of the threats to and vulnerabilities of ESS critical infrastructures; to encourage ESS prevention, protection, and resilience actions for all disasters; and to enhance the survivability and continuity of critical infrastructures operating in all-hazards environments.

To accomplish these mission goals, EMR-ISAC performs the following tasks:

- Collects CIP information with potential relevance for ESS organizations and analyzes this information to determine its importance and applicability to ESS departments and agencies;
- Disseminates infrastructure protection information to ESS leaders, owners, and operators;
- Develops instructional materials for CIP implementation and training needs; and

- Provides professional assistance to ESS CIP practitioners via phone and email.

For more information on EMR-ISAC, please visit the [EMR-ISAC partner page](#) on *LLIS.gov*, which features EMR-ISAC bulletins, reports, and other analytical products from the Department of Homeland Security, or visit the [EMR-ISAC page](#) on the US Fire Administration Web site.

For more information on other *LLIS.gov* partners, please see the PARTNERS section of the [LLIS.gov homepage](#). To discuss establishing a partnership, please email the Outreach and Partnerships Team at outreach@llis.dhs.gov.

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New *LLIS.gov* Original Content

The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, Practice Notes, and Good Stories to the system on a regular basis. Weekly updates about new original content can be found in the NEW *LLIS.GOV* CONTENT box on the homepage of *LLIS.gov*. *LLIS.gov* recently posted the following original content documents:

Lessons Learned

- **[Emergency Communications: Ensuring Telecommunications Capabilities during Power Loss](#)** (*Iowa Winter Storms, 2007*)
State emergency managers should partner with state and local telecommunications providers to review plans for service during extended power outages. State managers should also support alternative methods of communication, such as amateur radio systems, to ensure emergency communications during periods of electrical power loss.
- **[Emergency Management: Establishing Procedures for Priority Snow Plow Routes](#)** (*Seattle Winter Storms, 2008*)
Local emergency managers should develop and maintain a list of priority plowing areas within their jurisdictions. A copy of the list should be kept at the emergency operations center. Managers should also establish procedures for requesting priority plow services and for tracking the completion of requests.
- **[Emergency Management: Providing Dedicated Support to Executive Decision Making during Incidents](#)** (*Iowa Winter Storms, 2007*)
State emergency operations centers should consider providing dedicated support to gather and present information to executive officials during incidents. This can help to establish the development of a common operating picture among senior officials.
- **[Emergency Operations Centers: Establishing an Alternate Facility](#)** (*Minneapolis I-35W Bridge Collapse, 2007*)
Jurisdictions should plan for activating an alternate emergency operations center that can be used if the primary center is inaccessible or at capacity.
- **[Emergency Planning: Providing Resources to Staging Areas and Receiving Points in Evacuation Zones](#)** (*Hurricane Dean, 2007*)
Emergency managers should review plans for providing resources to staging areas and receiving points in evacuation zones. These locations may need access to additional resources to support responders who are awaiting deployment to other areas.
- **[Emergency Public Information: Utilizing 9-1-1 Centers as Sources for Information](#)** (*Iowa Winter Storms, 2007*)
State emergency operations centers should provide advance warning to 9-1-1 centers prior to releasing any state-wide media or advisories that reference the centers as a source of public information during an incident.
- **[Emergency Resources: Developing a Checklist to Inventory and Secure Critical Resources](#)** (*Seattle Winter Storms, 2008*)
Prior to an incident, local governmental agencies responsible for managing resources should develop

a checklist to inventory these supplies. The list should include a review of potential storage facilities and procedures for pre-positioning these supplies.

- **Emergency Resources: Ensuring the Availability of Emergency Vehicles for Use by Human Services Personnel** (*Seattle Winter Storms, 2008*)

Governmental agencies responsible for maintaining public vehicles should ensure the availability of all-wheel drive or chained vehicles for use by human services case management workers during prolonged snowfall events or other emergencies. This will ensure case management workers can reach their clients.

- **Mass Evacuation Planning: Clearing Evacuation Routes** (*Hurricane Dean, 2007*)

State departments of transportation (DOT) should consider conducting periodic reviews of infrastructure improvements to assess their impact on evacuation routes. State DOT personnel should coordinate with emergency operations centers to confirm that all construction disrupting these routes has been halted and that all barriers are promptly removed during an emergency.

- **Points of Dispensing: Ensuring Site Security** (*Region 5 Mass Immunization and Prophylaxis Strategy Full-Scale Exercise, 2007*)

Point of dispensing (POD) security personnel should conduct security sweeps and should check the identification of anyone entering or exiting the POD's incident command post. This can help to ensure security for both staff members and clients.

- **Points of Dispensing: Ensuring Visibility of Signage** (*Region 5 Mass Immunization and Prophylaxis Strategy Full-Scale Exercise, 2007*)

Point of dispensing staff members should ensure that facility signage is visible to all staff members and clients.

- **Public Health: Training Public Information Officers on Medical Examiner Operations** (*Virginia Tech Shootings, 2007*)

Public health departments should train public information officers in the operations and methods of the medical examiner's office. This can help to ensure that families and victims have access to accurate and timely information during an emergency.

- **Public Information Dissemination: Maintaining Continuous Joint Information Center Operations during Incidents** (*Seattle Storms, 2008*)

Emergency managers should maintain joint information center (JIC) operations throughout most of an emergency response period to help coordinate public information. Further, JICs should display their information on an online portal to allow citizens easy access to official information.

- **Public Works: Training Additional Crew Members to Reduce Snow Plow Shift Lengths** (*Seattle Winter Storms, 2008*)

Departments of public works and transportation should consider training additional crew members in snow plow operations for prolonged snowfall events that require 24-hour plowing. This can reduce shift times and minimize worker fatigue while allowing snow plow crews to maintain continuous operations.

- **Shelter Operations: Ensuring the Availability of Alternate Sheltering Facilities during Prolonged Emergencies** (*Seattle Winter Storms, 2008*)

Local human services agencies should work with sheltering facilities in their jurisdiction to determine if these shelters can maintain longer hours of operation during emergencies. However, in cases when sheltering facilities must close, human services agencies should coordinate arrangements to open alternate facilities to provide affected citizens with continuous sheltering services.

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LLIS.gov Outreach

The *LLIS.gov* team travels around the country speaking and exhibiting at conferences and events. Representatives of *LLIS.gov* are scheduled to speak at, exhibit during, or attend the upcoming events below.

- **10-15 May: 2009 Governor's Hurricane Conference (Ft. Lauderdale, FL)**
- **12-13 May: CIKR Capabilities for Fusion Centers Workshop (Phoenix, AZ)**

- **12-14 May: CPM 2009 West (Las Vegas, NV)**

If you would like to request an *LLIS.gov* presentation at your next event, please email the Outreach and Partnerships Team at outreach@llis.dhs.gov. For more information, please visit the *LLIS.gov* [Outreach](#) page.

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