



FEMA

Lessons Learned
Information Sharing
LLIS.gov

August 2009 Lessons Learned Information Sharing Newsletter

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Quadrennial Homeland Security Review

DHS wants your opinion!

The Department of Homeland Security is conducting the first ever Quadrennial Homeland Security Review, which will establish the strategic foundation for homeland security activities over the next four years. As part of her commitment to strengthening homeland security partnerships, Secretary Napolitano has recognized that the Department's capacity for mission-focused innovation depends on its ability to reach out to partners and to draw on their insights and expertise. Accordingly, your input is critical to the success of this review. Please go to www.homelandsecuritydialogue.org to join the conversation.

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Featured Partnership

Domestic Preparedness

DomesticPreparedness.com, DPJ Weekly Brief, and DomPrep Journal are a family of ePublications serving multiple preparedness professional communities. Established in 1998, the audience includes first responders, first receivers, and emergency managers, plus local, state, and federal authorities all concerned with operational responsibility in all hazard events. A team of practitioners provides articles, analysis, and insights in the multi-jurisdictional areas in a peer-to-peer style. Recognizing their similar missions, *LLIS.gov* and DomPrep.com will regularly share information and provide content for each other's systems. *LLIS.gov* members can find DomPrep updates on the *LLIS.gov* system, and DomPrep.com readers can find original articles by *LLIS.gov* staff members on that system.

For more information on DomPrep.com, please visit the [Domestic Preparedness Web site](#). For more information on other *LLIS.gov* partners, please see the PARTNERS section of the [LLIS.gov homepage](#).

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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

- **Active Shooter Response Operations: Establishing an Incident Command Post** (*Hood River Sheriff's Department Active Shooter Drill, 2008*)
 Law enforcement agencies should consider including provisions for staffing a communications center or incident command post in their active shooter response procedures. Law enforcement personnel should receive training on the staffing processes.
- **Continuity of Operations: Pre-Identifying Critical Facilities that Require Generators during Power Outages** (*Hurricane Ike, 2008*)
 Emergency managers should pre-identify critical government facilities that require generators to continue operating during power outages. Managers should work with those facilities to ensure the installation of generators prior to the next emergency.
- **Emergency Operations Centers: Delegating Critical Roles during Large-Scale or Prolonged Activations** (*Iowa Summer Storms, 2008*)
 Emergency operations centers should consider developing processes for delegating critical roles to secondary staff members during large-scale or prolonged activations. This can be achieved by cross-training staff in multiple areas/sections to allow for absence, illness, fatigue, schedule rotation, or other factors during activations.
- **Emergency Operations Centers: Developing a Surge Plan for Information Technology Support Staff** (*Iowa Summer Storms, 2008*)
 Emergency operations centers should consider developing an information technology support staff surge plan for use in large-scale or extended duration incidents.
- **Emergency Operations Centers: Developing Information Sharing Protocols and Standard Operating Procedures** (*Iowa Summer Storms, 2008*)
 Emergency operations centers (EOC) should consider developing information sharing protocols and standard operating procedures for use during activations. These should include processes for EOC sections to identify and communicate critical information requirements.
- **Emergency Operations Centers: Ensuring Direct Communications among Sections during Activations** (*Iowa Summer Storms, 2008*)
 Emergency operations centers (EOC) should ensure that all sections have a direct line of communication with each other during activations. EOC information sharing standard operating procedures and protocols should address situations when sections are not located in same area.
- **Emergency Operations Centers: Identifying Fixed Locations for Sections** (*Iowa Summer Storms, 2008*)
 Emergency operations centers should consider establishing a fixed location for each section during activations. This will help facilitate information sharing among sections.
- **Emergency Operations Centers: Utilizing Incident Action Plans during Activations** (*Iowa Winter Storms, 2007*)
 Emergency operations centers should consider mandating the use of incident action plans during activations.
- **Exercise Conduct: Maintaining Patient Confidentiality and Privacy during Points of Dispensing Exercises** (*Receipt, Storage, and Staging Multi-Site Distribution Full-Scale Exercise, 2008*)
 Exercise planners and point of dispensing managers should ensure that patient confidentiality and privacy are maintained during a mass prophylaxis exercise. This is particularly important when the exercise includes the dispensing of actual prophylaxis.
- **Food Safety: Tracking Inspections during a Recall** (*Castleberry Food Recall, 2007*)
 Food safety agencies should possess a consistent, uniform, and timely method to identify locations that have been visited during a recall event.
- **Incident Command: Clarifying the Roles and Functions of Mobile Command Posts** (*Steel Hammer Full-Scale Exercise, 2007*)
 Jurisdictions should develop plans that clearly define the roles and functions to be performed by their mobile command posts.
- **Public Information: Ensuring Emergency Operations Plans Pre-Identify Radio Stations for the Release of Information** (*Columbia Generating Station Plume and Ingestion Pathway Exercise,*

2008)

Public information officers should periodically review their jurisdictions' emergency operations plans to ensure that they identify local radio stations available to communicate information to the public during emergencies.

- **Public Information: Ensuring Public Information Officers and Emergency Operations Center Staff Members Receive Training in Radiological Plan Procedures** (*Columbia Generating Station Plume and Ingestion Pathway Exercise, 2008*)

Public information officers and emergency operations center personnel should receive regular training in radiological plan procedures, including the release of information to the public during a radiological emergency. This will ensure that accurate and consistent public information is coordinated properly and delivered to the public.

- **Resource Management: Developing a Reference Guide for Procurement Procedures during Emergencies** (*Hurricane Ike, 2008*)

Local governments should consider developing a "quick look" reference guide for how to procure resources during emergencies.

- **Resource Management: Developing Standard Operating Procedures and Templates for Requesting State Resources during Incidents** (*Iowa Summer Storms, 2008*)

State emergency operations centers should consider developing standard operating procedures and templates for how county and local officials can request state resources during incidents.

- **School Emergency Management Planning: Designating an Office to Manage Communication with Families during a Pandemic Influenza Outbreak** (*University of North Carolina Wilmington Pandemic Flu Exercise, 2007*)

Higher education institutions should consider designating a single department or office to manage communication with families during a pandemic influenza outbreak. University plans should also include provisions for establishing a call center during a pandemic influenza emergency.

- **School Pandemic Influenza Preparedness: Incorporating Inventory Information into Emergency Plans** (*University of North Carolina Wilmington Pandemic Flu Exercise, 2007*)

Higher education institutions should consider including up-to-date inventory information about personal protective equipment and other emergency supplies in their emergency plans. The plans can detail current stockpile levels as well as provide projections of how long the stockpiles would last during an emergency.

- **State Emergency Operations Centers: Developing a Logistics Handbook for Tracking Resources** (*Iowa Summer Storms, 2008*)

State emergency operations centers should consider developing a comprehensive logistics handbook to assist personnel with resource tracking during activations.

- **State Emergency Operations Centers: Developing a Registry of Volunteer and Private Sector Organizations** (*Iowa Summer Storms, 2008*)

State emergency operations centers (SEOC) should consider developing a point of contact registry of volunteer and private sector organizations that support response operations. This will simplify SEOC requests for resources and personnel during response and recovery operations.

- **State Emergency Operations Centers: Establishing Standard Operations Procedures for Logistics Sections** (*Iowa Summer Storms, 2008*)

State emergency operations centers should establish standard operating procedures for logistics sections. Tasking staff members with the management of individual commodities will facilitate resource tracking during complex logistical operations.

- **State Emergency Operations Centers: Information Management Training for Local Officials** (*Iowa Summer Storms, 2008*)

State emergency operations centers should consider providing ongoing training to local officials on the use of their information management system, such as WebEOC.

- **Tactical Interoperable Communications: Ensuring the Availability of Trained Support Personnel** (*Steel Hammer Full-Scale Exercise, 2007*)

Jurisdictions that use cells-on-wheels, portable gateway systems, and other similar tactical communications systems should ensure that adequately trained support personnel are available

during response operations.

- **Volunteer and Donations Management: Developing Standard Operating Procedures for Managing Volunteers at Incident Sites** (*Iowa Summer Storms, 2008*)

Jurisdictions should consider establishing a standard operating procedure (SOP) for managing volunteer operations at incident sites. This SOP should address such issues as establishing check-in areas, training volunteers, using safety gear, making operational forecasts, and mediating mission interruptions.

Practice Notes

- **Intelligence and Information Sharing: The Alabama Fusion Center's Response to "White Powder" Mailings**

The Alabama Fusion Center responded quickly to a December 2008 "white powder" letter mailed to the Alabama governor's office and communicated details of the threat to other state fusion centers. This allowed authorities in those states to respond appropriately to the threat.

- **School Emergency Response Operations: Hood River County, Oregon, Dispatch Center's Accessing of a School Video Camera System during an Active Shooter Drill**

The Hood River County, Oregon, 9-1-1 Dispatch Center accessed the Hood River Valley High School's video camera system during an active shooter drill. This enabled drill participants to confirm and update information.

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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 exhibit or speak during the upcoming events below.

- **04 - 05 Aug: Enforcement Expo Southwest (Phoenix, AZ)**
- **09 - 12 Aug: National Conference on Community Preparedness (Arlington, VA)**
- **30 Aug - 03 Sep: 2009 Public Health Information Network Conference (Atlanta, GA)**

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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