

Chapter 7

Emergency Management

2 Hours

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Arkansas Basic Telecommunicator Course

References:

Federal Emergency Management Agency 2011:
www.fema.gov/emergency/nims

APCO Institute Public Safety Telecommunicator 1, Seventh Edition,
2016

National Emergency Number Association

Training Aids:

Prezi
Lecture Guide

Coordination/Personnel:

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Instructional Unit Summary:

Chapter 7 Emergency Management

Lesson Purpose:

The Telecommunicator should have a minimal level understanding of Emergency Management to help the Telecommunicators more effectively serve small incidents response to disaster level events.

Instructional Objectives:

The student will be able to:

1. Knowledge of National Incident Management System (NIMS)
2. Understand Incident Command System (ICS)
3. Knowledge of Emergency Action Plan and Disaster Book along with the need for it in each agency
4. Knowledge of their role and responsibilities of Emergency Management
5. Disaster preparedness
6. Understanding different types of weather and their impact
7. Mutual Aid/Telecommunicator Emergency Response Taskforce (TERT)

I. INTRODUCTION

The Telecommunicator plays a pivotal role in the management of emergency incidents, especially as the scope of an incident grows in complexity. Being aware of available resources and dispatching them to the appropriate disaster location is providing a vital link to the multitude of agencies that must pull together to be successful during all aspects of a disaster. A Telecommunicator's knowledge and training will better prepare them for large scale emergencies. Having a basic level of understanding of Emergency Management and what it entails is necessary to help the Telecommunicator more effectively serve small incident response to disaster level events.

II. BODY

A. Introduction to ICS & NIMS

1. National Incident Management System Homeland Security Presidential Directive 5 (HSPD5) requires state and local adoption of NIMS to receive Federal Emergency Disaster Funding. This directive requires agencies to train the following responders in FEMA IS-700 NIMS Introduction and in ICS-100 Introduction. These online courses are free and are located online at the FEMA website. They were designed for:
 - a. Emergency Medical Service Personnel
 - b. Firefighters
 - c. Hospital Staff
 - d. Law Enforcement Personnel
 - e. Public Health Personnel
 - d. Public Works/Utility Personnel
 - e. Skill Support Personnel
 - f. Other Emergency Management Response, support, volunteer personnel at all levels

B. Incident Command System (ICS)

1. An important part of NIMS is the Incident Command System (ICS) which is the method used to manage resources and personnel during an incident. To make this action possible, plans are pre-developed to ensure that everyone is working in concert toward a safe, effective resolution during the incident period.

ICS can be used for any emergency (big or small) or planned events. Examples of incidents may include:

- a. Emergency Medical Situations (ambulance service)
- b. Hazardous material spills
- c. Terrorist Attacks
- d. Natural disasters such as wildfires, flooding, earthquake, or tornado
- e. Man-made disasters such as vehicle crashes
- f. Industrial accidents, train derailments, or structure fires
- g. Search and rescue operations
- i. Hostage Crisis

2. Incident Action Plans (IAP) provide a means of communicating efforts that work for the entire process and answer questions such as:

- a. What do we want to do?
- b. Who is responsible for doing it?
- c. How do we communicate with each other?
- d. What resources do we have to respond to each need?

C. Emergency Preparedness

1. Emergency Action Plans
 - a. According to the Introduction to the Emergency Action Plan Expert System, an emergency action plan (EAP) is usually a written document required by particular OSHA standards [29 CFR 1910.38(B)]. The purpose of an EAP is to facilitate and organize employer and employee actions during workplace emergencies.

2. OSHA's emergency action guide gives you a general idea of how to develop EAPs for your workplace emergencies. The six (6) elements of an EAP according to OSHA standards are:
 - a. Means of reporting fires and other emergencies
 - b. Evacuation procedures and emergency escape route assignments
 - c. Procedures to be followed by employees who remain to operate critical operations before they evacuate
 - d. Procedures to account for all employees after an emergency evacuation has been completed
 - e. Rescue and medical duties for those employees who are to perform them
 - f. Names or job titles of person who can be contacted for further information or explanation of duties under the plan

3. EAPs for a PSAP
 - a. Each Telecommunicator should have knowledge of how each piece of equipment works in the communications center and the backup procedure for ensuring the operation continues.

- b. Telecommunicators should refer to their agency's EAP for specific details regarding back up procedures for generators, telephone/re-routing calls, technological failures, etc. An automobile accident could cause the electricity at your PSAP to fail. If the generator did not function, how would your PSAP continue to operate?
- c. Each technological device in the PSAP should have a system in place, as a backup, should the main way of operations fail. Listed below are examples of back up plans that should be considered:
 - Power Outages/Generators
 - Fires
 - Evacuation Procedures
 - Water Rescues/Emergencies

4. Emergency Disaster Books

- a. One useful tool is an emergency disaster book. An emergency disaster book is a quick reference book for the Telecommunicator to grab when they need quick access to plan on how to handle certain emergencies. This book is suggested to be made to handle the needs of the individual agency.
- b. When a company thinks about developing an emergency action plan they only have to consider their company. When your company is an emergency communications center that provides a service to an entire community then preparedness has to be on a much larger scale. In emergency disaster situations, there is no norm.

D. Disaster Preparedness

1. If an emergency occurs where telecommunicators have to evacuate the building, it is important to make sure an

emergency kit is ready and easy to carry when it is time to evacuate. Not all items will be stored in the kit, but will need to be easily accessed when they need to be added to the kit prior to evacuation. The kit should included items specific to the agency and their needs. Some items needed for an evacuation kit include:

- a. Paper
- b. Pens
- c. CAD/Telephone entry forms
- d. Clipboards
- e. Binder with important phone contact information
- f. Standard Operating Procedures or emergency disaster book with the EAP
- g. Map books
- h. Portable radio/charging base (added at time of evacuation)
- i. Emergency flashlight
- j. Communication center's cell phone
- k. First aid kit

E. Emergency Management Roles and Responsibilities

Each of the 75 Counties in the State of Arkansas has an Emergency Management Director. Emergency Management (EM) is based on the concept of local disaster management supported by higher levels of Government to include State and Federal assistance when needed.

1. Emergency Managers recognize that disasters are cyclic through phases. Those phases include preparing for disasters through training, exercises, planning, and public education to name a few preparedness activities. If disaster occurs, responding to the event and managing the immediate effects on the community. After the emergency phase has passed, often even during, recovery begins, the task of returning a community to the pre-disaster state that may take years. Reducing or eliminating impacts of hazards is a constant goal of EM through mitigation programs. A new phase of prevention and/or protection has taken a more prominent role in the U.S. after September 11, 2001. From terrorism to disease outbreaks, prevention can involve intelligence, surveillance and detection, and even vaccinations.
2. The purpose of Emergency Management is to improve the outcome of a disaster. These outcomes can be measured in lives saved, fewer injuries, reduced damages, decreased disruptions, shorter recovery time, to name a few. If we do not improve the outcome of a disaster, then we have failed.
3. Emergency Management is the managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters.
4. Emergency Management seeks to promote safer, less vulnerable communities with the capacity to cope with hazards and disasters.

F. Weather

Since Arkansas weather is so unpredictable it makes it hard to know what type of weather incident the PSAP may encounter. That is why it is imperative that the center be ready for any type of weather emergency.

1. Tornadoes

- a. If a tornado damages the PSAP, where evacuation would be required, use the emergency disaster book and follow your agency's policies and procedures.
- b. If a tornado hits a community where casualties occurred, it is imperative that the center come together as a team to get through the emergency.
- c. It is recommended that once the first initial 9-1-1 call came into the PSAP, the Telecommunicator should put all in a call for service and notify EMS/Fire departments, dispatch officers, notify supervisors and your local Emergency Management office.
- d. Use a map to mark the addresses of where the first 9-1-1 emergency calls were placed. This will give the first responders a starting point of where the tornado touched down.
- e. As responders begin to make contact with residents, have them relay the addresses checked and mark the addresses on the map as checked. This will help the Telecommunicator and the responders know if everyone has been accounted for and will document the path of the storm.
- f. Know where all of your utility resources are located and the utility contact information.

2. Floods

- a. If a flood has damaged the PSAP where evacuation would be required use the emergency disaster book and follow your agencies policies and procedures if they are available.
- b. If your area has been placed under a flood watch or flood warning, encourage the Telecommunicators to arrange ahead of time of how they will be getting to

and from work. They may need to arrive or leave early depending on the situation. The Telecommunicator may need to stay with a friend or relative.

- c. Have the Media Relations Representative for your agency put out a press release, notify your local newspaper or local news and provide them with information from the FEMA website to help the local community prepare for the emergency and post information on the agency's social media sites, if applicable.

3. Ice Storm or Significant Snowfall

- a. Arkansas commonly deals with winter precipitation where large amounts of snow and ice accumulate in the area causing very hazardous conditions. It is imperative that PSAPs be prepared.
- b. If the area has been placed under, a winter storm watch or warning, encourage the Telecommunicators to plan ahead of time on how they will be getting to and from work. They may need to arrive or leave early depending on the situation. The Telecommunicator may need to stay with a friend or relative.
- c. Have the Media Relations Representative for the agency put out a press release, notify your local newspaper or local news and provide them with information from the FEMA website to help the local community prepare the emergency and post information on the agency's social media sites, if applicable.

G. Mutual Aid/TERT

- 1. Telecommunicator Emergency Response Taskforce (TERT)

In the aftermath of man-made and natural disasters that devastated many areas of our country, PSAPs have faced tremendous challenges. One of the greatest challenges is maintaining adequate staffing levels in the PSAP. To address the problem, APCO and NENA joined together to develop the Telecommunicator Emergency Response Taskforce (TERT). TERT teams assist PSAPs during emergencies, providing back up and relief personnel to the regular PSAP staff. TERT teams are considered a state resource.

III. Conclusion

Emergencies happen at all levels. Whether it is inside the PSAP or involves a larger area; planning and training before it happens is vital to the recovery. PSAPs should have an Emergency Action Plan and make certain that all Telecommunicators are familiar with the resources each has to offer during an incident.

Every county has an Emergency Management Agency. FEMA directs Telecommunicators to take the NIMS online training. A Telecommunicator's knowledge and training should ensure they know how to handle emergencies when they happen. Preplanning reduces the stress and helps maintain the flow of daily operations.

Telecommunicators play an important role in emergency preparedness. Being aware of available resources and dispatching them to the appropriate disaster location is providing a vital link to the multitude of agencies that must pull together to be successful during all aspects of a disaster.

A telecommunicator's knowledge and training in NIMS will better prepare them for large scale emergencies. Emergency Management Agencies in each of the 75 Arkansas counties encourage all telecommunicators take the minimum NIMS training courses as outlined by the Arkansas Department of Emergency Management (ADEM) and FEMA guidelines. Telecommunicators should seek information from their supervisor about the NIMS courses they are required to complete.