



Emergency Management and Response Information Sharing and Analysis Center (EMR-ISAC)

INFOGRAM 32-09

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NOTE: This INFOGRAM will be distributed weekly to provide members of the Emergency Services Sector with information concerning the protection of their critical infrastructures. For further information, contact the Emergency Management and Response- Information Sharing and Analysis Center (EMR-ISAC) at (301) 447-1325 or by e-mail at emr-isac@dhs.gov.

Improving Disaster Management

During the past several years, the emergency management community has received some scrutiny regarding actions before, during, and following man-made and natural disasters. Considering this fact, the [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) reviewed "[The Eight Step Training Model: Improving Disaster Management Leadership](#)," which is the feature article in the current online Journal of Homeland Security and Emergency Management. According to this article, it is imperative that emergency managers understand the scope and scale of recent disasters, and the depth of planning required to execute coordinated preparedness, response, and recovery efforts.

The authors of the paper wrote that one method for emergency managers to achieve success may be through the implementation of a disciplined training methodology known as the "Eight Step Training Model." At its essence, "the eight step training model provides a logical, structured, and repeatable framework for developing and executing training that is designed to build confident and competent emergency managers and improve the individual and collective training proficiency of primary and secondary responders." At a minimum, "the model acquaints participants with divergent organizational roles and missions, and at its best instills confidence in participating organizations' ability to work together in a simulated setting before they are forced to collaborate during emergency response."

It is the belief of the authors that a time investment in this planning and training methodology will increase preparedness, response, and recovery efforts and desired outcomes. Therefore, for the convenience of emergency managers and other Emergency Services Sector leaders, the EMR-ISAC summarized the eight steps as follows:

1. Study and teach the literature and doctrine.
2. Survey the training site.
3. Develop the training plan.
4. Issue the plan.
5. Rehearse the plan.
6. Execute the training.
7. Evaluate the training.
8. Retrain as needed to meet goals.

CIKR Asset Protection Technical Assistance Program (CAPTAP)

The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) confirmed that the Department of Homeland Security (DHS) and Federal Emergency Management Agency jointly offer the [CIKR Asset Protection Technical Assistance Program \(CAPTAP\)](#) to assist state and local first responders, emergency managers, and homeland security officials.

The DHS CAPTAP web site states that the free 36-hour technical assistance (TA) service was designed to accomplish the following:

- Cover the basic tenets of the National Infrastructure Protection Plan (NIPP).
- Articulate the value of a comprehensive state and local infrastructure protection program.
- Describe how to develop and implement an infrastructure protection program.
- Explain how to conduct infrastructure site assessments.
- Train users on the [Constellation/Automated Critical Asset Management System \(C/ACAMS\)](#).

C/ACAMS enables state and local agencies to catalogue, analyze, prioritize, and visualize their local infrastructure data via a free web-based application. C/ACAMS also provides law enforcement, public safety, and emergency response personnel with a set of tools and resources to aid in the collection and utilization of CIKR asset data, the assessment of asset vulnerabilities, and the development of all-hazards incident response and recovery plans.

The EMR-ISAC verified with the C/ACAMS Project Office that states and urban areas can request to host a federally instructed CAPTAP service by submitting a complete TA application. Project personnel schedule training on a first-come, first-served basis. For more information on possible training opportunities available across the nation, contact the C/ACAMS Project Office at acams-info@hq.dhs.gov or their [web site](#).

National Firefighter Health Week

Protecting Emergency Services Sector personnel from all hazards has been a consistent message of the [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC). Therefore, the EMR-ISAC reviewed information regarding the third iteration of the [National Firefighter Health Week](#) (17-21 August), a project of the National Volunteer Fire Council (NVFC). The theme for this year is “It takes a healthy heart, mind, and body to do what you do - Keep It Strong.”

According to the NVFC web site, National Firefighter Health Week is an initiative to educate the fire and emergency services community about a variety of health and wellness issues that affect performance and quality of life. The program encourages first responders to learn the risk factors and commit to making healthy lifestyle changes—not just during Firefighter Health Week—but throughout the year. The NVFC further entices first responders to “avoid preventable illness and stay strong for those who depend on them—their families, departments, and communities.”

The United States Fire Administration (USFA) announced support for Firefighter Health Week in a [press release](#). It substantiates that heart attack is the leading cause of firefighter on-duty fatalities year after year, making health and wellness essential to reducing firefighter deaths.

The EMR-ISAC confirmed that the [National Firefighter Health Week Resource Center](#) features abundant resources, daily activity suggestions, and other tools for numerous health and wellness related topics.

Managing Calls and Call Centers during Pandemics

During a response to a pandemic, it is possible that a community’s 9-1-1 system may experience an overwhelming surge in calls, which renders the call center unable to provide an efficient and essential service. To identify appropriate actions in those instances, the [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) reviewed the document prepared by the Oak Ridge Institute for Science and Education (OSIRE) for the Centers for Disease Control and Prevention (CDC) entitled “[Managing Calls and Call Centers during a Large-Scale Influenza Outbreak: Implementation Tool](#).”

Recognizing the diversity among communities and their call centers, the OSIRE developed a tool to encourage communities to examine existing resources, avoid a costly process or system, and seek assistance when necessary. For the convenience of 9-1-1 center directors, emergency managers, and other community leaders, the EMR-ISAC summarized the five steps of the tool as follows:

1. Identify and meet with key partners.
2. Discuss what should be accomplished.
3. Identify the concept of operations.
4. Determine how to achieve objectives.
5. Prepare for the next wave or pandemic.

More information of this subject can be seen at the [CDC web site](#).

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REPORTING NOTICE

The National Infrastructure Coordinating Center (NICC) within the Department of Homeland Security (DHS) Office of Infrastructure Protection is the central point for notifications regarding infrastructure threats, disruptions, intrusions, and suspicious activities. Emergency Services Sector personnel are requested to report any incidents or attacks involving their infrastructures using at least the first and second points of contact seen below:

- 1) NICC - Voice: 202-282-9201, Fax: 703-487-3570, E-Mail: nicc@dhs.gov
- 2) Your local FBI office - Web: <http://www.fbi.gov/contact/fo/fo.htm>
- 3) EMR-ISAC - Voice: 301-447-1325, E-Mail: emr-isac@dhs.gov, fax: 301-447- 1034, Web: www.usfa.dhs.gov/subjects/emr-isac, Mail: E-108, 16825 South Seton Avenue, Emmitsburg, MD 21727