



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

INFOGRAM 45-09

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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.*

Indicators of Violent Behavior

As reported by multiple national media sources, the United States has experienced a recent increase in active shooters and violence in the workplace. The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) observed that these incidents have been as dangerous to emergency responders as they have to innocent bystanders. Because of the obvious risks to personnel from Emergency Services Sector departments and agencies, the EMR-ISAC examined the some early warning indicators of violent behavior in the workplace, prepared by the [FBI's National Center for the Analysis of Violent Crime](#) and summarized as follows:

- Expressing direct or veiled threats of harm.
- Engaging in intimidating, belligerent, harassing, bullying, or other aggressive behaviors.
- Experiencing numerous conflicts with supervisors and other employees.
- Bringing a weapon and/or brandishing a weapon in the workplace.
- Making inappropriate references to guns or a fascination with weapons.
- Showing blatant interest with incidents of workplace violence.
- Indicating approval of the use of violence to solve problems.
- Identifying with the perpetrators of workplace homicides.
- Demonstrating desperation over professional or personal problems.
- Articulating thoughts about the possibility of suicide.
- Exhibiting extreme changes in attitude and/or behavior.
- Displaying drug and/or alcohol abuse, particularly where abuse did not previously exist.

The FBI explains that each of these indicators could be a clear sign that something is wrong. They caution that none should be ignored. The Bureau further asserts: "By identifying the problem and dealing with it appropriately, managers and coworkers may be able to prevent violence from happening."

The EMR-ISAC provides the following hyperlinks for additional information about active shooters and violence in the workplace:

- [Workplace Violence—Issues in Response](#) (PDF, 6 Mb).
- [Active Shooter: How to Respond](#) (PDF, 927 Kb).

Emergency Services Planning and Responding to Shootings Incidents

Recent shooting incidents, especially those receiving national attention, reinforced the necessity for all local, regional, state, and federal resources to plan for and prepare to respond to these events. Considering this need, the [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) researched the free "[Mass Shooting: Planning and Response for Fire and EMS](#)" presentation. The program states that a rapid, safe, and successful response to these situations requires deliberate planning and preparation.

The PowerPoint slide presentation provides information and basic tools for first responders, emergency managers, school systems, and other officials to assist in the development or assessment of a multi-agency mass shooting response plan. One slide lists the following as the purpose of the program:

- Familiarize trends in active shooter/mass shooting events.
- Assist in understanding the nature of current and emerging threats.
- Suggest resources, plans, and training that will minimize the loss of life.

The EMR-ISAC noted the program includes the following areas:

- Multi-agency planning
- Crisis response kit
- Deterrence environment
- Command post
- Response tactics
- Scene assistance

In lieu of the PowerPoint material, a free 45-minute video is available. According to their [web site](#), the Firefighters Support Foundation provides a program detailing the actions that fire and EMS agencies can take to prepare themselves for this all-too-likely event, and the actions they can take when the event occurs.

Recommended EMS Agency Operational Security Measures

The [International Association of Emergency Medical Services Chiefs](#) (IAEMSC) shared its 2009-001 Position Statement with the [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC). The [IAEMSC statement](#) (PDF, 122 Kb), entitled “Recommended EMS Agency Operational Security Measures,” advocates the need for greater operational security and situational awareness by EMS members and organizations.

Considering their assessment of man-made threats to the safety and operations of EMS organizations, the IAEMSC adopted its position to encourage threat information sharing and the protection of the physical assets that identify EMS members and the vehicles used to deliver EMS services.

The IAEMSC mission is to support, promote, and advance the leadership of EMS response entities and to further the EMS profession. IAEMSC membership is made up of leaders from both career and volunteer EMS organizations, and represents and embraces the diversity of EMS agencies throughout the world.

2009 Staffing Grant

The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) learned the “[Staffing for Adequate Fire and Emergency Response](#)” (SAFER) program will accept applications from 16 November to 18 December 2009. SAFER grants can provide financial assistance to help career, combination or volunteer fire departments with staffing and deployment capabilities. This support should help organizations respond to emergencies whenever they occur to assure their communities have adequate protection from fire and fire-related hazards.

As a result of the passage of the American Recovery and Reinvestment Act of 2009, there are several changes to the FY 2009-2010 SAFER grants. The following requirements are being waived for the FY09 SAFER program:

- Salary limits are removed.
- Prescribed cost-share is removed.
- Retention commitment to SAFER-funded firefighters is removed.
- Performance period of 2 years is reduced.

The enhanced or restored staffing levels should improve safety for firefighters by ensuring all staffing levels provide improved safety for firefighters. Furthermore, increased staffing should guarantee all frontline/first-due apparatus of SAFER grantees have a minimum of four qualified personnel to meet the standards of NFPA 1710 and/or NFPA 1720.

The EMR-ISAC noted that the Department of Homeland Security (DHS) published a "[Guidance and Application Kit](#)" (PDF, 311 Kb) to assist departments. Additional information can be seen at www.firegrantsupport.com. Alternatively, contact the Department of Homeland Security Fire Prevention and Safety help desk at firegrants@dhs.gov or at 1-866-274-0960.

Technology Alert

The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) received information regarding the availability of the National Institute for Occupational Safety and Health (NIOSH) Pocket Guide 1.0 for the iPhone. The NIOSH Pocket Guide to Chemical Hazards (NPG) is now available as a mobile application for the iPhone and iPod touch.

The information found in the NPG helps users recognize and control chemical hazards. All 667 chemicals in the NPG, including resources, are now immediately accessible for safety professionals in the application, [NIOSH Pocket Guide 1.0](#). For more information, go to <http://press-releases.techwhack.com/42232-dangerous-decisions> or contact Mike Barsan at MBarsan@cdc.gov.

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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: 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/emr-isac, Mail: E-108, 16825 South Seton Avenue, Emmitsburg, MD 21727