

# L0930 Integrated Emergency Management Course: Yolo Operational Area Planning/Intel



**FEMA**

## **Student Manual**

May 2017  
Version 1.1

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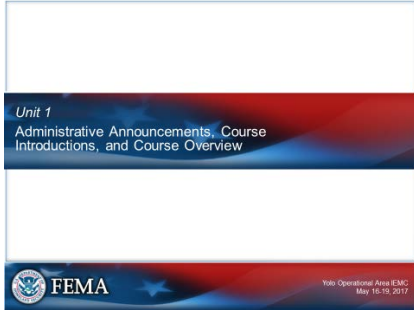
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**UNIT 1  
ADMINISTRATIVE ANNOUNCEMENTS,  
COURSE INTRODUCTIONS, AND  
COURSE OVERVIEW**

**May 16, 2017**

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Visual 1.1

**VISUAL 1.1 - UNIT 1:**

**ADMINISTRATIVE ANNOUNCEMENTS, COURSE INTRODUCTIONS, AND COURSE OVERVIEW**



Visual 1.2

**VISUAL 1.2 - WELCOME**

Emergency Management Institute (EMI) Course Staff

<p><u>Class Manager</u>                  Doug Kahn, PACEM                  Training Specialist                  Integrated Emergency Management Branch                  301-447-7645</p>	<p><u>Exercise Director</u>                  Doug Kahn, PACEM                  Training Specialist                  Integrated Emergency Management Branch                  301-447-7645</p>
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IEM Branch Email: [fema-emi-iemb@fema.dhs.gov](mailto:fema-emi-iemb@fema.dhs.gov)

Branch Phone: 301-447-1381



Visual 1.3


**VISUAL 1.3 WELCOME TO THE EMERGENCY MANAGEMENT INSTITUTE (EMI)**

Integrated Emergency Management Concepts Course for the Yolo Operational Area

*Visual 1.3 Photo Caption: Seals of Davis California, City of Woodland, County of Yolo, City of West Sacramento, Yolo County Housing, Yocha Dehe Wintun Nation, City of Winters California and County of Yolo Office of Emergency Services*

**Class Roster**

- On table as you enter classroom
- Check your information for accuracy
  - Make changes as necessary (i.e., make sure your name is listed, spelled correctly, etc.).
- Do NOT enter personal addresses or personal e-mail addresses
- Initial by your name to verify review
- If your name is not listed, add it, and initial next to your name





Visual 1.4

**VISUAL 1.4 - CLASS ROSTER**

- On the table as you enter classroom
- Check your information for accuracy
  - Make changes as necessary (i.e., make sure your name is listed, spelled correctly, etc.)
- Do NOT enter personal addresses or personal e-mail addresses (except FEMA Reservists)
- Initial by your name to verify review
- If your name is not listed, add it, and initial next to your name

**Course Admin**

- Attendance
  - If you get sick or have to leave for an emergency, contact the EMI Course Manager
- Course Materials/Handouts
- Breaks/Lunch

Visual 1.5


**VISUAL 1.5 - COURSE ADMIN**

- Attendance
  - If you get sick or have to leave for an emergency, contact the Class Manager
- Course Materials/Handouts
- Breaks/Lunch

**EMI Course Evaluations**

EMI has several levels of evaluation for our courses. Information gathered from the evaluations identifies areas for improvement (i.e., course materials, instructors, processes).

- EMI's Scantron evaluation form should be completed daily during class
  - Take time to provide written comments under Remarks Section
  - Rate both content and quality of instruction in Block 18 (1 lowest – 5 highest) and overall course in Block 19
- Follow-up evaluation survey will be mailed to students 90 days after course completion
  - Complete the questionnaire and return it ASAP (postage-paid return envelope provided)



Visual 1.6


**VISUAL 1.6 – EMI COURSE EVALUATIONS**

EMI has several levels of evaluation for our courses. Information gathered from the evaluations identifies areas for improvement (i.e., course materials, instructors, processes).

- EMI's Scantron evaluation form should be completed daily during class
  - Take time to provide written comments under Remarks Section
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- Follow-up evaluation survey will be mailed to students 90 days after course completion
  - Complete the questionnaire and return it ASAP (postage-paid return envelope provided)

Out of courtesy for others in the classroom, please:

- Turn off all electronic devices or place in silent mode.
- Do not text or send e-mails during class.
- Return calls and text messages ONLY during breaks.
- Refrain from sidebar conversations.



Yolo Operational Area IEMC  
May 16-19, 2017  
Visual 1.7


Visual 1.7

**VISUAL 1.7 - OUT OF COURTESY FOR OTHERS IN THE CLASSROOM, PLEASE:**


- Turn off all electronic devices or place in silent mode.
- Do not text or send e-mails during class.
- Return calls and text messages ONLY during breaks.
- Refrain from sidebar conversations.

Lunch

During this IEMC offering, lunch will be predominately on your own with the exception of the date of the exercise.



Date	Option
May 16	On Your Own – Woodland
May 17	On Your Own – Woodland
May 18	Provided at Your Home EOC
May 19	On Your Own – Home Jurisdiction



Yolo Operational Area IEMC  
May 16-19, 2017  
Visual 1.8

Visual 1.8

**VISUAL 1.8 – LUNCH**

During this IEMC offering, lunch will be predominately on your own with the exception of the date of the exercise.



Date	Option
May 16	On Your Own – Woodland
May 17	On Your Own – Woodland
May 18	Provided at Your Home EOC
May 19	On Your Own – Home Jurisdiction

*Visual 1.8 Photo Alternative Text: Photo of the EMI Dining Facility.*

Student/Visitor Parking

Please park in the OES Parking lot in front of 120 West Main Street

Limited parking is available in front of the OES building with overflow parking available in the bowling alley parking lot

Yolo Operational Area IEMC  
May 16-19, 2017  
Visual 1.9

Visual 1.9

**VISUAL 1.9 – STUDENT/VISITOR PARKING**

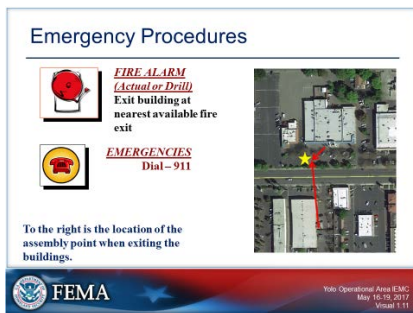
Please park in the OES Parking lot in front of 120 West Main Street.

Limited parking is available in front of the OES building with overflow parking available in the bowling alley parking lot.





*Visual 1.9 Photo Alternative Text: Aerial image showing the primary parking lot (OES building) and the secondary parking lot (Bowling Alley).*



Visual 1.10

### **VISUAL 1.10 – EMERGENCY PROCEDURES**

**Fire Alarm (Actual or Drill):** Exit building at available fire exit. nearest

**Emergencies** – Dial 911


Below is a map with the location of the assembly point when exiting the buildings.



*Visual 1.10 Image Alternative Text: Aerial image consisting of the two building locations used for training. The assembly area in case of emergency is located in the southwestern section of the OES Parking lot.*

Want more information on EMI programs?

- The Emergency Management Institute (EMI) encourages you to sign up for its e-mail subscription service.
- It allows you to subscribe to topics of interest and receive e-mails containing information pertinent to your profession.
- Visit the [EMI Homepage](http://training.fema.gov/emi/) (link available at the following URL: <http://training.fema.gov/emi/>) and look for the orange envelope.




Visual 1.11


**VISUAL 1.11 – WANT MORE INFORMATION ON EMI PROGRAMS?**

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- Visit the [EMI Homepage](http://training.fema.gov/emi/) (link available at the following URL: <http://training.fema.gov/emi/>) and look for the orange envelope.

Accessing Wi-Fi



Yolo County Housing	Yolo County EOC
<ul style="list-style-type: none"> <li>• <b>SSID: YCH Public</b></li> <li>• <b>Password: none</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>SSID: PUBLIC</b></li> <li>• <b>Password: provided by instructor (or check charts around classroom)</b></li> </ul>





Visual 1.12

**VISUAL 1.12 – ACCESSING WI-FI**

Yolo County Housing	Yolo County EOC
<ul style="list-style-type: none"> <li>• <b>SSID: YCH Public</b></li> <li>• <b>Password: None</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>SSID: Public</b></li> <li>• <b>Password: provided by instructor (or check charts around classroom)</b></li> </ul>

Stay Connected with the FEMA App

- Download the App: Google Play, App Store, or BlackBerry App World.
- You can also download the app via text messaging:
  - If you have an Apple device: Text APPLE to 43362 (4FEMA).
  - If you have an Android device: Text ANDROID to 43362 (4FEMA).
  - If you have a BlackBerry device: Text BLACKBERRY to 43362 (4FEMA).

Visual 1.13

**VISUAL 1.13 – STAY CONNECTED WITH THE FEMA APP**

- Download the App: Google Play, App Store, or BlackBerry App World.
- You can also download the app via text messaging:
  - If you have an Apple device: Text APPLE to 43362 (4FEMA).
  - If you have an Android device: Text ANDROID to 43362 (4FEMA).

- If you have a Blackberry device: Text BLACKBERRY to 43362 (4FEMA).

Visual 1.13 Image Alternative Text: Photo of a cell phone showing the FEMA App. Cell phone screen displays – FEMA Logo – Weather Alerts, Prepare, Disaster Resources, Submit Disaster Photos, Contenido en Espanol, How to Help, Blog, Supporting Disaster, Communications from Space.

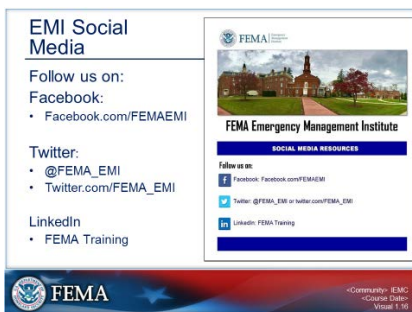
Text in photo: (Red lightning bolt) Receive alerts from the National Weather Service for up to five locations. (Green checkmark) Get safety reminders, read tips to survive natural disasters, and customize your emergency checklist. (Blue plus) Locate open shelters and where to talk to FEMA in person (or on the phone). (Camera icon) Upload and share your disaster photos to help first responders.



Visual 1.14

**VISUAL 1.14 – STAY CONNECTED WITH THE FEMA APP (CONT.)**

- Receive alerts from the National Weather Service for up to five locations.
- Get safety reminders, read tips to survive natural disasters, and customize your emergency checklist.
- Locate open shelters and where to talk to FEMA in person (or on the phone).
- Upload and share your disaster photos to help first responders.



Visual 1.15

**VISUAL 1.15 – EMI SOCIAL MEDIA**

Follow us on:

Facebook:

- Facebook.com/FEMAEMI

Twitter:

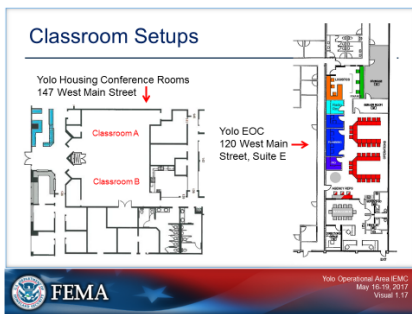
- @FEMA\_EMI

- [Twitter.com/FEMA\\_EMI](https://twitter.com/FEMA_EMI)

LinkedIn:

- FEMA Training

*Visual 1.15 Photo Alternative Text: FEMA Emergency Management Institute Social Media Resources. Photo of FEMA Campus. Text in photo: Follow us on: Facebook: Facebook.com/FEMAEMI; Twitter: @FEMA\_EMI or twitter.com/FEMA\_EMI; LinkedIn: FEMA Training*

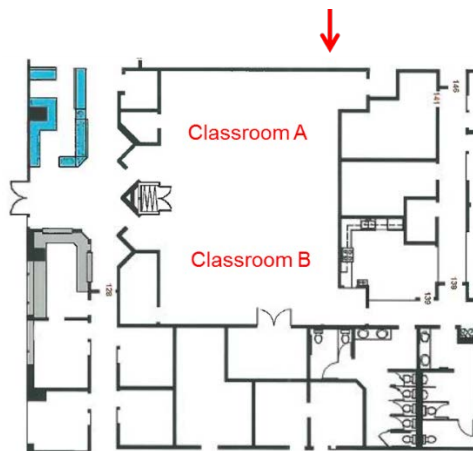


Visual 1.16

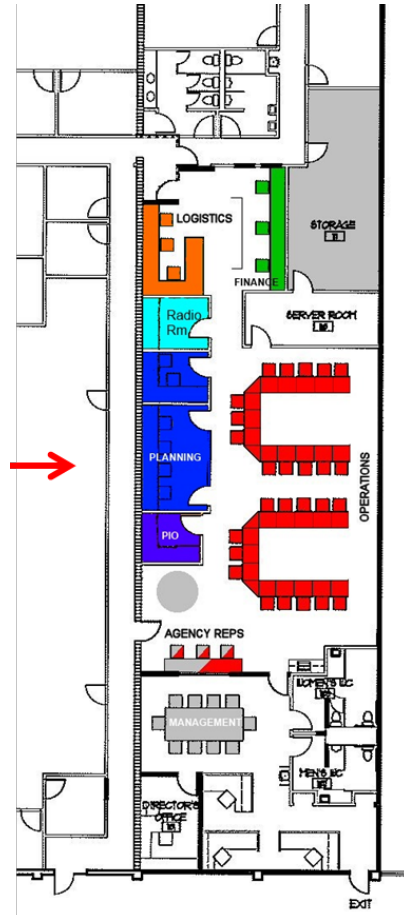
### VISUAL 1.16 – CLASSROOM SETUPS

Yolo Housing Conference Rooms

147 West Main Street



Yolo EOC  
120 West Main Street, Suite E



Course Goal

---

Develop a greater understanding of emergency management responsibilities as defined in the National Preparedness Goal. (Second Edition dated September 2015)

The complex block contains a course goal text box with a header 'Course Goal', a horizontal line, and the goal text. Below the text is the FEMA logo and footer information including 'Yolo Operational Area EMC', 'May 05, 2017', and 'Visual 1.10'.

**VISUAL 1.17 – COURSE GOAL**


Develop a greater understanding of emergency management responsibilities as defined in the National Preparedness Goal. (Second Edition dated September 2015)

Visual 1.17

Course Objectives

---

*Build upon the awareness and the skills needed to develop and implement disaster policies, plans and procedures to protect life and property using an Integrated or Whole Community approach.*



Visual 1.18


**VISUAL 1.18 – COURSE OBJECTIVES**

Build upon the awareness and the skills needed to develop and implement disaster policies, plans and procedures to protect life and property using an Integrated or Whole Community approach.

Whole Community

---

- Shared understanding of community needs and capabilities
- Greater empowerment and integration of resources from across the community
- Stronger social infrastructure
- Greater resiliency at the community and national levels



Visual 1.19


**VISUAL 1.19 – WHOLE COMMUNITY**

- Shared understanding of community needs and capabilities
- Greater empowerment and integration of resources from across the community
- Stronger social infrastructure
- Greater resiliency at the community and national levels

Whole Community (cont.)

---

- Establishment of relationships that facilitates more effective prevention, protection, mitigation, response, and recovery activities
- Increased individual and collective preparedness



Visual 1.20


**VISUAL 1.20 – WHOLE COMMUNITY (CONT.)**

- Establishment of relationships that facilitates more effective prevention, protection, mitigation, response, and recovery activities
- Increased individual and collective preparedness
- Locate open shelters and where to talk to FEMA in person (or on the phone).

Whole Community and IEMCs

---

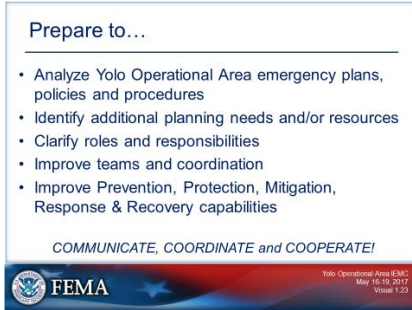
- Classroom presentations
- Hands-on learning experience
- Exercise configurations
- Feedback



Visual 1.21

**VISUAL 1.21- WHOLE COMMUNITY AND IEMCS**

- Classroom presentations
- Hands-on learning experience
- Exercise configurations
- Feedback



Visual 1.22

**VISUAL 1.22 – PREPARE TO...**

- Analyze Yolo Operational Area emergency plans, policies and procedures
- Identify additional planning needs and/or resources
- Clarify roles and responsibilities
- Improve teams and coordination
- Improve Prevention, Protection, Mitigation, Response & Recovery capabilities

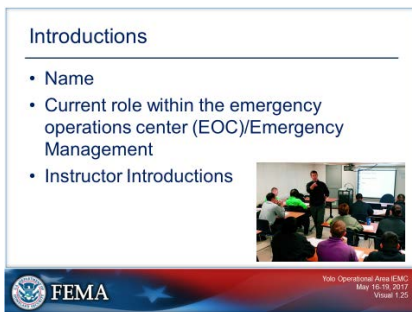
COMMUNICATE, COORDINATE and COOPERATE!



Visual 1.23

**VISUAL 1.23 – COURSE SCHEDULE**

May 16, 2017	PIO, Logistics, & Planning Training Tracks
May 17, 2017	Policy, Operations & Finance Training Tracks
May 18, 2017	Exercise
May 19, 2017	Exercise Hotwash & Final Instruction



Visual 1.24

**VISUAL 1.24 – INTRODUCTIONS**

- Name
- Current role within the Emergency Operations Center (EOC)/Emergency Management
- Instructor Introductions

*Visual 1.24 Image Description: An instructor pointing in a classroom to the class.*



**VISUAL 1.25 - QUESTIONS, COMMENTS,  
OR CONCERNS?**

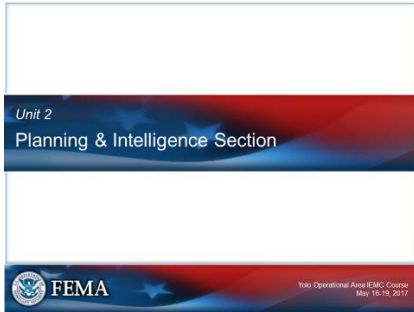
Visual 1.25



**UNIT 2  
PLANNING & INTELLIGENCE  
SECTION**

**May 16, 2017**

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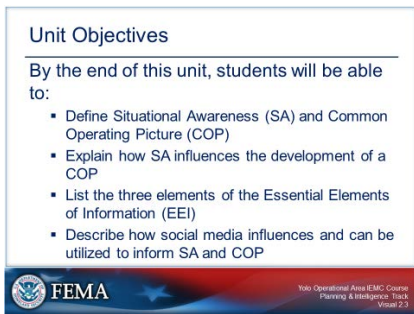
Visual 2.1

## VISUAL 2.1 – UNIT 2 PLANNING & INTELLIGENCE SECTION



Visual 2.2

## VISUAL 2.2 - UNIT 2.A SITUATIONAL AWARENESS AND COMMON OPERATING PICTURE



Visual 2.3

## VISUAL 2.3 - UNIT OBJECTIVES


By the end of this unit, students will be able to:

- Define Situational Awareness (SA) and Common Operating Picture (COP)
- Explain how SA influences the development of a COP
- List the three elements of the Essential Elements of Information (EEI)
- Describe how social media influences and can be utilized to inform SA and COP

Common Failures in Disaster Response

Common types of failures during a disaster response due to lack of SA and COP include:

- Standard operating procedures/guidelines
- Communications capability
- Resource management
- Depth of organization
- Training and exercise



Visual 2.4

### **VISUAL 2.4 - COMMON FAILURES IN DISASTER RESPONSE**


Common types of failures that can occur during a disaster response due to a lack of SA and COP include:

- Standard operating procedures/guidelines
- Communications capability
- Resource management
- Depth of organization
- Training and Exercise

#### **Student Notes:**

Discussion Question 1

Why are SA and COP critical to disaster response?

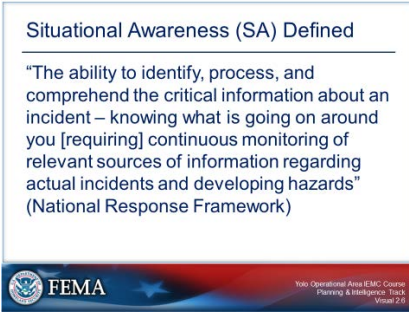


Visual 2.5

### **VISUAL 2.5 - DISCUSSION QUESTION 1**

Why are SA and COP critical to disaster response?

#### **Student Notes:**

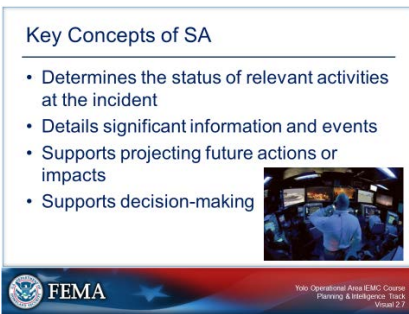


Visual 2.6

**VISUAL 2.6 - SITUATIONAL AWARENESS (SA) DEFINED**

“The ability to identify, process, and comprehend the critical information about an incident – knowing what is going on around you [requiring] continuous monitoring of relevant sources of information regarding actual incidents and developing hazards” (National Response Framework)

**Student Notes:**



Visual 2.7


**VISUAL 2.7 - KEY SA CONCEPTS**

- Determine status of relevant activities at incident
- Details significant information and events
- Supports projecting future actions or impacts
- Supports decision-making

**Student Notes:**

Elements of SA

- Perception
  - Gathering information
- Comprehension
  - Interpreting information
- Projection
  - Anticipating future status and needs



FEMA

Yolo Operational Area EMC Course  
Planning & Intelligence (I&P)  
Version 2.0

Visual 2.8

### VISUAL 2.8 – ELEMENTS OF SA

The elements of SA include:

- Perception
  - Gather information
- Comprehension
  - Interpret information
- Projection
  - Anticipate future status and needs

#### Student Notes:

Elements of SA (cont.)

Relevant sources include:

- Responders and government agencies
- 911 centers
- Citizens
- Media
- Social media
- Non-governmental organizations (NGOs)
- Others?

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Yolo Operational Area EMC Course  
Planning & Intelligence (I&P)  
Version 2.0

Visual 2.9

### VISUAL 2.9 – ELEMENTS OF SA (CONT.)


Relevant sources include:

- Responders and government agencies
- 911 centers
- Citizens
- Media
- Social media
- Non-governmental organizations (NGOs)
- Others?

#### Student Notes:

Discussion Question 2

- What collection methods does your emergency operations center (EOC) use to gather SA?
- How is the data analyzed and turned into usable information?



Visual 2.10


## VISUAL 2.10 - DISCUSSION QUESTION 2

What collection methods does your Emergency Operations Center (EOC) use to gather SA?

### Student Notes:

Common Operating Picture (COP) Defined

“A continuously updated overview of an incident compiled throughout an incident’s life cycle from data shared between integrated systems for communication, information management, and intelligence and information sharing” (NRF Resource Center)

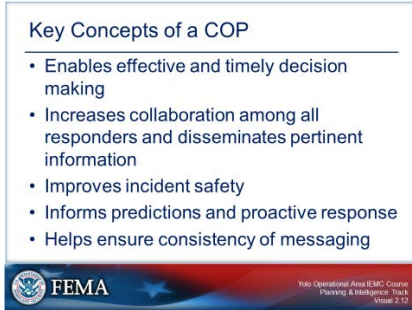


Visual 2.11

## VISUAL 2.11 - COMMON OPERATING PICTURE (COP)

“A continuously updated overview of an incident compiled throughout an incident’s life cycle from data shared between integrated systems for communication, information management, and intelligence and information sharing” (NRF Resource Center)

### Student Notes:

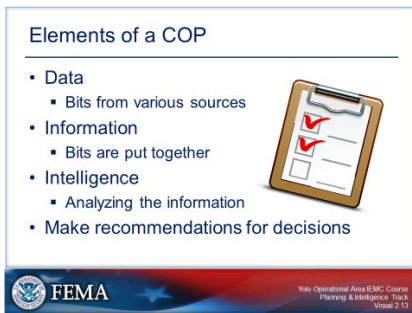


Visual 2.12

**VISUAL 2.12 - KEY COP CONCEPTS**

- Enable effective and timely decision-making
- Increase collaboration among all responders and disseminates pertinent information
- Improve incident safety
- Inform predictions and proactive response
- Help ensure consistency of messages

**Student Notes:**



Visual 2.13

**VISUAL 2.13 - COP ELEMENTS**


- Data
  - Collect bits from various sources
- Information
  - Bits are put together
- Intelligence
  - Analyze the information
- Make recommendations for decisions

**Student Notes:**



Discussion Question 4

- What data collections methods does your EOC use to develop a COP?
- How is the data extrapolated?
- How is the extrapolated data turned into a COP?
- How is the COP used to inform decision-making?



Visual 2.14

**VISUAL 2.14 - DISCUSSION QUESTION 4**



- What data collection methods does your EOC use to develop a COP?
- How is data processed?
- How is processed data turned into a COP?
- How is COP used to inform decision-making?

**Student Notes:**

Developing a COP

Consider the following questions:

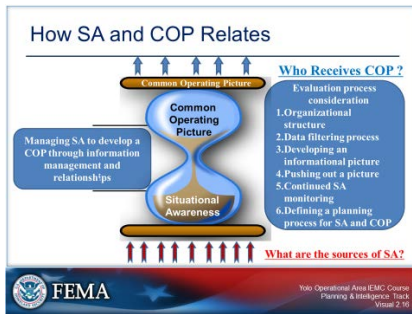
- Is the information relevant and timely?
- Are the development of action plans necessary?
- Does the information help maintain SA?

Visual 2.15

**VISUAL 2.15 – DEVELOPING A COP**

- Consider the following questions:
- Is the information relevant and timely?
  - Are the development of action plans necessary?
  - Does the information help maintain SA?

**Student Notes:**

Visual 2.16

**VISUAL 2.16 - HOW SA AND COP RELATES**

Visual 2.16 depicts an hourglass which represents the SA and COP relationship.

SA enters at the bottom of the hourglass. What are the sources of SA?

The neck of the hourglass symbolizes processing of situational awareness into a common operating picture. The neck also represents managing SA to develop a COP through information management and relationships.

The Evaluation process considers:


- The Organizational structure
- Data filtering process
- Developing an informational picture
- Pushing out a picture
- Continued SA monitoring
- Defining a planning process for SA and COP

The top of the hourglass is the resultant COP. Who receives COP?

**Student Notes:**

Comparing and Contrasting SA and COP

<p><b>SA is:</b></p> <ul style="list-style-type: none"> <li>• Data focused/driven</li> <li>• Built from the bottom-up</li> <li>• A functional model</li> <li>• Team or shared concept</li> </ul>	<p><b>COP is:</b></p> <ul style="list-style-type: none"> <li>• Goal focused/driven</li> <li>• Focused on the big picture</li> <li>• A mental model</li> <li>• Individual or team/shared concept</li> </ul>
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Yolo Operational Area EMC Course  
Planning & Intelligence Track  
Visual 2.17

Visual 2.17

### VISUAL 2.17 - COMPARE AND CONTRAST SA AND COP

**SA:**

- Data focused/driven
- Built from bottom-up
- A functional model
- Team or shared concept

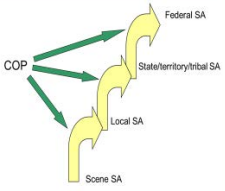

**COP:**

- Goal focused/driven
- Focused on big picture
- A mental model
- Individual or team/shared concept

**Student Notes:**

SA and COP Relationship

- Dependent on each other
- Sharing SA via COP helps others achieve their own SA
- If the event is not continuously monitored, SA will decrease

Yolo Operational Area EMC Course  
Planning & Intelligence Track  
Visual 2.18

Visual 2.18

### VISUAL 2.18 - SA AND COP RELATIONSHIP

- SA and COP are dependent on each other
- Sharing SA via COP helps others achieve their own SA
- If the event is not continuously monitored, SA will decrease


The graphic on Visual 2.18 depicts the relationship between SA and COP. Information is shared from the scene through channels to a Federal COP. The flow starts with scene SA which is processed into COP. The COP is shared as part of the local SA. This local SA is processed into COP. The COP is then shared as part of the state/territorial/tribal SA which is then processed and shared as part of the Federal SA.

**Student Notes:**

Discussion Question 5

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How does your EOC, field units and other agencies share SA and COP between each other?



FEMA  
Yolo Operational Area EIMC Course  
Planning & Intelligence Task  
Visual 2.19

Visual 2.19

**VISUAL 2.19 - DISCUSSION QUESTION 5**

How does your EOC, field units, and other agencies share SA and COP between each other?


**Student Notes:**

Using SA and COP to Establish Priorities

---

Products to help establish priorities include:

- Senior leadership briefs
- Formal reports
- Information gathered from Incident Action Plans (IAPs), Situation Reports (SITREPs), etc.
- Open intelligence via the media and social media



FEMA  
Yolo Operational Area EIMC Course  
Planning & Intelligence Task  
Visual 2.20

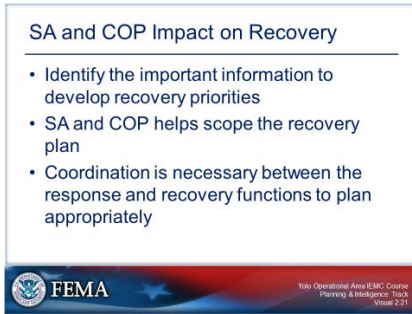
Visual 2.20

**Visual 2.20 - USING SA AND COP TO ESTABLISH PRIORITIES**

Products to help establish priorities include:

- Senior leadership briefs
- Formal reports
- Information gathered from Incident Action Plans (IAPs), Situation Reports (SITREPs), etc.
- Open intelligence via the media and social media

**Student Notes:**

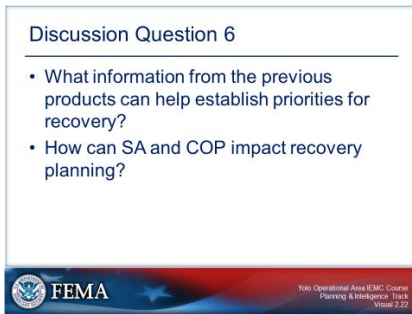


Visual 2.21

**VISUAL 2.21 - SA AND COP IMPACT ON RECOVERY**

- Identify the important information to develop recovery priorities
- SA and COP helps scope the recovery plan
- Coordination is necessary between the response and recovery functions to plan appropriately

**Student Notes:**

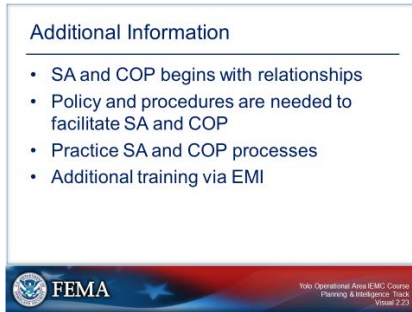


Visual 2.22

**VISUAL 2.22 - DISCUSSION QUESTION 6**

- What information from the previous products can help establish priorities for recovery?
- How can SA and COP impact recovery planning?

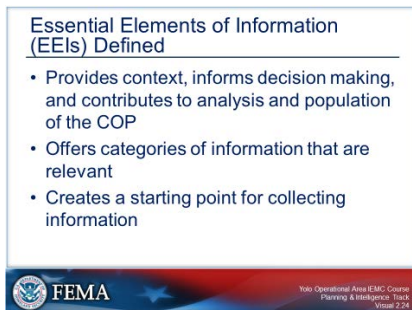
**Student Notes:**



Visual 2.23

**VISUAL 2.23 – ADDITIONAL INFORMATION**

- SA and COP begins with relationships
- Policy and procedures are needed to facilitate SA and COP
- Practice SA and COP processes
- Additional training via EMI

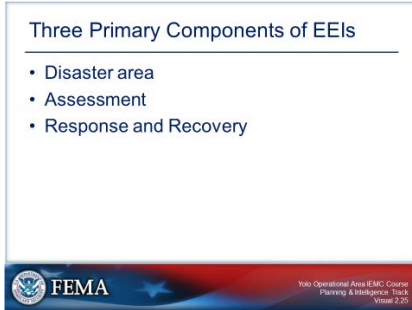
**Student Notes:**

Visual 2.24

**VISUAL 2.24 - ESSENTIAL ELEMENTS OF INFORMATION (EEI) DEFINED**

- Provides context, informs decision-making, and contributes to analysis and population of the COP
- Offers relevant categories of information
- Creates a starting point for collecting information

**Student Notes:**

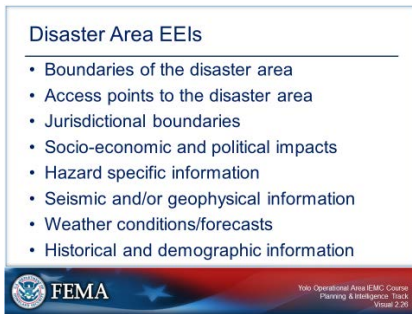


Visual 2.25

**VISUAL 2.25 – THREE PRIMARY COMPONENTS OF EEIS**

- Disaster Area
- Assessment
- Response and Recovery

**Student Notes:**

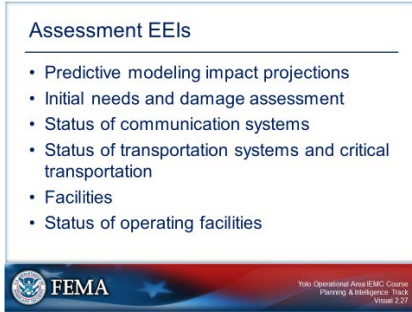


Visual 2.26

**VISUAL 2.26 - DISASTER AREA EEIS**

- Boundaries of the disaster area
- Access points to the disaster area
- Jurisdictional boundaries
- Socio-economic and political impacts
- Hazard specific information
- Seismic and/or geophysical information
- Weather conditions/forecasts
- Historical and demographic information

**Student Notes:**

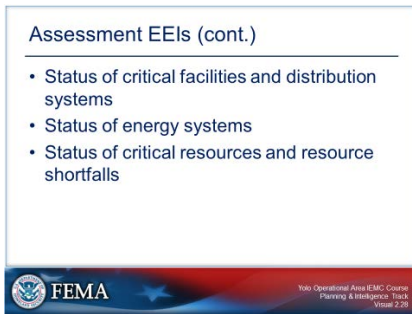


Visual 2.27

**VISUAL 2.27 - ASSESSMENT EEI**

- Predictive modeling impact projections
- Initial needs and damage assessment
- Status of communication systems
- Status of transportation systems and critical transportation
- Facilities
- Status of operating facilities

**Student Notes:**



Visual 2.28

**VISUAL 2.28 - ASSESSMENT EEI (CONT.)**


- Status of critical facilities and distribution systems
- Status of energy systems
- Status of critical resources and resource shortfalls

**Student Notes:**



Response and Recovery EEIs

- Status of emergency or disaster declarations
- ESFs activations
- Major issues of ESFs and other functional areas
- Key Federal and state personnel and organizations
- Remote sensing activities



Visual 2.29


**VISUAL 2.29 - RESPONSE AND RECOVERY EEIS**

- Status of emergency or disaster declarations
- ESFs activations
- Major issues of ESFs and other functional areas
- Key Federal and State personnel and organizations
- Remote sensing activities

**Student Notes:**

Response and Recovery EEIs (cont.)

- Federal Coordinating Officer (FCO)/State Coordinating Officer (SCO) priorities
- Recovery program statistics
- Status of donations
- Status of upcoming activities and events
- Status of efforts under other Federal emergency plans and authorities

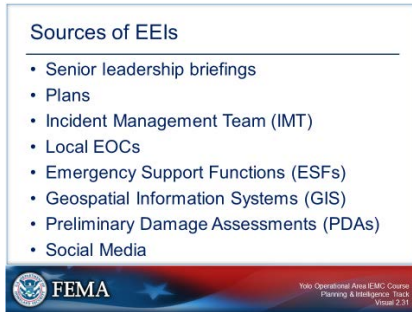


Visual 2.30

**VISUAL 2.30 - RESPONSE AND RECOVERY EEIS (CONT.)**

- Federal Coordinating Officer (FCO)/State Coordinating Officer (SCO) priorities
- Recovery program statistics
- Status of donations
- Status of upcoming activities and events
- Status of efforts under the other Federal emergency plans and authorities

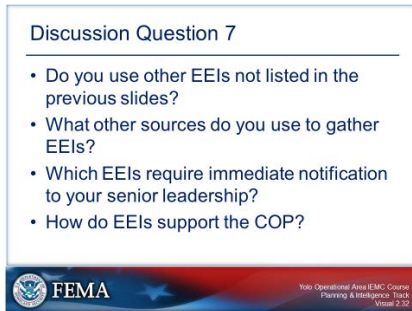
**Student Notes:**



Visual 2.31

**VISUAL 2.31 - SOURCES OF EEIS**

- Senior leadership briefings
- Plans
- Incident Management Team (IMT)
- Local EOCs
- Emergency Support Functions (ESFs)
- Geospatial Information Systems (GIS)
- Preliminary Damage Assessments (PDAs)
- Social media
- SITREPs

**Student Notes:**

Visual 2.32

**VISUAL 2.32 - DISCUSSION QUESTION 7**


- Do you use other EEI not listed on the previous slides?
- What other sources do you use to gather EEI?

- Which EEI require immediate notification to your senior leadership?
- How does EEI support COP?

### **Student Notes:**

Using Social Media Tools for SA and COP

- Gathering information and first-hand accounts of incident impacts
- Distributing emergency information
- Mapping and incident visualization
- Matching available resources and information to identified needs



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Visual 2.33

Visual 2.33

### **VISUAL 2.33 - USING SOCIAL MEDIA TOOLS FOR SA AND COP**

- Gather information and first-hand accounts of incident impacts
- Distribute emergency information
- Mapping and incident visualization
- Match available resources and information to identified needs

### **Student Notes:**

Social Media and SA and COP

- Acts as a source of data and information
- Can be mined
- Used to acquire photos to:
  - Visualize damage
  - Conduct pre-and-post damage assessments
  - Develop courses of actions (COAs) and inform decision-makers



Visual 2.34


**VISUAL 2.34 - SOCIAL MEDIA AND SA/COP**

- Acts as a source of data and information
- Can be researched
- Used to acquire photos for:
  - Visualizing damage
  - Conducting pre-and-post damage assessments
  - Developing courses of actions (COAs) and informing decision-makers

**Student Notes:**

Discussion Question 8

- How do you gather (passive) and data mine social media (active/aggressively pursuing) to help with SA and the COP?
- What challenges does social media pose to creating SA and the COP?
- How do you use social media and emergency public information to inform the public?

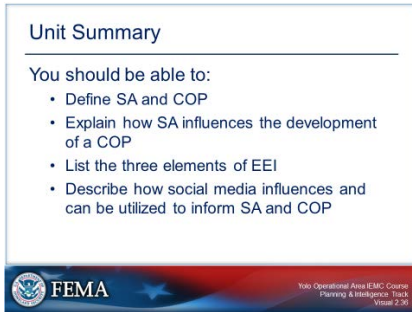


Visual 2.35

**VISUAL 2.35 - DISCUSSION QUESTION 8**

- How do you gather (passive) and data mine social media (active/aggressively pursuing) to help with SA and the COP?
- What challenges does social media pose to creating SA and the COP?
- How do you use social media and emergency public information to inform the public?

**Student Notes:**



Visual 2.36

**VISUAL 2.36 - UNIT SUMMARY**

You should now be able to:

- Define SA and COP
- Explain how SA influences the development of a COP
- List the three elements of EEI
- Describe how social media influences and can be utilized to inform SA and COP.

**Student Notes:**




Visual 2.37

**VISUAL 2.37 – UNIT 2.B  
PLANINNG PROCESS**

**Student Notes:**

Unit Objectives

- List differences and similarities between incident and event planning.
- Discuss situations requiring a written Incident Action Plan (IAP).
- Describe purpose, timing, and structure of ICS Meetings/Briefings.



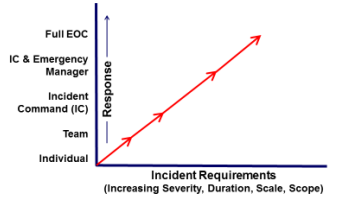

Visual 2.38

**VISUAL 2.38 – UNIT OBJECTIVES**

- List differences and similarities between incident and event planning.
- Discuss situations requiring a written Incident Action Plan (IAP).
- Describe purpose, timing, and structure of ICS Meetings/Briefings.

**Student Notes:**

EOC Activation

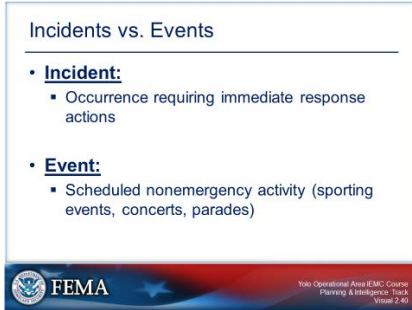



Visual 2.39

**VISUAL 2.39 – EOC ACTIVATION**

*Visual 2.39 Image Caption: The graph on the visual depicts scalable EOC activation in a no-notice incident. As an incident becomes more severe, of longer duration, and of a larger scale and broader scope, incident requirements also increase. When that happens, the level of response and the level of EOC activation also expand.*

**Student Notes:**

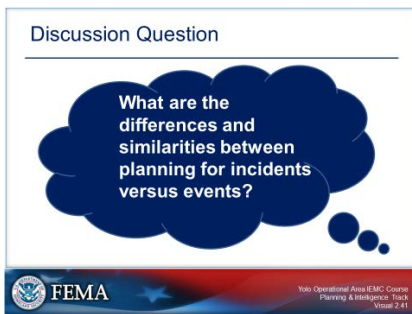


Visual 2.40

**VISUAL 2.40 – INCIDENTS VS. EVENTS**

- **Incident:**
  - Occurrence requiring immediate response actions
- **Event:**
  - Scheduled nonemergency activity (sporting events, concerts, parades)

**Student Notes:**

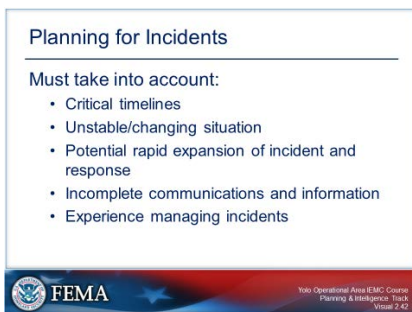


Visual 2.41

**VISUAL 2.41 – DISCUSSION QUESTION**

- What are the differences and similarities between planning for incidents versus events?

**Student Notes:**

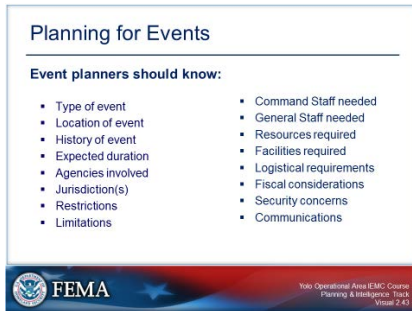


Visual 2.42

**VISUAL 2.42 – PLANNING FOR INCIDENTS**

Must take into account:

- Critical timelines
- Unstable/changing situation
- Potential rapid expansion of incident and response
- Incomplete communications and information
- Experience managing incidents

**Student Notes:**

Visual 2.43

**VISUAL 2.43 – PLANNING FOR EVENTS**

Events planners should know:

- Type of event
- Location of event
- History of event
- Expected duration
- Agencies involved
- Jurisdiction(s)
- Restrictions
- Limitations
- Command Staff needed
- General Staff needed
- Resources required
- Facilities required
- Logistical requirements
- Fiscal considerations
- Security concerns
- Communications

**Student Notes:**




**Planning Is Not Just Plans!**



*"Plans are nothing; planning is everything."*  
- Dwight D. Eisenhower

The planning process forces us to think through the details of the plan, which better prepares you to adapt the plan to meet evolving incident challenges.



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Visual 2.44

Visual 2.44

**VISUAL 2.44 – PLANNING IS NOT JUST PLANS!**


“Plans are nothing; planning is everything.”

- Dwight D. Eisenhower


The planning process forces us to think through the details of the plan, which better prepares you to adapt the plan to meet evolving incident challenges.

**Student Notes:**

**ICS Planning Process**




**Planned Events**



**Incidents**

- Understand the Situation
- Establish Objectives and Strategy
- Develop the Plan
- Prepare and Disseminate the Plan
- Execute, Evaluate, and Revise the Plan



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Planning & Intelligence Task  
Visual 2.45

Visual 2.45


**VISUAL 2.45 – ICS PLANNING PROCESS**

- Understand the situation
- Establish objectives and strategy
- Prepare and disseminate the plan
- Execute, evaluate, and revise the plan

**Student Notes:**

**Command vs. Coordination Plans**

Incident Action Plan	EOC Action Plan
<p>Focuses on tactical objectives; for example:</p> <ul style="list-style-type: none"> <li>• Rescuing trapped persons</li> <li>• Establishing perimeter control</li> <li>• Extinguishing fires</li> <li>• Providing emergency food and shelter</li> <li>• Collecting evidence</li> </ul>	<p>Focuses on coordination objectives; for example:</p> <ul style="list-style-type: none"> <li>• Coordinating information</li> <li>• Coordinating resources</li> <li>• Coordinating public information</li> <li>• Coordinating policy decisions</li> </ul>



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Visual 2.46

Visual 2.46

**VISUAL 2.46 – COMMAND VS. COORDINATION PLANS**

**Incident Action Plan**

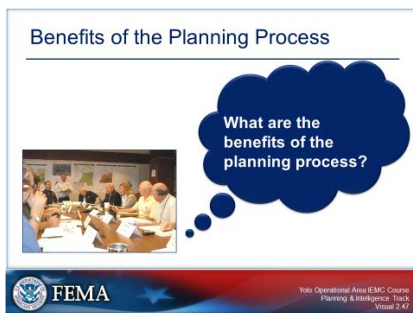
- Focuses on tactical objectives; for example:
  - Rescuing trapped persons
  - Establishing perimeter control

- Extinguishing fires
- Providing emergency food and shelter
- Collecting evidence

#### EOC Action Plan

- Focuses on coordination objectives; for example:
  - Coordinating information
  - Coordinating resources
  - Coordinating public information
  - Coordinating policy decisions

#### Student Notes:

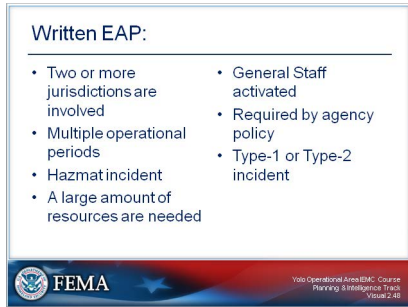


Visual 2.47

#### **VISUAL 2.47 – BENEFITS OF THE PLANNING PROCESS**

What are the benefits of the planning process?

#### Student Notes:

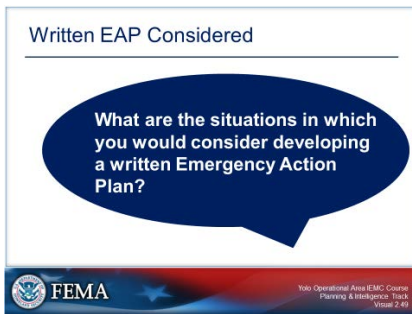


Visual 2.48

**VISUAL 2.48 – WRITTEN EAP:**

- Two or more jurisdictions are involved
- Multiple operational periods
- Hazmat incident
- A large amount of resources are needed
- General Staff activated
- Required by agency policy
- Type-1 or Type-2 incident

**Student Notes:**



Visual 2.49

**VISUAL 2.49 – WRITTEN EAP CONSIDERED**

What are the situations in which you would consider developing a written Emergency Action Plan?

Incident Action Planning is generally most beneficial in the response and recovery stages of incident emergency operations. Having the players involved in solving the issues come together at least once every operational period to discuss the plan objectives and determine where multiple entities will need to work together, share resources, etc. to solve the problem is an excellent way to keep everyone on track and monitor progress to Objective completion.

The County IAP will provide guidance to the EOC staff, but will be shared with the cities as well to enhance their understanding of what priorities are being set and worked on.

**Student Notes:**

What is an Operational Period?

- The designated time period during which strategic objectives are to be accomplished and reevaluated.
- Length depends on:
  - Nature of incident
  - Complexity

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Visual 2.50

Visual 2.50

**VISUAL 2.50 – WHAT IS AN OPERATIONAL PERIOD?**

- The designated time period during which strategic objectives are to be accomplished and reevaluated.
- Length depends on:
  - Nature of incident
  - Complexity

**Student Notes:**

What is Action Planning?

- Coordinating Efforts
- Enhancing Communication
- Coordinating Actions
- Avoiding Redundancy
- Establishing Responsibility
- Documenting Actions

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Visual 2.51

Visual 2.51


**VISUAL 2.51 – WHAT IS ACTION PLANNING?**

- Coordinating Efforts
- Enhancing Communication
- Coordinating Actions
- Avoiding Redundancy
- Establishing Responsibility
- Documenting Actions

**Student Notes:**

The EOC Action Plan

- A clear statement of Objectives and Actions
- A basis for measuring work effectiveness
- A basis for measuring work progress
- A measure of accountability
- Reflects the coordinated response strategy
- Documents the "evolution" of the incident



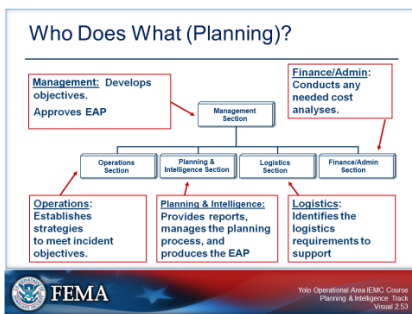
Visual 2.52

**VISUAL 2.52 – THE EOC ACTION PLAN**

- A clear statement of Objectives and Actions
- A basis for measuring work effectiveness
- A basis for measuring work progress
- A measure of accountability
- Reflects the coordinated response strategy
- Documents the "evolution" of the incident

Although each EOC Responder may contribute only a bit of intelligence or an objective to the overall Action Plan, there is much more to an Action Plan than objectives. The Action Plan must be preceded in the Planning Meetings with a Situation Summary that *sets up* the reasoning and justification for objectives and priorities that are determined before the Action Plan is finalized.

**Student Notes:**



Visual 2.53

**VISUAL 2.53 – WHO DOES WHAT (PLANNING)?**

**Student Notes:**

The Start of Each Planning Cycle

- Planning for each operational period begins when the Management Section sets new/updates old objectives.
- Objectives are based on continuous assessment of the situation and the progress made.

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Visual 2.54

Visual 2.54

**VISUAL 2.54 – THE START OF EACH PLANNING CYCLE**

- Planning for each operational period begins when the Management Section sets new/updates old objectives.
- Objectives are based on continuous assessment of the situation and the progress made.

**Student Notes:**

Situational Assessment

Objectives are based on the continuous assessment of the situation and progress made.

- Incident stable or increasing in complexity?
- Current objectives and tactics effective?
- Safety issues?
- Current status of resources?
- Resources condition?
- Sufficient resources?

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Visual 2.55

Visual 2.55

**VISUAL 2.55 – SITUATIONAL ASSESSMENT**

Objectives are based on the continuous assessment of the situation and progress made.

- Incident stable or increasing in complexity?
- Current objectives and tactics effective?
- Safety issues?
- Current status of resources?
- Resources condition?
- Sufficient resources?

**Student Notes:**

Visual 2.56

**VISUAL 2.56 – OBJECTIVES MAY EVOLVE****Hours to Days**

- Response Focused
  - Life Saving
    - Rescue/ Fire Suppression/ Traffic Control
    - Evaluations/Medical

**Days to Weeks**

- Sustained Operations
  - Quality of Life
    - Infrastructure /Housing / Public Health
    - Pubic Services / Public Works & Utilities

**Months to Years**

- Recovery

As an emergency evolves from response to recovery, the objectives may change. They become less life-safety oriented and become more *quality-of-life* or infrastructure focused.

**Student Notes:**

**The Planning Meeting**

**Purpose:** Review/validate IAP and identify required resources

**Attendees:** Command Staff Officers, General Staff Section Chiefs, Agency Administrator, Cooperating/Assisting Agency personnel

**Facilitator:** Planning Section Chief

FEMA Yolo Operational Area EOC Course Planning & Intelligence Track Visual 2.57

Visual 2.57

**VISUAL 2.57 – THE PLANNING MEETING**

**Purpose:** Review/validate IAP and identify required resources

**Attendees:**

Command Staff Officers, General Staff Section Chiefs, Agency Administrator, Cooperating/Assisting Agency personnel

**Facilitator:**

Planning Section Chief

**Student Notes:**

**What are “Objectives”**

- WHAT needs to be done in this situation not HOW
- The EOC Director’s intent
  - Supporting the Field Level – Incident Commander
- Based on the priorities of all stakeholders
- It’s more than a bullet list

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Visual 2.58

**VISUAL 2.58 – WHAT ARE “OBJECTIVES”**

- WHAT needs to be done in this situation not HOW
- The EOC Director’s intent
  - Supporting the Field Level – Incident Commander
- Based on the priorities of all stakeholders
- It’s more than a bullet list

Objectives should be *SMART*, based on priorities, and written as action statements (use action verbs). They should be complete statements, and understood by everyone, including those not privy to their development

Objectives should be written to convey the Incident Commander’s (or EOC Director’s) intent on what should be accomplished (EOC SHOULD SUPPORT)

Objectives focus on all stakeholders’ actions, and answer the question, “*What do we need to do?*”



**Student Notes:**

Incident vs. EOC Objectives	
Incident Examples	EOC Examples
<ul style="list-style-type: none"> <li>To rescue trapped victims</li> <li>To establish shelters</li> <li>To create a perimeter</li> <li>To establish traffic controls</li> <li>To inspect buildings and bridges for damage</li> </ul>	<ul style="list-style-type: none"> <li>To issue alerts and warnings</li> <li>To prioritize response for populated impacted areas</li> <li>To locate critical resources</li> <li>To coordinate releases of information to the media</li> </ul>

Visual 2.59

**VISUAL 2.59 – INCIDENT VS. EOC OBJECTIVES**

Incident Examples

- To rescue trapped victims
- To establish shelters
- To create a perimeter
- To establish traffic controls
- To inspect buildings and bridges for damage

EOC Examples

- To issue alerts and warnings
- To prioritize response for populated impacted areas
- To locate critical resources
- To coordinate releases of information to the media

**Student Notes:**

Assessing Objectives
<ul style="list-style-type: none"> <li>Is the incident stable, or is it increasing in size and complexity?</li> <li>What are the current ICP objectives, strategy, and tactics?</li> <li>Do the EOC Objectives reflect the status of the incident and the ICP activities?</li> <li>Are the objectives achievable and reasonable?</li> <li>What is the current status of resources?</li> <li>Are there sufficient resource to meet needs?</li> <li>Are we supporting the IC with our objectives?</li> </ul>

Visual 2.60

**VISUALO 2.60 – ASSESSING OBJECTIVES**


- Is the incident stable, or is it increasing in size and complexity?

- What are the current ICP objectives, strategy, and tactics?
  
- Do the EOC Objectives reflect the status of the incident and the ICP activities?
  
- Are the objectives achievable and reasonable?
  
- What is the current status of resources?
  
- Are there sufficient resource to meet needs?
  
- Are we supporting the IC with our objectives?

### **Student Notes:**

Developing Appropriate Strategy

- Generate a list of alternative strategies
- Select the strategy that:
  - Is within acceptable safety norms
  - Makes good sense:
    - Feasible
    - Practical
    - Suitable
  - Is cost effective
  - Is consistent with sound environmental practices



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Visual 2.61

Visual 2.61

### **VISUAL 2.61 – DEVELOPING APPROPRIATE STRATEGY**

- Generate a list of alternative strategies
- Select the strategy that:
  - Is within acceptable safety norms
  - Makes good sense:
    - Feasible

- Practical
- Suitable
- Is cost effective
- Is consistent with sound environmental practices

**Student Notes:**

Planning Meeting Checklist	
ACTIVITY	RESPONSIBILITY
1. Briefing on situation and resource status	Planning Section Chief (PSC) (Situation Unit Leader or Resource Unit Leader as needed)
2. Set/review incident objectives	Incident Commander (IC)/Unified Command (UC)
3. Identify assignments	Operations Section Chief (OSC)
4. Specify tactics	OSC
5. Specify safety mitigation measures	Safety Officer
6. Specify resources needed	OSC & PSC
7. Specify operations facilities and reporting locations	OSC, PSC & Logistics Section Chief (LSC)
8. Develop resource and personnel order	LSC
9. Consider communications, medical, and traffic plan requirements	PSC & LSC
10. Finalize, approve, and implement IAP	PSC, OSC, IC/UC

Visual 2.62

**VISUAL 2.62 – PLANNING MEETING CHECKLIST**

Activity	Responsibility
1. Briefing on situation and resource status	Planning Section Chief (PSC) (Situation Unit Leader or Resource Unit Leader as needed)
2. Set/review incident objectives	Incident Commander (IC) /Unified Command (UC)
3. Identify assignments	Operations Section Chief(OSC)
4. Specify tactics	OSC
5. Specify safety mitigation measures	Safety Officer
6. Specify resources needed	OSC and PSC
7. Specify operations facilities and reporting locations	OSC, PSC, and Logistics Section Chief (LSC)
8. Develop resource and personnel order	LSC
9. Consider communications, medical, and traffic plan requirements	PSC and LSC
10. Finalize, approve, and implement IAP	PSC, OSC, IC/UC

**Student Notes:**



Visual 2.63

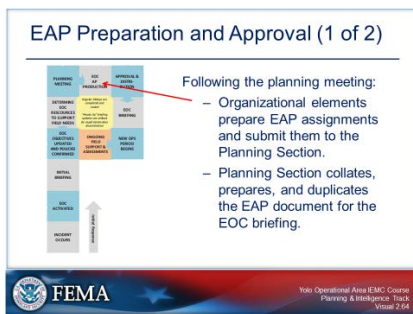
**VISUAL 2.63 – PLANNING MEETING DISPLAYS**

Planning meeting displays should include

- Agenda
- Maps
- Objectives
- Planning process schedule
- EOC Org chart

*Visual 2.63 Photo Caption: Photo of a man giving a presentation.*

**Student Notes:**



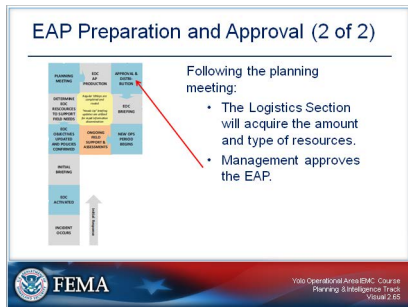
Visual 2.64

**VISUAL 2.64 – EAP PREPARATION AND APPROVAL (1 OF 2)**

Following the planning meeting:

- Organizational elements prepare EAP assignments and submit them to the Planning Section.
- Planning Section collates, prepares, and duplicates the EAP document for the EOC briefing.

**Student Notes:**



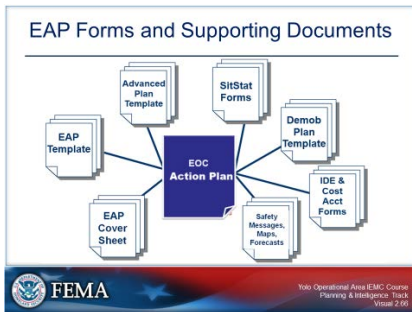
Visual 2.65

**VISUAL 2.65 – EAP PREPARATION AND APPROVAL (2 OF 2)**

Following the planning meeting:

- The Logistics Section will acquire the amount and type of resources.
- Management approves the EAP.

**Student Notes:**



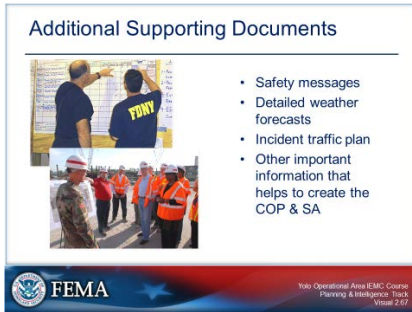
Visual 2.66

**VISUAL 2.66 – EAP FORMS AND SUPPORTING DOCUMENTS**

EOC Action Plan consist of:

- EAP Coversheet
- EAP Template
- Advanced Plan Template
- SitStat Forms
- Demob Plan Template
- IDE & Cost Acct Forms
- Safety Messages, Maps, Forecasts

**Student Notes:**



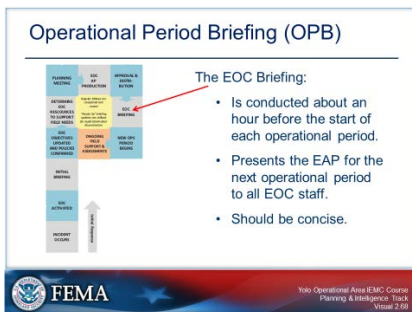
Visual 2.67

**VISUAL 2.67 – ADDITIONAL SUPPORT DOCUMENTS**

- Safety messages
- Detailed weather forecasts
- Incident traffic plan
- Other important information that helps to create the COP & SA

*Visual 2.67 Photo Caption: Top photo shows firefighters reviewing plans. Bottom photo shows first responders going over plans.*

**Student Notes:**



Visual 2.68

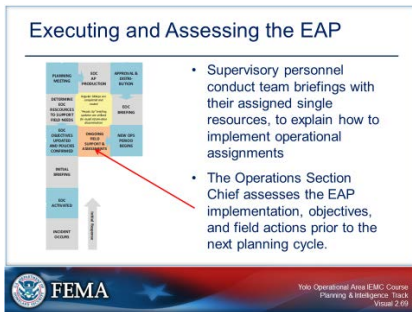
**VISUAL 2.68 – OPEARTIONAL PERIOD BRIEFING (OPB)**

The EOC Briefing:

- Is conducted about an hour before the start of each operational period.
- Presents the EAP for the next operational period to all EOC staff.
- Should be concise.
- Ensures Situational Awareness
- Provides continuity at shift changes
- Clarifies priorities and focus

- Opportunity to identify Overall Objectives

**Student Notes:**

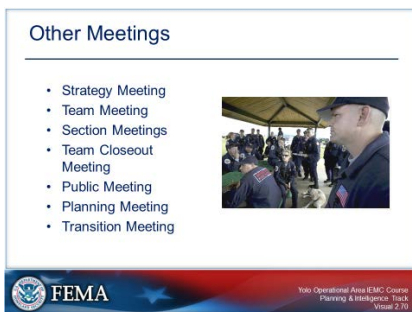


Visual 2.69

**VISUAL 2.69 – EXECUTING AND ASSESSING THE EAP**

- Supervisory personnel conduct team briefings with their assigned single resources, to explain how to implement operational assignments
- The Operations Section Chief assesses the EAP implementation, objectives, and field actions prior to the next planning cycle.

**Student Notes:**

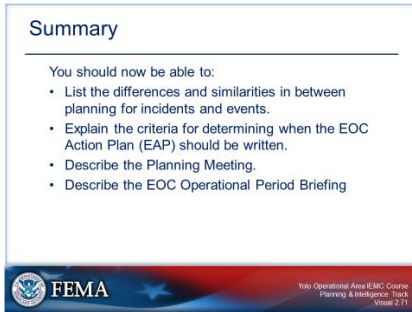


Visual 2.70

**VISUAL 2.70 – OTHER MEETINGS**

- Strategy Meeting
- Team Meeting
- Section Meetings
- Team Closeout Meeting
- Public Meeting
- Planning Meeting
- Transition Meeting

**Student Notes:**



Visual 2.71

**VISUAL 2.71 – SUMMARY**

You should now be able to:

- List the differences and similarities in between planning for incidents and events.
- Explain the criteria for determining when the EOC Action Plan (EAP) should be written.
- Describe the Planning Meeting.
- Describe the EOC Operational Period Briefing

**Student Notes:**



Visual 2.72


**VISUAL 2.72 – UNIT 2.C  
DOCUMENTATION**

**Student Notes:**



Objectives

- Identify three applications of documentation in disaster recovery and mitigation.
- Identify the purpose and benefits of documentation.
- Describe roles and responsibilities of personnel involved in documentation.
- Describe tools that can assist in documentation.
- Explain how information generated in the documentation process is used to support recovery and mitigation activities.



Visual 2.73


## VISUAL 2.73 – OBJECTIVES

- Identify three applications of documentation in disaster recovery and mitigation.
- Identify the purpose and benefits of documentation.
- Describe roles and responsibilities of personnel involved in documentation.
- Describe tools that can assist in documentation.
- Explain how information generated in the documentation process is used to support recovery and mitigation activities.

### Student Notes:

Importance of Documentation

Unless you have unlimited funds, or don't care about reimbursement there is no more important activity in disaster recovery than **DOCUMENTATION**.



Visual 2.74

## VISUAL 2.74 – IMPORTANCE OF DOCUMENTATION

Unless you have unlimited funds, or don't care about reimbursement there is no more important activity in disaster recovery than **DOCUMENTATION**.

### Student Notes:



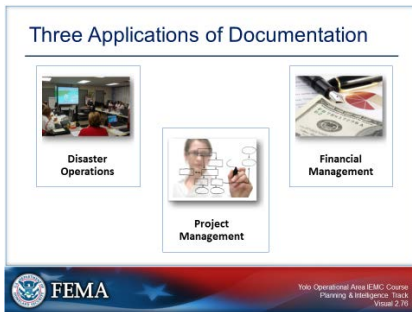
Visual 2.75

**VISUAL 2.75 – DOCUMENTATION – WHAT IS IT?**

The collection, organization, and use of information during disaster recovery and mitigation operations.

*Visual 2.75 Photo Caption: Individual, looking overwhelmed, sitting between two large stacks of files.*

**Student Notes:**



Visual 2.76

**VISUAL 2.76 - THREE APPLICATIONS OF DOCUMENTATION**

- Disaster Operations
- Project Management
- Financial Management

These applications will be discussed on the following visuals.

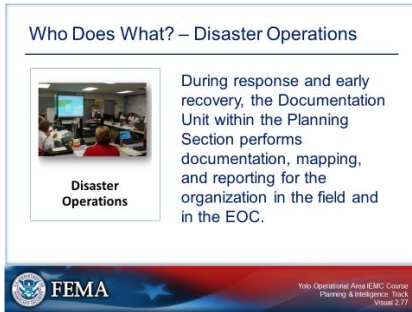
**Visual 2.76 Photo Caption:**

*Left Photo – Text: Disaster Operations. Photo of an EOC during activation for a Hurricane event.*

*Center Photo – Text: Project Management. Photo of an individual drawing a flow chart on a whiteboard.*

*Right Photo – Text: Financial Management. Photo of money, a pen, and a pie chart.*

**Student Notes:**



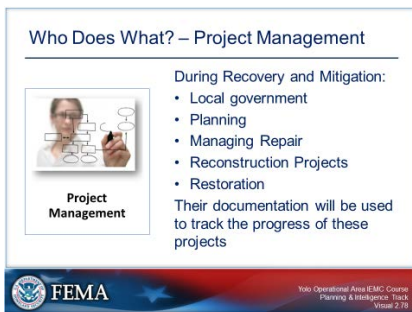
Visual 2.77

**VISUAL 2.77 - DISASTER OPERATIONS**

During response and early recovery, the Documentation Unit within the Planning Section performs documentation, mapping, and reporting for Field and Emergency Operations Center (EOC).

*Visual 2.77 Photo Caption: Text Disaster Operations. Photo of an EOC during an activation for a Hurricane event.*

**Student Notes:**



Visual 2.78

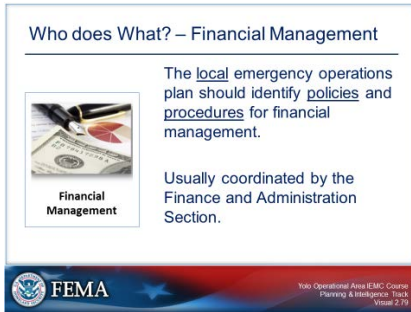
**VISUAL 2.78 - PROJECT MANAGEMENT**

During recovery and mitigation, progress is tracked by documenting:

- Local government decisions
- Plans
- Reconstruction and restoration projects

*Visual 2.78 Photo Caption: Text- Project Management. Photo of an individual drawing a flow chart on a whiteboard.*

**Student Notes:**



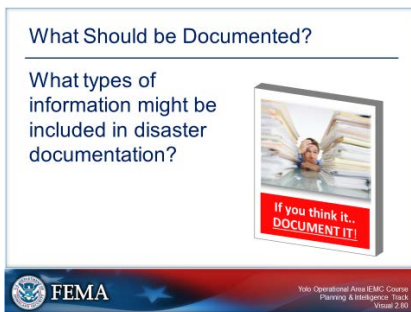
Visual 2.79

**VISUAL 2.79 - FINANCIAL MANAGEMENT**

- The local emergency operations plan should identify policies and procedures for financial management.
- Usually coordinated by the Finance and Administration Section.

*Visual 2.79 Photo Caption: Text – Financial Management. Photo of money, a pen, and a pie chart.*

**Student Notes:**



Visual 2.80

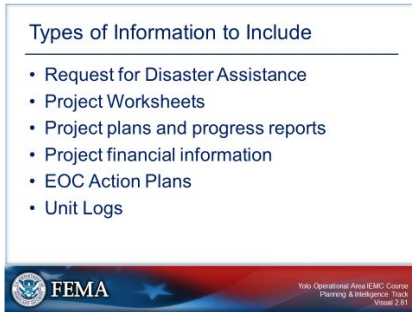
**VISUAL 2.80 - WHAT SHOULD BE DOCUMENTED?**

What types of information might be included in disaster documentation?

If you think it.... **DOCUMENT IT!**

*Visual 2.80 Photo Caption: Individual sitting between two large stacks of files looking overwhelmed. Text: If you think it...DOCUMENT IT!*

**Student Notes:**

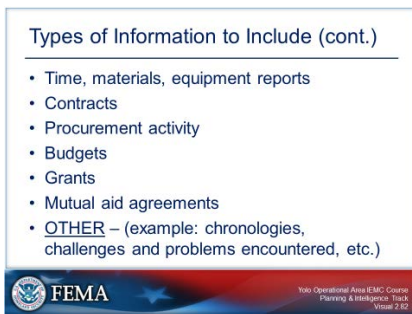


Visual 2.81

**VISUAL 2.81 - TYPES OF INFORMATION COLLECTED**

- Request for Disaster Assistance
- Project worksheets
- Project plans and progress reports
- Project financial information
- Incident Action Plan
- Unit Log

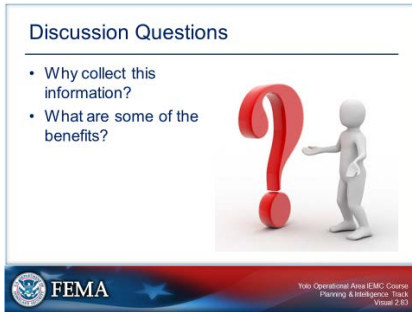
**Student Notes:**



Visual 2.82

**VISUAL 2.82 - TYPES OF INFORMATION COLLECTED (CONT.)**

- Time, materials, equipment reports
- Contacts
- Procurement activity
- Budgets
- Grants
- Mutual aid agreements
- Others – chronologies, challenges, and problems encountered, etc.

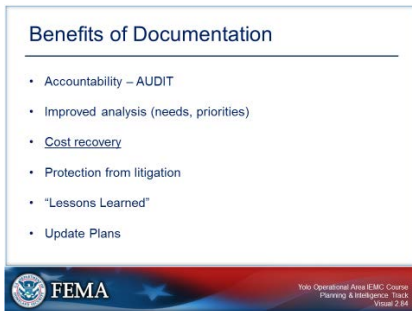
**Student Notes:**

Visual 2.83

**VISUAL 2.83 - DISCUSSION QUESTIONS**

- Why collect this information?
- What are some of the benefits?

Visual 2.83 Photo Caption: Image with question mark and person with a questioning expression.

**Student Notes:**


Visual 2.84

**VISUAL 2.84 - BENEFITS OF DOCUMENTATION**

- Accountability – AUDIT
- Improved analysis (needs, priorities)
- Cost recovery
- Protection from litigation
- Lessons learned
- Update plans

**Student Notes:**

How Documentation is Used – Disaster Operations



**Disaster Operations**

- Provides an account of activities
- Provides data for reports
  - Situation Status Report (SITSTAT)
  - After-action Report (AAR)
- Provides input for PIO
- Provides info for elected officials
- May be required for any legal issues (what was done & why)

FEMA

Yolo Operational Area EMC Course  
Planning & Intelligence Task  
Visual 2.85

Visual 2.85


## VISUAL 2.85 - HOW DOCUMENTATION IS USED – DISASTER OPERATIONS

- Provides an account of activities
- Provides data for reports
  - Situation Report (SITREP)
  - After-action Report (AAR)
- Provides input for Public Information Officer (PIO)
- Provides info for elected officials
- May be required for legal issues (what was done & why)

*Visual 2.85 Photo Caption: Text – Disaster Operations. Image of rescue boats being launched from an overpass onto a flooded highway.*

### Student Notes:

How Documentation is Used – Project Management



**Project Management**

- Provides a record of project proposals, plans, and costs
- Tracks the progress of individual projects
- Identified when a project is completed and can be closed out

FEMA

Yolo Operational Area EMC Course  
Planning & Intelligence Task  
Visual 2.86

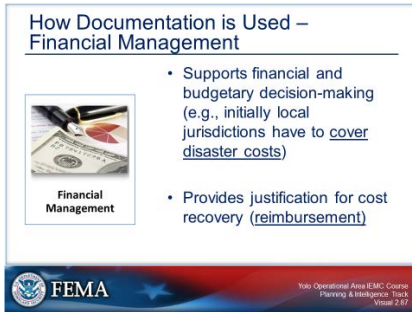
Visual 2.86

## VISUAL 2.86 - HOW DOCUMENTATION IS USED – PROJECT MANAGEMENT

- Provides a record of project proposals, plans, and costs
- Tracks progress of individual projects
- Identified when a project is completed and can be closed out

*Visual 2.86 Photo Caption: Text – Project Management. Photo of an individual drawing a flow chart on a whiteboard.*

**Student Notes:**



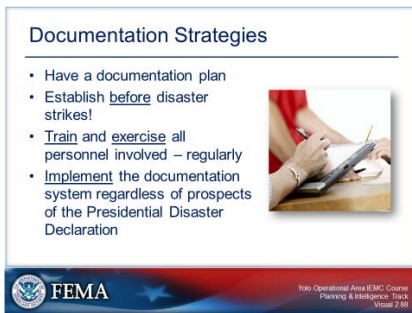
Visual 2.87

**VISUAL 2.87 - HOW DOCUMENTATION IS USED – FINANCIAL MANAGEMENT**

- Supports financial and budgetary decision-making (initially, local jurisdictions have to cover disaster costs)
- Provides justification and documents for cost recovery (reimbursement)

*Visual 2.87 Photo Caption: Text – Financial Management. Photo of money, a pen, and a pie chart.*

**Student Notes:**



Visual 2.88

**VISUAL 2.88 - DOCUMENTATION STRATEGIES**

- Have a documentation plan
- Establish before disaster strikes
- Train and exercise all personnel involved – regularly
- Implement documentation system during incidents, regardless of complexity

*Visual 2.88 Photo Caption: Photo of an individual writing on an electric tablet.*



**Student Notes:**

Visual 2.89

**VISUAL 2.89 - DOCUMENTATION TOOLS**

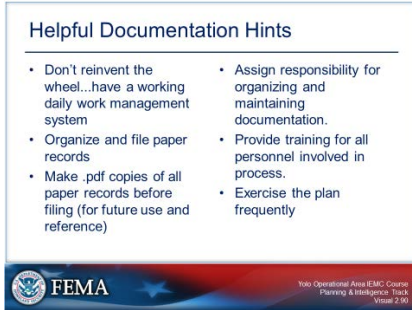
- Incident Command System (ICS)/FEMA Forms
- Disaster Assistance forms available at [FEMA Public Assistance Website](http://www.fema.gov/public-assistance-local-state-tribal-and-non-profit)
  - This link can also be accessed at the following URL: <https://www.fema.gov/public-assistance-local-state-tribal-and-non-profit>
- Geographic Information System
- Time sheets/field records
- Detailed Work Management System
  - Documents time, material, and equipment by task and job.

**NEVER get rid of paper-based documents!****Visual 2.89 Photo Caption:**

*Top Photo - Picture of a wall mounted file racks full of papers.*

Bottom Photo – Collection of GIS map images.

**Student Notes:**

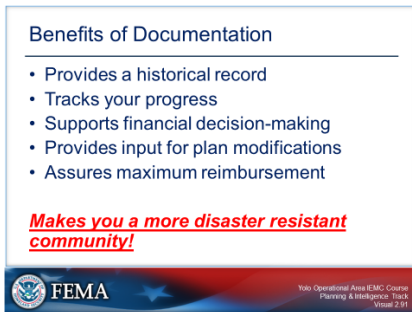


Visual 2.90

**VISUAL 2.90- HELPFUL DOCUMENTATION HINTS**

- Don't reinvent the wheel... have a working daily work management system
- Organize and file paper records
- Make .pdf copies of all paper records before filing (for future use and reference)
- Use FEMA and ICS forms when possible and practical
- Assign responsibility for organizing and maintaining documentation
- Provide training for all personnel involved in process
- Exercise plan frequently

**Student Notes:**



Visual 2.91

**VISUAL 2.91 – BENEFITS OF DOCUMENTATION**

- Provides a historical record
- Tracks your progress
- Supports financial decision-making
- Provides input for plan modifications
- Assures maximum reimbursement

**Makes you a more disaster resistant community!**

**Student Notes:**



**VISUAL 2.92 – QUESTIONS, COMMENTS, OR CONCERNS?**

Visual 2.92

# **UNIT FE: FUNCTIONAL EXERCISE**

**May 18, 2017**

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Refer to the exercise player handbook supplied for this class.

**UNIT 5**  
**ALL SECTION TRAINING**

**May 19, 2017**

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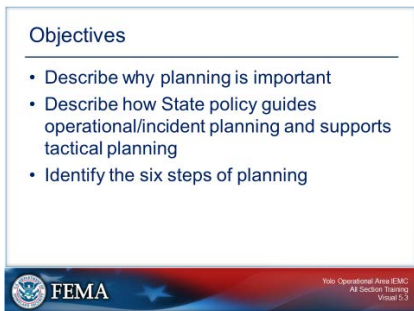
Visual 5.1

**VISUAL 5.1 – UNIT 5**  
**ALL SECTION TRAINING**



Visual 5.2

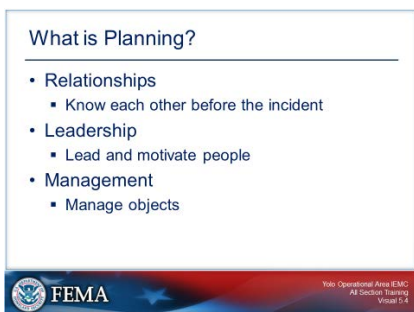
**VISUAL 5.2 - UNIT 5.A**  
**ALL HAZARDS PLANNING**



Visual 5.3

**VISUAL 5.3 – OBJECTIVES**

- Describe why planning is important
- Describe how State policy guides operational/ incident planning and supports tactical planning
- Identify the six steps of planning

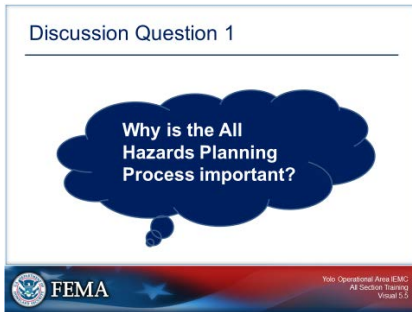


Visual 5.4

**VISUAL 5.4 – WHAT IS PLANNING?**

- Relationships  
Know each other before the incident
- Leadership  
Lead and motivate people
- Management  
Manage objects

**Student Notes:**

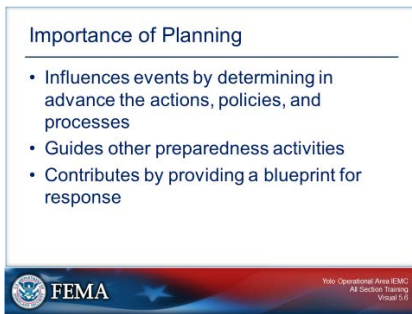


Visual 5.5

**VISUAL 5.5 - DISCUSSION QUESTION 1**

Why is the All Hazards Planning Process important?

**Student Notes:**

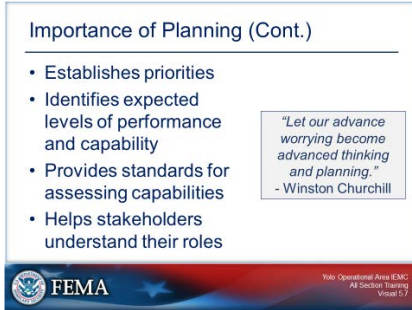


Visual 5.6

**VISUAL 5.6 – IMPORTANCE OF PLANNING**

- Influences the course of events in an emergency by determining in advance the actions, policies, and process that will be followed
- Guides other preparedness activities
- Contributes to unity of effort by providing a common blueprint for response in the event of an emergency

**Student Notes:**



Visual 5.7

**VISUAL 5.7 – IMPORTANCE OF PLANNING (CONT.)**

- Establishes priorities
- Identifies expected levels of performance and capability
- Provides standards for assessing capabilities
- Helps stakeholders understand their roles

*“Let our advance worrying become advanced thinking and planning.” – Winston Churchill*

Planning makes it possible to manage the entire life cycle of a potential crisis. Strategic and operational planning establishes priorities, identifies expected levels of performance and capability requirements, provides the standard for assessing capabilities and helps stakeholders learn their roles.

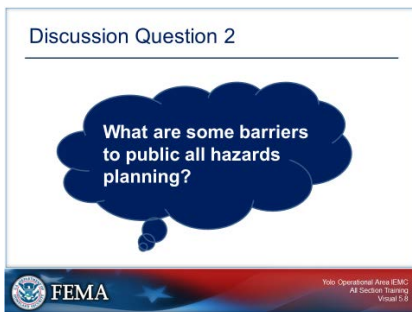
- Resources for planning are:

NRF

Comprehensive Preparedness Guide (CPG 101) v2

CPG 502 (fusion center and EOC coordination)

**Student Notes:**



Visual 5.8

**VISUAL 5.8 – DISCUSSION QUESTION 2**

What are some barriers to public all hazards planning?

**Student Notes:**

Planning Concepts

- Effective plans convey the goals and objectives of the response and the intended actions needed to achieve them
- Successful response occurs when organizations know their roles, accept them, and understand how they fit into the overall plan

FEMA

Yolo Operational Area (EMC)  
All Section Training  
Visual 5.9

Visual 5.9

**VISUAL 5.9 – PLANNING CONCEPTS**

- Effective plans convey the goals and objectives of the response and the intended actions needed to achieve them
- Successful response occurs when organizations know their roles, accept them, and understand how they fit into the overall plan

Goals and objectives must be carefully crafted to ensure they support accomplishing the plan mission and operational priorities. They must also clearly indicate the desired result or end-state they are designed to yield. This approach enables unity of effort and consistency of purpose among the multiple organizations and activities involved in executing the plan.

Using a team or group approach helps organizations define their perception of the role they will play during an operation.

**Student Notes:**

Planning Concepts (cont.)

The process of planning is as important than as a plan. Plans are not scripts followed to the letter; they are flexible and adaptable to the situation

*"...better to have a plan and not need it, than to need a plan and not have it" - Lt. Col Eisenhower*

Visual 5.10

## VISUAL 5.10 – PLANNING CONCEPTS (CONT.)

The process of planning is as important as a plan. Plans are not scripts followed to the letter; they are flexible and adaptable to the situation.

The most realistic and complete plans are prepared by a diverse planning team, including representatives from the jurisdiction's departments and agencies, civic leaders, businesses, and organizations (e.g., civic, social, faith-based, humanitarian, educational, advocacy, professional) who are able to contribute critical perspectives and/or have a role in executing the plan.

*"...better to have a plan and not need it, than to need a plan and not have it" – Lt. Col Eisenhower*

### Student Notes:

Jurisdictional Planning Structure

- Develop all hazards plans and hazard/incident specific annexes
- State, territorial, tribal, and local planning is supported by Federal assistance
- Federal plans are implemented when jurisdiction's resources are insufficient
- Planning is described in the new Comprehensive Preparedness Guide (CPG)

Visual 5.11

## VISUAL 5.11 – JURISDICTIONAL PLANNING STRUCTURE

- Develop all-hazards plans and hazard/incident specific annexes
- State, territorial, tribal, and local planning is supported by Federal assistance
- Federal plans are implemented when a jurisdiction's resources are insufficient
- Planning is described in the new Comprehensive Preparedness Guide (CPG)

State, territorial, tribal, and local governments have responsibility to develop detailed, robust all-hazards plans and hazard- or incident-specific annexes with supporting procedures and protocols to address their locally identified hazards and risks. Hazard identification and risk assessment (HIRA) serves as a foundation for planning, resource management, capability

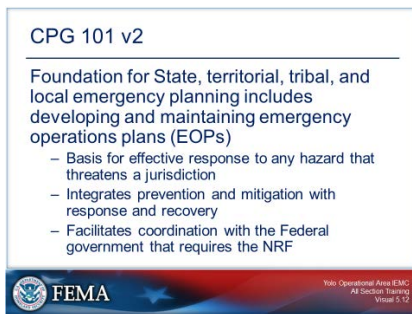
development, public education, and training and exercises.

State, territorial, tribal, and local planning is supported by Federal preparedness assistance, which supports the Framework and the Federal planning structure by building capabilities that contribute to National response capacity.

In most instances, Federal plans are implemented when a State/territorial/tribal resources are not sufficient to cope with an incident and the Governor has requested Federal assistance.

The intersection of the Federal and State, territorial, tribal, and local plans and planning is described in the CPG 101, “Developing and Maintaining Emergency Operations Plans”

### **Student Notes:**



Visual 5.12

### **VISUAL 5.12 – CPG 101 V2**

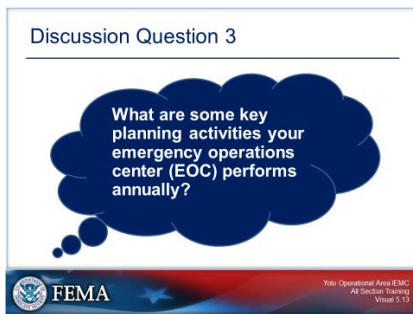
Foundation for State, territorial, tribal, and local emergency planning includes developing and maintaining emergency operations plans (EOPs)

- Basis for effective response to any hazard that threatens a jurisdiction
- Integrates prevention and mitigation with response and recovery
- Facilitates coordination with the Federal government that requires the NRF

CPG 101 provides guidelines on developing emergency operations plans (EOP). It promotes an understanding of the fundamentals of risk-informed planning and decision making to help planners examine a hazard or threat and produce integrated, coordinated, and synchronized plans. The goal of CPG 101 is to make the planning

process routine across all phases of emergency management and for all homeland security mission areas. It also helps planners at all levels of government to develop and maintain viable all hazards and threats EOPs. Accomplished properly, planning provides a methodical way to engage the whole community in thinking through the life cycle of a potential crisis, determining required capabilities, and establishing a framework for roles and responsibilities.

**Student Notes:**

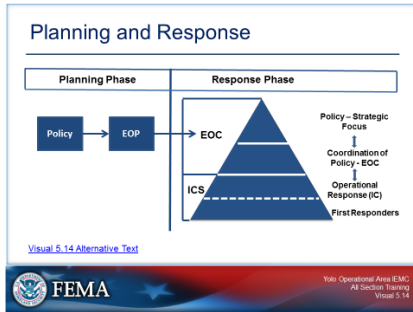


Visual 5.13

**VISUAL 5.13 - DISCUSSION QUESTION 3**

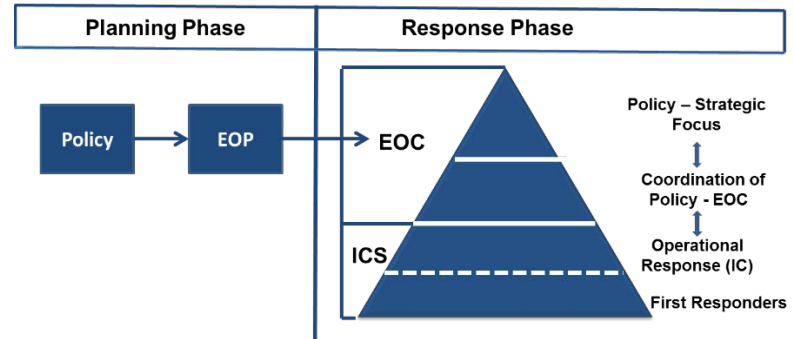
What are some key planning activities your emergency operations center (EOC) performs annually?

**Student Notes:**



Visual 5.14

**VISUAL 5.14 – PLANNING AND RESPONSE**



The left side of the graphic shows how policy incorporates into the EOP during the planning phase.

EOC Level: (Top two lines of the triangle)

The planning process guides policy development, which becomes part of the EOP. Policy in the EOP contains pre-determined decisions that are necessary to implement during a disaster or emergency. When a response is necessary, the EOC will coordinate policy level actions using the EOP as well as implement the incident support plan (ISP). To ensure policy level decisions made in the EOC are implemented, information sharing must occur between the EOC and ICS/Field levels. The Incident Command System (ICS)/field level must also share information with the EOC to coordinate policy decisions. The EOC must also inform the ICS/field level what policy level decisions were implemented.

ICS/Field Level: (Bottom two lines of the triangle)

At the ICS/field level, they are implementing the operational and tactical plans, which we discuss later in the module. Policy in the EOP will impact/guide operational and tactical plans at the ICS/field level.

Visual 5.14 Alternative Text:

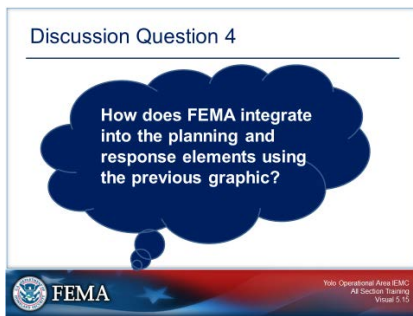
The left side of the graphic shows how policy incorporates into the EOP during the Planning Phase. After the incident occurs the EOP is implemented in the Response Phase by the EOC. On the right side of the graphic is a pyramid. The top two levels of the pyramid is the EOC. Policy within the EOC consists of the pre-determined decisions that are necessary to implement



during the disaster/emergency which come from the EOP which was developed during the Planning Phase. During the response phase, the incident planning consists of Policy – Strategic Focus. Coordination of policy is conducted by the EOC. The EOC, however, must share information with the Policy Group (delineated by the double arrow connection) in order to help ensure that the strategic focus is in line with the needs for the incident. The EOC will also inform the Incident Command/First Responders of the EOP and Policy.

The Bottom two levels of the pyramid make up the ICS. The ICS consists of the Incident Command (top section) and First Responders (bottom section). Operational Response (IC) received Policy information from both the EOP and the EOC and in turn, must share information back to the EOC and Policy.

**Student Notes:**



Visual 5.15

**VISUAL 5.15 – DISCUSSION QUESTION 4**

How does FEMA integrate into the planning and response elements using the previous graphic?

**Student Notes:**



Visual 5.16

**VISUAL 5.16 – TYPES OF PLANNING**



- Strategic  
Based on policy
- Operational  
Describes roles and responsibilities
- Tactical  
Manages personnel, equipment, and resources

**Strategic Planning**

Strategic plans describe how a jurisdiction wants to meet its emergency management or homeland security responsibilities over the long-term. A strategic plan aligns the organization and budget structure with Federal priorities, missions, and objectives. These plans are driven by policy from senior officials (e.g. EOP) and establish planning priorities.

Catastrophic planning is also part of strategic planning. The focus is on life-saving, sustainment, and stabilizing catastrophic effects for up to 72 hours after an incident. Catastrophic plans differ from traditional plans and address no-notice or short-notice incidents of catastrophic magnitude, where the need for Federal assistance is obvious and immediate, where anticipatory planning and resource pre-positioning were precluded,

and where the exact nature of needed resources and assets is not known.

Just as coordinated operations depend on teamwork, good planning requires a team effort. The most realistic and complete plans are prepared by a team that includes representatives of the government; the private sector; and NGOs that will participate in executing the plan.

In the event of a catastrophic event, the State must generate a request to FEMA for resources.

### **Operational Planning**

Operational plans provide a description of roles and responsibilities, tasks, integration, and actions required by a jurisdiction or its departments and agencies during emergencies. Jurisdictions use plans to provide the goals, roles, and responsibilities that a jurisdiction's departments and agencies are assigned, and to focus on coordinating and integrating the activities of the many response and support organizations within a jurisdiction. An example of an operational plan is a CEMP.

They also consider private sector planning efforts as an integral part of community-based planning, and to ensure efficient allocation of resources. Department and agency plans do the same for the internal elements of those organizations.

Operational plans tend to focus more on the broader physical, spatial, and time-related dimensions of an operation; thus, they tend to be more complex and comprehensive than a strategic plan, yet less defined, than tactical plans. Operational plans also provide a framework for tactical planning.

### **Tactical Planning**

Tactical planning focuses on managing personnel, equipment, and resources that play a direct role in the incident response. Pre-incident tactical planning, based upon existing operational plans, provides the opportunity to pre-identify personnel, equipment, exercise, and training requirements. Any gaps identified during tactical planning can be filled through various means including

mutual aid, technical assistance, updates to policy, procurement, and contingency leasing. Tactical planning results in the development of a tactical plan. An example of a tactical plan is an Incident Action Plan (IAP). An IAP provides a single, unified roadmap for responders and decision makers to follow during an operational period and helps guide priorities for the next operational period. The combined efforts of all agencies are optimized as they perform their respective assignments under a single IAP.

When an incident or potential incident occurs, responders assess the situation, identify and prioritize requirements, and activate available resources and capabilities and develop an IAP. The IAP is developed to work within the parameters of existing plans, personnel, and resources outlined in a jurisdiction's operational plan which supports the overall strategic plan. A clear, concise IAP is essential to guide the initial incident management decision process and the continuing collective planning activities. An IAP provides concise, coherent means of capturing and communicating the overall incident priorities, objectives, strategies, and tactics in the context of both operational and support activities.

Planning also involves plan integration. Plan integration means that planning must be vertically integrated to ensure that all response levels have a common operational focus. Below are types of plan integration.


*Visual 5.16 Alternative Text:*

Three tiered pyramid that delineates the three types of planning and how they related to each other. At the top of the pyramid is Strategic Planning which is the policy objectives and overall guidance. The middle section of the pyramid is Operational Planning. Operational Planning consists of the Roles and responsibilities, tasks, integration, and actions. The bottom of the period (largest section) is Tactical Planning. Tactical Planning consists of the personnel, equipment, and resource management.

**Student Notes:**

Discussion Question 5

- How does policy guide strategic, operational, and tactical planning?
- How does recovery integrate into your planning?



Visual 5.17


**VISUAL 5.17– DISCUSSION QUESTION 5**

- How does policy guide strategic, operational, and tactical planning?
- How does recovery integrate into your planning?

**Student Notes:**

Six Steps of Planning

1. Form the planning team
2. Understand the situation
3. Determine priorities, goals, and objectives
4. Develop the plan
5. Write, review, and plan approval
6. Implement and maintain the plan



Visual 5.18

**VISUAL 5.18 – SIX STEPS OF PLANNING**

1. Form the planning team
2. Understand the situation
3. Determine priorities, goals, and objectives
4. Develop the plan
5. Write, review, and plan approval
6. Implement and maintain the plan

Emergency planning is not a one-time event. Rather, it is a continual cycle of planning, training, exercising, and revision that takes place throughout the five phases of the emergency management cycle (preparedness, prevention, mitigation, response, and recovery).

The planning process does have one purpose—the development and maintenance of an up-to-date emergency operations plan (EOP). An EOP can be defined as a document maintained by various jurisdictional levels describing the plan for responding to a wide variety of potential hazards. Although the emergency planning process is cyclic, EOP development has a definite starting point.

There are six steps in the emergency planning process:

1. **Form a collaborative planning team.** Using a team or group approach helps organizations define their perception of the role they will play during an operation. One goal of using a planning team is to build and expand relationships that help bring creativity and innovation to planning during an event. This approach helps establish a planning routine so that processes followed before an event occurs are the same as those used during an event.
2. **Understand the situation.** Hazards and threats are the general problems that jurisdictions face. Researching and analyzing information about potential hazards and threats a jurisdiction may face brings specificity to the planning process. If hazards and threats are viewed as problems and operational plans are the solution, then hazard and threat identification and analysis are key steps in the planning process.
3. **Determine goals and objectives.** By using information from the hazard profile developed as part of the analysis process, the planning team thinks about how the hazard or threat would evolve in the jurisdiction and what defines a successful operation. Starting with a given intensity for the hazard or threat, the team imagines an event's development from prevention and protection efforts, through initial warning (if available), to its impact on the jurisdiction (as identified through analysis) and its generation of specific consequences (e.g., collapsed buildings, loss of critical services or infrastructure, death, injury, or displacement).

4. **Develop the plan.** The same scenarios used during problem identification are used to develop potential courses of action. For example, some prevention and protection courses of action can be developed that may require a significant initial action (such as hardening a facility) or creation of an ongoing procedure (such as checking identity cards.). Planners consider the needs and demands, goals, and objectives to develop several response alternatives.
5. **Prepare, review, and approve the plan.** The planning team develops a rough draft of the base plan, functional or hazard annexes, or other parts of the plan as appropriate. As the planning team works through successive drafts, the members add necessary tables, charts, and other graphics. A final draft is prepared and circulated to organizations that have responsibilities for implementing the plan to obtain their comments.
6. **Implement and maintain the plan.** Exercising the plan and evaluating its effectiveness involve using training and exercises and evaluation of actual events to determine whether the goals, objectives, decisions, actions, and timing outlined in the plan led to a successful response. Similarly, planners need to be aware of lessons and practices from other communities. The planning process is all about stakeholders bringing their resources and strengths to the table to develop and reinforce a jurisdiction's emergency management and homeland security programs. Properly developed, supported, and executed operational plans are a direct result of an active and evolving program.

**Student Notes:**

Discussion Question 6

How do you apply the six steps of planning?

FEMA  
Yolo Operational Area/EMC  
All Section Training  
Visual 5.19

Visual 5.19

**VISUAL 5.19 – DISCUSSION QUESTION 6**

How do you apply the six steps of planning?

*Visual 5.19 Alternative Text:* Identifies the six steps of planning: Step 1 - Form a Collaborative Planning Team, Step 2 - Understand the Situation, Step 3 - Determine Goals & Objectives, Step 4 - Plan Development, Step 5- Plan Preparation, Review & Approval, Step 6 - Plan Implementation & Maintenance

**Student Notes:**

Participant Activity

As a class, use the tabletop (TTX) scenario to respond to the following discussion questions:

- What are your planning considerations (from the ESF perspective)?
- What drove your planning considerations?
- What could change your planning considerations?

FEMA  
Yolo Operational Area/EMC  
All Section Training  
Visual 5.20

Visual 5.20

**VISUAL 5.20 – PARTICIPANT ACTIVITY**

As a class, use the tabletop (TTX) scenario to respond to the following discussion questions:


- What are your planning considerations (from the ESF perspective)?
- What drove your planning considerations?
- What could change your planning considerations?



**Student Notes:**

Participant Activity (cont.)

- How do you know what policy makers want?
- What roles will Federal agencies play during your incident planning?



Visual 5.21

**VISUAL 5.21 – PARTICIPANT ACTIVITY (CONT.)**


- How do you know what policy makers want?
- What roles will Federal agencies play during your incident planning?

**Student Notes:**

Unit Summary

You should be able to:

- Describe why planning is important
- Describe how State policy guides operational/incident planning and supports tactical planning
- Identify the six steps of planning



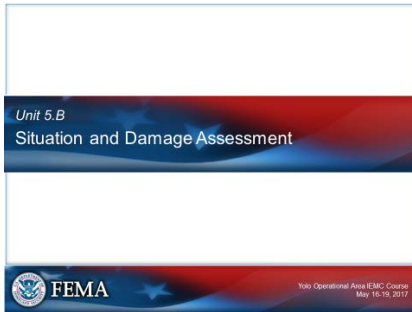
Visual 5.22

**VISUAL 5.22 – UNIT SUMMARY:**

You should now be able to:

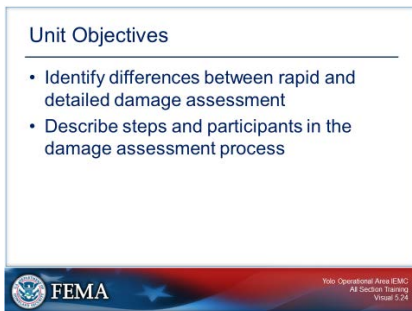
- Describe why planning is important
- Describe how State policy guides operational/incident planning and supports tactical planning
- Identify the six steps of planning

**Student Notes:**



Visual 5.23

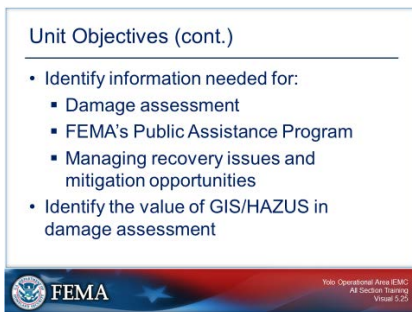
**VISUAL 5.23 – UNIT 5.B  
SITUATION AND DAMAGE ASSESSMENT**



Visual 5.24

**VISUAL 5.24 – UNIT OBJECTIVES**

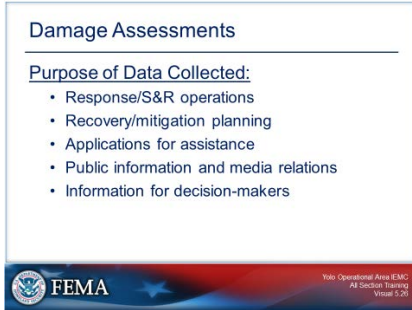
- Identify differences between rapid and detailed damage assessment
- Describe steps and participants in the damage assessment process



Visual 5.25

**VISUAL 5.25 – UNIT OBJECTIVES (CONT.)**

- Identify information needed for:  
Damage assessment  
FEMA's Public Assistance Program  
Managing recovery issues and mitigation opportunities
- Identify the value of GIS/HAZUS in damage assessment



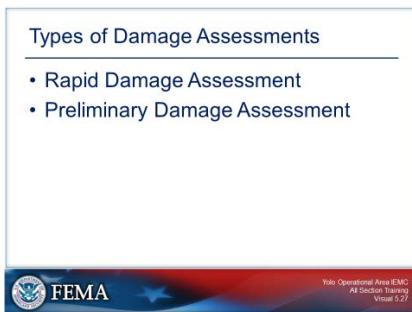
Visual 5.26

## VISUAL 5.26 – DAMAGE ASSESSMENTS

### Purpose of Data Collected:

- Response/S&R operations
- Recovery/mitigation planning
- Applications for assistance
- Public information and media relations
- Information for decision-makers

### Student Notes:

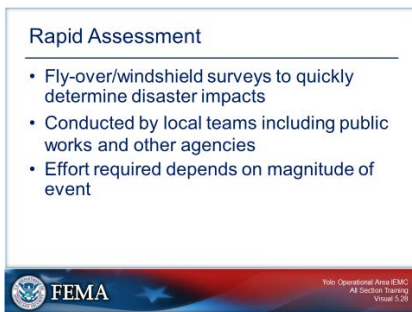


Visual 5.27

## VISUAL 5.27 – TYPES OF DAMAGE ASSESSMENTS

- Rapid Damage Assessment
- Preliminary Damage Assessment

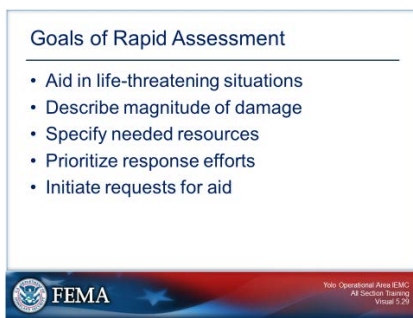
### Student Notes:



Visual 5.28

## VISUAL 5.28 – RAPID ASSESSMENT

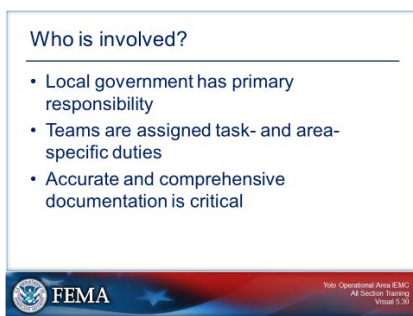
- Fly-over/windshield surveys to quickly determine disaster impacts
- Conducted by local teams including public works and other agencies
- Effort required depends on magnitude of event

**Student Notes:**

Visual 5.29

**VISUAL 5.29 – GOALS OF RAPID ASSESSMENT**

- Aid in life-threatening situations
- Describe magnitude of damage
- Specify needed resources
- Prioritize response efforts
- Initiate requests for aid

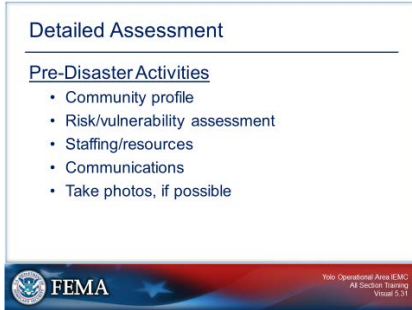
**Student Notes:**

Visual 5.30

**VISUAL 5.30 – WHO IS INVOLVED?**

- Local government has primary responsibility
- Teams are assigned task- and area-specific duties
- Accurate and comprehensive documentation is critical

**Student Notes:**



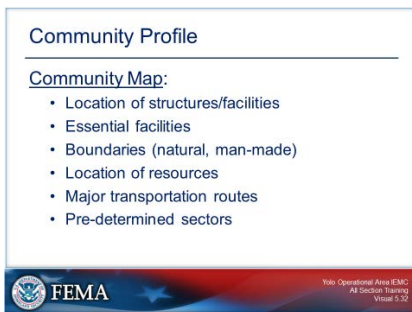
Visual 5.31

## **VISUAL 5.31 – DETAILED ASSESSMENT**

### Pre-Disaster Activities

- Community profile
- Risk/vulnerability assessment
- Staffing/resources
- Communications
- Take photos, if possible

### **Student Notes:**



Visual 5.32

## **VISUAL 5.32 – COMMUNITY PROFILE**


### Community Map:

- Location of structures/facilities
- Essential facilities
- Boundaries (natural, man-made)
- Location of resources
- Major transportation routes
- Pre-determined sectors

### **Student Notes:**

Community Profile (cont.)

- Population Information:
  - General demographic data
  - Special needs (schools, hospitals, prisons, etc.)
  - Time-of-day changes
  - Time-of-year changes



Visual 5.33

**VISUAL 5.33 – COMMUNITY PROFILE (CONT.)**


Population Information:

- General demographic data
- Special needs (schools, hospitals, prisons, etc.)
- Time-of-day changes
- Time-of-year changes

**Student Notes:**

Risk/Vulnerability Assessment

- Hazard (type, probability, location, magnitude, warning)
- Hazardous facilities
- Location of resources
- High-risk populations
- Lifelines/infrastructure
- Community specific vulnerabilities



Visual 5.34


**VISUAL 5.34 – RISK/VULNERABILITY ASSESSMENT**

- Hazard (type, probability, location, magnitude, warning)
- Hazardous facilities
- Location of resources
- High-risk populations
- Lifelines/infrastructure
- Community specific vulnerabilities

**Student Notes:**

Staffing and Resources

- Responders vs. non-responders
- Use of community groups
- Assignments/positioning of staff
- Call-up roster
- Equipment needs



Visual 5.35

**VISUAL 5.35 – STAFFING AND RESOURCES**

- Responders vs. non-responders
- Use of community groups
- Assignments/positioning of staff
- Call-up roster
- Equipment needs

**Student Notes:**

Communications

- Damage data must be collected, processed and reported to State
- Personnel must be trained in:
  - Communications flow
  - Methods: radio, cell phone, etc.
  - Roles and procedures
  - Urgency/accuracy of information

FEMA Yolo Operational Area IEMC All Section Training Visual 5.36

Visual 5.36

**VISUAL 5.36 – COMMUNICATIONS**

- Damage data must be collected, processed and reported to State
- Personnel must be trained in:
  - Communications flow
  - Methods: radio, cell phone, etc.
  - Roles and procedures
  - Urgency/accuracy of information

**Student Notes:**

Communications (cont.)

- Many groups play a part
  - Dispatch center/911
  - Command post
  - EOC
- Coordination is critical
- State must be kept informed

FEMA Yolo Operational Area IEMC All Section Training Visual 5.37

Visual 5.37


**VISUAL 5.37 – COMMUNICATIONS (CONT.)**

- Many groups play a part
  - Dispatch center/911
  - Command post
  - EOC
- Coordination is critical
- State must be kept informed

**Student Notes:**

Information Systems Requirements

- Clear flow of information
  - Collection & Receiving assignment
- Established data processing and reporting procedures
- Systematic, consistent forms



Visual 5.38


**VISUAL 5.38 – INFORMATION SYSTEMS REQUIREMENTS**

- Clear flow of information
  - Collection & Receiving assignment
- Established data processing and reporting procedures
- Systematic, consistent forms

**Student Notes:**

HAZUS-MH (Multiple Hazard)

- Uses GIS and Census data
  - Generate reports
- Can be used in hurricanes, floods, earthquakes
- FEMA will accept as initial damage assessment
- Free software from FEMA



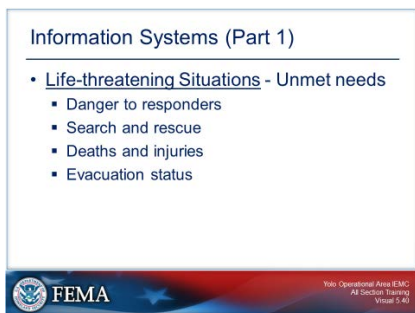
Visual 5.39

**VISUAL 5.39 – HAZUS-MH (MULTIPLE HAZARD)**

- Uses GIS and Census data
  - Generate reports
- Can be used in hurricanes, floods, earthquakes
- FEMA will accept as initial damage assessment
- Free software from FEMA

**Student Notes:**



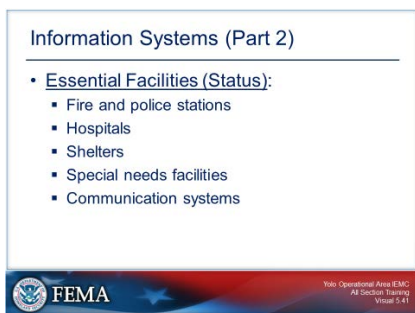


Visual 5.40

## VISUAL 5.40 – INFORMATION SYSTEMS (PART 1)

- Life-threatening Situations - Unmet needs
  - Danger to responders
  - Search and rescue
  - Deaths and injuries
  - Evacuation status

### Student Notes:

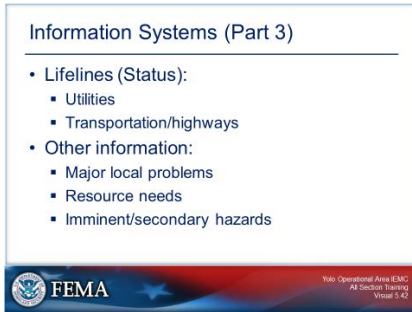


Visual 5.41

## VISUAL 5.41 – INFORMATION SYSTEMS (PART 2)

- Essential Facilities (Status):
  - Fire and police stations
  - Hospitals
  - Shelters
  - Special needs facilities
  - Communication systems

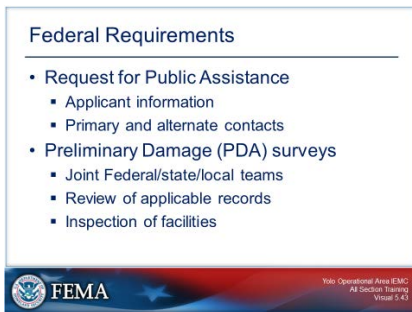
### Student Notes:



Visual 5.42

**VISUAL 5.42 – INFORMATION SYSTEMS (PART 3)**

- Lifelines (Status):
  - Utilities
  - Transportation/highways
- Other information:
  - Major local problems
  - Resource needs
  - Imminent/secondary hazard

**Student Notes:**

Visual 5.43


**VISUAL 5.43 – FEDERAL REQUIREMENTS**

- Request for Public Assistance
  - Applicant information
  - Primary and alternate contacts
- Preliminary Damage (PDA) surveys
  - Joint Federal/state/local teams
  - Review of applicable records
  - Inspection of facilities

**Student Notes:**

Federal Requirements (cont.)

- Project Formulation Worksheet:
  - General project information
  - Damage and proposed repairs
  - Estimated costs/unit prices
- Large and small projects



Visual 5.44


## VISUAL 5.44 – FEDERAL REQUIREMENTS (CONT.)

- Project Formulation Worksheet:
  - General project information
  - Damage and proposed repairs
  - Estimated costs/unit prices
- Large and small projects

### Student Notes:

Training/Exercising

- Orientation/training
- Tabletop exercise
- Full exercise
- Exercise evaluation/ debriefing
- Plan/procedure revision



Visual 5.45

## VISUAL 5.45 – TRAINING/EXERCISING

- Orientation/training
- Tabletop exercise
- Full exercise
- Exercise evaluation/ debriefing
- Plan/procedure revision


### Student Notes:

**Unit Summary**

---

You should be able to:

- Identify differences between rapid and detailed damage assessment
- Describe steps and participants in the damage assessment process



Visual 5.46

**VISUAL 5.46 – UNIT SUMMARY**

You should be able to:


- Identify differences between rapid and detailed damage assessment
- Describe steps and participants in the damage assessment process

**Student Notes:**

**Unit Summary (cont.)**

---

- Identify information needed for:
  - Damage assessment
  - FEMA's Public Assistance Program
  - Managing recovery issues and mitigation opportunities
- Identify the value of GIS/HAZUS in damage assessment



Visual 5.47

**VISUAL 5.47 – UNIT SUMMARY (CONT.)**

- Identify information needed for:
  - Damage assessment
  - FEMA's Public Assistance Program
  - Managing recovery issues and mitigation opportunities
- Identify the value of GIS/HAZUS in damage assessment

**Student Notes:**



*Unit 5.C*  
Critical Infrastructure / Key Resources

Visual 5.48

**VISUAL 5.48 – UNIT 5.C**

**CRITICAL INFRASTRUCTURE / KEY RESOURCES**

Objectives

- Describe the relationship between the National Response Framework (NRF) and critical infrastructure and key resources (CIKR) prevention, protection, response, and recovery activities.
- Describe how the NRF promotes engaged partnerships to enhance our Nation's incident management capabilities.



Visual 5.49


**VISUAL 5.49 – OBJECTIVES**

- Describe the relationship between the National Response Framework (NRF) and critical infrastructure and key resources (CIKR) prevention, protection, response, and recovery activities.
- Describe how the NRF promotes engaged partnerships to enhance our Nation's incident management capabilities.

**Student Notes:**

Objectives (cont.)

- Identify the processes defined in the NRF for ensuring that CIKR considerations are integrated into incident response efforts.
- Define the role of the Infrastructure Liaison in supporting coordination with the CIKR sectors and all levels of partners.
- Identify actions that you can take to build capabilities for implementing the NRF CIKR Support Annex.

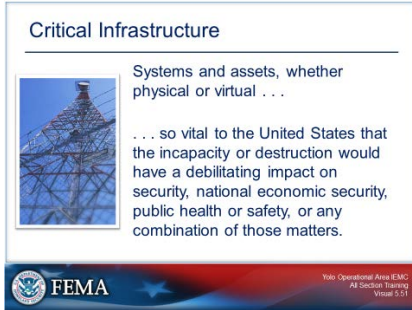


Visual 5.50

**VISUAL 5.50 – OBJECTIVES (CONT.)**

- Identify the processes defined in the NRF for ensuring that CIKR considerations are integrated into incident response efforts.
- Define the role of the Infrastructure Liaison in supporting coordination with the CIKR sectors and all levels of partners.
- Identify actions that you can take to build capabilities for implementing the NRF CIKR Support Annex.

**Student Notes:**



Visual 5.51

**VISUAL 5.51 – CRITICAL INFRASTRUCTURE**

Systems and assets, whether physical or virtual . . .

. . . so vital to the United States that the incapacity or destruction would have a debilitating impact on security, national economic security, public health or safety, or any combination of those matters.

Visual 5.51 Photo Caption: Photo of a communication tower.

**Student Notes:**

Visual 5.52

**VISUAL 5.52 – KEY RESOURCES**

Publicly or privately controlled resources essential to the minimal operations of the economy and government.

Source: Homeland Security Act of 2002

The National Infrastructure Protection Plan (NIPP), 2009, Glossary of Key Terms, is the source for the definitions of critical infrastructure and key resources. These definitions are derived from the provisions of the Homeland Security Act of 2002 and Homeland Security Presidential Directive 7 (HSPD-7).

Visual 5.52 Photo Caption: Photo of a farm.

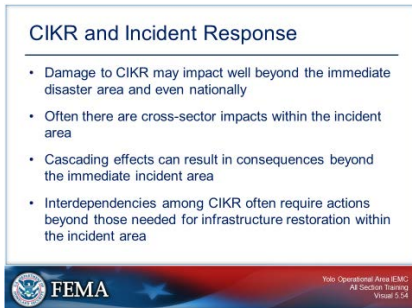
**Student Notes:**

Visual 5.53

**VISUAL 5.53 – THREATS TO CIKR**

- The Terrorist Threat
- All-Hazards Approach

*Visual 5.53 Photo Caption: Photo on the left shows an image of a collapsed building with an American Flag placed in the rubble. The photo on the right shows an image of first responders climbing on a roof of a flooded house.*

**Student Notes:**

Visual 5.54

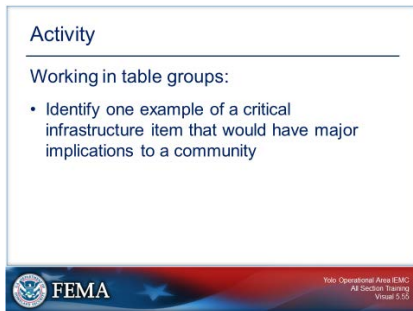
**VISUAL 5.54 – CIKR AND INCIDENT RESPONSE**

- Damage to CIKR may impact well beyond the immediate disaster area and even nationally
- Often there are cross-sector impacts within the incident area
- Cascading effects can result in consequences beyond the immediate incident area
- Interdependencies among CIKR often require actions beyond those needed for infrastructure restoration within the incident area

The vast majority of CIKR is owned and operated by the private sector.

Owners and operators are responsible for the protection, response, and restoration of their facilities and services.

**Student Notes:**



The slide is titled "Activity" and is set against a background of the American flag. It contains the following text:

Activity

---

Working in table groups:

- Identify one example of a critical infrastructure item that would have major implications to a community

At the bottom left is the FEMA logo. At the bottom right, in small text, it reads: "Yolo Operational Area (EMC) All Section Training Visual 5.55"

Visual 5.55

**VISUAL 5.55 – ACTIVITY**

Working in table groups:

- Identify one example of a critical infrastructure item that would have major implications to a community

**Instructor Notes:**

Identifying one example of critical infrastructure in your jurisdiction.

Describing:

- Potential threats or risks.
- Likely consequences of a terrorist attack, natural disaster, or other emergency.

Be prepared to present your team's answers in 5 minutes.

Remember that damage to critical infrastructure often has a wider impact than just within the incident area. Therefore, protection of CIKR, as well as well-planned and integrated CIKR-related response activities when incidents do occur, are essential to the Nation's security, public health and safety, economic vitality, and way of life.

**Student Notes:**





Visual 5.56

## VISUAL 5.56 – NRF AND NIPP

### National Response Framework (NFR)

- Guides all-hazards incident response
- Builds on the National Incident Management System (NIMS)
- Links all levels of government, the private sector, and non-governmental organizations in a unified approach

### National Infrastructure Protection Plan (NIPP)

- Provides unifying structure for CIKR protection
- Defines risk management framework
- Emphasizes coordination with Federal, State, tribal, local, and private-sector partners
- Establishes a “steady state” of security across CIKR sectors

**National Response Framework (NRF):** Guides how the Nation conducts all-hazards response. The Framework documents the key response principles, roles, and structures that organize national response. It describes how communities, States, the Federal Government, and private-sector and nongovernmental partners apply these principles for a coordinated, effective national response. And it describes special circumstances where the Federal Government exercises a larger role, including incidents where Federal interests are involved and catastrophic incidents where a State would require significant support. The NRF allows first responders, decision makers, and supporting entities to provide a unified national response.

**National Infrastructure Protection Plan (NIPP):** The overarching goal of the NIPP is to build a safer, more secure, and more resilient America by:

- Enhancing protection of the Nation’s CIKR to prevent, deter, neutralize, or mitigate the effects of deliberate efforts by terrorists to destroy, incapacitate, or exploit them; and

- Enabling national preparedness, timely response, and rapid recovery in the event of an attack, natural disaster, or other emergency.
- The NIPP and its associated CIKR Sector-Specific Plans (SSPs) work in conjunction with the NRF and its supporting annexes to provide a foundation for CIKR preparedness, protection, response, and recovery efforts in an all-hazards context.

In fact, day-to-day public-private coordination structures, information-sharing networks, and risk management frameworks used to implement NIPP steady-state CIKR protection efforts continue to function and enable coordination and support for CIKR protection and restoration for incident management activities under the NRF.

Visual 5.56 Photo Caption:

*Top Photo: Image of the FEMA National Response Framework. Image Hyperlink to Document.*

*Bottom Photo: Image of Department of Homeland Security National Infrastructure Protection Plan, 2009. Image hyperlink linked to document.*

**Student Notes:**

**Federal CIKR Response Activities**

- Identify, prioritize, and coordinate Federal action in support of the protection of CIKR
- Integrate CIKR protective programs with the all-hazards approach to domestic incident management described in HSPD-5
- Integrate national efforts for the protection and recovery of CIKR
- Document and share lessons learned

FEMA  
Yolo Operational Area (EMC)  
All Section Training  
Visual 5.57

Visual 5.57

**VISUAL 5.57 – FEDERAL CIKR RESPONSE ACTIVITIES**

- Identify, prioritize, and coordinate Federal action in support of the protection of CIKR
- Integrate CIKR protective programs with the all-hazards approach to domestic incident management described in HSPD-5
- Integrate national efforts for the protection and recovery of CIKR

- Document and share lessons learned

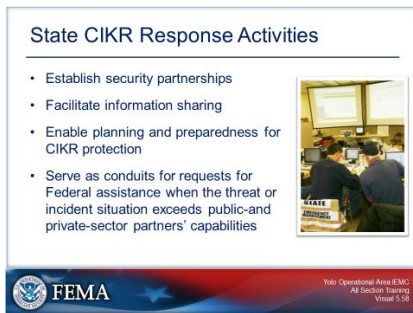
The Department of Homeland Security (DHS) responsibilities for CIKR support that are most applicable during incident response include:

- Identifying, prioritizing, and coordinating Federal action in support of the protection of nationally critical assets, systems, and networks, with a particular focus on CIKR that could be exploited to cause catastrophic health effects or mass casualties comparable to those produced by a weapon of mass destruction.
- Establishing and maintaining a comprehensive, multitiered, dynamic information-sharing network designed to provide timely and actionable threat information, assessments, and warnings to public- and private-sector CIKR partners. This responsibility includes protecting sensitive information voluntarily provided by the private sector and facilitating the development of sector-specific and cross-sector information-sharing and analysis systems, mechanisms, and processes.
- Coordinating, facilitating, and supporting comprehensive risk assessment programs for high-risk CIKR, identifying protection priorities across sectors and jurisdictions, and integrating CIKR protective programs with the all-hazards approach to domestic incident management described in HSPD-5.
- Identifying and implementing plans and processes for threat-based increases in protective measures that align to all-hazards warnings, specific threat vectors as appropriate, and each level of the Homeland Security Advisory System (HSAS).
- Conducting modeling and simulations to analyze sector, cross-sector, and regional dependencies and interdependencies, to include cyber-related issues, and sharing the results with CIKR partners as appropriate.
- Integrating national efforts for the protection and recovery of CIKR, including analysis, warning,

information sharing, vulnerability reduction, and mitigation activities and programs.

- Documenting and sharing lessons learned from exercises, actual incidents, and predisaster mitigation efforts and applying those lessons, where applicable, to CIKR protection efforts.
- Working with the Department of State, Sector-Specific Agencies (SSAs), and other NIPP partners to ensure that U.S. CIKR protection efforts are fully coordinated with international partners.

### **Student Notes:**



Visual 5.58

### **VISUAL 5.58 – STATE CIKR RESPONSE ACTIVITIES**

- Establish security partnerships
- Facilitate information sharing
- Enable planning and preparedness for CIKR protection
- Serve as conduits for requests for Federal assistance when the threat or incident situation exceeds public-and private-sector partners' capabilities

State, tribal, and local government entities establish security partnerships, facilitate information sharing, and enable planning and preparedness for CIKR protection within their jurisdictions.

State governments are responsible for:

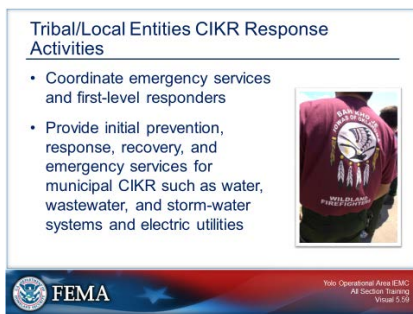
- Developing and implementing statewide or regional CIKR protection programs integrated into homeland security and incident management programs.
- Serving as crucial coordination hubs, bringing together prevention, preparedness, protection, response, and recovery authorities, capacities, and

resources among local jurisdictions, across sectors, and across regional entities.

- Acting as conduits for requests for Federal assistance when the threat or incident situation exceeds the capabilities of public- and private-sector CIKR partners in their jurisdictions.
- Coordinating with the State, Local, Tribal, and Territorial Government Coordinating Council (SLTTGCC) to ensure full integration with national- and regional-level CIKR prevention, protection, response, and restoration efforts.

*Visual 5.58 Photo Caption: State emergency management personnel at an emergency operations center.*

### **Student Notes:**



Visual 5.59

### **VISUAL 5.59 – TRIBAL/LOCAL ENTITIES CIKR RESPONSE ACTIVITIES**

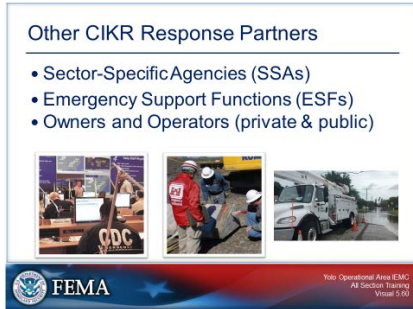
- Coordinate emergency services and first-level responders
- Provide initial prevention, response, recovery, and emergency services for municipal CIKR such as water, wastewater, and storm-water systems and electric utilities

Tribal governments are responsible for public health, welfare, safety, CIKR protection, and continuity of essential services within their jurisdictions.

Local governments usually are responsible for emergency services and first-level responses to CIKR incidents. In some sectors, local governments own and operate CIKR such as water, wastewater, and stormwater systems and electric utilities, and are responsible for initial prevention, response, recovery, and emergency services provision.

Visual 5.59 Photo Caption: A picture of a Tribal firefighter.

**Student Notes:**



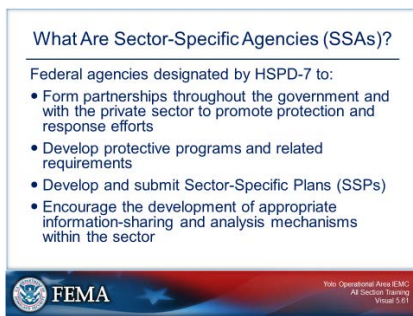
Visual 5.60

**VISUAL 5.60 – OTHER CIKR RESPONSE PARTNERS**

- Sector-Specific Agencies (SSAs)
- Emergency Support Functions (ESFs)
- Owners and Operators (private & public)

Visual 5.60 Photo Caption: Photo on left is an image of CDC EOC. Middle photo is image of US Army Corps of Engineer Staff inspecting damages. Right photo shows a power company basket lift truck.

**Student Notes:**



Visual 5.61

**VISUAL 5.61 – WHAT ARE SECTOR-SPECIFIC AGENCIES (SSAS)?**

Federal agencies designated by HSPD-7 to:

- Form partnerships throughout the government and with the private sector to promote protection and response efforts
- Develop protective programs and related requirements
- Develop and submit Sector-Specific Plans (SSPs)
- Encourage the development of appropriate information-sharing and analysis mechanisms within the sector

HSPD-7 designated responsibility to various Federal Government departments and agencies to serve as Sector-Specific Agencies (SSAs) for each of the CIKR sectors.

SSAs are responsible for working with DHS to:

- Implement the NIPP sector partnership model and risk management framework.
- Develop protective programs and related requirements.
- Provide sector-level CIKR protection guidance.

In addition, SSAs collaborate with partners to:

- Develop and submit Sector-Specific Plans (SSPs) and sector-level performance feedback.
- Encourage the development of appropriate information-sharing and analysis mechanisms within the sector.

### **Student Notes:**

Sector-Specific Agency	Critical Infrastructure Sector
Department of Agriculture	Food and Agriculture
Department of Health and Human Services	Defense Industrial Base
Department of Defense	Energy
Department of Energy	Healthcare and Public Health
Department of Health and Human Services	Financial Services
Department of Treasury	Water and Wastewater Services
Environmental Protection Agency	Chemical, Commercial Facilities, Communications, Critical Manufacturing, Dams, Emergency Services, Information Technology, Nuclear Reactors, Materials and Waste
Department of Homeland Security	Government Facilities
Department of Homeland Security, General Services Administration	Transportation Systems
Department of Homeland Security, Department of Transportation	



Visual 5.62

## **VISUAL 5.62 – SSAS & CRITICAL INFRASTRUCTURE SECTORS**

### Sector-Specific Agency

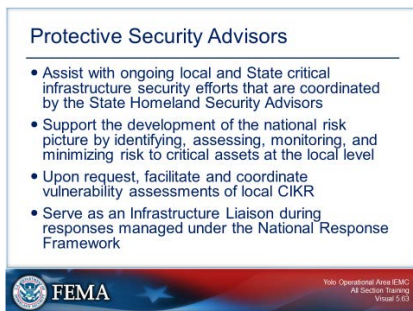
- Department of Agriculture
- Department of Health and Human Services
- Department of Defense
- Department of Energy
- Department of Treasury
- Environmental Protection Agency
- Department of Homeland Security
- Department of Homeland Security, General Services Administration

- Department of Homeland Security, Department of Transportation

#### Critical Infrastructure Sector

- Food and Agriculture
- Defense Industrial Base
- Energy
- Healthcare and Public Health
- Financial Services
- Water and Wastewater Services
- Chemical; Commercial Facilities; Communications; Critical Manufacturing; Dams; Emergency Services; Information Technology; Nuclear Reactors, Materials and Waste
- Government Facilities
- Transportation Systems

#### **Student Notes:**



Visual 5.63

#### **VISUAL 5.63 – PROTECTIVE SECURITY ADVISORS**

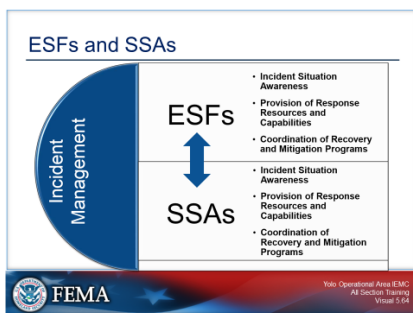
- Assist with ongoing local and State critical infrastructure security efforts that are coordinated by the State Homeland Security Advisors
- Support the development of the national risk picture by identifying, assessing, monitoring, and minimizing risk to critical assets at the local level
- Upon request, facilitate and coordinate vulnerability assessments of local CIKR
- Serve as an Infrastructure Liaison during responses managed under the National Response Framework

Protective Security Advisors also:



- Provide reach-back capability to DHS and other Federal Government resources.
- Assist in verification of critical asset information for accurate inclusion into the National Asset Database.
- Provide local context and expertise to DHS to ensure that community resources are used effectively.
- Facilitate the flow of programmatic information between all parties with a vested interest in CIKR protection.
- Work in State and local emergency operations centers (EOCs) to provide expertise and serve as the DHS/Office of Infrastructure Protection's Infrastructure Liaison, who supports the Principal Federal Official and Federal Coordinating Officer responsible for domestic incident management.
- Support comprehensive risk analyses of local CIKR.
- Assist in the review and analysis of physical/technical security of local CIKR.
- Convey local concerns and sensitivities to DHS and other Federal agencies.
- Relay disconnects between local, regional, and national protection activities.
- Communicate requests for Federal training and exercises.

### **Student Notes:**



Visual 5.64

### **VISUAL 5.64 – ESFS AND SSAS**

*Visual 5.64 Figure Caption: Depicts a chart demonstrating the linkage between Emergency Support Functions (ESFs) and Sector-Specific Agencies (SSAs) during Incident Management. Incident Management encompasses both ESFs and SSAs text boxes in this diagram.*

*ESFs text box consists of:*

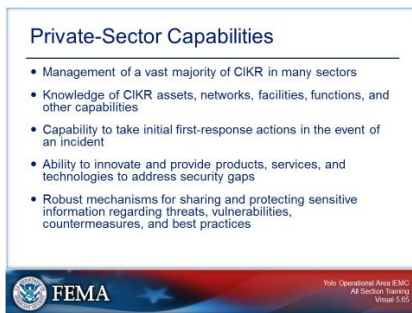
- *Incident Situation Awareness*
- *Provision of Response Resources and Capabilities*
- *Coordination of Recovery and Mitigation Programs*

*SSAs text box consists of:*

- *Incident Situation Awareness*
- *Provision of Response Resources and Capabilities*
- *Coordination of Recovery and Mitigation Programs*

*The ESFs' and SSAs' text box are linked by a double arrow.*

### **Student Notes:**



Visual 5.65

### **VISUAL 5.65 – PRIVATE-SECTOR CAPABILITIES**

- Management of a vast majority of CIKR in many sectors
- Knowledge of CIKR assets, networks, facilities, functions, and other capabilities
- Capability to take initial first-response actions in the event of an incident
- Ability to innovate and provide products, services, and technologies to address security gaps
- Robust mechanisms for sharing and protecting sensitive information regarding threats, vulnerabilities, countermeasures, and best practices

The vast majority of CIKR in many sectors is owned and operated by the private sector.

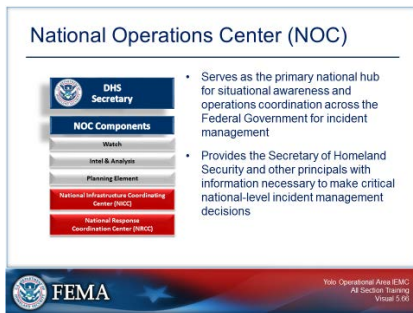
Private-sector owners and operators have a detailed knowledge of the CIKR assets they own and manage including the networks, facilities, functions, and other capabilities. That knowledge is not available to government agencies or other organizations that are not involved in the day-to-day management of these assets.

Private-sector owners and operators are there, on the ground, when an incident occurs and are thus able to take initial first-response actions.

Private-sector owners and operators are accustomed to using innovation to meet their business goals and these same abilities can be applied to provide products, services, and technologies to address security gaps.

Private-sector owners and operators have robust mechanisms in place for protecting sensitive business information while sharing best business practices. These same mechanisms can be used to share and protect sensitive information regarding threats, vulnerabilities, countermeasures, and security best practices.

### **Student Notes:**



Visual 5.66

### **VISUAL 5.66 – NATIONAL OPERATIONS CENTER (NOC)**

- Serves as the primary national hub for situational awareness and operations coordination across the Federal Government for incident management
- Provides the Secretary of Homeland Security and other principals with information necessary to make critical national-level incident management decisions

The National Operations Center (NOC) is the primary national hub for situational awareness and operations coordination across the Federal Government for incident management. The NOC includes the following components:

**NOC – Interagency Watch (NOC-Watch):** The NOC-Watch is a standing 24/7 interagency organization fusing law enforcement, national intelligence, emergency response, and private-sector reporting. The NOC-Watch facilitates homeland security information sharing and operational coordination with other Federal, State, tribal,

local, and nongovernmental emergency operations centers (EOCs).

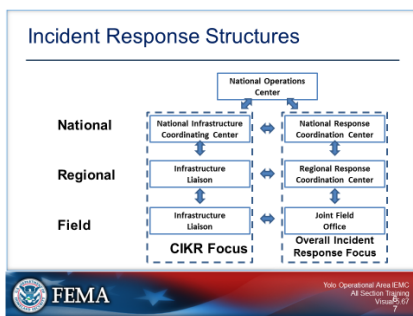
**Intelligence and Analysis (NOC-I&A):** NOC-I&A is responsible for interagency intelligence collection requirements, analysis, production, and product dissemination for DHS. The NOC-I&A provides threat information, analysis, and intelligence to all levels of government.

**Interagency Planning Element (NOC-Planning):** NOC-Planning conducts strategic-level operational incident management planning and coordination.

**National Infrastructure Coordinating Center (NOC-NICC):** The NOC-NICC monitors the Nation’s CIKR on an ongoing basis. The NOC-NICC supports government and private-sector partners to protect and restore CIKR.

**National Response Coordination Center (NOC-NRCC):** As a component of the NOC, the NRCC serves as the DHS/Federal Emergency Management Agency (FEMA) primary operations center responsible for national incident response and recovery as well as national resource coordination. As a 24/7 operations center, the NRCC monitors potential or developing incidents and supports the efforts of regional and field components.

**Student Notes:**



Visual 5.67

**VISUAL 5.67 – INCIDENT RESPONSE STRUCTURES**

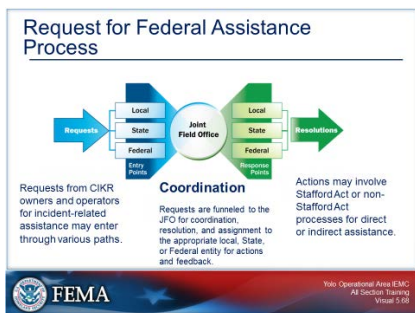
*Visual 5.67 Organization Chart. At the top of the Organization Chart is the National Operations Center. Under the National Operations Center (NOC) are two columns a CIKR Focus and an Overall Incident Response Focus. The CIKR focus contains the National Infrastructure Coordinating Center (linked with double arrow to the NOC), the infrastructure liaison, and a second infrastructure liaison. All these entities are linked with a double-sided arrow to each other.*

*Under the Overall Incident Response Focus is the National Response Coordination Center (linked with a double arrow to the NOC), the Regional Response Coordination Center, and the Joint Field Office. All of these entities are also linked from National to Regional Response Coordination Center and the Joint Field Office by a double arrow.*

*The entities within the CIKR Focus column and the Overall Incident Response Focus column are also linked together by a double arrow. The National Infrastructure Coordinating Center is linked to the National Response Coordination Center. An Infrastructure Liaison is linked to the Regional Response Coordination Center. The second Infrastructure Liaison is also linked to the Joint Field Office.*

- National organizational structures described in the NRF and NIPP provide formal and informal mechanisms for public- and private-sector coordination, situational awareness, impact assessments, and information sharing in regard to CIKR-related concerns on a sector-by-sector and/or a cross-sector basis.
- This coordination allows for broader engagement in one or more affected sectors. It also allows sectors to plan for and quickly react to far-reaching effects from an incident (or multiple incidents) and to alert individual owners and operators of the need to take specific actions to minimize impacts.

**Student Notes:**



Visual 5.68

## VISUAL 5.68 – REQUEST FOR FEDERAL ASSISTANCE PROCESS

Coordination:

Requests from CIKR owners and operators for incident-related assistance may enter through various paths.

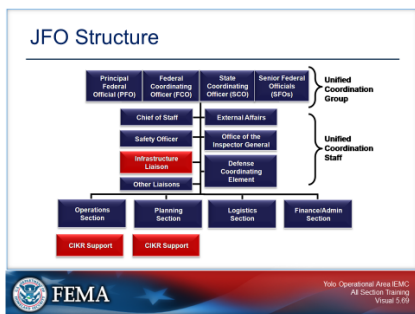
Requests are funneled to the JFO for coordination, resolution, and assignment to the appropriate local, State, or Federal entity for actions and feedback.

Actions may involve Stafford Act or non- Stafford Act processes for direct or indirect assistance.

*Visual 5.68 Figure Caption - Flow Chart illustrating the flow of requests for Federal assistance.*

*Requests enter from the left and can enter the process through either the Local, State, or Federal Entry Points. (These entry points are linked together in this process). Requests then flow to the Joint Field Office in the center of the diagram. On the right of the Joint Field office are the response Points (Local, State, or Federal) that are also linked together. From the Response Points, Resolutions flow outside of the diagram.*

### Student Notes:



Visual 5.69

## VISUAL 5.69 – JFO STRUCTURE

*Visual 5.69 JFO Organization Chart. At the top of the chart is the Unified Coordination Group which consists of the Principal Federal Official (PFO), Federal Coordinating Officer (FCO), State Coordinating Officer (SCO), and the Senior Federal Officials (SFOs). The Unified Coordination Group is linked to the Unified Coordination Staff.*

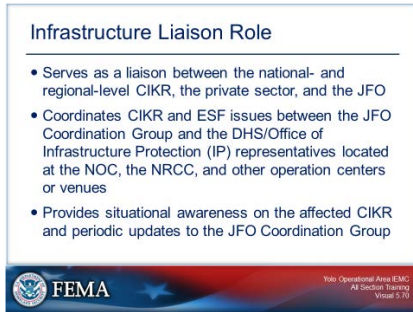
*The Unified Coordination Staff consists of the Chief of Staff, Safety Officer, Infrastructure Liaison, Other Liaisons, External Affairs, Office of the Inspector General, and the Defense Coordinating Element.*

*The Unified Coordination Staff is linked to the Operations Section, Planning Section, Logistics Section, and the Finance/Admin Section. Under the Operations Section is CIKR Support. Under the Planning Section is CIKR Support.*

The JFO is led by the Unified Coordination Group. The Unified Coordination Group typically consists of the Principal Federal Official (PFO) (if designated), Federal Coordinating Officer (FCO), State Coordinating Officer (SCO), and senior officials from other entities with primary statutory or jurisdictional responsibility and significant operational responsibility for an aspect of an incident (e.g., the Senior Health Official or Senior Federal Law Enforcement Official if assigned). Within the Unified Coordination Group, the FCO is the primary Federal official responsible for coordinating, integrating, and synchronizing Federal response activities.

Refer to the red boxes on the visual. Note that an Infrastructure Liaison may be assigned to the Unified Coordination Staff. CIKR support may also be provided to the Operations and Planning Sections. The Infrastructure Liaison function is task organized and task dependent on the needs of the incident and the requirements of the PFO, the Unified Coordination Group, and the Incident Management Team.

**Student Notes:**



Visual 5.70

## VISUAL 5.70 – INFRASTRUCTURE LIAISON ROLE

- Serves as a liaison between the national- and regional-level CIKR, the private sector, and the JFO
- Coordinates CIKR and ESF issues between the JFO Coordination Group and the DHS/Office of Infrastructure Protection (IP) representatives located at the NOC, the NRCC, and other operation centers or venues
- Provides situational awareness on the affected CIKR and periodic updates to the JFO Coordination Group

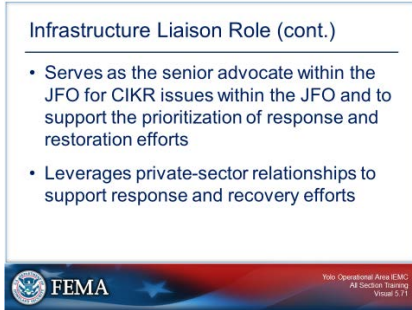
The Infrastructure Liaison, in collaboration with SSAs and all activated ESFs, provides prioritized recommendations regarding CIKR concerns to the Unified Coordination Group and the PFO (if appointed).

The prioritized CIKR recommendations are developed using a collaborative process involving the cooperating agencies to this annex as well as CIKR owners and operators; State, tribal, and local entities; and others as appropriate. The prioritized recommendations are used by the Unified Coordination Group to support incident-related decision-making processes and the efficient application of limited resources within the affected area.

The Infrastructure Liaison provides knowledge and expertise regarding unique CIKR considerations, including: (a) impacts to nationally and regionally critical CIKR within the incident area; (b) cross-sector impacts within the incident area; (c) cascading effects that can result in consequences beyond the immediate incident area; (d) interdependencies that require actions beyond those needed for infrastructure restoration within the incident area; and (e) potential gaps or overlapping responsibilities among Federal departments and agencies that may function as SSAs, ESF primary or supporting agencies, or statutory or regulatory authorities.

### **Student Notes:**





Visual 5.71

**VISUAL 5.71 – INFRASTRUCTURE LIAISON ROLE (CONT.)**

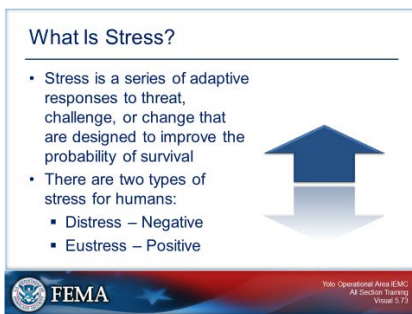
- Serves as the senior advocate within the JFO for CIKR issues within the JFO and to support the prioritization of response and restoration efforts
- Leverages private-sector relationships to support response and recovery efforts

**Student Notes:**



Visual 5.72

**VISUAL 5.72 – UNIT 5.D STRESS MANAGEMENT**



Visual 5.73

**VISUAL 5.73 – WHAT IS STRESS?**

- Stress is a series of adaptive responses to threat, challenge, or change that are designed to improve the probability of survival
- There are two types of stress for humans:
  - Distress - Negative
  - Eustress – Positive

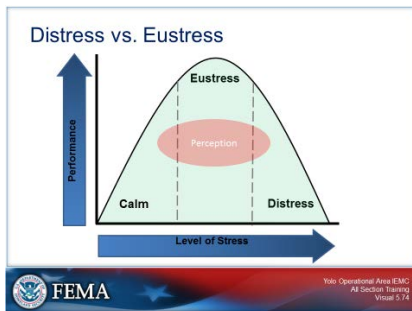
Stress isn't necessarily a bad thing. Stress is a series of adaptive responses (pumping adrenaline, quickened heartbeat, heightened senses, etc.) to threat, challenge, or change that are designed to improve the probability of survival. It is the basis of the "fight vs. flight" impulse.

There are two types of stress for humans—one negative and one positive.

**Distress:** Distress leaves you feeling under pressure, anxious, frustrated, and not at your best. It can sap your energy and leave you feeling unhealthy.

**Eustress:** There is a good form of stress called “eustress” (“eu” is from the Greek, meaning good or positive). This type of stress comes from embracing or seeking change or opportunity—a better outcome. Eustress is a form of stress that is taking you somewhere, the kind of pressure that gets you motivated to accomplish something or that leads you to an act of fulfillment. Eustress can result in peak performance.

### **Student Notes:**



Visual 5.74

### **VISUAL 5.74 – DISTRESS VS. EUSTRESS**

*Visual 5.74 Figure Caption:* This diagram represents one view of the relationship between level of stress and performance.

*When there is a very low level of stress, there is a sense of calm and little impact on performance (unless the person is overtaken by sheer boredom, which could detract from performance).*

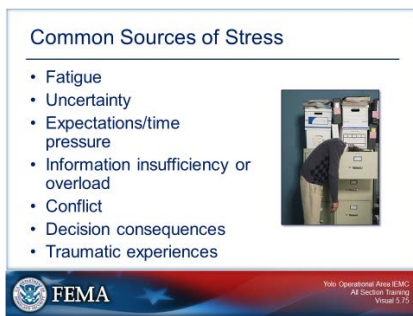
*As the level of stress increases, it can be a positive force, pushing us to achieve and resulting in higher levels of performance. This is eustress. Some say that a “reasonable” amount of pressure, anxiety, or fear in the environment leads to higher performance among employees than if stress is not present.*

*At some point, if there is a high level of stress, it may become too much for the individual and have a negative impact on performance. This is distress. Distress occurs when the demands placed on the body (physical, emotional, and cognitive) exceed its capacity to expend energy in maintaining balance.*

*Perception plays an important part in whether stress is experienced as distress or eustress. The individual determines whether the experience is eustress or distress. That is, eustress is primarily a result of positive*

*perception of stressors, and distress is primarily a result of negative perception of stressors. For example, one person might be energized by a large and complicated task while another might become rattled and less effective.*

### **Student Notes:**



Visual 5.75

### **VISUAL 5.75 – COMMON SOURCES OF STRESS**

- Fatigue
- Uncertainty
- Expectations/time pressure
- Information insufficiency or overload
- Conflict
- Decision consequences
- Traumatic experiences

People involved in emergency management often experience stress in response to:

Fatigue resulting from strenuous work, long hours, heavy workload, high demands over a long period, lack of sleep.

Uncertainty about requirements, procedures, the situation, the future, or whether they will be able to succeed at the task.

High expectations (imposed by self or others) combined with time pressure (much to do in a short period of time). A related stressor is inadequate resources to get the job done.

Information insufficiency or overload. This can occur when there isn't enough information available on which to base important decisions, or there is conflicting or unclear information, or there is so much information that it is difficult to get a clear picture.

Conflict, which may include:

Interpersonal conflict (for example, between colleagues or between manager and staff member).

Conflict between the individual and the group. This type of conflict often presents itself as role conflict (for example, between your role as an emergency manager and your role in the family).

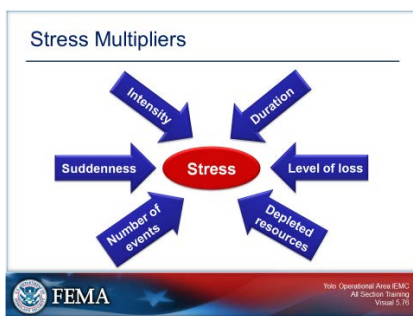
Conflict between one group and another (for example, between county and State or between a government entity and a nongovernmental organization).

Decision consequences—when there is a lot riding on the decisions you make, such as people's safety and welfare.

Traumatic experiences such as exposure to danger or witnessing widespread damage, injury, loss of life, and grief.

*Visual 5.75 Image Caption: A man with his head in a filing cabinet.*

### **Student Notes:**



Visual 5.76

### **VISUAL 5.76 – STRESS MULTIPLIERS**

Many things can multiply the impact of stress on an individual. The following are examples:

- Number of events: If you go through multiple stressful events in a row without a chance to recuperate, your ability to cope will be less than during the first event.
- Suddenness: Sudden onset of a stressful situation can increase the level of stress.
- Intensity or degree of stress (perceived or real): Deeper stress naturally has a greater impact than light stress.

- Duration: The longer stress is present, the greater harm it can do.
- Level of loss: Heavy losses (e.g., personal possessions, friends, family) can produce greater levels of grief, which add to the level of stress.
- Depleted coping skills/resources: If your coping skills and resources are depleted—or were at low levels to begin with—the stress you experience will appear greater.

*Visual 5.76 Image Caption: Six arrows pointing to a central circle. The circle says Stress and the arrows say: Intensity, Duration, Level of loss, Depleted resources, Number of events, and Suddenness.*

**Student Notes:**

Common Signs and Symptoms (1 of 3)

---

**Physical**

- Headache
- Stomach/intestinal problems
- Back pain, stiff neck
- Fatigue
- Difficulty sleeping
- Change in appetite



Visual 5.77

**VISUAL 5.77 – COMMON SIGNS AND SYMPTOMS (1 OF 3)**

**Physical**

- Headache
- Stomach/intestinal problems
- Back pain, stiff neck
- Fatigue
- Difficulty sleeping
- Change in appetite

*Visual 5.77 Photo Caption: A woman with a headache.*

**Student Notes:**

Common Signs and Symptoms (2 of 3)

Emotional

- Mood swings
- Anger, irritability
- Sadness, easy tearfulness
- Cynicism or negativity
- Self-criticism or self-doubt
- Guilt
- Tension or anxiety



FEMA  
Yolo Operational Area IEMC  
All Section Training  
Visual 5.78

Visual 5.78

## VISUAL 5.78 – COMMON SIGNS AND SYMPTOMS (2 OF 3)

### Emotional

- Mood swings
- Anger, irritability
- Sadness, easy tearfulness
- Cynicism or negativity
- Self-criticism or self-doubt
- Guilt
- Tension or anxiety

Emotional signs of stress may not be as easy to recognize as physical symptoms.

**Mood swings, anger, irritability:** High stress can cause mood swings and increased episodes of anger. The purpose of anger is to give us psychic energy to change something. When someone around you has angry outbursts, it is important to acknowledge the emotion. For example, you can ask, “What needs to be changed? (As angry as you are, there must be something pretty important to change.)” Then listen—be silent, let them struggle if needed; growth comes from struggle.

**Sadness, easy tearfulness:** Another result of stress is sadness (anhedonia, meaning “without joy”). Anhedonia is like a bad case of the blahs over time. It’s sadness, not depression, and it’s a normal response to stress. (Sadness is normal; depression is not.)

**Cynicism, negativity, distrust:** Disasters can leave people feeling a lack of control over their lives and their surroundings, and a feeling of betrayal (nature failed them, material things failed them, government couldn’t protect them, etc.). These negative emotions can lower one’s level of trust and bring on feelings of cynicism.

**Self-criticism, self-doubt, guilt:** When things go wrong and stress builds up, many people respond with self-criticism, self-doubt, and guilt. “If only I had .

**Tension or anxiety:** High stress can leave a person feeling tense, anxious, jumpy, or in a prolonged worried state, which in turn can produce cognitive difficulties.

*Visual 5.78 Photo Caption: Image of 2 people displaying different forms of stress - depression and someone yelling.*

**Student Notes:**

Common Signs and Symptoms (3 of 3)

Cognitive

- Forgetfulness
- Difficulty concentrating
- Decreased learning speed
- "Flashbulb memories" and memory gaps
- Repetitious thoughts



FEMA  
Yolo Operational Area (EMC)  
All Section Training  
Visual 5.79

Visual 5.79

**VISUAL 5.79 – COMMON SIGNS AND SYMPTOMS (3 OF 3)**

Cognitive

- Forgetfulness
- Difficulty concentrating
- Decreased learning speed
- "Flashbulb memories" and memory gaps
- Repetitious thoughts

*Visual 5.79 Photo Caption: A woman who looks like she is thinking.*

**Student Notes:**

Stress Response

Acute	Delayed	Cumulative
Quick Response	Sets in after about 3 days	Builds up over several incidents
Relates to the Incident	Incident Specific	Usually more problematic than stress from one incident

FEMA  
Yolo Operational Area (EMC)  
All Section Training  
Visual 5.80

Visual 5.80

**VISUAL 5.80 – STRESS RESPONSE**

- Acute
  - Quick Response
  - Relates to the Incident
- Delayed
  - Sets in after about 3 days
  - Incident Specific

- Cumulative
  - Builds up over several incidents
  - Usually more problematic than stress from one incident

Stress can lead to cognitive difficulties. Examples include:

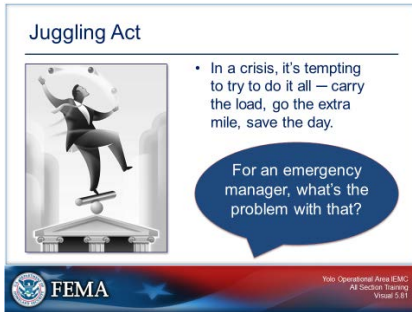
**Forgetfulness and difficulty concentrating:** High stress can be distracting and make you cognitively less efficient. This can show up as “losing” things, being unable to stay focused on what you are doing, and forgetting whether you have or haven’t done something (because your mind was elsewhere while you were doing it). It can also lead to mistakes, so the quality of work suffers.

**Learning:** Difficulty concentrating also affects the ability to learn. Under stress, learning speed slows down about 20 percent. Remember, local volunteers have been through the disaster themselves, and it will likely take them longer to absorb the training than it would under normal conditions.

**Memory:** When you’re highly stressed, your brain works differently. The brain creates “flashbulb memories.” Memories are actually compilations of fragments of memories—mostly thoughts or words that we put together as memories. Under stress, we create sensory memories that often contain very vivid imagery—deeper and more elaborate but occupying fewer memory units. The vivid imagery gets replayed as flashbulb memories, and there tend to be memory gaps. (While the brain was registering sensory memories, it was failing to register other types of memories.)

**Repetitious thoughts:** During stressful times there is a tendency to “replay mental tapes” repeatedly in order to process them. In the end, it helps us accept the experiences, but in the meantime it can interfere with concentration on other things.



**Student Notes:**

Visual 5.81

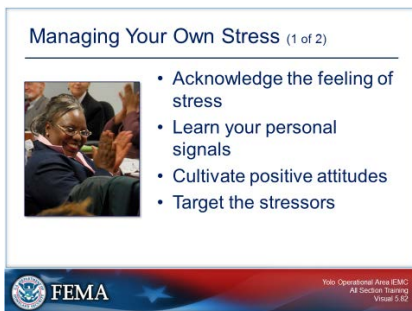
**VISUAL 5.81 – JUGGLING ACT**

- In a crisis, it's tempting to try to do it all — carry the load, go the extra mile, save the day.

Discussion Question:

For an emergency manager, what's the problem with that?

Visual 5.81 Image Caption: A graphic image of a man juggling.

**Student Notes:**

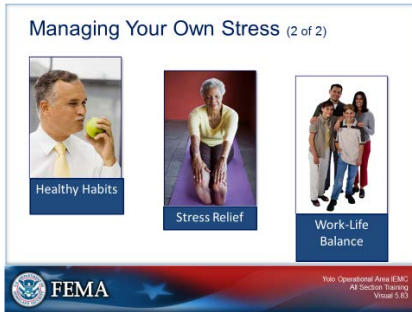
Visual 5.82

**VISUAL 5.82 – MANAGING YOUR OWN STRESS (1 OF 2)**

- Acknowledge the feeling of stress
- Learn your personal signals
- Cultivate positive attitudes
- Target the stressors

Visual 5.82 Image Caption: A woman smiling and clapping.

**Student Notes:**



Visual 5.83

**VISUAL 5.83 – MANAGING YOUR OWN STRESS (2 OF 2)**

- Healthy Habits
- Stress Relief
- Work-Life Balance

*Visual 5.83 Photo Caption: Photo on the left labeled Healthy Habits shows a man eating an apples. Photo in the middle labeled Stress Relief shows a woman doing yoga. Photo on the right labeled Work-Life Balance shows a smiling family.*

**Student Notes:**



Visual 5.84

**VISUAL 5.84 – UNIT 5.E**


**THE FUTURE OF EMERGENCY MANAGEMENT**

Drivers of Change

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What are the drivers of change?

- Environment
- Social
- Technology



Visual 5.85

## VISUAL 5.85 – DRIVERS OF CHANGE



What are the drivers of change?

- Environment
- Social
- Technology

### Student Notes:

Changing Climate

- More severe storms and continued flooding threats
- Extreme drought
- Increased wildfire threat
- More people and structures at risk



Visual 5.86

## VISUAL 5.86 – CHANGING CLIMATE

- More severe storms and continued flooding threats
- Extreme drought
- Increased wildfire threat
- More people and structures at risk

*Visual 5.86 Photo Caption: A collage of images of hurricanes, forest fires, and crop failures as a result of a drought.*

### Student Notes:



Visual 5.87

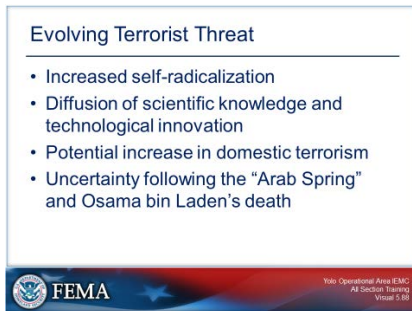
## VISUAL 5.87 – AGING INFRASTRUCTURE

- Nearing End of Life Cycle
- In Danger of Failing

What are the implications?

*Visual 5.87 Photo Image: Collage of photos: Collapsed bridge with vehicles in water. Collapsed electric towers. Emergency Room entrance.*

### Student Notes:



Visual 5.88


## VISUAL 5.88 – EVOLVING TERRORIST THREAT

- Increased self-radicalization
- Diffusion of scientific knowledge and technological innovation
- Potential increase in domestic terrorism
- Uncertainty following the “Arab Spring” and Osama bin Laden’s death

### Student Notes:

**Changing Role of the Individual**

- Increased empowerment of the individual
- Changing definition of community
- Decreasing trust of official or governmental sources



Visual 5.89

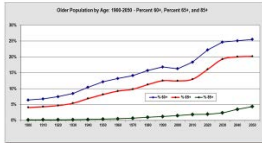

**VISUAL 5.89 – CHANGING ROLE OF THE INDIVIDUAL**

- Increased empowerment of the individual
- Changing definition of community
- Decreasing trust of official or governmental sources

**Student Notes:**

**Shifting Demographics**

- Populations in some States are projected to grow by 30% by 2030.
- 83% of Americans live within a metropolitan area.

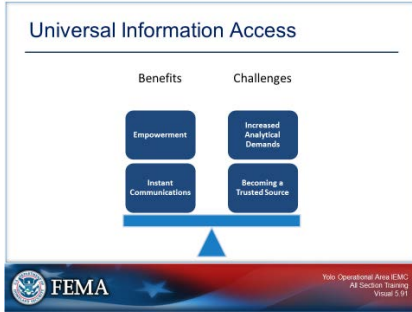
Visual 5.90

**VISUAL 5.90 – SHIFTING DEMOGRAPHICS**

- Populations in some States are projected to grow by 30% by 2030.
- 83% of Americans live within a metropolitan area.

*Visual 5.90 Chart Caption: Chart shows the increase in the percent of the population 60 and older from 6 percent in 1900 to 16 percent in 2000, projected to 25 percent in 2030, to 26 percent in 2050. Shows the percent of the population 65 to 85, and the population 85 and older.*

**Student Notes:**



Visual 5.91

## VISUAL 5.91 – UNIVERSAL INFORMATION ACCESS

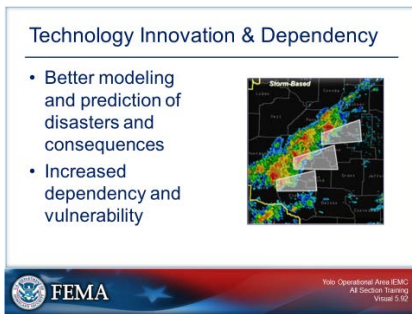
### Benefits

- Empowerment
- Instant Communications

### Challenges

- Increased Analytical Demands
- Becoming a Trusted Source

### Student Notes:



Visual 5.92

## VISUAL 5.92 – TECHNOLOGY INNOVATION & DEPENDENCY

- Better modeling and prediction of disasters and consequences
- Increased dependency and vulnerability

Visual 5.92 Photo Caption: Radar image of a storm system.

### Student Notes:



Visual 5.93

### **VISUAL 5.93 – SHRINKING GOVERNMENT BUDGETS**

In 2010 study, emergency management personnel found:

- 31% frozen budgets
- 59% reduced budgets
- 70.8% reduced training
- 71.3% reduced outreach

Source: Jessica Jensen, “2010 Impacts of the Economic Downturn Summary Report.” Center for Disaster Studies and Emergency Management, North Dakota State University.

#### **Student Notes:**



Visual 5.94

### **VISUAL 5.94 – QUESTIONS, COMMENTS, OR CONCERNS?**

# **UNIT 6: EXERCISE HOTWASH**

**May 19, 2017**



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This unit does not have any materials. Facilitated discussion.

# **UNIT 7: EMERGENCY MANAGEMENT PATH FORWARD**

**May 19, 2017**

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This unit does not have any materials. Facilitated discussion.