



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

INFOGRAM 9-12

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

Effective Emergency Management

(Source: Professional Safety Journal)

An article in the [Professional Safety Journal](#) titled "[Effective Emergency Management](#)" (798 Kb) explained that managing an emergency incident requires a calm leader, who can properly utilize subordinate staff and focus everyone on achieving a common goal. In addition to being knowledgeable about available emergency response technologies, the author (Brian Bennett) wrote: "Emergency managers must be current on the latest information in a rapidly changing world with new threats, hazards, and risks."

In his article, Mr. Bennett discussed basic tenets of emergency response that chief officers of first responder organizations and emergency managers might find helpful. The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) abbreviated five of these concepts as follows:

- Focus on what can be changed, not on what cannot.
- Maintain situational awareness because risk is always present.
- Evaluate incidents for what they are, since all events are different.
- Avoid disregarding information until it has been thoroughly evaluated.
- Mitigate the emergency with an incident commander implementing an incident action plan.

The author emphasized the importance for an excellent understanding of the [Incident Command System](#) (ICS), which is a standardized, on-scene, all-hazards incident management approach for events of any type, scope, and complexity. "ICS should help the incident commander safely and effectively manage and employ resources, and ensure responder safety through a coordinated planning and response effort."

More information regarding the ICS can be seen at the [FEMA ICS Resource Center](#).

Building Resilience through Partnerships

(Source: FEMA)

A few months ago, the first national conference on "Building Resilience through Public-Private Partnerships" brought together speakers who shared valuable insights into the challenges, dynamics, and future of public-private partnerships as they relate to emergency management. Subsequent to this meeting, the [Federal Emergency Management Agency](#) (FEMA) published a [Conference After-Action Report](#) (PDF, 915 Kb), which summarized sessions and provided updates for actions and initiatives leading to meaningful outcomes.

The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) noted that the goals of the first session were to enhance information sharing, provide stronger arguments for the creation of public-private programs, and create more public-private partnership programs at the state level. Session participants collaborated and agreed upon the following definitions to a basic set of compelling principles that are captured in the "PADRES" mnemonic:

- **Publicly Accessible** – The general public can easily recognize and access the contacts, leadership, skills, information, resources, and capabilities of the collaborative partnership.
- **Dedicated** – A full-time liaison manages the public-private partnership and implements the partnership’s strategic plan.
- **Resourced** – Funding, facilities, tools, and staffing adequately support all partnership efforts.
- **Engaged** – Public and private sector leadership and members provide active support, participation, and two-way communication.
- **Sustainable** – Strategic plans, funds, and resources maintain long-term viability throughout the emergency management cycle.

Dan Stoneking, Director of the Private Sector Division at FEMA, said the best government programs follow “PADRES.”

Special Operations Response Awareness

(Source: Homeland Security Network)

The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) learned that the [Homeland Security Network](#) will offer a free 45-minute webinar, “*Special Operations Response Awareness for First Responders*,” at 2 p.m. (EDT) on March 27, 2012.

Webinar sponsors acknowledge that public safety agencies are increasingly responding to “special operations” incidents involving clandestine drug labs, chemical suicides, marijuana grow operations, etc. “Response operations at these current and emerging threats can expose responders to a wide range of hazards.”

Session leaders will focus on the recognition, identification, and response issues that first responders must manage prior to arrival of teams with specialized training and equipment. Interested personnel can confirm their attendance at the webinar [registration website](#).

National Fire Academy Coffee Break Training

(Source: U.S. Fire Administration)

A U.S. Fire Administration [press release](#) announced that the National Fire Academy (NFA) recently began its eighth year of providing “timely and useful instructional tips for first responders” through its popular online [Coffee Break Training Series](#).

The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) observed that Coffee Break Training consists of one-topic weekly training vignettes designed to be consumed in a few minutes for quick and easy-to-read training insights. In the last few years, the series included topics such as fire investigation, fire prevention management, public education, emergency medical services, and research techniques.

Students who receive this training can earn free continuing education units through quarterly exams posted on NFA Online. Visit the Coffee Break Training [webpage](#) for more information or to sign up for the free series.

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For information specifically affecting the *private sector* critical infrastructure contact the National Infrastructure Coordinating Center by phone at 202-282-9201, or by email at nicc@dhs.gov.

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