Lessons Learned Information Sharing
LLIS.gov

Newsletter
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FEMA

Contents

Did You Know?

The Federal Emergency Management Agency's Voluntary Private Sector Preparedness Accreditation and Certification Program (PS-Prep) encourages private sector preparedness to enhance nationwide resilience to all hazards. PS-Prep allows private sector entities to be accredited by third parties that use standards established by the Department of Homeland Security. Private sector entities should consider seeking this certification.

Private Sector Emergency Management

Featured Topic for December

America's private sector plays a critical role in the shared responsibility of homeland security. All private sector entities, regardless of size, contribute to a Whole Community approach to emergency management. **LLIS.gov** works with the Department of Homeland Security's Private Sector Office to enhance the preparedness of our Nation's private sector and its coordination with all levels of government.

Private sector entities across the Nation need to be prepared for all hazards. To help these organizations prepare for and mitigate against hazards, **LLIS.gov** offers a Private Sector topic-specific page. This page includes guidance for how public sector and private sector organizations can collaborate during disasters. The page also provides key documents to help private sector planners establish new preparedness policies and procedures to protect their resources or to revise their existing plans. Examples of the documents that can be accessed through the **LLIS.gov** Private Sector page include:

- Air Medical Disaster Response: Developing a Database of Regional Coordination Capabilities, an exclusive **LLIS.gov** Lesson Learned;

Critical Infrastructure Protection: Key Private and Public Cyber Expectations Need to Be Consistently Addressed, Government Accountability Office;

- Open for Business®: A Disaster Protection and Recovery Planning Toolkit for the Small to Mid-Sized Business, Institute for Business and Home Safety;
- Regional Business Preparedness Campaign: Averting a Disaster: The Right Information At The Right Time, Millersville University; and
- Voluntary Private Sector Preparedness Accreditation and Certification Program, Federal Emergency Management Agency.

For additional resources related to the private sector role in emergency preparedness, mitigation, response, and recovery, please visit **LLIS.gov**'s Private Sector topic-specific page. To share experiences and ask questions on this topic, please visit the Private Sector Forum.

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Signing up for Email Updates

LLIS.gov Tutorial

The **LLIS.gov** team uploads new content to the Web site every day. This content can include an exclusive **LLIS.gov** Lesson Learned, an after action report, a county's emergency operations plan, the newest Federal guidance, or many other documents. Members can keep up with the content they are interested in by signing up for **LLIS** Dispatch.

LLIS Dispatch provides you with email updates about new content only in the areas that you select and only as often as you like. You can sign up for as many emergency management and homeland security disciplines and topics as you choose, and you can ask to receive these updates once every week, 2 weeks, 3 weeks, or 4 weeks. Each **LLIS** Dispatch will contain a list of hyperlinked documents that have been published in your categories since the last time you received the update. To sign up for **LLIS** Dispatch today, follow the steps below.

1. Log into **LLIS.gov**.
2. In the FEATURED CONTENT tab on the homepage, locate the box in the upper right corner titled "**LLIS** Dispatch."
3. In the **LLIS** Dispatch box, click the link to sign up for **LLIS** Dispatch.
4. On the following page, scroll through the lists of primary disciplines and featured topics and check the ones about which you would like to receive updates. (Please note that all categories you choose will be in the same email; you will not receive a separate email for each category.)
5. Under the list of primary disciplines, choose your email update rate to receive **LLIS** Dispatch every 1, 2, 3, or 4 weeks.
6. Click "Submit," and you will be directed to your "My Settings" page where you can update your email address or any other information that is no longer current.

If you have any questions about **LLIS** Dispatch, please contact the **LLIS.gov** HelpDesk at help@llis.dhs.gov.

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Call for Documents

Social Media

FEMA is collecting documents related to using social media during disaster response. As the use of social media increases throughout the country, many jurisdictions are incorporating Internet sites such as Twitter and Facebook into their public communications plans. Recently, the *LLIS.gov* team worked with Harris County, Texas, to develop an exclusive Practice Note, [Emergency Public Information: The Harris County, Texas, Office of Homeland Security and Emergency Management's Implementation of a Social Media Protocol.](#)

Does your jurisdiction have a similar story? Would you like the *LLIS.gov* team to develop a Practice Note or Lesson Learned about an innovation in your jurisdiction? You can submit your documents and ideas by emailing the *LLIS.gov* Research Team at research@llis.dhs.gov. Alternatively, you can always upload documents through the [SUBMIT TO *LLIS.gov*](#) tab on the *LLIS.gov* homepage. Thank you for your continued participation in *LLIS.gov*!

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New *LLIS.gov* Exclusive Content

The *LLIS.gov* team continues to post new Lessons Learned and Practice Notes to the system on a regular basis. Weekly updates about new original content that is exclusive to *LLIS.gov* can be found in the [NEW *LLIS.GOV* CONTENT](#) tab on the *LLIS.gov* homepage. *LLIS.gov* recently posted the following exclusive documents:

Lessons Learned

- **[Critical Infrastructure: Developing a Situation Report Template to Enhance Information Sharing with Emergency Management Agencies](#)** *(Queensland, Australia, Floods, 2011)*
  Critical infrastructure entities should consider collaborating to develop a template for situation reports (SITREPs). This can help prevent critical infrastructure SITREPs from containing redundant information.

- **[Emergency Operations Centers: Requiring that Information Management Systems Be Employed During All Activations](#)** *(Nashville, Tennessee, Floods, 2010)*
  Emergency operations center (EOC) managers should consider requiring that the EOC's information management system be employed in all activations, regardless of the magnitude of the event. This can help to develop and maintain the ability of EOC personnel to use the system.

Practice Notes

- **[Emergency Public Information: The Harris County, Texas, Office of Homeland Security and Emergency Management's Implementation of a Social Media Protocol](#)**
  The Harris County, Texas, Office of Homeland Security and Emergency Management (HCOHSEM) implemented a social media protocol and utilized Facebook and Twitter during wildfires in 2011. These social media efforts enabled HCOHSEM to disseminate information rapidly, to answer questions, and to dispel rumors posted on social media Web sites.

- **[Emergency Public Information: The Metropolitan Government of Nashville and Davidson County, Tennessee, Use of an Emergency](#)**

Community Hotline During a Disaster

The Nashville, Tennessee, Mayor's Office of Emergency Management (OEM) worked with Metro Water Services to staff an Emergency Community Hotline during catastrophic floods in May 2010. The hotline received more than 22,000 calls in a 2-week period, providing critical information to the public, conducting rumor control, and alerting OEM to trends in calls received.

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LLIS.gov Outreach

The *LLIS.gov* team travels around the country speaking and exhibiting at conferences and events. Recently, we exhibited during the 139th Annual Meeting and Exposition of the American Public Health Association in Washington, DC, and IAEM 59th Annual Conference & EMEX 2011 hosted by the International Association of Emergency Managers in Las Vegas, NV. We also spoke during the Dayton MMRS/West Central Ohio RMRS Steering Committee Meeting in Dayton, OH, and that presentation is available on *LLIS.gov*'s Outreach page. Did you visit the *LLIS.gov* representatives at these events? Please share your feedback and comments with us by emailing outreach@llis.dhs.gov.

This month, we are scheduled to participate in the event below. We hope to see you there!

- 07 Dec: Mass Care Webinar Meeting, FEMA Disaster Assistance Directorate

If you would like to request an *LLIS.gov* presentation at your next event, please email the Outreach Team at outreach@llis.dhs.gov. To view a list of all emergency management and homeland security events, please visit the *LLIS.gov* Events Calendar. For more information, please visit the *LLIS.gov* Outreach page.

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