Lessons Learned Information Sharing
LLIS.gov

Newsletter
November 2011

FEMA — U.S. Department of Homeland Security

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Did You Know?

On February 24, 2010, the Centers for Disease Control and Prevention (CDC), Advisory Committee on Immunizations Practices, voted to expand the recommendation for annual influenza vaccinations. Since this vote, the CDC has encouraged annual flu vaccinations for everyone 6 months and older. Jurisdictions should ensure that they have resources in place to support this recommendation.

Influenza

Featured Topic for November

Influenza season occurs from November through March and peaks in February. Influenza can affect anyone; however, there are higher risks for individuals with underlying conditions, small children, and the elderly. The most effective way to prevent contracting the flu is to receive an immunization shot as soon as they become available.

Jurisdictions across the country need to be prepared for the upcoming flu season. To help emergency planners and public health professional plan for the upcoming season, *LLIS.gov* offers a Seasonal Influenza topic-specific page. This page provides *LLIS.gov* users with a library of exclusive documents and user-submitted materials related to all aspects of influenza planning. These documents can assist all public health professionals in refining their existing plans and processes. In addition, the Seasonal Influenza page highlights Federal guidance, medical surge plans, hospital triage guidelines, and other valuable resources. Finally, the page provides planners with strategies and lessons learned from the 2009 H1N1 outbreak, such as:

- 2009 – 2010 H1N1 and Seasonal Flu Response After Action Report/Improvement Plan (AAR/IP), Arkansas Department of Health;
- 2009 H1N1 Event: Josephine County Public Health After Action Report, Josephine County, Oregon, Board of County Commissioners;
- 2009 H1N1 Incident Response After-Action Report, Los Angeles County, California, Department of Public Health;

2009 Novel A (H1N1) Influenza Pandemic Response, New Mexico Department of Health;

- Continuity of Operations Planning: Incorporating Standardized Activation and Escalation Trigger-Points into Plans, *LLIS.gov* exclusive Lesson Learned; and
- H1N1 Influenza Virus Response – Fall/Winter 2009/Early 2010, North Dakota Department of Health.

LLIS.gov offers additional resources to help seasonal influenza planners and emergency managers prepare for the influenza season on the Seasonal Influenza topic-specific page. *LLIS.gov* members may also share their experiences and ask questions in the Pandemic and Seasonal Influenza forum.

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Results of Member Survey

Upcoming Improvements

FEMA would like to thank everyone who participated in the 2011 member survey. While a majority of survey respondents indicated that they are satisfied or very satisfied with the *LLIS.gov* site, there is always room for improvement. Changes are underway, such as:
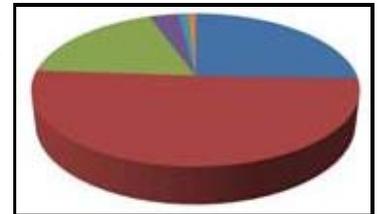
- Reorganizing the boxes within the FEATURED CONTENT tab on the homepage. Each box now provides a summary of what users can expect when clicking through that section of the site.
- Targeting non-sensitive documents and topics, such as Community Preparedness and the Whole Community initiative, to make available without requiring a login.
- Including an *LLIS.gov* Tutorial section in the monthly newsletter that highlights portions of the site. This section will include brief instructions on how to locate and use features that survey respondents were interested in learning more about. The first edition of the feature, Accessing Channels on *LLIS.gov*, is available below.

Thank you again for your participation in the survey. If you have any additional feedback to share, please contact Feedback@llis.dhs.gov or use the tools available in the SUBMIT TO *LLIS.GOV* tab on the homepage.

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Accessing Channels on *LLIS.gov*

LLIS.gov **Tutorial**

Channels are distinct areas of *LLIS.gov* where specific communities, working groups, or teams can directly collaborate. *LLIS.gov* members can establish private Channels for specific groups in order to collaborate within a secure environment. Each Channel features collaboration tools, a document uploading tool, and links to member forums that only the Channel members can access. Public Channels are available to all *LLIS.gov* members, who may subscribe to them by following the steps below.

1. Log into *LLIS.gov*.
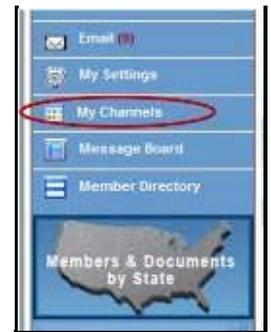
2. Click 'My Channels' in the left navigation menu.
   Here you will find a list of all the Channels you are currently subscribed to.
3. Select 'Click here to manage your Channel subscriptions.' On the next page, you will find one box listing public Channels that are available to you and another box listing Channels you are already subscribed to.
4. To subscribe to a public Channel, click on the Channel name in the 'My Available Channels' box, which will highlight the item, and click the 'Subscribe' button. To subscribe to more than one public Channel at a time, click on one Channel name while holding down the 'Ctrl' key on the keyboard. Select additional Channel names and click the 'Subscribe' button.
5. To unsubscribe from a public or private Channel, click on the Channel name from the 'My Subscribed Channels' box, which will highlight the item, and click the 'Unsubscribe' button. To unsubscribe from more than one Channel at a time, use the 'Ctrl' key as explained in the previous step. Please note that if you unsubscribe from a private Channel, you will not be able to join it again without sending a request to the Channel administrator.

If you have any questions about Channels or would like to create your own, please contact Channels@llis.dhs.gov.

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New *LLIS.gov* Exclusive Content

The *LLIS.gov* team continues to post new Lessons Learned and Good Stories 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:

Good Story

- **Critical Infrastructure Restoration: The Three-Phased Power Restoration Plan After the American Samoa Tsunami**
  The Joint Field Office (JFO) collaborated with the American Samoa Power Authority (ASPA) and other partners to develop and implement a three-phased power restoration plan for American Samoa after an earthquake, tsunami, and flooding struck the islands on September 29, 2009. The plan outlined a three-phase response plan to address American Samoa's short-, mid-, and long-term power needs.

Lessons Learned

- **Emergency Communications: Using Common Terminology and Plain Language** (*Interoperable Communications Trend Analysis*)
  Exercise and incident after action reports indicate that the use of common terminology and plain language often needs to be reinforced through training and other measures.
- **Emergency Public Information: Assigning Dedicated Writers to Emergency Operations Centers During Activations** (*Port of Long Beach and City of Carlsbad, California, Emergency Public Information*

Exercises 2010 and 2011))
Public information officers (PIOs) should consider assigning a dedicated writer to the lead PIO in the emergency operations center (EOC) during activations to support PIO operations. This can help free PIOs from having to capture all the briefing content, allowing them to focus on developing the communications strategy for the incidents.

- **Emergency Public Information: Including Web Site Links in Short Message System and Twitter Messages** (*Queensland, Australia, Floods, 2011*)
  Public information officers (PIOs) should include direct links to Web sites in emergency alert messages disseminated via Short Message System (SMS), Twitter, and other communications tools that limit the number of characters. This can help ensure that recipients of these alert messages can quickly access additional official information about the emergency.

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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 IACP Annual Conference in Chicago, IL. Did you visit the *LLIS.gov* representatives at this event? Please share your feedback and comments with us by emailing outreach@llis.dhs.gov.

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

- 29 Oct – 02 Nov: 139th Annual Meeting and Exposition in Washington, DC, sponsored by the American Public Health Association
- 08 Nov: Dayton MMRS/West Central Ohio RMRS Steering Committee Meeting in Dayton, OH
- 12 - 17 Nov: IAEM 59th Annual Conference & EMEX 2011 in Las Vegas, NV, sponsored by the International Association of Emergency Managers

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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