



Emergency Management and Response Information Sharing and Analysis Center

CIP BULLETIN 3-08

May 21, 2008

NOTE: *CIP Bulletins will be distributed as necessary to provide members of the Emergency Services Sector with timely, important, unclassified information potentially affecting the protection of their critical infrastructures. They are prepared by the Emergency Management and Response- Information Sharing and Analysis Center (EMR-ISAC) at (301) 447-1325 or by e-mail at emr-isac@dhs.gov.*

Emergency Services Sector: Call for Model Practices

Purpose: To request examples of plans and procedures which are currently being used in the field to assist in the protection and preservation of the Emergency Services Sector's ability to respond in an emergency.

Introduction: The Emergency Services Sector (ESS) is the first line of defense and primary domestic protector for the Nation. As such, the loss or incapacitation of ESS capabilities would clearly impact the Nation's security, public safety, and morale.

In response to the entire spectrum of threats to the Nation, the diverse components of the ESS must continually search for those systems, networks, methods, plans, and procedures that will improve individual departmental or agency operations and maintain the Sector's ability to respond to an emergency. In essence, in order to maintain the integrity of the ESS in an emergency, the Sector must be able to "protect the protectors."

The Request: In order to determine what is currently being done in the field to protect the protectors, the Emergency Services Sector Coordinating Council (ESSCC), in coordination with its public-safety partners and the U.S. Department of Homeland Security, is seeking examples of model practices that maintain and improve the ability of the sector to protect and preserve its own integrity in an imminent or ongoing emergency.

Therefore, the ESSCC is asking that you review the below list of examples of the types of plans, procedures, systems, and networks that we have identified as areas where there may be model policies or procedures in the field. Please note this list is not exhaustive.

As you review the list, take a moment to consider if you have any plans, procedures, systems, and networks that may fit the examples below and which you would be willing to share on a national level. For example, do you have a great Continuity of Operations Plan that addresses extended emergency relief plans for your workforce? Or do you have a high-functioning cyber security program to ensure redundant communications during an emergency? If you have a plan, procedure, system, or network that you think fits within the kinds of examples listed below, **which focuses on maintaining and/or improving the ability of the sector to protect and preserve its own integrity in an imminent or ongoing emergency**, please e-mail or fax a brief written description of that item to Emily Miller at emily_miller@sra.com or by facsimile at 703-284-5001.

Remember, we are looking for models that are “Cadillac” examples of what is currently being done in the Emergency Services Sector to protect the protectors. While we would prefer submissions to be tried and tested in practice, we will accept all submissions. A panel of state and local practitioners, representing the fire service, law enforcement, EMS and Emergency Management disciplines will review the submissions. **The deadline for submission is June 5, 2008.** Please contact Emily Miller with any questions or concerns at 703-235-3697.

Information Technology and Communications

- Operable and interoperable voice and data communications including known frequencies, bands, analog vs. digital, and a complete and timely inventory of all local and regional communication equipment;
- Cyber security in all of its forms;
- Redundant communications systems including emergency power and backup capabilities for radio and computers;
- Public Safety Answering Point (PSAP) and Secondary PSAP;
- Mobile Command and Communications Center Operations;
- Cellular system functionality during emergencies – emergency service over-rides and redundant capabilities;
- Records Management (immediate, not only taped backup systems);
- Information Sharing, Analysis and Management process redundancy;
- Cross sector communications;
- Electro-magnetic pulse mitigation strategies;
- Computer-Aided Dispatch.

Facilities and Logistics

- Facility security plans for all Emergency Services Sector elements to include:
 - Complete threat assessments and physical security evaluations
 - Crime prevention through environmental design implementation
 - “Streetscape” considerations - Vehicle barriers, planters, pop-up barricades, fencing, lighting, closed circuit television, etc.
 - Vehicle parking and parking buffer zones
 - Visitor screening procedures and devices
 - Credentialing and personnel identification badging procedures
 - Secure/limited access visitor areas
- Cross sector coordination: utilities, fire, medical, water, transportation, etc.;
- Formal emergency response plans for local, region, county, state and national support;
- Logistical support plans for extended emergency service responders:
 - Staging and base camp areas; sleeping arrangements, food, family support, personal hygiene facilities, replacement clothing, clothes cleaning procedures
 - Medical treatment facilities for emergency service workers
 - Vehicle maintenance, petroleum products, spares
 - Equipment maintenance, support, spares
 - Emergency shelter security and management plans
- Emergency disaster preparedness exercises which consider critical infrastructure protection concerns.

Personnel

- Human resource and employee safety plans;
- Availability of and training programs for the use of personal protective equipment (PPE), PPE based on threat assessments or sustainability; or programs for the use of equipment such as:
 - Ballistic Vests
 - Protective shields
 - SCBA
 - HazMat Suits
 - Decontamination procedures
 - Personnel “go-kit”
- Plans for family support for emergency response personnel;
- Emergency recall procedures;
- Procedures for dispensing of prophylaxis for on-duty emergency response personnel;
- Sample SMO’s for deviation to treatment modalities;
- Shift relief plans / extended emergency relief plans;
- Volunteer training programs/citizen auxiliary programs.
(i.e., Citizen Emergency Response Teams)

Thank you for the consideration and assistance with this Emergency Services Sector Coordinating Council initiative to identify and promulgate model practices to protect the personnel, physical assets, systems, and operations of emergency departments and agencies.