

The Community Preparedness Webinar Series Presents...

Engaging Communities in Exercises

May 17, 2011

Hello and welcome to the community prepared webinar series. Today we are pleased to present the topics of engaging communities in exercise. This webinar marks the 25th webinar of the series and we hope that you'll continue to join us. Each webinar is recorded, -- also notes that this webinar offers closed captioning and a transcript will be posted on the webinar is series webpage. Our first presentation will be Tom Crane from the individual and community preparedness division. Followed by Brenda Emrick.

Earn we are also lucky to hear from Bonnie Nahas from Prince William County, along with the other jurisdictions that make up the national title regents organize and fund their reception --

Tom can you get started?

Yes, thank you and thank you everybody for joining us today. I will be presenting on how to design exercises that focus on community preparedness and participation. I will be following, I'll be covering the following topics the whole community approach, the value of exercises, ways to involve the community in exercises, examples of community engagement in exercises, resources that support exercise design and how to use those resources.

First the whole community approach, FEMA recognizes that the disasters at all levels state local and tribal and territorial require a whole community approach. This means that government and nongovernment organizations including schools faith-based institutions and hospitals, volunteer organizations, individuals and other entities all have a role in the safety and security of their community. If you are interested in additional information about the roles of volunteer organizations faith-based institutions and other community partners FEMA offers online course entitled the role of volunteer agency's emergency management. That is part of the ISP independent study and it is 288, in addition to DHS center of faith-based center partnerships sponsored research on the strength and weaknesses of voluntary community organizations and disasters and information about that resource will be provided at the end of this webinar.

Clearly within those two resources it is easy to see that volunteer organizations, businesses, faith institutions and other community partners serve as valuable resources during disasters. Emergency management should

aim to leverage these resources and build partnerships to support disaster preparedness and response, recovery and mitigation. This topic that we're talking about today engaging the community in exercises is very timely given the multistate federal and nongovernment involvement in the 2011 national level exercise. This exercise based on a real threat, it just to earthquakes that affects eight states in US. We know that this is a real threat because earthquakes struck those regions 200 years. Researchers state that if the same magnitude earthquakes occur today it would be much more catastrophic because of its growth and population and infrastructure along the new seismic zone.

California is known as earthquake country but we are learning that the central US is also earthquake country. So why is an LA something I am bringing up today and why is it important for discussion? Simply put a disaster like this would overwhelm response agencies and many would be left without services like medical care, water, gas, roads, bridges and highways of the impacted and this would make it difficult for emergency supplies and resources to be transported. Although today's presentation is not specific about how does the scenario illustrates two points of the whole community approach to management, disasters like this one require communitywide effort of government and non-government organizations and individuals. Emergency management and response agencies cannot do at all. The public needs to be prepared as well. So the second point is the public needs to be prepared and this means being ready for disasters to take care of themselves and their family and their neighbors.

Being prepared personally and in your home and in your workplace is not enough if it is not in the local emergency operational plan and if those plans are not practiced. Today we're here to talk about exercises. Exercises test and validate plans and protocols, and allow new or nontraditional committee partners to produce the roles and again that peace is very important because we are talking about organizations and individuals involved in the planning and execution and operations of the disasters. To be able to practice that in exercise is a very unique and great opportunity. Exercise a safe environment so it is okay to make mistakes and as exercises are designed to be allow for improvements so the next exercise or real events that those things will be improved upon.

Also, we see exercises give you a chance to test new things, if you are testing a new partnership are testing the role of your medications between them or testing including individuals in the exercise those are all things that you can test.

So, what we can test is, what we want to do is integrate the community into exercises. We know that there is a lot of ways to begin this process, quite simply as emergency managers we expect individuals and organizations to do something during a disaster and we need to plan and practice that. These partners may not be traditional community partners like the American

Red Cross who might be much more practiced and much more involved into the emergency management system but what we are trying to do is expand our team and you may ask how to integrate the committee into a disaster ? You can simply answer that yourself thinking about what you expect the public to do during a disaster. If you do not know perhaps you can ask the public what they would be doing. Conduct surveys and etc.. Conduct surveys and etc.

Here are a few ways on the board, ways to engage the community into exercises. They can be involved in the planning, they can be involved in town halls, virtual engagement is one-way, the national level exercises is engaging people and organizations and also actors, that means someone who is playing a role not as a responder but as an individual. It is a great opportunity to simulate how emergency management will work with individuals during a disaster. Lastly we have social media, another way that many exercises are really starting to incorporate social media and the public responses.

A few other examples that you have probably heard about or seen that are really terrific examples and you'll hear more about that today. You will see fire drills they are certainly a very common exercise but you know what we want to do is not planned for easy we want to not do the standard old fire drill but what would be helpful is if you incorporated an organization or school business Inc. emergency management community into that real so that they can identify the most challenging needs.

For example if your elevator in the building shutoff and there is handicapped or disabled person on the 11th floor and they're waiting for first responders to get their back to the problem. We want to plan for not what the easiest most traditional way as we want to really shift wards planning for the whole community. That means meeting the needs of the public and that means including the public in her plans and executions of your plan.

If e is a drills, I think a lot of folks on to shelter in place drills because they don't sound very interesting. I know my brother is a schoolteacher and they had a tornado warning a couple weeks ago and everybody was like why are we stuck in the gym this is a terrible idea -- those students understood why he needs to rush it be like clockwork be very easy to execute that in a real situation.

Stakeout earthquake drills, you've seen them in California, Washington, Oregon, is central US that is a good example of including the public and teaching them and using exercises as a public outreach mechanism to educate the community. Simply put drop cover and a whole I think is 1 million more people than were half a few weeks ago now know to drop, cover, hold during an earthquake.

You'll see a couple examples of the national region volunteer corps nation exercise, DWI demonstration is another example. It is an exercise that involves the response of the plan or the protocols of the emergency management agencies and responders but it is getting the school and the children of the schools, high schoolers a chance to observe and be educated about this type of event. Not your neighborhood, that is another very popular growing program that is exercised in a state of Washington and also in the organ and other communities across the country.

Orange Valley California involve the public with a reverse 911 test other communications systems. There is to mend his ways to incorporate the public into your test and again basically asking what to expect the public to do during the disaster, you can figure out how to incorporate them into the exercise.

What we have here is resource that can help you design exercises that involve the whole community and will help you prepare and protect and involve the whole community in your exercise design and planning processes.

Is separated by sectors or populations served and that includes older Americans, disabilities or those with access and partial needs, animal and livestock owners, multicultural committees, faith-based institutions, children, as this is, volunteers and when we are talking about the whole community these are big players that are not first responders by nature but they are part of the emergency management team.

I hope this resource guide will show you will be very helpful for everybody there he is in draft form and we look forward to your feedback on it and if you have any additional suggestions to be added onto the form feel free to do so. You can download it by looking at that pot your last and one of those is entitled community preparedness resources and simply click on it and then click save to my computer and then you can download the document of them showing right now.

As you can see it is a 17, 18 page document about various resources that we hope you will find useful in the design and development of exercises to have a focus on the community.

I will give you an example of how to use this if you are new to community-based exercises. First I want to briefly review for most of you that exercise design we have five steps here and you might call them something else but according to Homeland security exercise evaluation program these are a couple steps that it takes to design an exercise. Number one is SS needs, define scope, write a statement of purpose, design exercise objectives, rating a scenario.

First for needs assessment, we are looking at how to use resources. One way to assess needs is and develop in designing an exercise you can

research common strengths and weaknesses in disaster that may help you identify which functions are in most need of revisal. Specially those that involve the community because again you do not often practice with the community so think about and researched the common strengths and weaknesses that you might be facing. Several of those documents within the resource guide that I just showed you will offer that information.

Number two, purpose statement, population of sector specific challenges may help you identify purpose through next exercise.

Number three, adjusted his object is think about which issues might be tested. Looking over these resources you'll come across a lot of challenges that folks have faced and very now what objectives you want to test really help you map the future of your exercise and what you'll be value waiting and testing validating that authority their plans.

Here is an example, just want to pray provide you an example before wrapup here. If you wanted to develop a exercise that focuses on use of preparedness or family preparedness, when identifying these you might think [Background noise]

When you think about the scope that is the location so you might want to identify areas in your community that might need this, this might be most, this might happen to that particular part of the community. Perhaps looking at a hazard bowl ability assessment you can find those things out. As example Jones elementary school, you will have parents, children, Red Cross, NGO organizations, a police fire, bus drivers, teachers, you have a lot of different opponents of your exercise. Purpose, you will have or practice your plan to shelter in place to reunite children with their parents. Abject is what he testing ? You'll test communication plans, shelter in place procedures and protocols. You'll educate children and families about this process along the way. The scenario again could be a tornado that struck the school during school hours. The power and the phone services are down so that would address a lot of challenges of the school and you'll have a lot of children calling the school during that incident and they will not be able to call. Have you address those challenges ? This is just one example and you'll hear the remark samples. I'd like to thank everybody for your time and I want to leave you with a challenge, design and exercise that focuses on involving the public as a resource to support disaster efforts. If you already have done this would love to hear about it feel free to e-mail us at citizens. Lessons learned, is great resources we love to hear about all the great things that you're doing out there and we hope that you will continue to plan and prepare for the whole community.

Thank you.

Brenda and Mary Jo the floor is yours.

Thank you, good morning everybody. We would like to kick off our presentation today to talk about our orange county citizen corps exercise program. This is Brenda from city of Khost in Mesa. This is Mary Jo and I represent search and fire corps and I'm also one of the cochairs for --

Beat our orange county citizen corps partners the standard group of folks that we get together and we plan our exercises. We are excited to tell you that really what happened, how we got involved with his overall opportunity to get programs out there and get exercises going to the public. Back in 2005 there was 13 corps Nader's in orange county that sat down and talked about the limited funding and a lack of resources and the whole idea behind supporting broad-based citizens exercises where we sat down and worked in 2005 and came up with his game plan called CERT mutual aid. They kicked off in creating documents and other Tuesday for trading with these 13 particular cities. What we did not know was that we would be working towards a huge exercise, our first exercise being in 2007 called mutual aid rail and not happened in the fall of 2007 and over 200 volunteers participated in that other event. Lo and behold they do not have to utilize our lessons learned and our experiences with that drill during the 2007, 2008 wildfires in Southern California. We are able to take away of learned build upon it and reactivate and then again take us to the next step. We ended up coming up with a mutual aid agreement and the agreement drug county to mutual aid our citizen corps volunteers physically with CERT and volunteer service. The amazing thing about this is that it led to a lot of interest with our California volunteer program and with the future it disaster poor program is being developed here to stay.

Again looking at what we learned as part of these exercises and activations we came up with specific levels of training to get folks to ready to respond outside of their local jurisdictions and really deal with working in an environment with professional masters. To we have been working with coalition partners, either working our citizen preparedness goals.

Let's take you into the next round into the exercise strategy and Mary Jo to do that.

One of the first object is that we had was to assess some existing policies and procedures and another objective we had was to examine how our nation and management volunteer orientations take place. Each of our cities that partner with us have their own individual programs and do this mutual aid program we work together to come up with some strategies to work together.

Because we wanted to incorporate our first responders we actually asked our first responders to participate in a seminar portion. Our first exercise is unpreparedness exercises incorporated a warning seminar and an

afternoon tabletop and our first responders gave presentations to the group regarding the different backgrounds of each of the Citizen Corps will programs. When we incorporated some of our exercise background planning we worked within the guidelines, we had vendors selection so we did incorporate outside vendors to assist us with our exercise planning and we were very fortunate to be able to use urban homeland security initiative grant funds and what made this project successful is that going back to the basics would be a C. process and guidelines. A lot of times volunteers would rather be much more active in their participation that we knew that we had to kind of get back to the basic steps and starting with a seminar and moving towards the afternoon tabletop really assisted us with that. Everybody got a good overview of each of the programs and backward nation with first responders and that making quite a difference.

Sum up the exercise outcomes and challenges that we encountered our budget restrictions. Using federal grant funds we had difficulty paying for food for volunteers so we had some logistical issues with that. We also had to meet the needs of 28 different programs and had to fit us into a calendar that incorporated exercises throughout the county for professional rescuers, first responders and adding the additional element of all the volunteer core Nader's and meeting their needs and schedules and again the volunteers kind of tended to be action driven so we were concerned at the start of this exercise that they would not find value in it and it turns out that they were actually very receptive to it..

We moved into utilizing a template to schedule out our year and maybe plan for sustained exercise planning and the slider to seniors just for this year. This incorporates some of the lessons learned that we had from our exercise and it demonstrates our need for additional training. That was one of the major components of what we learned coming-out of these seminars and tabletops. Because CERT and mutual aid program or so active in the community not all of our citizen corps partners have the same access to regional training and so when of our focuses was to incorporate more training are up here and we actually have an exercise coming up at the end of this year that will build upon last year's exercise bring in some building blocks.

We started with such a small group of partners, done 2005 to 2011 we have increased our CERT response and courtiers efforts to 13 cities to Twin Cities. We have other cities in our county that are doing a very similar type program that with this small group of folks and even at 21 cities we are still meeting monthly and organizing and really building in those other partners perfectly with our medical reserve Corps. We have one in the County of Orange and gush -- there Grenadier and our neighborhood watch is out there but again we're trying to build this approach to get people thinking about better prepared as all the around. The important part of working together with citizens is we were able to come up with an approved agreement by the county for volunteer mutual aid. The importance

of that is tenfold because we will be the first people to be called upon to help in the county and that is because we have exercise and practice and put together these opportunities to gain those lessons learned and we have built upon that as we have grown over the last few years to really look at how are we going to better pairs prepare ourselves as the committee whole.

Looking at the review, we involved a lot of our case key stakeholders that included our partners and some local partners with emergency management and the county and our Aussie partners. They provided some expertise and guidance in a career strategy that we have developed and that was actually included as a requirement of our grant. We allowed the key burst responder colleagues to offer them permission Coley to call again this is really critical in developing some of that trust among our first responder community in what the volunteers have to offer. A lot of times we struggle with is having volunteers eager to assist and responders have been to incorporate them into activities because he their lack of knowledge and capabilities are training and this really allows the first responders to talk to one another about capabilities. We work within their system and wheeze their language and their acronyms and their everything and we were at the volunteers learn that so they were part of that community into speaking that same language.

I think the beauty of the way that we have been working together in Orange county is an amazing and it is definitely something that we have learned a lot, we encourage the participation of our first responders that interview connected emergency managers, please, fire agencies and really the idea behind volunteer involvement we want to get people engaged and this is the best way to do it and give them an opportunity to exercise a train ride along with us.

With that I know that we have some questions coming up at the end but thank you very much for your time.

Rachel, the floor is yours.

Okay, waiting for my presentation to load. I will be controlling the little arrow. I will talk briefly about the exercise that we did for the Denver area multi-community emergency Gotshal exercised. That is a mouthful. This happened on March 12, this past March and it involved a whole bunch of that committee cites community sites. These are producing trees beneath committee, hurrying, Denver multi-tribal native American, we had a mosque, the Catholic Church is primarily Mexican immigrant -- we had the Colorado Asian commotion. These were the DOC is the queen of the martyrs Catholic Church, Korean Denver Hani Church, Colorado Muslim Society, Denver Indian Center, St. Andrews At church, other Asian health. Here you can see his mother participating communities and there was a lot [Laughter] .

Annunciation Catholic Church also participated, that it needs temple we had multiple as temples participating, and Vietnamese Baptist Church, the Korean Lions Club, you can see there is just a bunch of organizations. This is a list of participating government organizations and you can see there's a lot less for all the jurisdictions.

This scenario was a chemical release an explosion outside the immigration court downtown, and a conventional explosion in the parking lot of an Armagh. This led to evacuation of parts of the city due to the chemical release and part of the scenario was that it was perpetrated by an anti-minority group which we have seen some arise here. There were some in Munich issues presented by the scenarios. They needed to address the initial need of communities and then organizations needed to address the needs of the committees and figure out their own capacity for killing with the situation.

They needed to no one more help was needed and be able to write it. They needed to know when to call for help [Laughter] They needed to know who to contact and how to communicate those needs their partners. Most of all they needed to be able to address the fears of the community being a target, or possibly being a target.

These are the exercise objectives, we try to keep it simple open emergency operations center, decide on an action plan and assign job action roles. Then to indicate situations other partners.

The refugee clinic had medical surge, so they needed to complete a medical exercise. They needed to establish a secure waiting area with clear indications because they had multiple different activities and every come in and speak no telling what does and on a Regular day they are packed with different folks with different committees so imagine all of those folks coming in on once. They needed to deploy navigators because one of their unique features is that they have navigators for each community to walk refugees through the system because it is a very intimidating system to that of care.

They needed to have adjudication per call, one of the things that they work very heavily on was an occasion tracking. They needed to figure out how to indicate the resources and needs to first responders and others and organizations and then part of treating individuals is treating their family needs. One of the special, there's a lot of affiliates key part of treatment and a key part of mental health and nothing else so they needed to figure out how to address family needs and a bunch of different activities right away to make sure that the triage area that everybody, many needs me to be met.

Here are some other unique considerations, as you can imagine language barriers and this was throughout the exercise not to assert exercise that was the search portion of exercise. In the Vietnamese and Korean

communities they mostly prefer to speak Vietnamese and Korean so we need to make sure that the evaluator and the controllers could understand what was going on so that was definitely barrier. It would have been a barrier if they had not come up for solutions that. We need to have cultural consideration like prayer, the mosque as a broker for prayer at different times so we wanted to make sure that we were not violating any of their customs.

Most of these folks were still unfamiliar with exercise and we have been working with them for anywhere from 4 to 6 years on emergency operations and training that they had not done most of them had not had much experience of exercising. They came up with some unique solutions to some of the barriers, most of the teams were there were different languages of signs bilingually Avon officers and part of their job action was to include inter-patients to evaluator's and controllers and other government partners. In this case we rules of exercise will be evaluated and controllers could interact warmly, they're not supposed to but the dispositive direction and evaluators is was to watch what is going on but in this case it was really more in Portland that they understand what was going on and that they be able to guide these folks because they don't function the way the government organizations function.

They needed to be able to ask questions and answer questions and take opportunities to keep the exercise -- we broke for prayer for the Islamic society and we made sure that the exercise was completed by the time of their care. We kept the exercise very positive so we wanted to make sure that it did not come across as like a penal kind of exercise are people were going to be penalized for not doing well or whatever we wanted to emphasize this was just a learning opportunity enough of it is. An opportunity to practice what we have been trained at and look at your plan and find the weaknesses in the plan so that you can address them.

With the understanding that they are not going to function the same way the government response agency functions, that is okay. We led up to it with exercise to address concerns, so the medical surge community had multilingual navigators and a T-shirt identifying the language. They also had triage in different languages.

Basically it was really a Turkic exercise and we learned to mitigation and public information is not only can happen in different languages but in different methods of dedication. Most of the recommendations the ball from further education and further practicing the exercises. Be, be these committee organizations have a unique capacity to address mental health. Like the him on was able to address things in terms of the Islamic perspectives, the monks got involved in the Indians were going to bring in timers to deal with certain situations. I just want to emphasize to you that they did this it was, as a senior controller I basically just sat and gave some direction and watched it unfold that they had practiced so much

at work so much with their partners that I just have to give them an incredible credit for all the work that they've done and we need to recognize that. I will wrap up with, I failed to, I cleverly left off the information so I wanted to, in case anybody had any questions my name is Rachel Coles, my number is 303 my number is 303692 my number is 303-692-2764 and my e-mail address is Rachel.Coles one at Gmail.com

Does anybody have any questions ?

Great, thank you very much. We can take questions at the end, we have the presentation by the national capital region. Mac

I noticed on the captioning it should be Rachel.calls --

We can put that up at the end of this webinar.

Next up we have three presenters from the national capital region, I am not quite sure which one will start. Is it Marcello ?

Marcelo will kick us off.

Thank you, good afternoon everybody who's listening. I will be presenting today with Mary Foley and Bonnie may have. We are here to talk about to or a -- that includes alter sections within the national capital region and it was a two-part exercise and one took place on the tabletop exercise and was more geared towards developing overarching procedures and see how those procedures worked and also like adjudication how we could incorporate all of the plans and make sure that we are on the same page. The social exercise was more geared towards actually having boots on the ground and testing those plans and procedures firsthand.

Marcelo I will just been really quick, when I say national capital region just be clear that his two counties in Maryland, Washington DC and then five counties in Virginia. We have some cross jurisdictional challenges.

Definitely, for this scenario aspect of this exercise what we wanted to do was to see what it was like to have a large number of volunteers that had get processed within a very short timeframe. For that reason we chose an anthrax exposure that resulted in a mass prophylaxis response within the entire capital region. For this tabletop exercise we started mostly off with an envelope that was found in the government building that contained a white powdery substance which was later identified as the Anthrax. That then got expanded to anthrax was found in the USDA warehouse was also just routed goods to every jurisdiction in the national capital region. For that reason emergency management in the scenario along with the health department decided that it was necessary to have a point of distribution distribute prophylaxis drought the entire national region which resulted in the need to process spontaneous volunteers in order to get sent to each of those distributional centers.

One developing that one of the things that we really wanted to analyze with the realistically see how many bowling tears could be processed within that short timeframe and that way we could also adapt plans as necessary after the fact. We also wanted to see what it was like to open up volunteer reception centers in collaboration with the Department agencies. That was an intimate relationship within the volunteer reception centers to have full agencies and the medical reserve Corps's partnering in order to address the needs.

Some of the expectations that we saw that we wanted to address during these exercises was most importantly across the jurisdictional collaboration, how we talk amongst the jurisdictions and determine if one jurisdiction had too many volunteers or for another jurisdiction was not able to get enough volunteers and how we would come to take some of those issues.

Also can occasion within each jurisdiction as well as amongst the region. Within the jurisdiction you're taught by multiple agencies so how would the volunteer Center committee with a metal reserve Corps and emergency management get the information and likewise.

We had volunteer reception's, it is written into the emergency operation plans and all of our literature jurisdiction to handle those spontaneous all in tears that would show up or maybe requested and then we have to assign them in because we had multiple jurisdictions as Marcello mentioned there was a thought about if we had more people show up in Fairfax in then and Prince William and we need more people in Prince William but how we can mitigate those messages, additionally where would those reception centers be located and because it was an exercise and we were trying to accommodate all of our partners in prince William we chose to locate our reception center at our health district office. In reality that would have been the worst place to do it, it is not very accessible but are MRC folks felt strongly that they needed access to their come futures just computers -- because the way they register volunteers they have to register them on or through the state which in our case the offices is in Richmond and they wanted to be sure that they were going to have the computers and that gave them cause for thoughts because not every scenario was going to be this type of scenario where we still had power and that Linux mutation was still open. It gave them an opportunity to look up or back up inside one of the index in the exercise was was that we lost power and they had to manually do their intake and could not access their website at a Richmond and how are they going to handle that. Additionally their communication with their volunteers they were communicating specifically with MRC volunteers and the volunteer centers were out reaching to all of our other committee partners as well to bring in volunteers not only to help the confusion but to be actors in this scenario to come through and we did have to run them through multiple times accommodate the number that were connected with. We also went to our partner agencies to come up with those

volunteers and could again our faux ad partners, which many partners in Maryland, DC, Virginia each had no ads. Those partners were instrumental in providing us a volunteers to be our pretend victims to go through our various jurisdictions.

I think that covers the reception center operations must have something else more Mary or Marcelo?

No, that covers it. Regarding some of the other challenges that we have seen while going through this planning process, one major one was coordination. Of course regionally core dating back many jurisdictions is always a challenge but also the jurisdiction level here in Fairfax we saw some challenges as well. We had the volunteer center and of course their standard procedures for developing or opening and aligning the volunteer section center but there is also the medical reserve Corps that had their procedures if it was a health-based scenario and how they thought the volunteer said there should be run. This allowed us quite effective way to merge the both plans to see exactly how we would execute these clan -- plans -- it actually ended up benefiting both agencies. Also more partly how would we can indicate amongst each other and also with the emergency management in regards to resources. In terms of regional coronation that also brought up the issues, the dedication aspects of course is always a concern and I think we ended up coming up with was the former can occasion would always be sent through emergency management. Where as in formal can occasion's, very necessary amongst each volunteer to relay information about the number of volunteers and issues or anything that they could force the other concerns down the line.

Certifications in terms of exercise and development one of the things that we saw as they need for exercise development was to clearly identify with all of those department agencies what it is you want to tackle. What it is you want to exercise. From there one of the get-go developing a plan for meetings that you want to take place in accordance with HC guidelines. Having a basic knowledge of that I found the extremely valuable during the planning process and allows more collaboration with the contractor server you speak the same language., Also mentioned a few things about the early and the presentation. I would be agencies talk amongst themselves ? Alternately, review and execution of the plans in Fairfax County and I believe in other jurisdictions as well. Bonnie and Mary give anything to add?

I was just gonna say that what the MRC and R. per calls it is interesting how or what needs to take place and I did not notice prior to the exercise, if you are a doctor in Maryland but they want you to go to Virginia there is certain things that has to happen at the state level before your credentials so to speak, to be able to do what they need to do and that was a very interesting aspect of this exercise. Had we not had

the MRC participation than of us would've realized and tell game day that we needed to do the things that I was very hopeful.

Just another thing to tag on, I think it is a concert with the liability if something happens to the volunteer especially the different amongst cross jurisdiction or state for that matter how would that liability carryover ex-Qwest Mark ? Eichert and any volunteers to do that as well.

Ray, thank you you guys. Anything else ?

I have a collaboration piece, Marcello do it so that when?

We are running low and tied, some of the things that we included was the volunteer centers, health partners, medical reserve Corps, office of emergency management. I wanted to talk about volunteers.

Insurer review of current policies and plans jurisdiction and regional wanted to make sure that he is on the same page prior to the exercise of Corson and hopefully in between exercises. As the update and exerciser plans and more partly is to accurately identify all expectations amongst partners and amongst planning teams among contractors to make sure that every understand what they want out of the exercise.

Also among volunteers, didn't have anything additional to say question

This was mentioned earlier in the presentation that the volunteers wanted to be doing something and were they couldn't find a valuable to spend the time just kind of going through the loop of pretending to be a volunteer and that was, it continues to be a challenge I think that if you set those expectations up ahead of time and try to be very clear about what they are doing they don't show up quite as gung ho thinking that they were expecting that they are going to be doing something that they are just pretending to be. A lot of times we use the volunteers as victims but in this case they were coming to our volunteer reception center pretending to be volunteering so that we could test our capabilities of processing a lot of volunteers. I think this in a public outreach looking at the expectation that it known and just to reinforce to them that if we do not have volunteers and we do not have an exercise that is how important they are. We cannot do any of the exercising if we do not have them and I don't think you can go out on a whim I not to tell them how poor they are. -- Important they are --

From the thing that we did was to have a jurisdictions, food set up like an affair sitting so once the volunteers went through the process they would actually be able to go and get more preparedness information and ways to get involved through the small fairer. With that we will turn it back to Tom.

Great, thank you everybody. I would especially like to thank all of our presenters from the state of Colorado, Fairfax County, Virginia, Prince William, Virginia and Anaheim California. Terrific presentation, not this time we would like to take some questions from the online participants and I also want to note that a lot of folks came on towards the end so I will say that all of these presentations have been recorded and are posted on the citizens Corps.gov website or least they will be posted and recorded form within a cable of hours. Please stay tuned to that. Also the first presentation the committee prepared his resource document if you have not downloaded at feel free to do that now or he simply look at the file share in the downloads section and click on it and click save to my computer and then you can upload it that way.

Would it be helpful, as soon as we complete the after action report from our exercise would it be helpful for me to send it to you ?

That would be great, we will post up on the webinar page and the recording and all the other materials. That would be perfect, thank you.

We are receiving questions at this point so if you could just give us one minute to sift through them. Our presenters have been kind enough to stick with us and answer a few questions.

One of the questions is will presentations be available on file share ?

Yes, we can upload those to the webinar page as well. Again that is on citizens Corps.gov features click on the link webinar series to sit there.

Another question on the board is, as Marlene, she was a huge community, how do we do an exercise in such a large area ? Does anybody have any experience or more information to briefly share with Marlene?

This is Brenda from California, yes we are pretty much an urban area but I am wondering if there are connections for Marlene within her County area to at least sit down and grow upon an organization that can look at what you do need to exercise whether it be whether issues, power outages and whatnot. It would be curious to know what resources are arty and place in Idaho and how she can organize those organizations Comput a game plan to look at training and exercising from a broader scope.

This is Bonnie, Marlene one of the most valuable resources I have ever come across especially in rural areas is your water to the extensions. It is possible that they have offices in at least, if it is one County then it would be probably a office in her County or a nearby county that might have some resources for you.

This is Rachel, one of the biggest troubles with a lot of, whether it is a rule or is two occasions and that is something that might actually be good

to practice that in a rule area because you've got such an opportunity where you cannot rely on

FEMA, one good resource for that is your radio folk.

Okay, we'll take one final question from Jamison Day, and a new insights on how to best engage the participation from private-sector businesses or civic sector volunteers that are not typically a part of preparedness efforts ?

Anybody can take that.

This is Marcelo, some of the things, I've been doing a lot of outreach to both the organizations as well as businesses during the past year and I have been amazed at how much participation this civic organizations as well as organizations want to play and how much they want information about preparing for an emergency. A lot of businesses are search program has been training for businesses in Fairfax County and we are also trying to extend our outreach to them but I think you'd be amazed as to just going out your Chamber of Commerce meetings and talking to some of those businesses and how much they really do want to get involved with a local exercises.

This is Mary Jo, to piggyback off that we do have a number of businesses in our committee who do get engaged in this training and it becomes a great opener for broadening discussions with them. Another thing that businesses tend to be very interested in our cotton unity of operation planning and where you can involve them in the volunteer aspect but also provide a service to them for cotton unity -- they tend to be more engaged.

I would say that the programs have been popular among everybody, businesses, our business has been very interested but the CERT programs have been incredibly popular. The Hispanic unity now has not only a 13 but backups for their CERT team and backup for the backup [Laughter]

Great, thank you everybody. We want to thank all of our presenters and all of our online participants this is our 25th webinar of the committee prepared this webinar series so we want to thank our loyal audience who keeps coming back. We appreciate your support and we hope to continue to offer great topics that we can present on and share information just as we did today from committees across the nation. Again this webinar will be recorded online if you want to get access to data and shared with a friend go to citizens Corps.gov and click on community prepared his webinar series and if you want to sign up for alerts and notifications about the next upcoming webinar against this import.gov if you go to the upper right hand corner and click on the little and blow up then you can subscribe to our citizens Corps news digest.

