



## Highlights:

Integrated Response in Active Shooter Events

Crafting Effective Emergency Communication

Water/Wastewater Agency Response Network

Emergency Training for Houses of Worship

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For information regarding the EMR-ISAC visit [www.usfa.dhs.gov/emr-isac](http://www.usfa.dhs.gov/emr-isac) or contact the EMR-ISAC office at: (301) 447-1325 and/or [emr-isac@fema.dhs.gov](mailto:emr-isac@fema.dhs.gov).

# The InfoGram

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## Integrated Response in Active Shooter Events

The InterAgency Board (IAB) released a new Training Trigger “[Integrated Response Operations in Active Shooter/Hostile Events \(ASHE\)](#)” (PDF, 413 Kb).

The one-pager describes the types of complex coordinated attacks making headlines overseas (i.e., Brussels and Paris) as well as the active shooter incidents we’ve seen here (i.e., San Bernardino and Orlando): one or more perpetrators who are willing to die; pre-planning at the incident site; multi-capacity high-velocity ballistics; delayed secondary attacks; and complicated operational conditions by design.

The IAB says a paradigm shift is needed when planning and coordinating effective response to these events. They specifically suggest adopting and training for the Rescue Task Force concept and incorporating [Tactical Emergency Casualty Care \(TECC\)](#) guidelines. For more detailed information on planning and response, see the IAB report “[Improving Active Shooter/Hostile Event Response: Best Practices and Recommendations for Integrating Law Enforcement, Fire, and EMS](#)” (PDF, 575 Kb).

(Source: [IAB](#))

## Crafting Effective Emergency Communication

Day-to-day communications from emergency response departments vary greatly from emergency messaging. Accurate information can mean the difference between life and death for people in the hazard zone, and you must determine what information should be shared, who needs to get it, and how you are going to get it to them.

We all know social media has changed how we access information and the news. Different segments of the population rely on different outlets, driving us to change the way we deliver emergency messaging as well. The basics remain the same:

- Use a broad range of outlets to reach as many segments of the population as possible;
- Timeliness reduces rumor and hearsay, and the need to correct misinformation;
- Consistency helps the public view the source as credible;
- Repetition gives people more chances to get the message during disruption;
- Avoid jargon and acronyms, and use common names for people and places;
- Document everything for future review.

The Emergency Management Institute (EMI) provides the free online course “[Effective Communication](#)” through its Independent Study program. The course teaches successful communication techniques, identifying community-specific communications issues, and what makes (or ruins) effective communication. The 8-hour course is self-paced and provides continuing education credits.

(Source: [FEMA EMI](#))

## Water/Wastewater Agency Response Network

Both public and private entities have a shared responsibility for critical infrastructure protection and resilience. It is a delicate and sometimes difficult relationship since most infrastructure, such as water, energy, and transportation, are run by privately-owned companies and it can be challenging to determine who has responsibility to manage, prevent, and protect them during an emergency.

Local emergency management offices must incorporate these businesses into all emergency plans and exercises even though they are neither owned nor controlled by the local government. Planning for emergencies and coordinating response with critical infrastructure properly and efficiently helps to minimize the effects of a disaster on a community.

When dealing with water utilities, an available option is [Water and Wastewater Agency Response Network](#) (WARN). Warn is a network of utilities helping other utilities to respond to and recover from emergencies. If a water/wastewater utility is damaged, that utility can utilize WARN to request assistance.

An important feature for emergency managers, WARN provides a way to establish and maintain emergency contacts within the regional water/wastewater utilities. This will help open up dialog and maintain good relationships, and provide needed communication during an event that affects a community or even multiple states.

(Source: [AWWA](#))

## Emergency Training for Houses of Worship

The Federal Emergency Management Agency (FEMA) is hosting a webinar focusing on preparedness for houses of worship. “[Emergency Response Training Options for Houses of Worship](#)” will discuss ways houses of worship can partner with Community Emergency Response Teams (CERT) on emergency response training and how these partnerships benefit diverse communities.

There have been several prominent attacks at houses of worship in the past few years, most notably the [shootings at the Charleston, South Carolina church](#) and the [Sikh temple in Milwaukee](#). Violent incidents such as these are rare, though; tornadoes, fires, and other natural hazards are much more likely to happen. Ensuring the entire community is prepared for any emergency is important, and considering the role religious groups play in community disaster response it is good planning to make sure they are as resilient as they can be.

If your community is interested in improving preparedness for houses of worship, please register to join the webinar, which will be held Tuesday, July 19<sup>th</sup> from 2:00-3:00 p.m. Eastern. For more guidance and resources on this topic, see FEMA’s page “[Resources to Protect Your House of Worship](#).”

(Source: [FEMA](#))

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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](mailto:nicc@dhs.gov).