

## Posted September 7, 2017 for victims of Hurricanes Harvey and Irma

**NIMS' Response Processes:** Fast, effective, complete and successful recovery depends on an immediate response that's appropriate to the incident. Following is a list of recommended action we've learned during our NIMS directed response to the Oklahoma City bombing, 9-11 terrorist attack, Hurricanes Ivan, Emily, and Katrina, Tornados in Wisconsin, a train wreck and BLEVE (Boiling Liquid Expanding Vaporous Explosion), and earthquakes in California. Post them on your Operations board at the EOC:

*Note to reader: The following are provided only as a basic guide for those responding to Katrina. Any reference to the National Incident Management System (NIMS) published in March of 2004 is coincidental and is not implied to be NIMS adopted protocol but rater generally excepted Incident Command System response procedures.*

*Refer to Module 6 "Common Responsibilities" of the National Wildfire Coordinating Group curriculum for additional response recommendations.*

1. **Reporting Instructions:** Get ready, get set, confirm contact numbers with the EOC, (unless specifically assigned to the Emergency Operations Center (EOC), resources will report to someone in the ICs structure rather than the Emergency Operations Center (EOC) but don't report to Operations until summoned by the Incident Commander. Too many, too much, too soon can add to the confusion, block critical equipment from reaching victims and waste valuable time and resources.
  - a. You'll be contacted by Logistics when they're ready for your arrival. When you're called, report to your assigned staging area with:
    - i. A printed inventory of recovery assets you've brought,
    - ii. a list of your qualifications, and
    - iii. personal identification, to include pictured IDs,
    - iv. list of medical limitations and
    - v. an adequate supply of medications for at least 14 days.
    - vi. You will be logged in, briefed and assigned to duties by the staging area Operations Chief.
2. **Dress For Success:** Personal preparation is most important. Depending on the nature of the incident, anticipated weather, climate, duration of the event, etc., pack:
  - a. Appropriate clothing, work shoes, gloves, eye protection, head gear, and personal items such as extra glasses, flash lights and batteries, water packs, back packs, sun screen, chap sticks, etc.
3. **Family Briefings:** Before leaving home, hold "Family Briefings" to ensure everyone is aware of where you're going, what you'll be doing, how to contact you while gone, and when you estimate you'll be home.
  - a. Arrange to call a designated telephone number that is equipped with an answering machine at a specific time each week to report your status to an adult family member.
4. **Transportation to Staging Area:** Unless instructed by Operations, plan to use provided transportation to the staging area. Avoid showing up in vehicles not specifically designed or equipped to be used by Operations. Car pool when possible to avoid adding parking, fueling, and maintenance concerns to Logistic
  - a. If your vehicle will be used by Operations, it will be inspected by security before being introduced into the pool.

- b. Depending on its use (medical evacuation, mass transport, law enforcement, etc.) it will be logged into Operations, a vehicle ID and usage tag will be affixed to the front window (lower right) and assigned to a route.
  - c. If you'll be the driver, you'll also be searched by security and given an arm band or ID badge.
  - d. Remember to bring extra copies of your medical limitations list and medications so Operations can respond to your special needs when requested.
  - e. Place confidential medical information in a sealed envelope with your signature over the seal. The envelope will only be opened if needed by triage personnel. You'll get the sealed envelope back when you log out of Operations.
5. **Law Enforcement:** If you're responding to Operations as part of Law Enforcement, be prepared to provide:
- a. Identification, badges, rank, position, job experience, etc.
  - b. Also be prepared to brief the Operations Chief on your Department's policy regarding the "use of deadly force."
  - c. Also, have ready an inventory of weapons and specialty police equipment you plan to carry during any strike or mission during recovery.
  - d. Remember to bring extra copies of your medical limitations list and medications so Operations can respond to your special needs when requested.
  - e. Place confidential medical information in a sealed envelope with your signature over the seal. The envelope will only be opened if needed by triage personnel. You'll get the sealed envelope back when you log out of Operations.
6. **Fire Fighters and EMTs:** If you're responding to Operations as a fire fighter or EMT, be prepared to provide:
- a. Identification, badges, rank, position, job experience, etc.
  - b. Also be prepared to brief the Operations Chief on your Department's policy regarding response processes and procedures.
  - c. Also, have ready an inventory of specialty fire fighting equipment you brought or are trained to operate.
  - d. Remember to bring extra copies of your medical limitations list and medications so Operations can respond to your special needs when requested.
  - e. Place confidential medical information in a sealed envelope with your signature over the seal. The envelope will only be opened if needed by triage personnel. You'll get the sealed envelope back when you log out of Operations.
7. **Transportation:** If you're responding to Operations planning to take part in "Transportation" or "Evacuation" be prepared to provide:
- a. A pictured ID, driver's license(s) appropriate to vehicles you might be asked to drive (CDL, HAZMAT, etc.).
  - b. You will be briefed on evacuation routes and transportation procedures. **For example**, Operations might assign you to a counter clockwise route going one-way in and out of the "Hot Zone." Remember to stay far right to allow vehicles to pass on your left. Park close to curbside at loading points numbered to correspond to your vehicle.
  - c. Expect Transportation to be scheduling vehicle types along your route depending on victim needs. For example, your bus might be scheduled to follow an ambulance and a flat-bed truck will be scheduled behind you. The goal is to load injured first in ambulances, then elderly in busses and finally the more mobile on trucks.
  - d. If your vehicle breaks down, pull far right and flag down the next similar vehicle.
  - e. Use your cell phone or radio to report to Operations. Provide them with your specific location, the time, description and identification of your vehicle, your

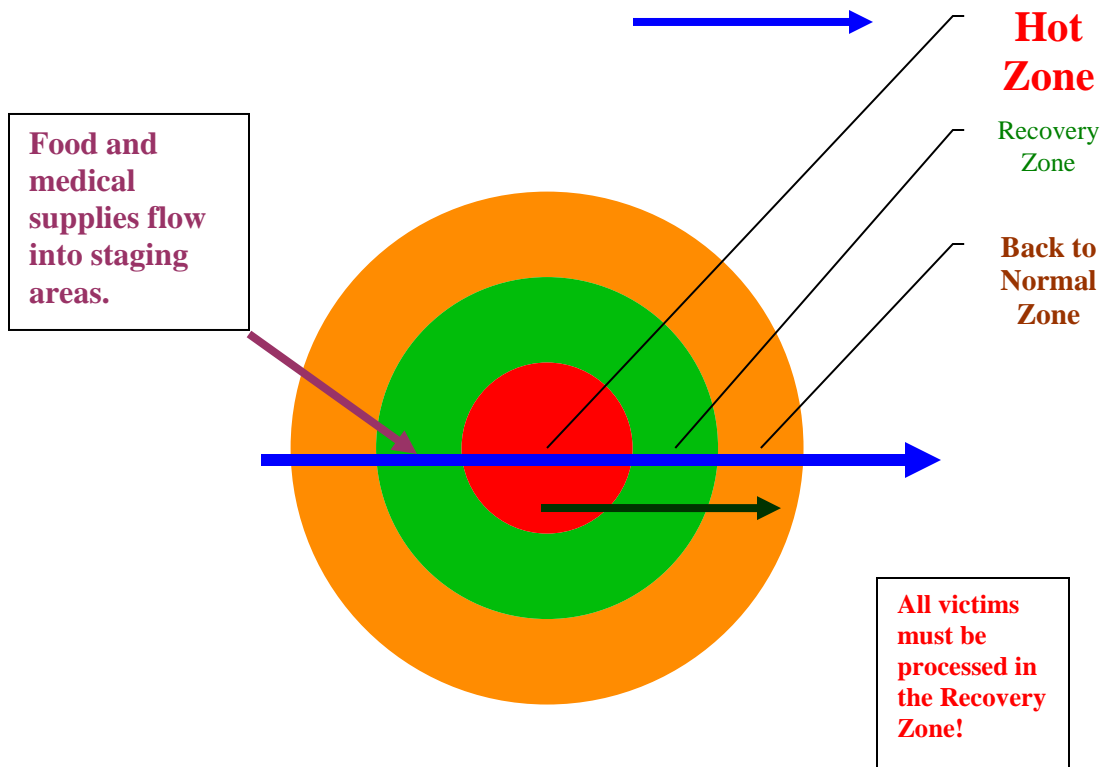
opinion of what's wrong, and any special victim needs. Request an estimated time when another vehicle will be dispatched.

- f. **Caution:** There is an inherent danger when entering the Hot Zone with a vehicle desperately needed by victims during an evacuation. You will be subject to intimidation and the possible hostile take over of your vehicle. Operations will attempt to anticipate such danger and provide you with an armed escort. However, should it happen, don't resist, but rather transport them as directed and report in as soon as possible to Operations. Your vehicle will have to be inspected for physical damage, biological hazards, etc. before being put back into service. Note, vehicles going into a hostile environment should be monitored by passive GPS tracking systems.
- g. If you are forced to transport beyond designated routes or outside the recovery zone, report specific routes taken, stops made, businesses visited, etc., to Operations immediately. *Any vehicle or personnel leaving the Recovery area without being inspected poses a potential health hazard. Transporting victims, property or personal items from the Hot Zone without inspections and decontaminations significantly endangers anyone who comes in contact with your vehicle. It might be better to intentionally disable your vehicle than to allow it to be used.*
8. **Special Operations:** Includes SWAT, HAZMAT, Helicopter Rescues, Water Search and Rescues, etc. Special training is required to safely perform these operations. Report your qualification and experience to the Incident Commander and Operations Chief as soon as possible.
9. **Special Services:** Most disasters require the support of specials services such as electricians, plumbers, carpenters, tree trimmers, landscape architects, bankers, claim adjusters, etc. Report your special skills and talents to the Incident Commander and Operations Chief as soon as possible.

*Note to reader: Terminology used in this paper i.e. strikes, missions, hot zone, recovery zone, and back to normal zone are used similar to the site terminology used by fire departments when responding to a hazardous materials incident ( hot zone, warm zone and cold zone) or law enforcement response to a crime scene (inner and outer perimeter) etc. When sharing this information, use the terminology that best fits your incident command.*

**Mission Strategies:** The following mission strategies come from Operations during 9-11, Hurricanes Ivan and Emily, the Oklahoma City bombing, and various Tornado recoveries using the National Incident Management System.

1. Strikes and Missions should travel in and through the Hot Zone. On the inbound, in the **“Recovery Zone,”** rescuers are equipped, briefed, and made mission ready. After operating in the **Hot Zone,** they are debriefed, decontaminated, and provided rest and recuperation in the Recovery Zone before moving through the **“Back to Normal Zone”** and back into the recovery cycle.



2. During a NIMS Operation recovery personnel and assets are inventoried into and distributed from staging areas in the **“Recovery Zone.”** During evacuations, victims receive physical and emotional triage in the recovery zone before being temporarily relocated in the **Back to Normal Zone.**

3. All victims should be processed through the recovery zone so they can be tracked by the Red Cross. When they're cleared into the **Back to Normal Zone**, they should have pictured IDs, a record of medical clearance, and if time permits, a Law Enforcement back ground check. This will speed their integration into receiving communities and provide advance information for law enforcement, school officials, community leaders and neighborhoods preparing for their arrival. ***Focus processing on medical needs first, than financial, and if time permits on social needs to include pre-qualifying children for schools and adults for employment.*** The goal is to provide welcoming communities with as much as possible so they can meet the bus and welcome victims by name while handing them a schedule of settlement options. All this will add to the victim's sense of being in control, reduce their guilt for being dependent on strangers, and eliminate some fear they have of the future. Thank them for selecting your community and as soon as possible introduce them to business leaders and associations, veteran's organizations, social groups, etc. Get them involved in their own recovery through scheduled meeting on Katrina recovery efforts. Provide them with a list of all efforts being made within your community and put them in contact with the Incident Commanders for each group. Your goal is to keep them in contact with their home town and ready them to return as soon as possible.
- ✓ **Keep standard Incident Command System (ICS) daily logs for future review and process improvement.** **As soon as victims are cleared into the "Back to Normal Zone," forward a copy of your tracking and victim clearing records to the appropriate State Incident Commander of Emergency Government.**

**Risk Management – Managing the “pure” and “speculative” risks created by any sudden, unexpected, life threatening event!**

***The Incident Command System (ICS) provides the structure and control needed to rescue victims and ensure an efficient response. How quickly victims are reached and how quickly they recover depends on the scope of the incident, percent of responders familiar with the Incident Command System (ICS), and your ability to manage the pure and speculative risks created by the incident.*** Pure risks only create loss. Speculative risks offer a chance for gain but could result in a loss. For example, hurricanes, tornados, terrorist attacks, and auto accidents are all pure risk that when they occur result in both physical and emotional loss. Managing the risk of looters after Katrina is a primary reason victims refused to evacuate. The impulse act of giving after disasters increases your speculative risks. Expect increased internet frauds, credit card scams, phishing and pharming, attempts, money laundering, forgeries, and embezzlements. Expect criminals to play on your guilt, fears, and sense of being out of control to lower your defenses and encourage impulse giving. Share your knowledge of the Incident Command System (ICS) with your local law enforcement, fire fighters, schools, churches, and business community. **Encourage them to register all their efforts to assist victims with their local Director of Emergency Management.** *That will help document their giving, place them in the national NIMS Operations Staging Area, and ensure the greatest benefits reach the victims who are most in need.*

**Where do we go? What do we do? How do we get started?**

I suggest you visit the National Emergency Resource Registry at: <https://www.swern.gov/>.

Next go to the Red Cross web site at: <http://www.redcross.org/> and consider volunteering.

And then, visit your local Red Cross through: <http://www.redcross.org/where/chapts.asp>

to donate at: <https://give.redcross.org/donation-form.asp?hurricanemasthead>.

You can help victims locate family through: <http://www.familylinks.icrc.org/katrina>

**You can gain more information about the Incident Command System (ICS) and the National Incident Management System (NIMS) at; [www.fema.gov/nims](http://www.fema.gov/nims)**

*Visit any major news media and trade association web sites for links to victims in need. But, **beware of criminal phishing and pharming.** Phishing involves criminals placing look-a-like web sites on the web to capture credit card numbers and personal access codes they'll use to divert donations to their accounts. Pharming is an extension of phishing that leads you through a variety of links to their accounts.*

NIMS works for individuals, business, associations, groups, industries, communities, cities, counties, states, or countries. **Benefits include:** Better communications because everyone uses the same terminology and speaks the same “system” language. Operation’s missions are focused and effective. Planning ensures everyone is on the same page and moving in the same direction. Logistics ensures safety and appropriate care for responders, and Finance tracks the cost and ensures the bills will be paid. Complete recoveries depend on reliable communications, systematic planning, dependable logistics, and managed financing. The National Incident Management System works. Let it work for you! Share your knowledge of NIMS with others.

