



INTERNATIONAL ASSOCIATION OF EMERGENCY MANAGERS

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**SPECIAL FOCUS:  
 Emergency  
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**Call for Articles**  
 "Recovery/Continuity/  
 Resumption Planning"  
 Deadline:  
 Apr. 10, 2005  
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**Special Focus Issue:**

*Emergency Preparedness for  
 Individuals With Disabilities, Part 1*

**A New Perspective: Focus on Limitations  
 That Interfere With Receipt of Information**

*By Cecily Westermann, St. Louis, Missouri*

Although my area of concentration is emergency planning in association with companion animals, I am commenting on emergency planning for individuals with disabilities because I am deaf. According to the U.S. Census, nearly 50 million Americans – one of every five people ages five and older – have a disability.<sup>1</sup> Before emergency managers throw up their hands in despair, it might help to remember that the word “disability” refers merely to an inability to function effectively under a given set of circumstances.

Disabilities result from functional impairments – sensory impairments (blindness, deafness), physical impairments (inability to walk, inability to breathe without supplementary equip-

ment), cognitive impairments (severe mental illness, mental retardation), and so forth. Yet, inability to function effectively might also result from external factors – faulty equipment, faulty communications, etc. Functional limitations, in the emergency management context, are those limitations that interfere with:

- Receipt of accurate information, and
- Effective action in response to the information received.

If emergency managers would focus on the limitations that interfere with the receipt of information, and the effective response to this information – instead of concentrating on “individuals with disabilities” – all individuals in the

*(continued on page 4)*

**IAEM: Working for You**

■ **IAEM Member Survey Deadline Extended.** The deadline to participate in the IAEM Member Survey has been extended to **April 30, 2005**. Take a few minutes of your time to help us shape the future of emergency management through your participation in the IAEM Member Survey. See Page 21 for details.

■ **IAEM President-Elect To Participate in Disaster Management Roundtable.** Marg Verbeek, CEM,

IAEM President-Elect, has been invited to participate in a national Canadian dialogue on disaster management. See details on Page 21.

■ **Special Focus on “Emergency Preparedness for Individuals With Disabilities.”** This issue includes Part 1 of our two-issue special focus on “Emergency Preparedness for Individuals With Disabilities.” Part 2 will appear next month in the April 2005 *IAEM Bulletin*.



## From the President

### Partnerships, Networking and Interoperability

*By Dewayne West, CEM, CFI, IAEM President  
Director, Johnston County Emergency Services, Smithfield, North Carolina*

In the December issue of the *IAEM Bulletin*, I mentioned the importance of partnerships and working coalitions. I believe the recent events surrounding the tsunami underscore the fact that none of us are in a position to go it alone. While I suspect most of us already know this, we find it difficult to face the fact that something like this could happen in our backyard. We tend to think of partnerships, coalitions and networking in terms of political agendas only – and there is so much more that can be accomplished beyond that.

We also hear much about interoperability and how crucial it is to our long-term success, particularly in the response arena. However, interoperability is much more than compatible radio and data exchange systems. From my perspective, it is the ability and desire to share intelligence, information, lessons learned and best practices, just to name a few. It is a willingness to accept each other in the roles we have, and to realize that most everyone has expertise to offer.

Unless we are willing to work with each other on a regular basis, buying compatible radio systems won't accomplish much toward true seamless interoperability. Partnerships, networking and interoperability, like major incidents, begin as local events. So if we are not willing to work to build relationships and working coalitions and to resolve interoperability issues at the local level, how can we expect it to happen at the state or national level?

I mentioned in an earlier column the recently formed Homeland Security Consortium. NEMA was

instrumental in initiating this effort and inviting participants. I believe that this could be the beginning of improving on networking and partnering initiatives, especially at the national level. The consortium includes the following associations and agencies:

- Adjutants General Association of the United States
- American Public Works Association
- Association of Public Safety Communications Officials
- Association of State & Territorial Health Officials
- The Council of State Governments
- International Association of Emergency Managers
- International Association of Chiefs of Police
- International Association of Fire Chiefs
- International City/County Management Association
- National Association of Counties
- National Association of County & City Health Officials
- National Association of State Departments of Agriculture
- National Association of State Emergency Medical Service Directors
- National Conference of State Legislatures
- National Emergency Management Association
- National Governors' Association
- National League of Cities
- National Sheriffs' Association
- U.S. Conference of Mayors
- State Homeland Security Advisors
- Urban Area Security Initiative Cities
- U.S. Chamber of Commerce

#### ■ Private Sector

As you can see, this group provides a wealth of knowledge, experience and resources to address common problems confronting our profession and the issues involved in homeland security.

Additionally, I believe that our association can and is playing a major role in expanding partnership efforts, particularly in the interna-

*(continued on page 4)*

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## Eye on Education

By Craig Marks, MS-FEMA, CEM, President, Blue Horizons Consulting, and Adjunct Faculty, UNC Chapel Hill Disaster Management Program

### How Do I Pick a School? Part 2

In February we looked at four criteria when considering a university, college or curriculum. I promised you my failsafe, guaranteed, simple decision-making process to help you sort out the good, the bad and the ugly in most anything. I taught this method to my freshmen students, who were sorry they'd gone 18 years of their lives without it. So...as an added bonus to membership in IAEM, here is Craig's sure-fire decision-making process:

■ **Step 1: Define the Problem or Establish a Mission Statement.** An example might be: "Graduate with a four-year degree in emergency management within six years going part-time while working, and not exceeding 20 percent of my yearly income on tuition and expenses."

■ **Step 2: Define Specified Tasks.** These are from your mission statement. "Graduate with a four-year degree in emergency management within six years going part-time while working, and not exceeding 20 percent of my yearly income on tuition and expenses." Look for the "action items" in this sentence. (Hint: They're in bold.)

■ **Step 3: Define Implied Tasks.** These are the common-sense things that you need to do to reach all of the specified tasks above. One might be to check Wayne's list of colleges to find a school with an EM degree. Think of this as your "to do" list for each task you identified in Step 2.

■ **Step 4: Develop Courses of Action (COA).** A course of action is just something that you want to do to meet your objective. In our case, they could be go to UNC, North Dakota State, North Texas, University of Akron and

Arkansas Tech. You should keep COAs to around 5. And don't put the one you really want and add four ringers in there to eliminate (For example, don't list these COAs – buy a Harley, VW, Isuzu, Toyota, Vespa – when your Step 2 is really to buy an American vehicle.) For courses of action, brainstorm and use collaboration. Don't evaluate any of them, but have COAs that apply to the mission statement.

■ **Step 5: Gather Elimination Criteria.** These are things that are "go/no go." That means of the courses of action, they must pass all of them or they are out. In our example, the elimination criteria are: (1) have an accredited program, (2) cost less than \$50,000, and (3) be one day's drive (i.e., you live in St. Louis and will travel one day a week to take classes).

■ **Step 6: Evaluate COA.** In this step, you look at who is affected by the "stay or go away" list of criteria. While all are accredited and all are probably less than \$50K, UNC and NDSU are not within a day's drive and are dropped. You take what you have left, and move on to Step 7.

■ **Step 7: Develop Evaluation Criteria.** Here you want to come up with "you" factors. What are the things that are important to you in this endeavor? You should list from five to seven criteria. The more you have, the closer you will nail the perfect answer – but at some point it can become unwieldy. Items like cost, distance to drive, hours in class and school reputation are examples of some of the things you might want to consider.

■ **Step 8: Define Evaluation Criteria.** For each of the criteria you listed in Step 7, you need to define what it means to you. *Cost:* Less is better. *Distance:* Closer is better. *Hours:* Fewer are better.

*Reputation:* The higher the ranking, the better. You will use a 1-5 rating for each criteria in Step 10, and this lets you know how to systematically rate each item.

■ **Step 9: Weight Evaluation Criteria.** You can skip this step if all your evaluation criteria are exactly the same in importance. However, you may think that cost is more important than distance, and reputation is least important. Assign each a value of their importance on a one (to however many criteria) and up scale.

■ **Step 10: Develop COA Matrix.** Now build a box. List your Courses of Action on the left side and your criteria across the top. Put your "criteria weight" next to each evaluation criteria. Now look at each of your COAs, and determine which is the best (1) and score them down to the least (3 in our example). As you do it for each evaluation criteria, multiply the score you gave the COA by the weight of the criteria and write it in the box.

■ **Step 11: Come Up With Solution.** Finally, take each COA and add your scores from left to right, and put the score at the right side of the box. If you use 1 as the best, then the lowest score will be the best course of action as depicted by your evaluation criteria and their weights. Most of the time you are validating your hunch, but sometimes it can fool you.

■ **Step 12: Execute Your Plan.** The 90 percent of the time that this works and validates what you thought, you love it. It's the 10 percent of the time when your practical side (the chart) is arguing with your intuitive side (But I really like Tarheel Blue), that you can doubt the process. Of course, make sure you check your math first if you don't reach a conclusion that makes sense.

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## NIMS Compliance Deadline Extended

A one-year extension until the end of Fiscal Year 2006 has been granted to state and local organizations to implement the National Incident Management Systems (NIMS). Federal funding will begin to be conditional on full compliance with NIMS beginning in Fiscal Year 2007.

According to Gil Jamieson, acting director of the NIMS Integration Center, state and local organizations must take basic NIMS awareness courses this fiscal year and institutionalize the ICS portion of NIMS in order to qualify for federal grants in 2006.

“What we are saying to state and local governments is that, for the first time, all of the funding that is flowing out to the state and local governments is going to be conditioned on their complying with the NIMS beginning in Fiscal Year 2007,” said Jamieson.

NIMS integrates effective practices in emergency preparedness and response into a comprehensive national framework for incident management. For complete information about NIMS, visit [www.fema.gov/nims](http://www.fema.gov/nims).

## Eye on Education

(continued from page 3)

Whether you use the above system, tea-leaves or tarot cards, the ultimate winner (or loser) is you. “We” (the profession) are telling “them” (the elected and appointed officials over us) that we value credentialing and education. “We” (IAEM) require a BA/BS degree as the gateway to the CEM®. Little by little, decision-makers are listening, and little by little, the bar is rising. Make sure you can get over it while it’s still just the high hurdles and before it becomes a pole vault.

## A New Perspective

(continued from page 1)

community, “disabled” or not, would benefit. For example, the people you will *not* reach if you put out an emergency announcement solely over the radio include: the deaf, those with temporary hearing impairments (ear infections), those who are not listening to the radio, those without access to a working radio, those who are asleep, and those who do not speak English. Only two of the six groups listed would usually be considered as having disabilities. By focusing on “who will not hear,” rather than “who cannot hear,” your emergency notification systems will become more comprehensive – television announcements, knocking on doors (perhaps through CERT efforts).

Of course, as emergency managers, your current task is to address local efforts to prepare your community members with disabilities in the event of a disaster – and this is a worthy objective. Two concise and comprehensive overviews are:

- *An Overview of Disability in America*, Population Reference Bureau, [www.prb.org](http://www.prb.org).

- *Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities*, U.S. Department of Justice, Civil Rights Division, Disability Rights Section (An ADA Guide for Local Governments), [www.usdoj.gov/crt/ada/emergencyprep.htm](http://www.usdoj.gov/crt/ada/emergencyprep.htm).

By addressing the functional limitations experienced by people with disabilities, perhaps you will also consider the functional limitations that might be experienced by people who do not have disabilities.

A sentence in the Department of Justice document demonstrates the need for this expanded consideration. “People with a mobility disability may need assistance leaving a building without a work-

ing elevator.” I could not help thinking that this need for assistance would also apply to a “fully-abled” adult who was trying to evacuate an infant and two toddlers from a 10th floor apartment.

<sup>1</sup> *An Overview of Disability in America*, Vicki A. Freedman, Linda G. Martin, Robert F. Schoeni. Population Reference Bureau.

## From the President

(continued from page 2)

tional arena. The current work of the International Development Committee, Membership and Marketing Committee, and Communications Committee is setting the stage for the expanded networking effort. There is much we can learn from each other, and it is not always the larger entities that have the answer. Often it is a smaller jurisdiction that has discovered simpler approaches to solving a problem simply because they don’t have the resources to “buy” an answer. So again, everyone has something to offer.

On the legislative side, our Government Affairs Committee’s work with NACo, NEMA and others bears witness to the positive aspects of partnerships. These folks, along with our policy advisor Martha Braddock, do an excellent job of keeping us informed in a timely manner and educating elected officials about legislative issues that may have an effect on our programs. Except for their collective work, EMPG as we know it would likely have vanished by now.

So let me close by encouraging each of you to seek opportunities to develop relationships with those agencies and associations that are critical to your agency’s success. Whether it is the incident or the solution, it always begins at the local level.

## Conference on Emergency Preparedness For People With Disabilities: A Summary

By Elizabeth Davis, former NOD Emergency Preparedness Initiative Director and Conference Chair, and Hilary Styron, NOD Emergency Preparedness Initiative Program Officer

The National Capital Region (NCR), with the support of the U.S. Dept. of Homeland Security (DHS) in partnership with the National Organization on Disability (NOD), presented the first Conference on Emergency Preparedness for People with Disabilities, on Sept. 22-24, 2004, in Arlington, Va.

### Conference Goals

The purposes of this conference were: to provide much-needed insights into disability issues to be included in the design and implementation of emergency preparedness programs in local communities; to give people with disabilities a greater sense of security knowing their needs are being addressed by the emergency management community; and to encourage both these communities to partner together to find solutions. The conference also allowed more than 400 high-level authorities from the emergency management, disability and special needs communities; government agencies; private business; and the service, advocacy and care networks to share and learn about each other's experiences, resources and effective practice models.

More than 54 million people with disabilities live in the United States, and the National Organization on Disability's Harris Polls of 2001 and 2003 show that those of us with disabilities are less prepared and more anxious than other Americans, whether or not we are actually at a higher level of vulnerability.

According to the American Red Cross, some 45,000 disasters, man-made and natural, occur in the United States each year. America's response to the events of 9/11 did more than focus

attention on terrorist attacks; it awakened us to the importance of planning for all disasters. To this end, emergency officials and the disability community both have become more aware of the unique issues that may present during an emergency based on disability.

### Unique and Difficult Challenges

The keynote speaker, U.S. Dept. of Homeland Security Secretary Tom Ridge, launched the conference, saying, "We know that preparing before emergencies works. It saves lives." Secretary Ridge continued, "Today, we are gathering to discuss a specific type of emergency preparedness – the particular and specific needs of people with disabilities. While all Americans face difficulties during emergencies, people with disabilities and their families face a number of unique and difficult

challenges." Despite a tight schedule, the Secretary stayed well beyond his committed time, and provided unscripted responses to questions asked by audience members. He stressed the importance of partnerships between government, emergency workers and the disability community. He also called for the conference to be an ongoing event that could be a benchmark of progress.

Representatives from the governments of the National Capital Region spoke on Wednesday: Maryland Office of Homeland Security Director Dennis Schrader; George Foresman, Virginia Assistant to the Governor, Office of Commonwealth Preparedness; and Councilwoman Cathy Patterson of Washington, D.C. Also presenting were the National Organization on Disability's President Alan A.

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### Thanks to Davis for Help with Special Focus, New Special Needs Committee Formed

The IAEM Communications Committee would like to thank **Elizabeth Davis** for helping us obtain several of the articles that appear in the March and April Special Focus Issues on "Emergency Preparedness for Individuals With Disabilities." She also wrote or co-authored some of the articles. Other articles came to us through our open Call for Articles.

Davis was recently instrumental in preparing a recommendation to the IAEM Board of Directors for the establishment of a new **Special Needs Committee**. Approved by the Board on Feb. 9, the Special Needs Committee is being formed to bring IAEM members together to explore emergency preparedness and its impact on people with

disabilities and other special needs groups (i.e. seniors, medically managed, etc.). As Davis' issue paper stated, "Special needs planning has proven to be applicable to the intended audience as well as good planning for the whole community. Emergency managers need to have the best and most effective information at their disposal if they are really going to plan for all of their community members."

If you are interested in joining the new Special Needs Committee, please contact Elizabeth Davis, Special Needs Committee chairman, at edavis@eadassociates.com or IAEM Headquarters at info@iaem.com.

## Emergency Preparedness for People With Disabilities in the District

By Thomas L. Carr, III, IAEM Student Member, The George Washington University School of Engineering and Applied Science, Community Emergency Response Team (CERT) Volunteer and Trainer

The Mayor's Committee on Persons with Disabilities (MCPD), which advises the mayor on broad human needs, services and employment of citizens with disabilities in the District of Columbia, held a forum, "Emergency Preparedness for People with Disabilities in the District," at Gallaudet University's Kellogg Center on Dec. 9, 2004. Gallaudet University ([www.gallaudet.edu](http://www.gallaudet.edu)), a world-class educational institution in northeast Washington, D.C., founded in 1864, has undergraduate and graduate programs for deaf, hard of hearing and hearing students, and a network of regional centers across the nation.

Stephen P. Gorman, the Chairman of the Mayor's Committee on Persons with Disabilities (MCPD), opened the forum, welcomed the attendees and introduced the forum moderator, Dr. Carl T. Cameron, president of Inclusion Incorporated and founder of the Disability Preparedness Center ([www.disabilitypreparedness.com](http://www.disabilitypreparedness.com)).

### Three Areas of Concern

The forum concentrated on three distinctive areas of concern for people with disabilities during emergency situations:

- First response, when an emergency is declared.
- Second response, which focuses on individuals, community and the district's emergency readiness plan.
- Third response, which covers emergency evacuation.

There were four panelists for the first session, "First Response-Emergency Declared." Michele Penick, Ph.D., of the District of Columbia (DC) Emergency Management Agency (EMA) (<http://dcema.dc.gov>), offered a

presentation covering a description of a local disaster, EMA's actions when an emergency is declared, and next step measures. Next, Dr. Phil Terry, Executive Director of the District of Columbia Office of the American Red Cross (ARC) of the National Capital Area ([www.redcrossdc.org](http://www.redcrossdc.org)), defined local disasters, what ARC's actions are when an emergency is declared and next step measures.

The following panelist was Dr. Alan Clive, Civil Rights Program Manager, Federal Emergency Management Agency (FEMA), Department of Homeland Security, who provided the attendees with national statistical data regarding disasters and the effects on persons with disabilities. Dr. Clive closed the presentation with a review of the activities of FEMA in the region and local area before, during and after a disaster.

### Special Needs Database

The first session was closed by Deputy Fire Marshal Kenneth Watts of the District of Columbia Fire and Emergency Medical Services Department (<http://fems.dc.gov>). He opened the presentation with descriptions of home versus work emergency calls and the department's special needs database and how it is used. Watts emphasized that persons with special needs must self-disclose the pertinent information needed, so that emergency responders may provide needed aid. The presentation closed with descriptions of gurneys, special evacuation chairs, evacuation measures and special smoke detectors. The floor was then opened with a question-and-answer period.

Dr. Cameron reopened the forum's second session, "Second

and Third Response: Emergency Readiness and Evacuation," with five panelists. Leading off was Renee M. Evans, MSW, Community Emergency Response Team (CERT) Manager for Serve DC of the Executive Office of the Mayor (<http://cnscs.dc.gov/cnscs>), with a CERT volunteer demonstrator. Ms Evans reviewed CERT, which has a role to play when the second response-emergency is declared, and included an overview of CERT training, preparing for an emergency and necessary emergency supplies for go-kits. The CERT volunteer reviewed the contents of the CERT go-kit in the event of a call up.

### Routes for Evacuation

Daniel Harrison, acting Emergency Preparedness and Risk Manager for the District of Columbia's Department of Transportation (<http://ddot.dc.gov>), presented emergency routes when called to evacuate. Dr. Terry B. Thomas, Ph.D, LNHA, Associate Administrator for Health & Emergency Preparedness for the District of Columbia's Department of Human Services (<http://dhs.dc.gov>), followed with the need for citizens to always be prepared for a disaster by having enough food on-hand for 72 hours.

### Role of Sheltering

Dr. Thomas continued with "Sheltering for People with Disabilities." Drs. Terry and Penick rejoined the panel, continuing the discussion of sheltering and the Red Cross' role and the government partnership that exists. Gorman closed the forum with another question-and-answer period.

## Special Needs-Medically Fragile Emergency Shelters

By Lisa A. Gibney, CEM, Emergency Preparedness Coordinator, Palo Alto, Iowa

In Iowa we have a diverse climate and population base. Our emergency planning considerations include tornadoes, chemical spills, winter storms, schools, pre-schools, nuclear power plant emergencies – and even evacuating 70,000 people from Kinnick Stadium during Iowa Hawkeye Football games. But one unique group that we hadn't planned for were the "medically fragile."

By definition, the special needs population is approximately 20 percent of the population base, that in the event of an emergency, would need some type of assistance in order to take any protective action. The "medically fragile" are those persons, generally living at home, who need the assistance of an electronically-powered medical assist device to help deliver life sustaining functions such as oxygen, medicine or food in order to survive. Generally, with such an assist device, their care can be managed so that they don't need to be hospitalized or institutionalized. Recent events with the hurricanes and tornadoes remind us that electricity can be severed from a community for several weeks. To the medically fragile, having little or no back-up capability to power their assist device is potentially deadly.

The Linn County Emergency Management Agency in Cedar Rapids, Iowa, has been successful in setting up a Special Needs-Medically Fragile Shelter Program to address this unique situation. Due to our community partnership with our local nuclear power station, we've had an established and successful special needs registration and evacuation program for nearly 20 years, but we learned during the aftermath of a tornado in the summer of 2003 that we hadn't adequately addressed all the needs of this unique population. We learned that

the "traditional" Red Cross Shelters are not equipped to handle persons with medical needs. We had nowhere for persons with medical needs to go except our local hospitals. It was a vicious circle: these people weren't truly "sick" enough to need the hospital, yet if they didn't have their assist device they might actually die. The hospitals didn't have the luxury of the extra space to house these clients; insurance companies balked at paying for essentially wellness care; and the clients themselves most generally couldn't afford to pay. We put together a partnership of key community leaders and set out to solve this problem. Our base partnership included representatives from emergency management, both local hospitals, public health, Red Cross, and the Community Health Free Clinic. We felt we owed this effort to a segment of our population that is often overlooked. Here are some issues we identified during our planning process.

■ **The first issue is registration.** Where are these members of your community? With current privacy rules, unless they register, you may not find them, since many live independently under routine conditions. By establishing a Special Needs Registration Program, you get a demographic picture of your special needs population.

(See the August 2002 *IAEM Bulletin* for details on this program).

■ **Second, you need a special needs-medically fragile shelter facility.** Persons requiring medical treatment, yet not "sick" enough to be hospitalized, require customized care. This situation requires that you have a pre-identified shelter with a reliable emergency electric generator available in order that it can be opened within a few hours after the emergency. Most persons with medical assist devices have some type of limited back-up capacity. But within 8-12 hours, they may start to have problems when the batteries run low and cannot be recharged. The medically fragile shelter is designed only to provide a place of shelter with reliable electricity. In this shelter, if the client cannot attend to his or her own needs independently, then a caregiver *must* accompany them. Since there is no requirement for medical treatment on site, limited medical oversight is

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## Conference Summary

(continued from page 5)

Reich, Chairman Michael R. Deland, and Emergency Preparedness Initiative Director Elizabeth Davis.

On Thursday, conference registrants attended a number of panel sessions which constituted the “meat and potatoes” of the event. Moderators and presenters offered starting points from which attendees contributed drawing on actual experiences. Topics included “Developing Emergency Plans for the Disabled and Medically Fragile Populations,” “Disaster Volunteerism and People with Disabilities,” and “Accessibility and Alert Systems.”

On Friday, breakout sessions were followed by the closing remarks of Secretary of Transportation Norman Mineta and Under Secretary of Homeland Security for Emergency Preparedness and Response Michael D. Brown, who oversees the Federal Emergency Management Agency (FEMA) and joined the conference between visits to hurricane-impacted Florida.

“The work of the conference doesn’t end Friday,” said Conference Chairperson Davis. “Attendees will go back home and make commitments to change based on what they have learned.” By

providing an opportunity for exchange of experiences and effective practices, conference attendees noted how to enhance emergency preparedness programs with respect to people with disabilities and empower people with disabilities in their communities to take active roles in preparedness, response and recovery initiatives.

### Looking Forward

The success of this first conference is a significant indicator that people with disabilities can and want to contribute their special qualities of determination, resourcefulness and creativity toward the emergency preparedness of the entire community. The conference success also demonstrates that emergency management officials recognize the importance of integrating people with disabilities into their comprehensive emergency management plans and are moving to do this now.

### To Learn More

All emergency professionals in attendance and those unable to join the conference in September, are invited to review the full proceedings (including live Web casts of each session, verbatim transcripts, resource materials, etc.) at [www.nod.org/emergency](http://www.nod.org/emergency).

## Emergency Shelter

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all that is generally needed. A combination triage and registration system at the shelter is designed to screen clients for the level of care required. If more comprehensive medical attention is needed, the client is referred to a hospital. Only clients and caregivers are accommodated. Traditional Red Cross shelters will serve other family members.

■ **Third, you need a way to inform the medically fragile population about the shelter.** We chose a public education campaign that included local media coverage, inclusion in hospital discharge protocols, and production of a pamphlet to be distributed through physician’s offices, home health care vendors, and support groups such as visiting nurses and Meals on Wheels. During an emergency, we would include shelter information in our existing public information protocols using the local media and Emergency Alert System (EAS) messages.

If you would like more information about the Special Needs-Medically Fragile Shelter Program, please contact the Linn County Emergency Management Agency at 319-363-2671 or e-mail [linnema@linnema.com](mailto:linnema@linnema.com).

## Update on Lessons Learned Information Sharing (LLIS.gov)

April marks the one-year anniversary of Lessons Learned Information Sharing (LLIS.gov). The system was launched last year in Oklahoma City on the ninth anniversary of the Murrah Federal Building bombing. Here is the latest news:

■ LLIS.gov will be housing Version 1.0 of the Target Capabilities List (TCL) released by DHS’ Office of State and Local Government Coordination and Preparedness. TCL was developed to help

implement Homeland Security Presidential Directive 8. Prior to its release, LLIS.gov members reviewed and commented on draft versions.

■ LLIS.gov is currently the only place to find the full version of the *Rhode Island Station Club Fire After-Action Report*.

■ LLIS.gov is the primary vehicle for accessing the TOPOFF 3 Advanced Distance Learning Exercise information and videos, and will also be the primary vehicle

for accessing TOPOFF 3’s Virtual News Network online component.

LLIS, at [www.llis.gov](http://www.llis.gov), is a national lessons learned and best practices information-sharing system for U.S. emergency response providers and homeland security officials, sponsored by DHS and the National Memorial Institute for the Prevention of Terrorism. For more information, you may contact the LLIS Help Desk at 866-276-7001 or e-mail [LLISHelp@dfi-intl.com](mailto:LLISHelp@dfi-intl.com).



## Emergency Preparedness for People With Disabilities: A Great Opportunity

By Ana-Marie Jones, Executive Director, Collaborating Agencies Responding to Disasters (CARD)

On July 22, 2004, the President signed Executive Order 13347, requiring emergency preparedness for people with disabilities. For emergency managers facing a multitude of challenges, the executive order may look like yet another unfunded addition to their crowded to-do lists. Back-to-back major disasters in Alameda County, Northern California, showed us the importance of including our most vulnerable residents – and showed us how to plan for everyone to survive.

By disrupting the 1989 World Series baseball game, the Loma Prieta earthquake captured an immediate worldwide audience. People everywhere saw frightened seniors unable to access services, frustrated and angry residents in wheelchairs, and medically compromised people falling through every crack in our emergency response system. With unforgiving 24/7 media coverage, these stories had great impact.

Money poured in. Brochures were cranked out. Programs were initiated; promises and plans were made. Two years later, the Oakland Hills firestorm taught us how little actual difference these steps made to people with special needs. This triggered a blaze of renewed criticism directed at government response agencies, the Red Cross and elected officials. Why – after so many millions of dollars and all the promises – were people with special needs still left out?

Rising above the turmoil, the United Way of the Bay Area stepped forward to convene the community. They brought together hundreds of nonprofit and faith-based organizations to create sustainable solutions. After some community “visioning sessions” and a five-year targeted funding initiative, it became clear what was

missing and what needed to be done.

Though funded by government to provide essential services to the most fragile residents, nonprofits had been overlooked in government discussions of continuity, and left out of most disaster planning and response activities. In general, “reasonable care” was not being taken to ensure the safety of vulnerable clients in disasters. If local nonprofits were not included in contracts and MOUs defining the emergency services infrastructure, it became very difficult for them to receive state or federal reimbursement for disaster-related costs. Today, this inclusion is more important with the creation of homeland security initiatives and the requirements to plan for natural and human-caused epidemics.

In hindsight, it’s obvious that faith-based and community service providers play a vital role in serving the most vulnerable among us. They understand their clients’ special needs, and have the experience and established mechanisms for meeting those needs. No brochure, no Web site, no mass care system, no well-intended but unfamiliar “disaster service worker” could possibly replace the trust, comfort and resources they provide. And these agencies are critical to the social and economic recovery of the entire region.

To put this awareness in action,

the City of San Leandro requires nonprofits that receive city funding to participate in facilitated trainings, exercises and workshops. The agencies are taught by CARD (Collaborating Agencies Responding to Disasters), a 501(c) 3 nonprofit. It was created by community leaders to provide culturally appropriate training and to serve as a liaison, buffer and advocate for special needs issues with government, Red Cross and other traditional emergency service providers. CARD’s nonprofit curriculum includes: SEMS for community responders, agency emergency plan basics, personal preparedness for care providers, non-structural hazard mitigation, shelter-in-place, disaster exercises, and other services.

San Leandro agencies are considered partners with the city in

*(continued on page 12)*

Emergency  
Management  
Faculty Position



The Institute for Emergency Preparedness (IEP) is accepting applications for a faculty position in Emergency Management (EM). Primary teaching duties include online graduate and undergraduate level courses in EM. The Institute currently offers a BS in EM, a Graduate Certificate in EM, an MPA with a concentration in EM and an MS in EM. Principle non-teaching duties include curriculum and program development, advisement, professional development activities and grant writing within the EM area. In addition to assigned duties, consulting opportunities are available through the contracts currently managed by the IEP.

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For information about the IEP, please contact Dr. Barry Cox at (256) 782-5926 or 800-231-5291 ext. 5926. Application information is available at [www.jsu.edu](http://www.jsu.edu).

# Communicating With Deaf, Deaf-Blind, Hard of Hearing

By Donna Platt, Manager, Washington State 9-1-1/TTY Education Program

**A**ccess to emergency warning and information is important to all of us. There is more widespread awareness of people concerned with their safety due to the 9/11 event. Also, it appears that terrorism, and natural and technical disasters are increasing.

## Concerns About Limited Access to Emergency Warning

Two hundred-fifty million deaf, deaf-blind and hard of hearing people (28 million are Americans) are concerned with their safety due to limited access to emergency warnings announced audibly via TV, radio and phone worldwide. Like hearing people, deaf, deaf-blind and hard of hearing people want the same information so they can be more prepared before, during and after the disaster. It is critical to have options for a emergency commu-

nication system that is accessible to them visually.

Factors to be considered for improvement and implementation of emergency warning and information accessibility for deaf, deaf-blind and hard of hearing are:

### Safety

- Is your country or state/province at high risk? Each region has its hazards.

- Deaf, deaf-blind and hard of hearing people are concerned for their safety, as most emergency warnings are announced audibly.

### Technology

- Warnings are announced audibly via TV, radio (FM/AM, weather), and a knock on the door.

- This limits options for deaf, deaf-blind and hard of hearing people to access emergency warnings.

the responsibility of deaf, deaf-blind and hard of hearing residents to rely on several options, especially the buddy system.

- There is often no point of contact for deaf, deaf-blind and hard of hearing residents.

- Visual information on TV sometimes is not reliable.

- Consider whether Reverse 9-1-1 is effective with TTY.

### Emergency Plan

- Does your country, state/province, county and/or city include deaf, deaf-blind and hard of hearing residents in the emergency planning guide?

### Work Place

- Nationally 50 percent of work places where people with disabilities work do not have emergency plans that explain how to evacuate safely, according to the National Organization on Disability/Harris Poll November 2001 survey.

### Training

Suggested training topics include:

- How to become more accessible to deaf, deaf-blind and hard of hearing residents – quickly and easily.

- Various methods to provide warning.

- How to locate and send information to deaf, deaf-blind and hard of hearing residents.

- Issues of deaf, deaf-blind and hard of hearing residents when it comes to emergencies.

- Types of equipment that receive warnings and the cost involved.

- Laws on rights to emergency warning and information.

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## Emergency Preparedness Initiative Guide for Emergency Managers, Planners & Responders

The *Emergency Preparedness Initiative Guide for Emergency Managers, Planners & Responders* is available in both text and PDF formats at the National Organization on Disabilities Web site, [www.nod.org/emergency](http://www.nod.org/emergency).

The *Guide* includes an updated and expanded resource section for emergency managers. A third edition will be available in Spring 2005. The NOD encourages the use of the *Guide* and permits reproduction of it in whole or in part as long as credit is properly given.

In addition, information about the NCR Conference on Emergency Preparedness for People With Disabilities will be available at [www.nod.org](http://www.nod.org) in early spring 2005.

### Notification and Communication

- Few agencies involved in the emergency field have a list of deaf, deaf-blind and hard of hearing people to contact in case of emergency. There are two concerns: liability due to unmet expectations and emergency management staff being overwhelmed with priorities.

- There is a lack of communication between emergency management agencies and deaf, deaf-blind and hard of hearing people. We need to clarify the role of EM and

## Service Dogs and Disaster

By Melissa Mitchell, AmeriCorps Member, Program Assistant Citizen Corps,  
Washington Dept of Emergency Management

The recent upheavals caused by Hurricanes Charlie and Frances in Florida remind us all to plan for disasters. Disasters are hard on everyone, and no one can predict how they or their service animal will react under such a stressful situation.

We have heard the stories of the gentleman in the World Trade Center whose guide dog led him out of the building or the woman whose mobility assistance dog helped her down the stairs in the fire; however, these teams were lucky the animal half stayed calm and remembered its job. The reality is we can no more predict how we will react during or after a disaster, such as an earthquake, any more than we can predict how our service animals will react. Also, just because your partner has come through other events with flying colors doesn't mean he or she will handle the next one the same way. Each event is different and may affect you or your partner in unexpected ways. That said, there are ways you can prepare yourself and your partner for the sky to fall.

### Prepare Your Disaster Kit

Make sure to have your own disaster kit ready. If you can't care for yourself and your needs, your animal will be as lost as you are. Having kits ready to go provides the human half with great peace of mind that will be communicated to the service animal.

You should have enough food and water for at least three days. Guidelines recommend storing at least a gallon of water per day per person. This will cover the water for drinking, cooking and sanitation for each person. Also, do not store your water in milk jugs; use two-liter pop bottles instead. People with disabilities need to include

such items as medications; alternate mobility aids (i.e. canes, crutches, wheelchairs, spare batteries, etc.); copies of prescriptions; and medical details along with instructions.

For a complete list of what should be in your disaster kit, contact your local department of emergency management or the American Red Cross. For those with Internet access, [www.prepnow.org](http://www.prepnow.org) has excellent tips for people with disabilities, with special consideration to the type of impairment and what special needs a person may have in preparing for, during and following a disaster.

Now that the human half of the team is prepared, we must do the same for the four-legged half. Remember, service animals are supposed to be allowed in emergency shelters, but there may be conflicts and challenges, particularly if your service animal has spooked and is not behaving like the well-mannered creature it normally is. Always have your service animal under direct control following a disaster. That means it should be on a leash, or in a crate, if necessary. Also, in a shelter, there may be additional rules to follow for the safety and comfort of everyone in the shelter.

### Service Animal Disaster Kit

- Food and water for at least three days. Make sure your assistance animal has its own supply of stored

water. In a disaster, water becomes the most important element, and it is better to have extra than not enough for both you and your companion.

- Bowls.
- Extra leashes and collars.
- Extra harness or capes (in case you forget in all the commotion to grab one on the way out the door).
- Dog boots.
- Extra prescriptions or supplements your assistant may be using.
- Current licenses and vaccination tags. You may want consider more permanent methods of identifying your partner, such as microchipping or tattooing.
- Current pictures and list of identifying characteristics in case you and partner get separated.
- Proof of vaccinations.
- Name and address of veterinarian.

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## Great Opportunity

(continued from page 9)

preparing for and responding to the emergency needs of the city's most vulnerable residents. As a "disaster think-tank," they provide unique insight and guidance. In one case, the cities of San Leandro, Oakland and Alameda created an Alerting and Warning Siren System partnership called the "Corridor of Safety." Before the three cities held a joint siren test, the San Leandro agencies were briefed. They immediately demonstrated their value and ability to serve the disaster needs of their clients.

They cautioned that in this post-Sept. 11 world, multiple sirens sounding would trigger upset and possible medical emergencies for fragile clients. Shut-ins, tourists and unattended children could be caught unaware. Mobilizing a shelter-in-place response for a facility filled with disabled people is more complex than an individual responding to the siren. Also, 911 calls could skyrocket.

Each agency determined how they could address the situation. Meal-on-Wheels could hand-deliver advance notices. St. Peter's Adult Day Care could gather their clients – many with Alzheimer's – before the test and make it a practice exercise. Others could use phones, e-mail or written signage to spread information. The feedback from the community agencies was shared with our local media. The result: there was phenomenal media coverage; agencies flexed their ability to serve their clients in emergencies; and not a single 911 call was placed in the City of San Leandro. Making simple, standardized, sustainable disaster plans and response skills a funded and required deliverable reaps a multitude of benefits.

Nonprofits often become frustrated advocates for their disaster victim clients, and only meet the emergency response

community as outsiders and opponents. The executive order can be a springboard to build a resilient community of partners to serve people with disabilities and others needing special care.

Whether we acknowledge it or not, we are always training our community – either to be responders or to be victims. Make them responders.

### To Learn More

For information on CARD, please visit [www.FirstVictims.org](http://www.FirstVictims.org). For information on the City of San Leandro, please visit: [www.ci.sanleandro.ca.us/slemervulnerable.html](http://www.ci.sanleandro.ca.us/slemervulnerable.html).

## Communicating

(continued from page 10)

### Best Accommodations To Send Out Warnings and Information

- Phone/TTY call.
- Fax.
- Captioning/crawlers/text on TV.
- Interpreter on TV.
- Reverse 9-1-1.
- TTY Hotline.
- Buddy system.
- Text pager.
- Short Message System.
- Knock on door (strobe light, vibrator).
- Weather radio with attachment (strobe light, vibrator).
- Tone Radio Alert with attachment (strobe light, vibrator).
- Reader Board (highway, bus, ferry, airport, train).
- Sign on business window.
- Lifeline (reverse).
- Pop-up window via computer.
- Tower light.
- Evacuation plan.
- Web site.

### How Can You Help?

Here are several ideas about how you can help:

- Include a representative from the deaf agency and deaf, deaf-blind and hard of hearing residents on your local and state/province emergency/disaster planning committees.

- Develop an emergency plan including deaf, deaf-blind and hard of hearing residents. Assign a point of contact for deaf, deaf-blind and hard of hearing residents. How and what kind of warnings and information are being sent out to the public before, during and after disasters? What are the costs involved? Who pays?

- Coordinate with your local deaf, deaf-blind and hard of hearing agency about how/what role this agency could contribute in the event of disaster.

- Involve deaf, deaf-blind and hard of hearing trainers in CERT and other emergency preparedness activities that would help deaf, deaf-blind and hard of hearing residents become more prepared.

- Get a volunteer from a well-known voluntary organization such as AmeriCorp or Vista involved in this project.

- Hold a town hall meeting with your deaf, deaf-blind and hard of hearing residents. Explain what people involved in the emergency field do. What are their priorities? Why is it important to follow them? Explore how and what deaf, deaf-blind and hard of hearing residents can do. Emphasize teamwork.

### Summary

Even though every organization involved with the emergency field has procedures to follow in the event of disaster, it is easy to overlook deaf, deaf-blind and hard of hearing people during stressful times. It is critical to have several reliable options to send out emergency warnings and information visually. With appropriate planning and networking, the adverse impact on deaf, deaf-blind and hard of hearing lives will be minimized.

## It's the Law: Preparedness and People With Disabilities

By Daniel Sutherland, JD, Office for Civil Rights and Liberties, DHS,  
and Elizabeth Davis, JD, EdM, Director, EAD & Associates, LLC

*"One of the most important roles of local government is to protect their citizenry from harm, including helping people prepare for and respond to emergencies. Making local government preparedness and response programs accessible to people with disabilities is a critical part of this responsibility."*

This is the preamble to the guidance document recently released by the U.S. Department of Justice's Civil Rights Division – Disability Rights Section (*see* [www.usdoj.gov/crt/ada/emergencyprep.htm](http://www.usdoj.gov/crt/ada/emergencyprep.htm)).

While emergency managers will agree with this statement, many either find it hard to identify reasonable solutions or are not yet fully aware of the legal responsibilities to engage in this effort. From a legal perspective, the authority and obligation to engage in emergency planning for people with disabilities can be found in several places. The Americans with Disabilities Act of 1990 (ADA) applies to state and local government by Title II and to private sector service providers and nonprofits by Title III. In both cases, the point is simply that people with disabilities themselves and their unique emergency issues cannot be excluded from emergency planning, including mitigation, preparedness, response and recovery activities. Section 504 of the 1973 Rehabilitation Act applies similar obligations to the federal government, and various local laws, codes and ordinances may apply as well.

While not specifically articulated within many of the authorities mentioned, in a post-Sept. 11 United States, the interpretations are now shaped by a "big picture" approach and extend the rights of people with disabilities to

share in access to services and programs, to include emergency preparedness planning and response. This does not mean an absolute guarantee of safety to people with disabilities. What it does make clear is that emergency plans must take into account all people in a community and that every individual should be afforded equal right to the information and necessary awareness efforts to aid in planning one's own survival and that of others notwithstanding disabilities. It also recognizes that the disability community itself is best suited to assist emergency planners with the identification of issues and appropriate (often creative) solutions.

### Interagency Council Established

To further endorse this obligation and responsibility, President Bush signed Executive Order 13347 on July 22, 2004, which makes it a policy at the federal level to support the inclusion of people with disabilities in emergency preparedness planning. To this end, the Interagency Coordinating Council on Emergency Preparedness and Individuals with Disabilities (Interagency Council) was established to streamline efforts, identify gaps, and stimulate new solutions. Executive level representatives from almost all federal agencies

and departments sit on the Interagency Council. The work of the Interagency Council is concentrated into eight subcommittees covering these overarching subject matter areas: emergency communication; emergency transportation; emergency preparedness in the workplace; technical assistance; outreach; private sector coordination; state, local and tribal government coordination; and health. These working task groups mirror many of the most recognized areas of planning concern for local emergency managers. They examine many of the same issues and concerns such as:

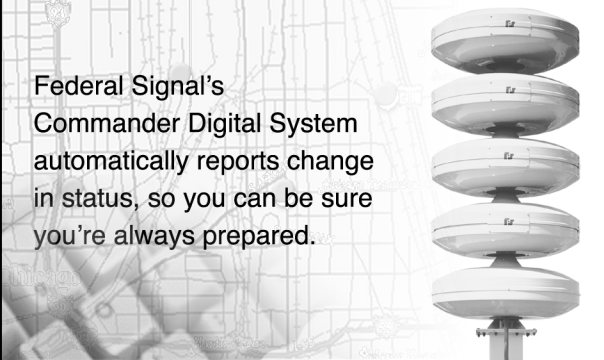
- Accessible emergency information and notifications.
- Accessible shelters.
- Development and effective maintenance of a voluntary


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## Service Dogs

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- Name and address of emergency contact who can take your partner, if necessary. Make sure this information is clearly printed on the collar, in packs, or on the harness.

- A list of commands and what each means to your partner.

- A muzzle. It is a good idea to get your partner comfortable with the idea of a muzzle and have their own. If your partner is injured, it may need to be muzzled to be safely treated. Also, it is possible emergency shelters may require dogs to be muzzled for everyone's safety (including the dog) while in the shelter.

- Crate or tie-down cable. If you are able to transport a crate and have trained your partner to feel safe and comfortable there, this will go a long way to reducing your partner's stress and keeping him or her safe. If a crate is too cumbersome, a tie cable and a familiar blanket or mat for your partner to relax on may help calm him or her. Never leave a leash-restrained dog unattended.

- Favorite toy/treat. Use these with caution around other animals; you don't want to start a fight.

- First aid kit. This is where your partner may be able to share with you. Just add a few things like rubbing alcohol, vet wrap, and Neosporin for cuts.

- Anything else you may need.

## Training for Emergencies

Training for both human and partner can go a long way to preparing a team for emergency/disaster situations and helping ease the stress and angst experienced in these situations.

- Humans should take a pet first aid class. Even if you are physically incapable of doing the necessary treatment, being able to explain it to someone else may save your partner's life.

- Have evacuation routes for each room of your house, and practice them day and night and in all seasons. You may find some things work well in summer but not winter, and vice versa. Likewise, they may work during the day but not at night.

- Train your partner in an appropriate response to smoke alarms, weather radio, etc. You don't want your hearing dog to lead you to the fire alarm and possibly right into the fire.

- Have earthquake and fire drills with your partner. Teach him or her what you need done if the fire alarm goes off, to follow you under a table or desk on command, or to go to a specific place on command so you can easily round him or her up.

- Practice will help make the appropriate response easier to carry out in the event of an actual disaster. If we, as the leader, are calm and appear to know what is going on, it will help our partners to feel safe and secure. Remember, an ounce of prevention goes a long way.

## It's the Law

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disaster/emergency registry.

- Inclusion of individuals with disabilities in the planning and execution of table-top and full-scale exercises.

On Dec. 28, 2004, the Circuit Court for Montgomery County, Md., for the first time declared that the ADA requires places of public accommodation to consider the needs of people with disabilities in developing emergency evacuation plans. Here again, within the scope of private entities open to the public such as shopping malls, movie theaters, museums, etc., there must be consideration given to the safety of all patrons both with and without disabilities.

### Sound Planning Efforts Needed

Historically, concerns about safety have been used to limit opportunities for people with disabilities. In order to participate fully in all aspects of society, people with disabilities have a right to decide what level of risk they are willing to take, but this will be based on sound planning efforts using reasonable and updated protocol and, in some cases, equipment such that each person is confident that at the very least their disabilities – as well as abilities – have been factored into emergency planning efforts.

Throughout all of our work on these issues, we must keep in mind that people with disabilities are not merely passive consumers of help. Rather, people with disabilities have a great deal to offer to society because they and their families have thought a great deal about how to overcome vulnerabilities in times of crisis. These individuals bring innovation and determination to solving problems. By addressing this specific population's needs, all Americans will benefit.

## Updated SAFECOM Web Site Available

The updated SAFECOM Web site is now available at [www.safecomprogram.gov](http://www.safecomprogram.gov). The site now makes a number of resources available to the public safety community, including SAFECOM documents, presentations, tools and methodologies. SAFECOM is the overarching umbrella program within the federal government that oversees all initiatives and projects pertaining to public safety communications and interoperability. SAFECOM is the first national program of its kind designed by public safety for public safety. It is committed to serving critical local needs, and to working in tandem with state and local officials.

## Call for IAEM Award Nominations, Media Contest Entries

IAEM will elect new officers at the Nov. 11-16 Annual Conference & EMEX Exhibit in Phoenix, Arizona. Candidates for President Elect and Treasurer must submit credentials by **Sept. 2, 2005** to IAEM Headquarters.

### Officer Nominations

Secretary and Treasurer are two-year terms, with the Treasurer position up for election in 2005.

To be placed on the ballot, all candidates must submit:

- A letter stating candidacy.
- A letter of permission from the immediate supervisor supporting the time and travel necessary to fulfill duties of office.
- A brief resume.
- Confirmation of membership of at least three consecutive years immediately prior to seeking office.

Individual members are eligible to hold national office, provided they have been a member for at least three consecutive years and have served as a regional or national officer, national committee chair or active national committee member for two consecutive years.



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### Recognition Awards

The Annual Conference is also the time when IAEM recognizes members who have made special contributions. Nominations for awards should be sent IAEM Headquarters. Nomination deadline is **Sept. 2, 2005**.

Include a written report detailing actions of the nominee and their significance to the organization. Remember to indicate the award for which you are nominating someone.

### Award Categories

The following awards may be presented:

- *Presidential citations.* Bestowed by the current President on outstanding representatives of the principles and practices of IAEM.
- *Executive citations.* Selected by regional presidents with input from regional members, and given to members who exemplify the image of professionalism.
- *Honorary citations.* Granted to two individuals from any profession who have actively supported IAEM. Recipients are selected by the IAEM Board of Directors.
- *Membership Award.* To the person most active and successful in recruiting new members.
- *National Security Award.* To a person who has significantly contributed to efforts promoting national security. Selected by the IAEM Board.
- *Partners in Preparedness Award.* Given by the Awards & Recognition Committee to an organization for its support of local emergency management.
- *Outstanding Business Program.* Bestowed by the Awards Committee.

For more details, on IAEM awards, visit the IAEM Web site at [www.iaem.com](http://www.iaem.com).

### Media Awards

IAEM Media Awards recognize successful promulgation of emer-

gency management related information through the media via:

- Newsletters.
- Special publications (posters, brochures, educational campaigns).
- Individual media items (news/promotional story or photo, editorial).
- Audiovisual (slides, audiotapes, videotapes).
- Computer products.

Entries can be submitted in one of three divisions:

- Local (entries must be submitted by IAEM members).
- State, regional or national government or nonprofit organization.
- Commercial or for-profit entities.

### How To Submit Media Entries

Samples for the Media Contest should be sent to IAEM Headquarters for judging by a panel of media experts. Include a cover letter explaining how the project was created, distribution methods, how it was funded (if appropriate), and how the recipient's name should be listed on the awards certificate if selected.

Entries will be displayed during the Annual Conference in Dallas, where winners will be announced. Deadline for entries is **Sept. 2, 2005**.

### Clayton R. Christopher Award

The Clayton R. Christopher Award is presented by Region 4 to a member who is a local director, in recognition of unselfish devotion and outstanding contributions to emergency management. Any member may nominate a candidate regardless of location.

For details, contact Larry Gispert, Region 4 President, Hillsborough County Emergency Management, 2711 E. Hanna Ave., Tampa, Florida 33610, (813) 276-2385, [gispertl@hillsboroughcounty.org](mailto:gispertl@hillsboroughcounty.org). The deadline for nominations is **Sept. 1, 2005**.

## IAEM 2005 Annual Conference News



**November 14-15, 2005**  
**Phoenix Civic Center, Phoenix, Arizona**

The information, products and services you offer are vital in today's high-threat world, so there's no better time than now to reach the customers who will see your resources through IAEM/EMEX. EMEX 2005 is the show that brings together homeland security and disaster preparedness suppliers in the same building, under the auspices of the International Association of Emergency Managers (IAEM).

**Attendee Profile.** More than 750 leading emergency management and homeland security decision makers will convene in Phoenix at the Phoenix Civic Center for IAEM's 53rd Annual Conference. The majority of attendees are purchasers or specifiers for their jurisdictions or corporations, to include disaster planning and preparedness managers, first response coordinators, emergency communications managers, private industry security and contingency planners, government continuity of operations managers, and contract services providers.

**Conference Theme.** "Emergency Management: Local, Regional and Global Successes." The IAEM Conference Committee is currently collecting proposals for conference session topics/speakers. See [www.iaem.com](http://www.iaem.com) for a presentation submission form. The deadline is March 31, 2005.

**Book a Booth.** Large display space or 8x10 exhibit booths are available and come with standard amenities. Exhibitors also will be included in a virtual trade show. Visit [www.emex.org](http://www.emex.org) to see complete details and reserve your space today! There is booth space still available – but prime locations are going fast!



**IAEM 2005 Annual Conference &  
 EMEX Exhibit**

**"Emergency Management:**

**Local, Regional and Global Successes"**

**Nov. 11-16, 2005 ■ Phoenix, Arizona**

The IAEM Business & Industry Award winners will be recognized at the IAEM 2005 Annual Conference & EMEX Exhibit. The IAEM Conference Committee is developing an outstanding program of speakers, presentations and networking opportunities for you at the conference. Learn more at [www.iaem.com](http://www.iaem.com), and register online today.

## Support IAEM Scholarship Auction With Auction Items

IAEM Headquarters is seeking donations of items and services to be auctioned at the IAEM 2005 Annual Conference & EMEX Exhibit in Phoenix, Arizona, to benefit the IAEM Scholarship Program. Please approach your local retailers for contributions, and report all donations of items (with their value) to Dawn Shiley-Danziesen, IAEM Communications & Marketing Director, IAEM Headquarters, 703-538-1795 or [shiley@iaem.com](mailto:shiley@iaem.com).

If you are not attending the conference and plan to mail your auction item to IAEM Headquarters, please ensure that it reaches Dawn no later than **Sept. 15, 2005**.

The IAEM Scholarship Auctions have been exceptionally successful during past IAEM Annual Conferences, raising significant funds for the IAEM Scholarship Program. Please help us make this year's event an outstanding success as well – and do your part to help the IAEM Scholarship Program – by contributing an auction item on behalf of scholarships for emergency management students.

Your tax deductible contributions to the IAEM Scholarship Program are welcome at any time. Visit the IAEM Web site at [www.iaem.com](http://www.iaem.com) for more information about the IAEM Scholarship Program.

## Student Conference Stipends Offered

IAEM Headquarters is maintaining a list of IAEM student members who wish to receive sponsorship of the registration fee to attend the IAEM 2005 Annual Conference & EMEX Exhibit, Nov. 11-16, in Phoenix, Arizona.

Interested students should send an e-mail to IAEM Membership Director Sharon Kelly at [info@iaem.com](mailto:info@iaem.com) no later than **Sept. 5, 2005**. IAEM Headquarters will match up the conference stipend requests to the sponsoring regions on a first-come basis.

### Help Us Promote IAEM Annual Conference & EMEX Exhibit

Contact Sharon Kelly, IAEM Membership Director, at 703-538-1795 x2 or [info@iaem.com](mailto:info@iaem.com) to request a supply of conference program brochures. See [www.iaem.com](http://www.iaem.com) for details on the IAEM 2005 Annual Conference & EMEX Exhibit, set for Nov. 11-16 in Phoenix, Arizona. See [www.emex.org](http://www.emex.org) for details about the EMEX Exhibit.



## IAEM: Working for You

### IAEM Member Survey Deadline Extended to April 30

The Membership and Marketing Committee wants *your* opinion. The IAEM Member Survey is now available online at the IAEM Web site at [www.iaem.com](http://www.iaem.com). Help us shape the future of emergency management by participating in these two five-minute surveys today. Go to the IAEM home page at [www.iaem.com](http://www.iaem.com) to complete:

- The EM Demographic Survey
- The IAEM Members Survey

Thanks to the UNC Chapel Hill IAEM Student Association for undertaking this endeavor. Please support our students and association through your participation in these surveys. The deadline for the surveys has been extended to **Apr. 30, 2005**. Questions may be directed to Craig Marks at [marksc@unc.edu](mailto:marksc@unc.edu). – *Craig Marks, CEM, IAEM Membership & Marketing Committee Chairman*

### Help Wanted: CEM® Commission

The CEM® Commission is looking for candidates for two to four openings for the Class of 2008, who will serve on the panel from November 2005 through November 2008.

The CEM® Commission sets policies and procedures governing the certification program, and reviews packets of applicants for the CEM® (Certified Emergency Manager) and AEM (Associate Emergency Manager) credentials. Commissioners who are local practitioners must have earned the CEM®.

If you're interested in serving, submit a letter of interest and a summary of your credentials to IAEM Headquarters by **July 1, 2005**.

For additional information, please contact IAEM Membership Director Sharon Kelly at 703-538-1795 or [info@iaem.com](mailto:info@iaem.com).

### Praise for 2004 EMEX Exhibit And Plans for EMEX 2005

Both attendees and exhibitors benefited from the EMEX 2004 exhibition at the IAEM 2004 Annual Conference in Dallas. With a wide range of goods and services on display from as far afield as the United Kingdom, and attendees from across the United States and seven additional countries, the mood was easy for both shopper and demonstrator. Exhibitors were reported as saying, "We really liked the way Dallas was managed with all the breaks and snacks in the Exhibit Hall – which of course increases traffic and visitors to the booths." Other comments included:

- "I liked having the raffle – The Name Game."
- "I thought we had some excellent exhibits."
- "We look forward to exhibiting at this year's show."
- "Stay with the same hours. Everything else you do is great as is."

With even more attendees expected to be in the Exhibit Hall at EMEX 2005, and longer hours in the hall, the 2005 event in Phoenix is sure to be even greater than those in previous years. Check out more about EMEX 2005 on Page 16, and learn how you can participate at [www.emex.org](http://www.emex.org).

– *Laurence Gratton, EMEX Exhibit Manager*

### Disaster Management Roundtable in Canada Will Include President-Elect

Marg Verbeek, CEM, IAEM President-Elect, has been invited to participate on March 8 in the National Round Table on the Environment and the Economy (NRTEE) on the topic of disaster management. The NRTEE is the special agency on the environment and the economy of the Prime Minister of Canada.

The purpose of this round table on disaster management is "to create wide and informed dialogue on what the issues are and where Canada should go in terms of research, training, response, preparedness and mitigation," according to Policy Advisor David Myers. "While there will be some focus on Canadian domestic perspectives, attention will also be given to related international issues. NRTEE's interest in all this is the connection with sustainability, and to see whether there might be a role in NRTEE in establishing a program on disaster management.

"The aim is to create a neutral ground for key stakeholders to discuss the issues and to determine whether the NRTEE could be of assistance in research in this area. NRTEE programs often lead to the preparation of a report on the state of the debate on an issue and make recommendations to the Prime Minister for appropriate action."

**IAEM 2005 Annual Conference & EMEX Exhibit**  
**"Emergency Management: Local, Regional and Global Successes"**  
**Nov. 11-16, 2005 ■ Phoenix, Arizona**

## E.M. Resources

■ **Emergency Preparedness Guide Released.** In a collaborative effort, the U.S. Dept. of Homeland Security (DHS) and the Homeownership Alliance have released the *Emergency Preparedness Guide*, a new resource for homeowners.

“The *Emergency Preparedness Guide* gives homeowners practical measures they can take now to prepare themselves, their families and their homes for any possible emergencies,” said DHS Secretary Tom Ridge.

Copies of the guide will be distributed through the local offices of the National Association of Realtors (NAR). Local NAR offices will include the guide in their closing day materials for new homeowners.

In addition, the Alliance will provide copies for Habitat for Humanity to distribute to new homeowners. The guide represents the latest effort by the DHS *Ready* campaign.

■ **New E-Newsletter on Mass Fatalities Available.** The next issue of the National Mass Fatalities Institute electronic newsletter will be distributed to a group of about 2,000 “opt-in” professionals interested in planning for response and handling of a mass fatalities incident. In this issue, NMFI is announcing the launch of its new “On-Line Resource Center,” an electronic library of more than 900 reference links to information needed or desired by those in a position of needing to deal with mass fatality incident planning. If you are interested in receiving this electronic newsletter, visit [www.nmfi.org](http://www.nmfi.org), where you can sign up and also connect with the new online resources.

■ **Foodborne Illness Primer Published.** The latest edition of *The Diagnosis and Management of Foodborne Illness* is now available online at [www.ama-assn.org/go/foodborne](http://www.ama-assn.org/go/foodborne).

## Student News

■ **UNC Chapel Hill Student Association.** The “Tar Heel Chapter” had CEM® Day on Jan. 28, proctoring seven CEM® exams. This brings CEM® testing for 2005 to a total of nine. We’re on our way to meeting a goal of 50 CEM® submissions for 2005. We’re throwing down the gauntlet to all student chapters for an “AEM/CEM® Shootout.” We’ll create a suitable trophy-type device (not in Carolina Blue) to be a traveling award, to be presented at the IAEM Annual Conference to the chapter with the most AEMs/CEM®s in the federal fiscal year (Oct. 1-Sept. 30). Any takers out there? Congratulations to Erin McIntyre and Mark Schell, who are the recipients of the 2004-05 CEM® scholarships. Our thanks to our UNC Disaster Fellow, Yuki Karakawa, of the Karakawa Foundation of Japan, for endowing these two scholarships at UNC.

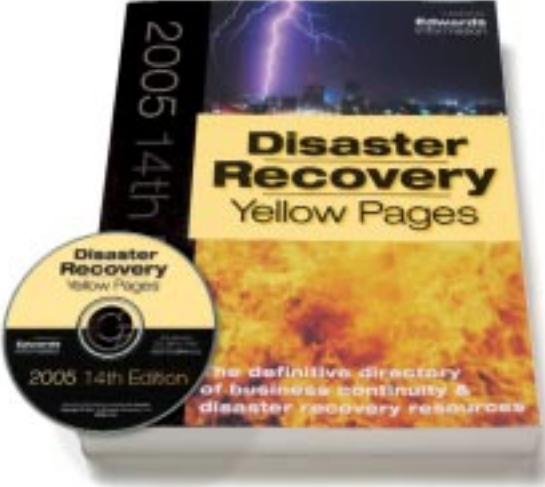
– Craig Marks, CEM

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The 2005 Disaster Recovery Yellow Pages is shown as a book with a CD-ROM. The book cover features a lightning bolt and the text '2005 14th Edition' and 'Disaster Recovery Yellow Pages'. The CD-ROM also has the same text.

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## E.M. Calendar

- Mar. 14-15 4th Annual International Conference on Public Safety: Technology and Counter-terrorism, San Francisco, CA. See [www.rebootconference.com/sanfrancisco2005](http://www.rebootconference.com/sanfrancisco2005).
- Mar. 15-18 Disaster Resistant California Conference, presented by California Governor's Office of Emergency Services and The Collaborative for Disaster Mitigation, Sacramento, CA. The CEM® exam will be offered to eligible candidates who have paid both the enrollment fee, application fee and have notified IAEM HQ that they will be taking the exam during the conference. For conference info, see [www2.sjsu.edu/cdm/drc05/overview.html](http://www2.sjsu.edu/cdm/drc05/overview.html).
- Mar. 18 EMS Response to Hazardous Material Incidents or Acts of Terrorism, Harvard School of Public Health, Boston, MA. For info, see [www.hsph.harvard.edu/ccpe/programs/EMSR.shtml](http://www.hsph.harvard.edu/ccpe/programs/EMSR.shtml).
- Apr. 5 Basic Disaster Life Support Course, Tustin, CA. Contact NCBS at 949-366-4152, or visit [www.ncbsolutions.org](http://www.ncbsolutions.org) for registration and details.
- Apr. 14-16 Facing New Challenges: Terrorism & All Hazard Preparedness Conference, hosted by the Illinois Emergency Services Management Association and Tazewell County Emergency Services and Disaster Agency, East Peoria, IL. For details and to register, visit [www.iesma.org](http://www.iesma.org).
- Apr. 18-19 Skills for Effective Trainers, presented by Asian Disaster Preparedness Center, Bangkok, Thailand. For details, see [www.adpc.net/training/SET1-brochure.pdf](http://www.adpc.net/training/SET1-brochure.pdf).
- Apr. 18-20 ISCRAM 2005, Second International Conference on Information Systems for Crisis Response and Management, Brussels, Belgium. For more info, see [www.sckcen.be/isgram](http://www.sckcen.be/isgram).
- Apr. 19-20 Partners in Emergency Preparedness Conference, presented by Washington State Emergency Management Division and Seattle Chapter of American Red Cross, Bellevue, WA. For info, visit <http://capps.wsu.edu/emergencyprep>.
- Apr. 20-21 2005 Ohio Homeland Security Symposium & Trade Show, presented by the State of Ohio Security Task Force, Columbus, OH.
- Apr. 20-22 Fire-Rescue Med 2005, International Association of Fire Chiefs, Las Vegas, NV. See [www.iafc.org/conferences/frm/index.asp](http://www.iafc.org/conferences/frm/index.asp).
- Apr. 27-29 2nd Annual Government Security & Business Continuity Planning Conference, Toronto, Ontario, Canada. Visit [www.federatedpress.com](http://www.federatedpress.com) for details.
- May 1-4 4th UCLA Conference on Public Health and Disasters, Woodland Hills, CA. For details, see [www.cphd.ucla.edu/conf2005.html](http://www.cphd.ucla.edu/conf2005.html).
- May 24-27, TIEMS (The International Emergency Management Society) 12th Annual Conference, Torhavn, Faroe Islands. For complete information, see [www.tiems.org](http://www.tiems.org).
- July 10-13 15th World Conference on Disaster Management (WCDM), "The Changing Face of Disaster Management: Defining the New Normal," Metro Toronto Convention Centre, Toronto, Canada. For complete information about the conference, see [www.wcdm.org](http://www.wcdm.org).
- Nov. 11-16 **IAEM 2005 Annual Conference & EMEX Exhibit, Phoenix Civic Plaza, Phoenix, AZ.**

## Member News

### ■ EDS Donations to Tsunami Disaster Victims Near \$3 Million.

Kay Goss, CEM, reports that Electronic Data Systems Corporation (EDS), an IAEM Affiliate, has collected donations for Asian tsunami disaster relief that are nearing the \$3 million mark. EDS made a standalone \$100,000 contribution and is matching employee contributions made through EDS' online giving site, which allows employees to donate to Red Cross, CARE, UNICEF and Habitat for Humanity International. Besides monetary contributions, the company and its employees worldwide have also contributed resources, time and talents to help with relief efforts.

### ■ Craig Marks Accepts New Position.

Craig Marks, CEM, has been named Director of Operations of Blue Sky Foundation of North Carolina. Blue Sky, a 501c3 organization involved in disaster resilient communities, has broadened their scope with the new theme of "first responders as a mitigation strategy." Marks will be developing programs and initiatives dealing with interoperability in the first responder community.



### Call for Articles: Recovery/Continuity/ Resumption Planning

The IAEM Communications Committee is issuing a **Call for Articles** for a Special Focus Issue on the subject of **Recovery/Continuity/Resumption Planning**. We are interested in articles on efforts required to bring jurisdictions, agencies and businesses back together after a disaster response.

Please keep your articles **under 750 words**, and e-mail them to Editor Karen Thompson at [thompson@iaem.com](mailto:thompson@iaem.com) by **Apr. 10, 2005**.

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