



## **Minutes for Delaware Continuity Coordinator Council**

**December 8, 2016**

**1 p.m. – 3 p.m.**

**Attendees:** Dan Cahall, Mark Devore, Kevin Eickman, John Evans, Judy Everett, Lori Gorman, John Healy, Virginia Lane, Gary Lang, Brian Leahy, Tony Lee, John Mancus, Claudette Martin-Wus, Christopher Ramos, Linda Popels, Heather Volkomer, Amy Woodward

### ➤ **DECCC Updates**

- Elections
- 2016 Survey has been distributed; members asked to complete survey by January 3rd
- GETS/WEPS Cards- **PPT presentation below**
  - Q: Why get new GETS cards?**
  - A: Changing format- name, agency, plus all information on a single side of the card.

### ➤ **Public Information Officers- PPT not available**

DEMA PIO: Gary Lang

- The Joint Information System (JIS) coordinates and issued all information during an emergency. Participating agencies may issue information specific to their own organization, but it is coordinated through the JIS.
  - One Voice- eliminates confusing or conflicting information. Assures the right information is issued at the right time.
  - Agency PIOs may work from a designated site known as a Joint Information Center (JIC) or a remote location... either a virtual JIC tied together electronically or alternate JIC.
  - More than one physical JIC location may be dictated by geography or nature of the emergency
  - JIC participants use internet, telephone, FAX or other communication tools.
- More than on physical JIC location may be necessary due to geography, nature of the emergency, physical size of actual JIC space or other factors.
  - Lead PIO is responsible for the overall JIS. Each JIC location has a JIC manager who reports to the Lead PIO
  - All information is coordinated
  - Lead PIO approves all information to be released, then obtains approval from Incident Commander (IC)
  - All PIOs work under the umbrella of the JIS
- Lead PIO reports directly to the Incident Commander and is considered part of Command and Control
  - Lead PIO is responsible for obtaining approval for the release of information from the Incident Commander (IC).

- There are specific duties assigned by the Lead PIO when the JIS is established. The Lead PIO will take into account specific skills or abilities... using the strengths of the PIOs working within the JIS to staff three special groups.
  - The groups are: Dissemination Group, Field Information Group, and GWPA (gathering, writing, and production)
- The Dissemination Group puts out the information. These five units may be staffed by more than one person, depending on the number of available people. If there are few PIOs working, one person may be responsible for more than one unit.
  - Within the Dissemination Group is a Briefing Unit, which handles briefings to the media. The briefing may be conducted by the IC, Lead PIO or other person, as determined at the time.
  - Internal Dissemination makes sure that everyone working within the Emergency Operations Center or within the overall emergency, receives updated information and is kept apprised of the overall scope of the emergency...not just their specific area of responsibility.
  - Internet Unit posts information to websites. In DE, media releases are posted to the State News Server (news.delaware.gov), which automatically populates it to the DEMA website.
  - The Media Unit issues news releases to an established list of news organizations – newspaper, radio, TV. News organizations may be added during the emergency. News releases go out as emails, with the release as the body of the email, not an attachment.
  - Public Telephone Unit takes public calls and answers questions.
- The Field Information Group works from outside locations. Within it are:
  - The Field Media Unit: if the emergency is a single-site incident, news media to go to the site. The Field Media Unit is responsible to deal with media at the site. If there are multiple sites for the emergency, Field Media Units may be assigned to each (example: Kent County tornado of 2015)
  - Special Assignments Unit: there may be need for PIOs at an emergency site to be the liaison with another organization involved in the emergency. May work with law enforcement, fire officials, or other PIOs.
  - Special Interest Groups Unit: may liaison with Red Cross or shelter officials or similar organizations.
  - V.I.P.'s: As much as it is often discouraged, elected officials like to be seen at disaster sites. This unit is responsible for the VIP visit. Media may accompany the VIP, and this unit handles those folks as well. The unit is responsible for working with IC and other on-site responders for the safety of VIPs and media... will conduct media briefings and work with logistics to have safety equipment for VIPs if needed (hard hats, safety vests, eye protection, etc.)
- The GWPA group is responsible for the information the Dissemination Group will put out. It has these units:
  - Audio- Visual Support- maps, video, photos, audio recordings, etc.
  - Information Gathering- will use internal resources within the EOC for information. Will also obtain information from outside organizations
  - JIC Facilities Liaison: works with IT and Logistics to assure that each JIC location is equipped, secure, and has what it needs to enable PIOs to do their work.
  - Media Monitoring: may be done from outside of a JIC- possibly PIOs working from home.

- Translation Unit: takes materials that are written in English and assures that they are translated into other necessary languages (in Delaware, specifically translated into Spanish)
- So what's the overall benefit of the JIS to COOP?
  - The JIS is not tied to a single location- its built to work from one spot or multiple places and can be relocated if necessary
  - The JIS concept supports relocated when necessary
  - Assistance can be provided from outside of a single, specific location
  - A framework is established for the continued dissemination of information. If the main JIC site has to be relocated, alternate JIC sites can continue the work until the main site is restored or moved. No gaps in information dissemination result from relocation or other factors.
  - JIS system is designed to work within IC structure- not foreign to it

**Q: Do PIOs get trained & meet regularly to know what to do vs. normal day-to-day activities as shown in the presentation?**

**A:** 3 courses have been ID'd and PIOs should complete basic training.

**Q: Is there a specific procedure for the JIS?**

**A:** There are checklists for each role's responsibilities.

➤ **Role of the PIO in COOP- PPT below**

DTI: Lori Gorman

**DECCC Steering Committee members:**

Claudette Martin-Wus – Co-Chair

Tony Lee – Co-Chair

**Vacant** – Vice-Chair

**Vacant** – Education and Training Officer

**Vacant** – IT Systems Officer

John Mancus – Disaster Preparedness Officer

Mark Devore – Facilities Officer

Lori Gorman – Vital Records Officer

**\*\*If interested in the vacant position(s), please contact any one of the Steering Committee members\*\***

Qualifies as 1 CEU per hour towards COOP certification(s)



## Delaware Continuity Coordinator Council (DECCC)

December 8, 2016

## Agenda

- ▶ Welcome/Introductions
- ▶ DECCC Updates
  - Elections
  - 2016 Survey
  - GETS/WEPS Cards
- ▶ Public Information Officers
  - DEMA PIO: Gary Lang
- ▶ Role of the PIO in COOP
  - DTI: Lori Gorman
- ▶ Q&A

## Steering Committee Positions

- ▶ Positions:
  - Vice-Chair
  - Education and Training Officer
  - IT Systems
  - Vital Records
- ▶ Claudette Martin-Wus will be stepping down as Co-Chair effective the end of the year. Thank you for your wonderful leadership over the years. Lori Gorman will be assuming this role in the coming year.

## 2017 Survey

- ▶ Are you located in a building with multiple organization (state or public) housed in it?
- ▶ Do you have a facility wide communications plan (if an event occurs, do you communicate to other organizations in or around your facility)?
- ▶ Does your organization have an Emergency Preparedness Plan?
- ▶ How does your organization promote Emergency Procedure Awareness training?
- ▶ Does your organization have or promote a policy regarding employees maintaining a Family Emergency Plan?

## GETS vs WEPS

- ▶ DTI: Heather Volkomer
- ▶ What is it?
- ▶ Who needs its?
- ▶ How do you get it?

## Public Information Officers



- ▶ DEMA PIO: Gary Lang

## Role of the PIO in COOP



Dept. of Technology and  
Information  
Lori Gorman

## Q&A







## Government Emergency Telecommunications System



## Introductions

**Heather Volkomer**  
Senior Disaster Recovery Specialist  
DTI – BCDR Team



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## Government Emergency Telecommunications System

### Agenda

- ❖ What is GETS?
- ❖ Features
- ❖ How does it work?
- ❖ Rules and Regulations
- ❖ Testing GETS
- ❖ Questions



## Government Emergency Telecommunications Service

### What is GETS?



- ❖ Priority Communication Service
- ❖ Routes calls during high traffic congestion
- ❖ Uses existing local networks, long distance networks, FTS, DTS, and DSN



## Government Emergency Telecommunications System

### Features

- ❖ Calls can be made using the following:
  - ✔ GlobalStar Satellite Phones
  - ✔ Wireless Phones
  - ✔ Rotary Phones
  - ✔ Touch-tone Phones
  - ✔ Outside the United States




## Government Emergency Telecommunications System


### How does it work?

Dial the access number 710-NCS-GETS

- ✔ Enter your pin
- ✔ Enter the destination phone number




## Government Emergency Telecommunications System




### Rules and Regulations

- ❖ Carry GETS Card at all times
- ❖ Use only in an emergency after experiencing call blockage
- ❖ Call will disconnect if pin is not entered correctly 3 times or destination number is wrong
- ❖ 7 to 10 cents charge per call
- ❖ GETS can not be used to make calls to 911
- ❖ GETS Calls can't be made to Toll Free Numbers unless through the Sprint IP network
- ❖ If card is lost/stolen report it to your POC
- ❖ There is no priority on the WiFi network segment of GETS calls.




## Government Emergency Telecommunications System




### Testing GETS

- ❖ Dial 710-NCS-GETS
  - Enter PIN number
  - Destination Number 703-818-3924
- ❖ GETS must be tested quarterly
- ❖ No charge for testing GETS




## Government Emergency Telecommunications System




### ACKNOWLEDGING RECEIPT


- ❖ Complete today
- ❖ Dial 710-NCS-GETS
  - Enter PIN number
  - Destination Number 703-818-3926
- ❖ Recorded announcement will acknowledge and welcome you to GETS




## How can my agency receive GETS cards?




- Visit <https://www.dhs.gov/government-emergency-telecommunications-service-gets>




## New GETS Cards




- Beginning November 1, 2016 OEC will roll out a new GETS card to news users and reissue cards to current users. This will occur over a one year time span through your agency's point of contact




## WPS



- GETS is a companion service to the Wireless Priority Services (WPS), which provides public safety users with priority access on commercial cellular networks.



Government Emergency  
Telecommunications System



Questions?



## Role of the PIO in COOP

Delaware Department of Information and Technology  
Lori Gorman

## Communications in COOP

### Internal Communications

- Initial event alerts
- Updates to employees regarding progress
- Responding to Internal Rumors

### External Communications

- Notices to Key Vendors
- Notices to Key Customers
- Public notifications
- Responding to social media

## So the Event Begins... Gas Leak

- Who makes the decision to send out a notice and the content of the message?
- What communication methods will be used?
- How do you ensure that public does not enter facility after evacuation?

### Message Includes:

- Date/time
- Brief description of event
- Any required actions
- Asks any required questions (optional).

- Date/Time
- Message: There has been a report of a gas smell. Please do not report to the primary location. Standby for further instructions.
- Devices: SMS Text, Cell Phone, Work Phone
- Safety: Add sign to door – temporarily closed

## 20 Minutes Later...

- Gas has been turned off, however a small fire has erupted in the file storage area. Fire trucks arrive and have secured the scene.
- An employee was injured in the process of evacuating.
- Employees/ Public are now watching fire personnel enter building.

### Communications:

- Notice to employees that building will be closed indefinitely.
- Notification to group who had afternoon event scheduled (Customer).
- Notify Book supplier to hold shipment scheduled for delivery (Vendor).

- Message:
  - To Employees: Due to environmental considerations, primary building is closed until further notice. By [time], more information will be provided to you. Personnel do not report today.
  - Customers: Due to the building's current situation, we are unable to support your event today. We will be updating our website to keep our customers updated.
  - Public: The library is closed until further notice. You will be updated as the situation details are made available.
- Vendors:
- Activities: cancel afternoon events; send notifications to customers (ex. schools) and vendors (suppliers); access COOP Plan; change voice message on main phone line

## 24 Hours Later...

### Internal Rumors:

- "I think Betty Joe started the fire because she didn't get that promotion."
- Firemen found lead in the wall paint which made the entire interior go up. We were all exposed for years.
- We are all going to be laid off, because the library is never going to be re-opened.

### Social Media

- Downtown Library closed for good?
  - blog
- #Crazed Library Arsonist#
  - tweet
- Is the library sued by patron trampled during evacuation?
  - Facebook post

### Employee Notification:

Note: Pull up social media policy on OMB and DIT website; include DECCC and DEMA training link in meeting minutes

Currently, the library management is in contact with Facilities management and the Fire Department. In the interim, the COOP Plan and alternate location is being activated. Can you arrive at the alternate location at 9am?

### Public Relations:

#### Activities:

Distribute communications, schedule meeting, communicate situation and facts to employees, develop message to public,