

# PARTNERS IN EMERGENCY PREPAREDNESS CONFERENCE 2016

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**Special Workshops: Tuesday 1:00 PM – 5:00 PM**

## W1 Crisis Leadership MGT-340

*Presented by: Ronnie Taylor*

This seminar is an executive-level presentation for senior officials at the city, county, regional, territory, tribal, and state levels. Seminar participants will discuss the strategic- and executive-level issues and challenges related to preparing for, responding to, and recovering from a catastrophic incident. The venue provides an excellent opportunity to share proven strategies and practices and apply lessons learned from past natural and human-made disasters. The seminar is a facilitated, free-flowing discussion of the stresses of crisis leadership and decision making gained from an examination of the Harvard University, Kennedy School of Government case study “Almost a Worst-Case Scenario”: The Baltimore Tunnel Fire of 2001 (A) (B) (C), to examine the dynamics of crisis leadership and decision making from a senior official’s perspective. The facilitator will guide the discussion to cover the following focus areas: Planning for effective disaster response, Leadership and decision making, Crisis communication, and Recovery.

## W2 The Power of Partnerships in Emergency Preparedness

*Presented by: Molly Brumley*

How do you motivate people to take action to get prepared for an emergency? In 2015, a group of strategic partners - a non-profit, private company, retailer and a TV station - came together with the goal of inspiring Puget Sound residents to get on the road to preparedness. The campaign, led by Puget Sound Energy and American Red Cross, used a simple but powerful tool to create behavior change—a free emergency preparedness starter kit. Together with

a strong media partner, KING 5, and popular retail partner, Fred Meyer, the team launched a multifaceted behavior change campaign using digital, social media, public relations and PSAs to drive the public to get an emergency preparedness starter kit at a one day event. The event was heavily promoted in advance on KING 5 and, on the day of the event, KING-TV sent reporters to broadcast live as Red Cross and PSE volunteers educated residents and distributed close to 5,000 kits. Following the kick-off event, a branded kit giveaway vehicle traveled to community events throughout the region with a call to action: Follow me to get a free emergency preparedness kit! As a result, PSE saw a 31 percent growth in customer awareness, the campaign reached more than 3 million Puget Sound residents and 7,546 people received an emergency starter kit, taking the first lifesaving step in getting prepared.

## W3 Building Partnerships to Enhance School District Emergency Preparedness

*Presented by: Molly Ringo, Kurt Mills,*

*Tim Reeves, Mary Schoenfeldt,*

*Lynn Sterbenz, Cathy Woods*

The importance of emergency preparedness continues to take on a greater level of significance in our schools. In an era of instant internal and external communication methods and the types of emergencies that our schools face, it is now essential that partnerships with multiple first responders and school districts be strengthened to enhance preparedness and responsiveness. Learn about one community’s increased partnering efforts and the resulting impacts for the community and school district. Participants will have an opportunity to examine their partnerships

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and develop a plan to deepen their relationships. Presentation Objectives: 1) Gain a greater understanding of the increasing importance partnerships play in emergency preparedness and response; 2) Participants will be able to identify key existing emergency preparedness partners and the degree of partnership as well as new potential partners; 3) Participants will identify steps that can be taken to increase their emergency preparedness.

#### **W4 PIOs: Communication. The #1 Tool in Emergency Preparedness**

*Presented by: Richard Burke, Carla Lafrante*

The world of communication can and will impact every public and private agency at some point. Are you and your team prepared to meet the challenge? “Dynamic Public Communications” is a course designed to engage everyone in attendance. How do you prepare your executive team to respond in a crisis? How do you manage the team member that won’t stop saying the wrong thing? How do you protect, inform and present an impression of preparedness, professionalism and assurance to the community you represent? This interactive, scenario based course will help to define your plan for challenging situations. Take deep breath and join us.

#### **W5 Worker Safety Considerations in Emergency Response & Recovery**

*Presented by: Dana Stahl, Matt Bernard,  
Nicole Errett*

Emergency managers have responsibility to ensure the safety of workers who participate in disaster response and recovery activities. Workers involved in any phase of an emergency response may be exposed to chemical, physical, mental and/or biological hazards that can impact their health for years to come. For example, more than 60 different types of cancer have been associated with response activities during the 911 terrorist attacks, and litigation regarding compensation and responsibility for these cancers continue to this day. Short term injuries and illnesses may also impact response and recovery outcomes. Workers who are injured during the course of a response may be unable to participate in ongoing response or recovery activities, and resources spent on injured workers and responding to accidents are resources that are taken from those combating the direct impacts of disaster.

Safety Professionals and Industrial Hygienists specialize in identification and control of environmental hazards, and can assist emergency planners and responders in protecting workers. Additionally, the OSHA Training Institute Education Center at the University of Washington offers training that can benefit planners and responders. This workshop will provide an overview of occupational health impacts associated with disaster response and recovery activities, responsibilities and liabilities associated with worker safety during and after a disaster, and tools and resources available to assist emergency managers in ensuring the safety of workers during planning, response and recovery.

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## Session A: WEDNESDAY 9:30 – 10:45 AM

### A1 **Protecting Your Organization by Preparing Your Employees**

*Presented by: Wayne Adams*

Without question, most organizations will admit their most important assets are their employees. However, most organizations take very little action to help their employees and their families prepare for, and recover from disasters. Whether you are in the public or private sector, each group depends on its employees during an emergency. With the increased awareness of the likelihood of a Cascadia Subduction Zone earthquake, many organizations have begun to develop measures to ensure they are ready in the event of the “Big One.” Part of this preparation must include helping employees to be prepared as well.

### A2 **Pharmacists Role in Chronic Disease Medication Management During Disaster Response**

*Presented by: Matthew Gardner, Courtney Sellers, Vidya Nair*

An estimated 50% of the patient population in the United States experiences at least one form of chronic disease in their lifetime<sup>1</sup>. During disasters when these patients become displaced from home and lose their access to chronic disease medications, and the associated clinical management services, the impacted community’s ability to recover from the disaster becomes further complicated, thereby delaying vital medical care. This was evident in Hurricane Katrina where a clearly defined mechanism for pharmacists to actively manage chronic diseases during disaster response was non-existent<sup>2</sup>. Countless patients were left without access to medications leading to disease exacerbations, which subsequently led to costly Emergency Department (ED) admissions for critical conditions such as stroke and myocardial infarction. To address this gap in care, Pharmacists Response Network (PRN) was formed to utilize volunteer pharmacists to provide access to prescription orders for maintenance medications. The goal of PRN is to prevent ED visits that result from patients requiring only refills of maintenance medication refill requests, and ED admissions subsequent to disease exacer-

bations resulting from lack of access to medications through better use of pharmacy professionals during an emergency. This initiative will be initially piloted in Washington (WA) state, followed by regional expansion, with the ultimate goal of launching this initiative nationally in the next three to five years.

### A3 **Applied Cybersecurity for Enhanced Resilience**

*Presented by: Alisha Griswold, Cheryl Ann Gunderson*

“Cybersecurity” is the latest buzzword in public service agencies, but what does cybersecurity actually look like? How are cybersecurity concepts put into practice? Join us for a comprehensive look at applied cybersecurity strategies for your entire organization. Concepts will be appropriate for emergency managers, business continuity professionals, and IT specialists alike!

### A4 **Build a Better Beehive: Organizational Resilience Through Process Protection and Improvement**

*Presented by: Scott Preston, Darrell Corbin*

Organizations that use business continuity and process improvement are not just more resilient to disruption, they are more efficient in their operations. Learn some ideas that will help your organization be more cost-effective in daily operations and more effective in avoiding disruption or more efficient in recovery, should disruption occur.

### A5 **School Emergency Operations Plans: New Federal Guidance**

*Presented by: Mary Schoenfeldt*

The Sandy Hook Elementary School shooting prompted new thinking about School Emergency Operations Plans. As a result, President Obama established the NOW IS THE TIME Technical Assistance Center and brought together key agencies to develop a Collaborative Planning Process for schools. With the help of FEMA, Department of Justice, Office of Health and Human Services, FBI and US Department of Education, a new guideline has been produced that

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encourages schools to use an EOP format similar to a traditional Emergency Management plan. Through the development of a Basic Plan, Functional Annexes, Threat and Hazard Annexes, and exercises using HSEEP, a school plan will now mirror the format of the responders in the community. The result... quicker actions, more efficient collaboration and ultimately, the possibility of more lives saved.

**A6 Investigative Tools / Technology to Assist with Emergency Preparedness from a Forensics Engineering Perspective**

*Presented by: Mike Bramhall, Mark Liebman*

As a property owner, property manager or emergency response leader within your organization it is a constant challenge to decide where to allocate your time and efforts regarding Emergency Preparedness. Understanding the current condition of your facilities and building systems is a key component that should not be overlooked. This presentation will provide a unique perspective of a team of forensic consultants, architects, scientists and engineers that have been involved with building system-wide condition assessments and investigations both pre and post incident on hundreds of projects around the world. Topics to be discussed include:

- Why consider due diligence condition assessments (eg: seismic / structural, mechanical systems, electrical systems, fire protection systems, etc)?
- Historical preservation and emergency response—pre & post incident considerations
- Advancements in investigative technology
- Lessons learned from the Christchurch earthquake and how they might impact you

**A7 Disaster Human Services**

*Presented by: Suzanne Everson*

ACF promotes the economic and social well-being of families, children, individuals and communities. Human services support the social and economic well-being of individuals and families and their ability to maintain activities of daily living in a safe, healthy manner. Disaster human services are primarily directed at mitigating threats to socio-economic well-being at the household and community levels and assist individuals, families, and communities with unmet needs. Strategic delivery of evidence-based disaster human services is an integral component of the recovery of individuals, families, and communities from disasters and public health emergencies.

**Session B: WEDNESDAY 11:00 AM – 12:15 PM**

**B1 The Care, Transportation and Evacuation of Vulnerable and Unique Populations**

*Presented by: Shawn Palmer*

Ideally, triage would result in “green” able-bodied adults; but not only are volunteer responders tasked with tending to and potentially evacuating “yellows” and “reds”, but there will be times when those needing help will actually need EXTRA help. Pregnant women, special needs adults and children, the elderly, pets (including horses) are but a few populations whose physical and psychological care during a disaster will be paramount to their well-being.

**B2 Aurora Bridge Bus Accident: Sharing Lessons Learned**

*Presented by: Ryan Packard, Wendy Freitag, Rob Reardon, Jill Watson*

On September 24, 2015 a joyous and celebratory North Seattle tour designed to provide international students an overview of their new temporary city home (Seattle) turned into a devastating catastrophe. Despite the quick response by City of Seattle responders, five students lost their lives and many sustained serious injuries that could result in years of recovery. A wide variety of organizations including multiple Consular Offices were engaged in efforts to assist students in their recovery and

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to provide support to grieving families returning their loved ones to their final resting place. The International Program at North Seattle felt the loss directly as they juggled to assist the families of those lost and organized visits to survivors still in the hospital during one of their busiest times of the year—the start up of a new school year for around 1,000 international students.

**B3 Washington on Fire**

*Presented by: Christie Dunn, Ginger Passarelli*

Hear about The Soup Ladies experiences on-scene at the Okanogan Fires in Eastern Washington in August. While preparing thousands of meals for the firefighting teams, they were on stand-by to evacuate at any minute. When word arrived that three brave firefighters had given their lives, the presence of The Soup Ladies suddenly meant so much more than a meal or a hug. Follow their story of heartbreak and acceptance as they dealt with the surviving crews.

**B4 Working with the Families of Alaska  
Flight 261: The Importance of Public Safety  
After a Transportation Accident**

*Presented by: Steve Campbell*

**B5 School Safety: Wait! There's More!**

*Presented by: Mike Donlin*

From Active shooters to CSEC, from bullying to earthquakes and wildfires, districts and schools are required to have plans in place for the prevention, protection, mitigation, response and recovery from a variety of natural and man-made threats and hazards. Through direct presentation and scenarios,

this session will explore some of the requirements, and many of the resources which are in place for school districts and schools as they develop safety plans with their community partners.

**B6 Building Your Language Access Toolkit for  
Emergency Preparedness and Response  
Services**

*Presented by: Joana Ramos, Kristi Cruz*

Our region's population today reflects greatly increased demographic diversity due to immigration and refugee resettlement. While there is now awareness about addressing the functional needs of residents with limited English proficiency (LEP) in emergency management work, providing meaningful language access through implementation of high-quality, community-specific services requires specialized knowledge. With communications so critical in every stage of emergency management, much can be done to ensure that language needs of all community members are identified so that timely, accurate, and culturally appropriate communications systems and practices are put into place. The Washington State Coalition for Language Access, a multi-disciplinary education and advocacy organization dedicated to eliminating language barriers to essential services through collaborative efforts, will share the basics, along with tips on specialty resources and opportunities for further training. The core issue of how to build collaborations to improve language services will be discussed throughout the presentation. This presentation is intended for policy makers and program managers along with advocates, volunteers, students, and community members concerned about ensuring language access in emergency services.

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**B7 Partners In Weather Preparedness:  
Basic Weather For Those That Need To  
Know Weather Information**

*Presented by: Ted Buehner*

This session will introduce how the National Weather Service (NWS) partners with the emergency management community throughout the Pacific Northwest, focused on the joint mission of protection of life and property. The material to be covered includes

an understanding of NWS operations, products and services, terminology, joint warning message dissemination, Pacific Northwest weather hazards, and all-hazards weather support, all meeting the needs and requirements of the emergency management community 24/7. This will be an interactive and informative session. If you need some weather background to do your job, this is the session for you! And for more weather knowledge, see the New Technologies You Need To Know session.

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## **Session C: WEDNESDAY 1:30 – 2:45 PM**

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**C1 We Help Each Other: Supporting Okanogan County's EOC during the Fires of 2015**

*Presented by: Jason Biermann, Mark Correia, Maurice Goodall*

On August 14, 2015 Okanogan County experienced a devastating wildland fire that burned over 300,000 acres, killed three firefighters, damaged numerous structures, and threatened those living in the immediate area. This incident quickly overwhelmed the local emergency management resources. To support this County, the State utilized Washington Mutual Aid System (WAMAS) and the newly approved Emergency Management Assistance Team (EMAT) concept, and deployed teams of emergency management professionals from the Puget Sound area. This presentation will discuss the event, the deployment and operations of the teams, and the lessons learned from this incident.

**C2 Chemical Mass Decontamination Planning Factors in Natural Disaster Response**

*Presented by: Aaron Bert*

This presentation will cover chemical mass decontamination planning factors often overlooked in natural disaster response. Using models from Cascadia Subduction Zone planning and relating experience from the SR-530 Slide disaster, it will assist emergency managers at all levels understand the requirement, effectively project and plan to resource response mass decontamination for

personnel, animals/livestock and equipment. Chemical Decontamination Planning Factors in Natural Disaster Response will:

- Increase awareness of chemical mass decontamination requirements in natural disaster response
- Assist emergency managers by providing planning factors for chemical decontamination requirements
- Present existing and available mass decontamination assets within Washington state
- Share how to resource available mass decontamination assets

**C3 The Safety Net for Communicating through the Media in a Tragedy**

*Presented by: Linda Tavlin*

In the worst-case scenario there is a formula for how organizations who are perceived to have done a good job follow. All the organizations who have been perceived to have done a good job in the initial stage with the media have done so because of the strategy that was in place before anything ever occurred. The organizations who have been perceived to have done a poor job communicating through the media have done so because of the strategy that was in place before anything ever occurred. They all have three things in common. Find out what those are and what your safety net is to avoid making the mistakes.

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#### **C4 Implementing and Testing Business Continuity at TOTE Maritime**

*Presented by: James Rollins, Patty Ludden*

TOTE Maritime moves approximately one-third of all freight between the Port of Tacoma and the Port of Anchorage. Two times per week, a TOTE Maritime ship departs Tacoma full of food, dry goods equipment and vehicles necessary to run the Alaska economy. So what happens if a ship doesn't sail? For one thing, the shelves in the Fred Meyer, Walmart and grocery stores in Anchorage and Fairbanks begin to run low. "These shelves will run dry in about three days" says Patty Ludden, Director of Safety and Risk Management at TOTE Maritime. "Without TOTE Maritime's ships, Alaska would have to depend on over-the-road shipment, which can be very difficult in the winter, and cannot move the same volume of cargo as a ship." Barge traffic is another way that goods reach Alaska customers, but barges are slower and experience weather related delays. Because of the importance of TOTE Maritime's ships to Alaska, they consider themselves critical infrastructure. Key as any road or electrical grid, without TOTE Maritime's ships, Alaska would be in a serious bind. The employees at TOTE Maritime take this responsibility seriously and have implemented a Business Continuity program using the International Standards Organization (ISO) standard ISO 22301 Business Continuity. Since they were already ISO 9001 qualified, this new standard could be easily integrated into their management systems. John Parrott, President of TOTE Maritime set the high standard, "The ship must sail." To achieve this end in any circumstance means that all their supporting critical processes cannot be down for more than 3 days and should be restored within 24 hours. This is a tall order that required the commitment of the entire management team. TOTE Maritime authored plans for business continuity for all their critical processes and tested them using a robust functional exercise last May. They quickly notified and activated a Crisis Management Team and effectively managed a multi-state incident using their Crisis Management Planning Process. Afterward, they conducted an after action review and developed a corrective action plan. Still, they are not resting on their laurels. Next year they will up

their game, potentially participating in Washington State's Cascadia Rising exercise. This seminar will discuss how TOTE Maritime approached their business continuity plan development from risk assessment to plan testing. The seminar will describe the outcomes they enjoyed as a result of their efforts and how they intend to reinforce and improve the plan from year to year.

#### **C5 Partners In Weather Preparedness: New Weather Technologies and Information You Need To Know**

*Presented by: Ted Buehner*

#### **C6 Intro to Disruptive Social Media: Live-Streaming Apps**

*Presented by: Elizabeth King, Marcus Deyerin*

This interactive session will walk through the recommended use of (Periscope, Meerkat, HangWith, Blab.im) for emergency managers and disaster services personnel

#### **C7 Disaster Recovery: Removing the Mask of Mystery**

*Presented by: Sean Scott*

When first responders leave the scene of a disaster, the survivors are left to figure out their recovery on their own. For those who have lost their home or become displaced, this can be the beginning of a nightmare. Whether it's a wildfire, flood, earthquake, or something as common as a water pipe bursting, those who go through a disaster usually don't know what to do, who to trust, or where to turn for help. This is when disaster survivors become vulnerable and all-too-often fall prey to scams or otherwise make uninformed decisions that can adversely affect their ability to rebuild their homes and lives. The focus of Mr. Scott's presentation is to shed light on the recovery process and reveal many of the misconceptions, pitfalls, and challenges survivors encounter once the first responders leave the scene. He will also share a wealth of information and resources gleaned from over 35 years of hands-on experience, that will prepare people for the days, weeks, and months following disaster events.

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## Session D: WEDNESDAY 3:15 – 4:30 PM

### D1 Preparing for An Active Shooter

*Presented by: Stacia Hayes, Josh Stivers*

What if... most of the time when we here “what if” we roll our eyes, because we know that “what if’s” rarely happen, but with the prevalence of active shooter situations happening more and more, wouldn’t you rather be prepared by talking “what if” than not? Preparing for an active shooter situation is now more important than ever. Ms. Hayes and Mr. Stiver take you through the evolution that occurred while educating one of the largest healthcare systems in the Pacific Northwest for the possibility of an active shooter event. They will walk you through live interactions that will have you wondering if you are prepared for an active shooter.

### D2 Education vs. Experience? What Really Matters in Emergency Management

*Presented by: Mindi Mattson*

Emergency Management is coming into its own as a profession. This tremendous growth in the field has brought with it some growing pains. Many young people are choosing emergency management as a college major and expecting to enter the field right out of school. Meanwhile, many practicing emergency managers do not have formal education in emergency management but have years of experience in it and related fields. Which is more important? This presentation will dive into the “education vs. experience” debate and present some arguments as to why both are important to the continued development of the profession.

### D3 Adding Canine Crisis Responders to the Team

*Presented by: Raquel Lackey, Mary Schoenfeldt*

Come learn all about crisis-response canine teams! They are the hidden gem resource for emergency management and others. These teams come from reputable nonprofit organizations that follow national standards and are members of state and national VOADs. What makes these dogs and their handlers so special? They have been hand picked and have gone through numerous hours of training

on both ends of the leash to provide comfort to people in emotionally charged and unpredictable environments. We will discuss the benefits derived from incorporating specially trained crisis-response teams into a variety of events whether a naturally occurring disaster, man-made crisis or stressful event. Learn the qualifications to look for when engaging qualified crisis response canine teams, including documentation on the national standards these teams follow to keep everyone safe. Attendees will know how to contact qualified crisis-response canine team organizations that are within their jurisdictions. We will provide recommendations of documentation to include in your planning before the crisis occurs. We will also talk about the documentation needed for the hours these teams serve to be counted towards your local match for fiscal reimbursement.

### D4 The Public Isn’t Prepared For Disaster and Maybe it’s Our Fault!

*Presented by: Charles Wallace*

Year after year, disaster upon disaster, the same mantra rises from local governments and emergency managers – the public didn’t prepare. There are thousands of surveys and after action reports which state citizens weren’t prepared due to apathy or because their perception to the possible risk and hazard was low. Rarely do we find information where government and/or emergency management accepts blame for an unprepared and impacted community, unless blame is bestowed upon them by a findings panel after the fact – much too late to assist those affected by the disaster event. We also don’t speak about unintended biases in the messages from government and emergency management officials prior to and during disaster events. Providing information on social media, in newspapers, handouts and pamphlets doesn’t tell whether the information is received by your intended audience and it doesn’t tell the sender if those who received the message will use the information the way it was intended. The way things were accomplished in the past do not work

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today. This lecture will focus on disaster messaging from government and emergency management officials and the need to change tactics to promote preparedness and social change in the citizens and communities we serve.

**D5 Build a Better CERT Team by Getting to Know Your Neighbors**

*Presented by: Elizabeth Hansford,  
Janeen R. Olson*

In March 2015, Redmond CERT invited representatives from neighboring CERT organizations to meet and discuss forming a group to build awareness of our different programs and look at possible ways to increase coordination and leverage best practices. Invitees included representatives from a variety of programs including some that are well-established, some that are new, some that have close ties to their city and others that are entirely volunteer run. From this initial meeting, the CERT Eastside Leadership Team emerged. In this presentation, we'll discuss why and how we built this team, what we've learned from each other, things we've been able to do because of our partnership, and where we plan to go in our second year.

**D6 [ No Session ]**

**D7 Increasing the Capability of the Public Health and Healthcare Networks Across Washington to Identify and Treat Patients with Highly Infectious Diseases**

*Presented by: Cate Burgess*

In March, 2014 the largest Ebola Virus Disease (EVD) outbreak in history began in West Africa, with widespread transmission occurring primarily in three countries. Because Ebola is highly contagious there was a risk of a traveler who was exposed in an affected West African country coming to the United States, becoming symptomatic and spreading the disease. Therefore, there was a need to prepare the United States healthcare system to identify, triage, transport and treat patients with EVD. To prepare the Washington State public health and healthcare systems to receive and care for an EVD patient, the Washington

State Department of Health activated its Incident Management Team (IMT) which operated out of the Agency Coordination Center from October 8, 2014 through November 26, 2014. The IMT developed plans, trainings and completed exercises to test the readiness throughout the EVD continuum of care (which begins with a suspected case and ends with treatment and discharge from an EVD-ready facility). The preparedness and response work completed through this activation was the result of effective coordination among subject matter experts from across the agency and is being maintained through ongoing work to further increase healthcare system readiness through the ASPR HPP Ebola grant.

**D8 RRAIN Washington Phase II Focus Group Session**

*Presented by: Gail Kouame, Emily Glenn,  
Ann Whitney Gleason*

The Response and Recovery App in Washington (RRAIN Washington) and mobile-optimized website help emergency operations personnel during disaster events by providing an open, free authoritative mobile knowledge base and situational awareness tools. Previous work with Washington State first responders revealed that they lacked consolidated access to state-specific response and recovery mobile resources. To address this need, the University of Washington Health Sciences Library collaborated with the Washington State Department of Health and the National Library of Medicine to develop a mobile application and mobile-optimized website focused on injury prevention and emergency health issues. The two-phase RRAIN Washington project is funded from September 2014 through September 2016.

During Phase I, a focus group provided relevant feedback, which informed design, content and delivery of training. The project team launched the iOS mobile app and website in March 2015, refined content and delivered scenario-based training at several sites. Phase II of the RRAIN project, offers further opportunities to refine the app and website content and to deliver training remotely. The Android app went live in November 2015. Project staff are currently developing online scenario-based training.

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During Phase II, the project team is working with stakeholders in the Washington State first responder community to elicit feedback to improve the design, content and training materials. During this conference, the project team will host a one-hour focus

group session that introduces the project and the mobile app, and then guide users through a short hands-on exercise. We invite participants to provide feedback throughout the session.

## **Session E: THURSDAY 9:30 – 10:45 AM**

### **E1 CSB Investigations Update: Key Lessons from Emergency Response Investigation of West, Texas Fertilizer Incident**

*Presented by: Samuel Oyewole*

The fire and the massive explosion at the West Fertilizer Company in West, TX on April 17, 2013 led to 15 casualties. Twelve of these victims were firefighters and emergency responders that were operating at the scene of the fire. This presentation will discuss the findings from the federal investigation of the emergency response activities related to the incident. The presenter – an investigator with the United States Chemical Safety Board will explain the 4 key factors that contributed to the fatalities of the emergency responders, share the challenges that the emergency responders encountered, and ‘lessons NOT learned’ from previous incidents. The presenter will discuss ways in which attendees can implement ‘lessons learned’ from the West, Texas incident in their own communities. The case study will also address how the use of key recommended practices for responding to hazardous materials incidents and effective incident pre-planning could help emergency responders to be well-prepared in dealing with fires and accidents at industrial facilities.

### **E2 WAsafe Post-Disaster Safety Assessment Program**

*Presented by: Paul Brallier, Kevin Scarlett*

Washington State Department of Health is teaming with several professional non-governmental organizations (SEAW, AIA, ASCE and WABO) and Washington State EMD to develop a volunteer emergency worker database and deployment program for post-disaster safety assessment

of buildings and other facilities. The program is called WAsafe. The database is established on the DOH WaSERVE system. The program is to become a Washington State equivalent of the California OES Safety Assessment Program (SAP). When fully deployed, the WAsafe program will allow emergency managers to contact the NGO’s disaster coordinators who will contact volunteers for deployment to perform post-disaster building safety evaluations. Volunteers will be deployed under the conditions outlined in Washington State’s Good Samaritan laws in RCW 38.52.180 (Immunity from liability for covered volunteers). Kevin Scarlett (DOH) and Paul Brallier (SEAW) will present an overview of the program, training and skills of volunteers, procedures for requesting volunteers and procedures for volunteer deployment.

### **E3 Washington Statewide Pharmacy MOU: A Public/Private Partnership**

*Presented by: Jessica Baggett*

During an emergency event, there is often the need to distribute and dispense medications, vaccines, and/or health information to individuals for treatment and/or prevention. Pharmacies are in virtually every community and serve as a critical provider of medication and information to the public on a daily basis. In addition, pharmacists and other pharmacy workers have demonstrated the importance of their roles in dispensing medications, administering vaccines, and providing information to the public (as shown in H1N1). The Washington State Pharmacy Agreement is a Memorandum of Understanding (MOU) that incorporates existing pharmacy infrastructure across communities into local emergency response capabilities. By utilizing assets across the whole community, local health

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jurisdictions can address the health and medical needs of the affected population during a public health incident, emergency, or disaster.

#### **E4 Solar System Exploration... and Preparing for Some its Inconvenient Discoveries**

*Presented by: Ward Yohe*

Come along on a virtual hike through the Solar System! NASA is leading US exploration of the Solar System in collaboration with many international partners. Space exploration carries with it endless exciting possibilities and discoveries, as well as monumental challenges and the need for highly effective risk management. This presentation will highlight many of our robotic and human missions of exploration, including both successes and failures. Those in any challenging field, especially from the perspective of emergency preparedness, can learn much from what it takes to successfully extend our reach beyond our home planet Earth. Exploring the Solar System has also revealed some very significant natural threats that can impact us all. Learn about some of those threats, as well as what we are doing to identify, prepare for, and possibly prevent serious impacts to life on Earth. Space is vast, and this virtual journey through remarkable cosmic reality may help to increase awareness of how special our planet is as we travel together through the cosmos.

#### **E5 Thurston County School Seismic Safety Assessment Project**

*Presented by: Erica Fischer, Cale Ash, John Schelling*

A School Seismic Safety Assessment was conducted in Thurston County. This assessment was performed to better understand the earthquake risk portfolio in the county, to develop more effective mitigation solutions for building occupants, and to increase community resilience. Some schools in Washington were built many years ago using codes which lacked seismic design requirements or had lower requirements than more recent and current building codes. Some of these schools may not provide an adequate level of earthquake safety. In 2012, a Washington statewide mitigation plan

focused on K-12 school facilities was conducted by Washington State Office of the Superintendent of Public Instruction (OSPI) with funding from a Federal Emergency Management Agency (FEMA) Pre-Disaster Mitigation grant. The Thurston County School Seismic Safety Assessment built upon, leveraged, and utilized outcomes from these efforts. This presentation shows the results of the building evaluations performed by volunteer structural engineers on selected schools in Thurston County. The buildings selected were determined as “at risk” by the OSPI/FEMA funded state-wide preliminary building evaluations. The data collected by the volunteer structural engineers was used to perform a risk assessment by FEMA using Hazus software.

#### **E6 Managing Information and Expectations Following the 2015 Olympia Officer Involved shooting**

*Presented by: Gregory Wright, Paul Lower*

Olympia managed the information and expectations of the media, employees and community following an officer involved shooting in 2015. This was done cooperatively using the City’s Communications Manager, Emergency Management Director, Mayor, City Manager, Police Chief and Police Department PIOs. It is felt that this management eased the public’s angst and allowed for a better resolution. Join three of the key people doing the work behind the scenes during Olympia’s event.

#### **E7 Personal Cost of Responding to a Crisis**

*Presented by: Vivian Marinelli*

Emotional distress as a result of trauma may not be as easy to detect as a physical injury but it can be just as debilitating and painful. Although anyone can be adversely affected by exposure to a traumatic event, business continuity professionals and first responders such as police, firefighters, emergency workers and security have been shown to be particularly vulnerable to the development of stress reactions as they are often exposed to traumatic events in their day-to-day work experiences. These individuals must have the proper coping skills and training in order to fulfill their role as caretakers effectively. This workshop

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will outline what organizations can do to support business continuity workers and front line staff so that they can better prepare, respond, and recover from a crisis incident. The session will review dynamics of self-care and examine best practices of a resiliency program by presenting specific guidance on resiliency training that focuses

beyond psychological debriefings for responders. Participants will learn to train business continuity professionals before, during and after deployment. In addition, participants will walk away with simple resiliency training exercises, and will also learn how to facilitate/engage in them.

## Session F: THURSDAY 11:00 – 12:00 PM

### F1 **The National Veterinary Response Team: History, Capabilities, and Current Organization**

*Presented by: Ty Vannieuwenhoven*

The importance of providing quality veterinary care during disasters has been long understood. What is today known as the NVRT began following Hurricane Andrew in 1992 with a vision shared by professionals in the American Veterinary Medical Association and the American Veterinary Medical Foundation and was incorporated into the federal emergency response the following year. Today, although several federal agencies support animals affected by disasters, under the federal Emergency Support Function 8, NVRT is the primary federal resource for treating ill or injured pets, service animals, working animals, laboratory animals, and livestock impacted by disasters. Becoming more nimble in emergency response and having a relationship with your customers ahead of the event: those were the goals of a recent restructuring of the National Veterinary Response Teams that provide medical care for working and companion animals when state and local resources are overwhelmed in disasters. The new structure features a national team consisting of smaller teams of veterinarians and veterinary technicians aligned to the 10 geographic national emergency management regions.

### F2 **Emergency Planning: A Guide to Identifying Vulnerable Populations, Partners and Transportation Options through a Regional Approach**

*Presented by: Ryan Acker, Brent Meldrum,  
Bill Baumann, Stacy Kellogg*

Washington and Oregon are home to some of the nation's most diverse terrains, including: volcanoes, forests, ocean fronts and more. It's not that emergencies *could* happen; they are going to happen. From earthquakes to floods and forest fires, we must continuously improve our response to identify and protect our communities, including those who are most vulnerable. This presentation offers a step-by-step process to connecting Emergency Management Offices, social service agencies, community providers, transportation providers and first responders to one another in order to identify and serve those who are most disparately impacted. Participants will gain the ability to implement practical processes to connect with resources, including 2-1-1, and learn first-hand accounts of do's and don'ts from lessons learned from the most recent disasters in our area. In addition, participants will learn about the importance of employee home and family readiness so that they can fully participate in emergency response efforts themselves. Members of Community Transportation Association of the Northwest serve some of Washington and Oregon's most vulnerable and disparately impacted populations. We strive to promote mobility options for all individuals through collaboration, education and advocacy.

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### **F3 Managing Cyber Emergencies**

*Presented by: Matthew Modarelli, Jodie Ryan, Dan Banks, Tom Muehleisen, Mike Hamilton*

A panel discussion led by WA State EMD. Panel will include cybersecurity experts from local government, federal government, critical infrastructure, national guard, tribal, and private sector.

### **F4 Partner with Media: Broadcast Meteorology**

*Presented by: Rebecca Stevenson*

Today's newsroom has become smaller with fewer resources available to gather timely, accurate, information; This means our delivery method of emergency information must also adjust; right along with the ability to receive emergency information. Social media gathers, receives, & distributes emergency information that is timely, available 24/7, device independent, free, crosses municipal boundaries, accessible anywhere, no subscription or membership required. Social media creates new opportunities to learn and disperse emergency information every day and distributes critical information. Key point: Set-up before disasters happen, not during the difficult period. Once established the centralized platform will focus a flow of information for all parties. Newspaper and television are no longer the way to expedite emergency information to all ages and demographics. Assignment Desk, Reporters, and Correspondents: requests Citizens and Public: needs Social Media is always "first on the scene". Immediately the newsroom will source the information creating real-time, relevant, fast paced stories and information. The luxury of being offline does not exist anymore for emergency systems and news sources. Social media can be used as a disaster response tool.

### **F5 Right Care, Right Place, Right Time: Coordinating Clinical Matches During Large-Scale Emergencies**

*Presented by: Erika Henry*

Each of the nine public health regions in Washington State has at least one volunteer Disaster Medical Coordination Center (DMCC) hospital, but how can we best manage efficient patient distribution across multiple regions? Across the

state? The Statewide DMCC Agreement raises our state's level of healthcare preparedness by presenting a framework to support large-scale patient distribution. Your region is now better positioned to get patients to where they can receive the right care in the right place in the right amount of time. The Washington Statewide DMCC community service is available to any DMCCs that becomes overwhelmed during an emergency where assistance is needed with finding bed capacity and clinical capabilities across the state. In this session, you'll learn about the agreement itself, as well as about the volunteer hospitals, processes and state support that make it work.

### **F6 New Technologies Impacting Emergency Management**

*Presented by: Eric Holdeman*

Technology is increasingly important to the profession of emergency management. The future will be dominated by new systems and technologies that help emergency managers perform their duties. This session will explore what those new technologies are. What is in place today, and what will be available in the not too distant future. This session will be interactive with attendees contributing what systems, software and equipment are already being used and for what purposes.

### **F7 The Civil Rights Act, Federal Grant Recipients and Your Responsibilities: Limited English Proficiency Best Practices from the 2015 Central Washington Wildfires**

*Presented by: Mark Stewart, Dawn Cortez*

Washington is approximately 12% populated with people of Hispanic heritage. Emergency management and other local government functions receive federal grant funding and have requirements to comply with the Title VI-The Civil Rights Act. This presentation frames the requirements of the Civil Rights Act as it pertains to limited English proficiency (LEP) and examines best practices in complying with those requirements during the 2015 Central Washington Wildfires.