



Hoosier Responder

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LEADING PROFESSIONAL JOURNAL APPLAUDS IDHS FOR PROACTIVE APPROACH TO CYBER-SECURITY

The Dec/Jan Issue of *Public CIO Magazine: Technology Leadership in the Public Sector*, calls the IDHS cyber-security risk framework proactive, and highlights it as an example of an “effective and efficient,” “top-down approach” to IT risk management.

The article reports that, “in partnership with the Indiana Chief Information Officer’s (CIO) office, IDHS developed an IT cyber-security risk framework that can be used statewide.

[Eventually,] all state agencies will be asked to use the framework in assessing IT risk. This is an important, fundamental step in taking a strategic approach to IT risk management.”



According to its website, <http://www.govtech.com/gt/magazines>, *Public CIO* is the first best-practice peer journal focused solely on the management issues, technology strategies, and political hurdles

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From the Director’s Chair — Executive Director Joe Wainscott HANDLING STRESS AS AN EMERGENCY RESPONDER

The recent events in Haiti demonstrate that stress is an inevitable part of emergency and humanitarian aid work. Disaster response situations present unique stresses and dangers that can include work in a potentially hazardous environment, heightened responsibility for vulnerable people, exposure to atrocity and suffering, unpredictability, and separation from friends, family and usual supports.

These unique stresses and dangers can have serious mental health consequences for responders. Studies show that at least one-third of emergency responders exhibit signs of emotional distress that interfere with their life and work, and may be severe enough to warrant professional help.

During a disaster, when many people are in

critical need of assistance, it can be tempting for emergency responders to ignore their own limitations and needs in order to continue supporting response efforts. However, failing to adequately take care of yourself can very quickly diminish your ability to help others. We in Indiana see our share of emergencies and disasters. When working in a disaster situation, it is important to:

- Assess and monitor your own stress levels. Pay attention to the signs of stress for you, such as changes in your sleep or appetite, fatigue, or being short-tempered, and put in place your strategies for coping in healthy ways.
- Be deliberate in managing stress. Make your plan a routine part of your deployment.

- Know your limits. Remember that going beyond your limits is likely to make you less effective in the long run.
- Ask for help when you need it, both in terms of your tasks and with personal support whenever necessary. It is your responsibility to seek support to make sure you are in the best possible condition to do the job, and not to let stress get out of hand.
- Try to eat healthy foods and do not to skip meals.
- Keep a regular schedule, such as regular waking and sleeping hours and work and relaxation time. Don't work 24/7!



(Continued on page 2)

PARAMEDIC FROM WALES VISITS OWEN COUNTY EMS

Mike Callaghan, a paramedic from Wales, spent three weeks in Indiana this month to complete in-service training and gather information about American EMS to take back to his colleagues.

A medic for approximately 20 years, Callaghan's unique professional experiences include working as a diver medical technician on oil rigs worldwide. Diver medical technicians are trained in providing care to persons injured in diving related environments. Callaghan first became interested in the medical field while deployed on a diplomatic security detail in Iraq, where he was tasked as a medic at a combat support hospital in Bagdad.

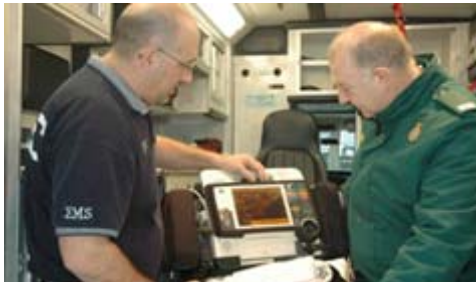
Upon returning from the Middle East, Callaghan came to the United States to further his education at Pelham Training center in Bloomington. He has returned several times continue his education and receive his paramedic training.

After receiving his NREMT (National Registry of Emergency Medical Technicians) Paramedic certification he applied to the UK Health Professions Council (HPC), the registering body for Paramedics in the UK, and was accepted as a registered paramedic. Callaghan now works as paramedic in the Welsh Ambulance service based in Llanelli in west Wales.

The Welsh Ambulance service is the third largest ambulance service in the UK. Operating

90 ambulance stations and 7 control centers, it serves the entire Welsh population of 2.9 million across 12,825 miles.

Chris Lunsford, director for Owen County EMS, facilitated Callaghan's visit. "Mike has spent a lot of time interacting with Owen County EMS and has enlightened our crews not only about life in the UK, but also about how the Welsh ambulance service works." Lunsford also indicated that they learned a lot about different protocols and guidelines between countries, and how different services and health care systems operate.



Owen County Emergency Medical Services (OCEMS) is a county funded Ambulance transport service, which provides pre-hospital emergency medical care as well as vehicle extrication and rope rescue for the county. Primarily a rural county of around 400 sq. miles, Owen County supports a population of around 23,000.

In addition to his stay with Owen County EMS, Callaghan also had the opportunity to visit Bloomington Hospital ambulance service, and Hospitals in Bloomington, Franklin and Monroe. Callaghan would like to establish a communication link with Indiana paramedics for the purpose of gathering information on patient care modalities and protocols to improve the EMS system in Wales.

Callaghan hopes that creating a communication link between paramedics in Wales and Indiana will help establish long-term friendships, foster education and knowledge of different systems, which he hopes will lead to more visit exchanges to encourage new ideas for both services. Lunsford agrees that such a link would have great potential for promoting professional friendships and nurturing education in both countries. ■



From left to right is Chris Lunsford, and Mike Callaghan

Cyber-Security

(Continued from page 1)



unique to government executives. Written by renowned journalists, academics, and public-sector officials, *Public CIO* leads the conversation on issues and real-world experiences for this senior tier of government. CIOs and intergovernmental IT experts utilize the *Public CIO* magazine and website to share perspectives on policies, strategies and best practices to bring change-resistant organizations into the 21st Century.

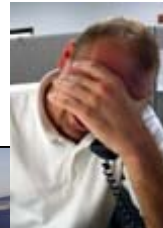
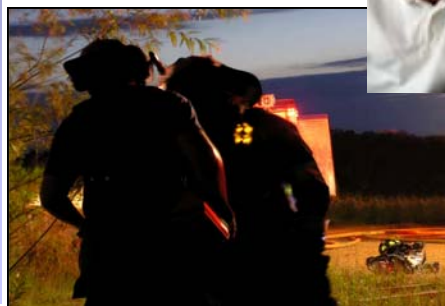
IDHS, IT director, Marty Jackson, says the next step toward cyber-security is to implement a Governance, Risk and Compliance tool which will automate the framework and keep threat assessments current as agencies begin storing data in the application. IDHS expects to have this tool fully operational in the next few months. ■

Director's Article — Handling Stress

(Continued from page 1)

- Do something every day to relax, and get proper rest and exercise.
- Keep in touch with friends and family.

Many professional resources are also available to emergency responders working in disaster situations. The Indiana Division of Mental Health and Addiction supports 10 District Disaster Mental Health Response Teams which can be available for individuals impacted by a disaster as well as emergency response personnel. For more information about these teams you can visit www.inallhazards.org.



The Indianapolis Fire Department maintains a Critical Incident Stress Management Team. If needed, team members can be deployed to assist firefighters almost anywhere in the state. For more information, please visit <http://www.indy.gov/eGov/City/DPS/IFD/CISM/Pages/home.aspx>.

The Indiana Fraternal Order of Police also has a deployable Critical Incident Stress Management Team which responds after disasters to support emergency responders. For more information about their services or to request assistance for your agency, please contact Darren Sroufe at 812.455.1980.

Preparing for a disaster helps everyone accept the fact that disasters do happen, and provides an opportunity to identify and collect the resources needed to meet basic needs after a disaster. If you have not already done so, I strongly encourage you to assemble a disaster preparedness kit so you and your family will be as ready as possible in the event of a man-made or natural disaster in Indiana. ■

FIRE Spotlight

The Fire Training Achievement Award recognizes an individual or division whose contributions to training and education of Indiana's fire service has made it more effective, safer and more professional. The contribution may be in the form of specific program development or outstanding commitment to raising the level of knowledge, skills and abilities of firefighters and emergency responders locally, regionally or statewide. This year's award was presented at the 2009 Indiana Emergency Response Conference to Douglas Cox, Division Chief for Auburn Fire Department in DeKalb County. Cox has served as a training officer since 2006. He not only serves his department, but also works as a district representative for the Indiana Fire Instructors Association and is the training council chairperson for the district as well. ■



WITH SPRING AROUND THE CORNER, MAKE SURE YOU AND YOUR FAMILY ARE PREPARED

Thunderstorms producing large hail, flash floods, heavy rains, lightning, strong winds and tornados, are prevalent in Indiana. Even if they last only a few minutes, thunderstorms have the strength and power to cause a great amount of damage.

Spawned from powerful thunderstorms, tornadoes can devastate lives and neighborhoods in seconds. Be sure your family members know what to do if they are at home, work or school when a severe storm or tornado hits.

Know the difference:

- A severe thunderstorm or tornado WATCH means a severe thunderstorm or tornado is likely to develop.

• A severe thunderstorm or tornado WARNING means that a severe thunderstorm or tornado has been sighted or indicated by weather radar.



Know what to do:

- Take shelter in a building or car.
- Shutter windows, close blinds, shades, or curtains, and secure outside doors.
- Avoid showering or bathing, as plumbing and bathroom fixtures can conduct electricity.
- Use a corded telephone only for emergencies. Cordless and cell phones are safe to use.
- Unplug appliances and other electrical items such as computers and turn off air conditioners. Power surges from lightning can cause serious damage.
- Keep abreast of the latest weather forecasts and prepare for possible tornadoes.
- For power outages and downed wires, call your local utility company. To have debris removed, call your city or county government.
- Always avoid natural lightning rods such as a tall, isolated tree in an open area.

For more information on how you can protect your family during severe spring weather, visit <http://www.in.gov/dhs/2930.htm>. ■

IMPORTANT CONCEPTS FOR INSTRUCTING FIREFIGHTERS

By John M. Buckman III, State Fire Training Director

It is important for instructors to understand how firefighters learn and retain information provided during training. There are several adult learning theory concepts that should be considered when training officers and instructors begin preparing for training sessions and developing training calendars:

- Adults will commit to learning when the stated goals and objectives are realistic, relevant to their job function, and important to them. Application in the 'real world' is important and relevant to the adult learner's personal and professional needs.
- Transfer of learning for adults is not automatic, and needs to be facilitated. Using a straight lecture technique with adults will not facilitate the learning experience nor will it enhance the opportunity. Instead, coaching of adult learners is a necessary component of learning. Adult learners need direct, concrete experiences in which they apply the learning in real work.
- Another key component to motivating students is feedback. Adults need to know how they are doing, and see how their efforts are paying off. Opportunities must be built into professional development activities that



allow the learner to practice the learning and receive structured feedback.

- Adults also need to participate in small-group activities to move them beyond understanding to application, analysis, synthesis and evaluation. Small-group activities provide an opportunity to share, reflect and generalize their learning experiences. This is a critical component of adult learning that impacts their ability to retain what they hear in a classroom environment.
- Adult learners already have a base of knowledge that comes from life experiences, formal education backgrounds, personal interests and competencies. Remember to draw on these experiences to bridge connections between new information, and information the student already has. ■

EMA Spotlight Jefferson County

Dave Bell has been the EMA director for Jefferson County for the last three years. Bell also has 25 years of experience as a firefighter, including service as a fire chief, hazmat chief and training officer.

Under Bell's direction, the Jefferson County EMA has completed its comprehensive emergency management plan, achieved complete NIMS compliance among the staff and fostered many positive working relationships among local emergency response agencies.

When not working as an EMA director, fighting fires or responding to a hazmat incident, Bell enjoys spending time with his daughter Olivia and his fiancé Debbie. ■

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RACES OPERATORS EXERCISE EMERGENCY CAPABILITIES DURING STATEWIDE TEST

The statewide, winter Radio Amateur Civil Emergency Service (RACES) test was conducted on Saturday, January 16. Lasting a little more than an hour, the test simulated the way initial contacts will be made to the State EOC via amateur radio in the event of a real emergency. These test procedures enable EMA directors and their R.A.C.E.S. amateur radio operators to use whatever means they have available to communicate with the EOC, utilizing available frequencies and modes. Test participants operated from the IDHS EOC and several off-site locations within Indiana.



Don West, communications director for IDHS, and Deputy RACES officer Greg Oberc, both indicated they were pleased with the test results. "We had a couple learning experiences and the test went well," says Oberc. "Due to the quantity of utilized frequencies and operating locations, and the increased success of past IDHS statewide RACES tests, we are continually building a stronger structure while also accommodating the growth of numerous county RACES teams. It's also encouraging to see a constant increase in the number of test participants." New participants in this test include FEMA V and Central United States Earthquake Consortium (CUSEC) member states.

The Navy/Marine Military Affiliate Radio Service (MARS) conducted a test in conjunction with RACES and received many in-state contacts and participants also heard from MARS stations in Tennessee, Ohio, and Kentucky. The CUSEC MARS station also checked in from Memphis, TN.

Also for the first time, WebEOC was utilized for posting county test results. Oberc, who was primarily responsible for monitoring and recording WebEOC posting activity, calls this new resource "a welcomed and valuable addition to the team's tool box."

Oberc indicated that IDHS RACES appreciates the help of test coordinators, all participating stations, and the willingness of county EMA directors to include amateur radio in their EMA program. He looks forward to seeing continually strengthened relationships between county EMA directors and their local RACES/Amateur Radio Disaster Services (ARES) amateur radio operators. ■

STUDENTS WHO FAIL TO FULFILL FIRE COURSE PREREQUISITES WILL BE DENIED CERTIFICATIONS

After a year of discussion, the Board of Firefighter Personnel Standards and Education made significant changes to the law on how students can take written examinations for certification. The biggest change is that students must now meet all prerequisites before they take an examination. Effective March 15, 2010, any test submitted where the student does not meet the prerequisite will result in the test being invalidated and certification will be denied. In 2009 a significant number of examinations were submitted where the students did not meet the prerequisite requirements.

Instructors are strongly encouraged to review the prerequisites for every course of instruction. Instructors should also encourage students to visit the IDHS website and bring



documentation to prove they have met the necessary prerequisites. When giving a written examination, proctors are encouraged to have each student verify they have met the prerequisite.

If you have questions about prerequisites, please email State Fire Training Director John M. Buckman III at jbuckman@dhs.in.gov. ■

OPERATION SAFEGUARD: A NEW WAY TO EXPERIENCE DISASTER PREPAREDNESS

Operation Safeguard is a six-day immersive learning, summer leadership academy for central Indiana high school youth. The training and exercises will help equip teens to be active and productive participants in disaster preparedness and response, with a special focus on helping to protect children impacted by disasters.

Operation Safeguard uses a modified Community Emergency Response



Team (CERT) training united with Project K.I.D.'s PlayCare training to create a unique learning and leadership experience. Highlights include: public relations skill-building, emergency preparedness triage and basic medical search and rescue, terrorism awareness, incident command system, and an introduction to leadership development. The academy concludes with a full-scale disaster exercise, where youth perform a "victim" search, rescue, triage and treatment in a realistic setting. Academy graduates are equipped to bring their new skills and the message of preparedness to their families and communities.

Cost: Free to participants who are selected. Transportation to and from the academy each day is the responsibility of the participant's parents or guardians.

Who: Motivated 9th, 10th, and 11th grade high school students from central Indiana.

Where: Park Tudor School at 7200 N. College Ave., Indianapolis.

When: June 14-19 from 8 a.m.-5:30 p.m., plus a graduation ceremony and reception on Saturday.

Competitive Selection Process: See www.project-kid.org for details. Applications are due no later than March 15, 2010. Participants will be notified by April 1st.

Primary sponsors of the academy are CERT and Project K.I.D.

The (CERT) program develops and trains teams in neighborhoods, workplaces, and schools in basic disaster response skills, including fire suppression, urban search and rescue, and medical operations. Nationally administered by FEMA, the CERT program provides an opportunity for citizens to take an active role in local emergency preparedness.

Project K.I.D. is a disaster childcare organization that was founded in the wake of Hurricane Katrina. Its Play-Care response model provided care to thousands of impacted Gulf Coast children. Now, Project K.I.D. creates a network of communities that want to be prepared to meet the unique needs of children in disasters and emergencies. ■



IDHS ANNOUNCES NEW EMSTRAINING MANAGER

Bruce Bare is the new Emergency Medical Services training manager with the Indiana Department of Homeland Security.

Bare will manage the EMS preparedness training program, which encompasses providing education to certified emergency response personnel on topics such as mass casualty, Incident Command System training for EMS, triage, weapons of mass destruction, and hazardous materials.

He also will serve as the state EMS training officer and manage the EMS education program, which regulates Indiana certified training institutions and the primary instructors who conduct EMS courses.

"I am looking forward to serving the EMS community in my new role and helping Indiana adapt to the changes and growth in EMS," said Bare.

Bare began his career as an emergency medical technician-basic in 1977 in Lafayette, became a paramedic in 1979, and a primary instructor in 1980. During that time he has served as a paramedic, firefighter, preceptor, supervisor and EMS educator. He also served as the director of an EMS that included ground and plane services. He earned his bachelor of the arts from Purdue in 1988.

He resides in the Bedford area and has been married for 30 years to his wife, Donna. He

has a daughter, Jessica, and two sons, Erik and Gregory.



Bare can be contacted at 317.234.4481 or bbare@dhs.in.gov.

Both sons are also firefighter/ EMT-Bs. He enjoys time with his family, outdoor activities, martial arts, horseback riding, and motorcycling. ■

DID YOU KNOW?

Indiana Department of Homeland Security recently conducted a survey of fire departments staffed with volunteers. 517 fire departments responded to the survey. Here are the results from a few of the questions.



The first questions dealt with how the Fire Chief is selected. 61% of respondents said the elected official of the governing body makes the selection. 18% of the Fire Chiefs were selected by the Fire Department Board of Directors and 21% were selected in other ways.

Of the 18% who are selected by the board of directors, 74% of respondents reported that the Department Chief is elected by the membership.

Of those Chiefs elected by the membership, 47% were elected for one year, 24% for two years and 6% for 4 years. (33% are elected for some other duration.)

Sixty-eight percent of the respondents require attendance at monthly drills, 11% at weekly drills and 6% require quarterly attendance at training. (15% did not specify)

Seventy-one percent of respondents reported that they do not compensate for training attendance. Of the 29% that do compensate 52% do it by establishing a specific amount of compensation; 36% pay per training session and 9% pay per hour. (3% handle payment in some other way.)

For questions about the survey or to receive an electronic copy of the results, please contact the State Fire Training Director at jbuckman@dhs.in.gov. ■

Severe Weather Awareness Week is March 14-20

Efforts during Severe Weather Awareness Week, March 14-20, seek to encourage Hoosiers to be aware of thunderstorms, lightning, tornadoes and flooding that frequently occur in Indiana.

Statewide tornado drills have been planned for March 17. Details of times will be provided.

Partners in promotions for Severe Weather Awareness Week are the Indiana Broadcasters Association, Indiana Department of Education, Indiana State Police, the Integrated Public Safety Commission, Indiana Department of Homeland Security, the National Weather Service and the Red Cross.



As local public safety professionals are giving presentations or talking with media, a few points to emphasize are:

- Learn the warning signs of severe weather.
- Develop an emergency supply kit that includes basics such as water, non-perishable food, flashlights, a blanket, a first aid kit and medicines to help a family survive on their own for up to 72 hours.
- Consider purchasing a NOAA all-hazards radio. These radios broadcast National Weather Service warnings, watches, forecasts and other post-event information for all types of hazards, both natural (such as earthquakes and tornadoes) and environmental (such as chemical releases or oil spills), 24 hours a day. ■

EMS Spotlight

The Dispatcher of the Year Award recognizes the importance of the dispatcher in the delivery of all public safety services and especially in emergency medical service response. There is a saying: "Be nice to your dispatcher or he will tell you where to go." This award winner gives such clear instructions, directions and descriptions of the incident that EMS personnel not only know exactly



where to go, but what to expect when they get there.

Dispatcher Tyler Clements, Washington County Sheriff's

Department, was presented with this award at the 2009 Indiana Emergency Response Conference.

Clements holds Advanced Emergency Medical Dispatch (EMD) and telecommunications certifications along with certification from the Association of Public-Safety Communications Officials (APCO) Institute in suicide intervention.

In addition to his duties as a 911 dispatcher, Clements is a volunteer firefighter serving as the safety officer for his department, a certified first responder, a reserve deputy for the county sheriff's department and a deputy emergency manager for the county emergency management agency. ■



INCIDENT MANAGEMENT COURSE SCHEDULED FOR MARCH

An All Hazard Incident Management Team (AHIMT) Course for districts 4, 5, and 7 will be held March 1-5 at the Brownsburg Fire Training Center. This course is a minimum training standard for those serving on the District Response Task Force All Hazard Incident Management Team.

Each district is expected to provide eight students to the course. (one student per command and general staff position, per district.) District All Hazard Incident Management Teams should attempt to send their primary command and general staff personnel to this course.

Invited to visit:

All DPOC members, DPC members, District Task Force and element leaders, and jurisdictional elected and appointed officials are invited to visit this training course by appointment. Visits are encouraged for these members to better understand the role of the AHIMT and the District Response Task Force. The scenarios performed on March 4th and 5th will provide a unique observation environment for these targeted visitors.

For additional information about lodging and registration please visit http://www.in.gov/dhs/files/info_12710.pdf

Any further questions pertaining to this course may be directed to Randy Collins at Rcollins@dhs.in.gov, or (317) 238-1762. ■



Invited to attend:

- District Administrative Coordinators
- District Coordinators
- District Fiscal Agents
- District Planning Council Members
- District Planning Oversight Committee Members
- District Response Task Force Commanders
- All Emergency Management Directors

EMA Spotlight — Michigan City

Before becoming EMA Director for Michigan City seven years ago, John Jones gained 20 years of experience as the La Porte County Emergency Medical Service administrator and a paramedic. During his tenure, Jones oversaw the most award-winning EMS in Indiana. They were awarded Indiana Paramedic Provider of the Year five times.

Jones says one of the EMAs greatest accomplishments has been the establishment of a state-of-the-art Emergency Operations Center (EOC). The EOC is self sustainable with hardened storm proof measures, separate generator power, and its own heating, ventilating and air conditioning systems.

Jones is also proud of the agency's improved communication, and video teleconferencing capabilities. Dedicated to disaster preparedness and training, the agency also supports more than 150 Certified CERT Members as well as a comprehensive, city-wide NIMS training program which includes members of the local park and recreation department. Jones serves as second vice chairman of the IDHS District I Planning Council. ■



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