



Before During & After

The Office of Homeland Security & Emergency Management (OHSEM) Newsletter

Significant Dates

- March 31st: Cesar Chavez Birthday (City Holiday)

COVID-19 Links

Maricopa County Public Health COVID-19 Dashboard and Vaccine Information Site

AZDHS COVID-19 Data Dashboard

CDC COVID-19 Website

Emergency Management Links

OHSEM Website

Maricopa County WebEOC

COOP Plans (BOLDplanning)

Phoenix NOAA/NWS Website

Arizona Emergency Information Network (AZEIN)

The Key to Coordinating Emergency Management Efforts

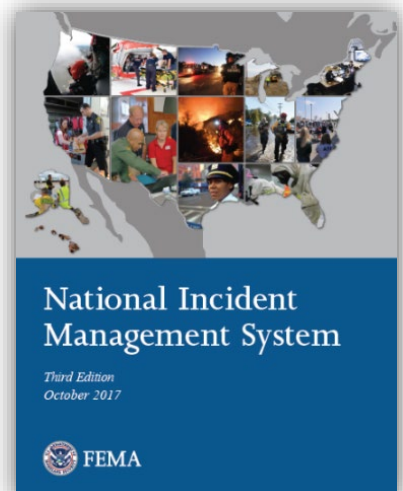


A devastating winter storm placed over 150 million Americans under some form of winter weather advisory/warning late last month. Texas was especially hard hit, leaving millions of its residents struggling to restore basic power, heat, and water services for days.

A winter storm of this severity is not the typical hazard we expect to encounter in Phoenix, but the broad scale and widespread impact generated by such a storm is a stark reminder to all communities how quickly local resources and capabilities can be overwhelmed. Additionally, it takes little imagination to think of comparable events specific to our region that can just as easily disrupt many of the essential services we take for granted. In the face of such events, we must have the ability to coordinate response and recovery efforts, not only across various departments, but also with partners from all levels of government, tribes, the private sector, volunteers, and non-governmental organizations (NGOs).

The key to such coordination is an emergency management framework called the **National Incident Management System (NIMS)**. Currently in its third edition, NIMS was established in 2004 as part of Homeland Security Presidential Directive-5 (HSPD-5) and consists of time-tested practices and principles that facilitate unity of effort, both on and off the scene of the incident.

Moving forward, the monthly OHSEM newsletter will cover different aspects of NIMS in more detail. For those who wish to expand their understanding of the system, FEMA also provides free online courses and certificates through its web portal. Contact the OHSEM office for additional information.



Regional/National Resources

Maricopa County Department of Emergency Management (MCDEM)
As the largest city in the county, we work closely with MCDEM to ensure all our emergency management efforts are aligned. Click their title to find out more about MCDEM and their services.

Arizona Department of Emergency and Military Affairs (DEMA)
DEMA consists of the Arizona National Guard, the Division of Emergency Management and the Division of Administrative Services. Click their title to find out more about their capabilities and the resources they can provide.

Federal Emergency Management Agency (FEMA)
FEMA provides emergency management guidance and support at the national level. Their website contains an abundance of information on nearly everything you may want to know about emergency management.

Contact Us

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“Who Ya Gonna Call?!”



1980s popular culture taught us that in the event of paranormal activity, the answer to the title’s question is simple: The Ghostbusters! Just as you would immediately dial 9-1-1 in case of any non-paranormal emergency, it is important to know how to get a hold of the right people when something disrupts your department’s day to day operations.

Specifically, for **Continuity of Operations (COOP) planning**, we take the guesswork out of who to call by keeping an **updated contact list** of vital staff members and partners. This article will discuss some basic information regarding who to include in COOP contact lists and why contact lists are such an integral part of COOP plans.

COOP contacts can be separated into two general categories: internal and external contacts. As the name implies, internal contacts include personnel who are part of your office/department and the broader organization (i.e. all City of Phoenix departments). External contacts consist of anyone who falls outside of this umbrella. Both types of contacts can be further divided into subcategories depending on their role in the organization and the nature of your relationship to these external contacts (see table below). These subcategories will help narrow the focus on who to include in the contact list. The goal is to have a concise yet inclusive list of contacts to reach out to during a continuity event.

Internal	Key Staff: Departmental decision makers, personnel with direct roles in preparedness plan, primary contacts for Teams identified in COOP plan
	Staff: City employees from other departments that you rely on for essential operations
External	Non-staff: Outside employees or contractors (temporary or seasonal work) that provide critical services
	Vendors/others: IT (not from City of Phoenix), security, goods/inventory, financial services, emergency services

Once the contact list is completed, it is important to **regularly review and update the list**. Turnover frequently renders contact lists obsolete and an inaccurate contact list will blunt the effectiveness of the plan overall. This is because the contact list provides input to a vast web of links throughout a COOP plan. Here are just a few examples of where the contact list is used to provide input:

- General info
- Orders of succession
- Essential functions
- Delegation of authority

If it’s been more than three months since your contact list was last updated, please take the time to refresh your departmental COOP plan. Failure to do so may cause you to be haunted by ghosts from an outdated COOP plan!

As always, if you need any assistance with updating your COOP plan, please contact the OHSEM office and a COOP administrator will help guide you through the process.