



The Communiqué

DPS Dispatchers and Staff Recognized

By Megan Silverstrim

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Cumberland County Commissioners recently recognized 11 9-1-1 Dispatchers for their valiant life saving efforts. On August 25th Troy O'Neil was awarded a unit citation and a "Life Saver" pin for the CPR instructions he gave that ultimately saved the life of a 1 year old that was found face down in a small pond in Fulton County. While O'Neil delivered life saving instructions, his fellow dispatchers Duane Ruth, Michael Snyder, and Raymond Martin alerted Washington County, Maryland and Allegany County, Maryland to coordinate dispatch. A Maryland State Police helicopter was dispatched to the scene and as it landed, the child

could be heard crying in the background of the phone call. Dispatchers Ruth, Snyder and Martin were also issued unit citations for their helicopter coordination efforts. Justin Shaulis was also honored with a unit citation and a "Life Saver" pin for the life saving instructions he offered over the phone that saved a 25 year old in cardiac arrest in East Pennsboro Township. By the time EMS personnel arrived on the scene the victim was no longer in cardiac arrest, due to the CPR that was administered through Shaulis's instructions. Dan Rhinehart, Joel Griffee, Steve Overmiller, Trudy Rahm, Chris Gembe and Blake Lawrence,

all dispatchers belonging to the Team B, were also awarded unit citations on August 25th for their group effort that helped to locate an individual who was having a diabetic emergency. Team B received a call from a worried woman who stated that she believed her husband was suffering a diabetic emergency, but that she was not sure where he was. She stated that he was headed to work in Lewisberry from their home in Silverspring Township. Dispatchers were able to reach him on his cell phone, and found him to be lethargic and not responsive.

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Everbridge Aware Alert and Notification System

By: Bob Shively

Cumberland County has been in the process of implementing the new Everbridge Aware system. The system is an internet-based alerting and notification software that will enable the Cumberland County Department of Public Safety staff to alert members of the County Special Teams, Local Coordinators, DPS Staff, County Executive Staff, and many others for incidents, meeting reminders, or pertinent information like weather watches and warnings. The system was purchased by the 8-County Regional South Central Task Force to provide alerting capabilities for regional personnel and assets of the SCTF. The SCTF has offered use of the Everbridge system to the Coun-

ties for use at the local level for no charge. Implementation has consisted of collecting information from over 450 personnel and loading their contact information into the system, creating groups, updating operational checklists and help sheets for activation of the system, as well as training all DPS staff on use of the system. Interactive responses from personnel that have been alerted with the ability to review responder status and detailed reports of responder availability is one of the key features associated with the system.

Everbridge is currently used in more than 70 Countries for notification solutions of government agencies, educational institutions, and various corporations. Some of these include the fol-

lowing: Federal Emergency Management Agency (FEMA), Environmental Protection Agency (EPA), U.S. Immigration and Customs, Department of Defense Office of Inspector General, Department of the Army, United States Marine Corps, United States Coast Guard Auxiliary, American Red Cross, Greater Baltimore Medical Center, Norfolk Southern, Dow Jones, Barclays Financial Services, MGM Grand, Harrah's, Mirage, Salesforce.com, AirTran Airways, and the Universities of Michigan, Miami, Brigham Young, and Virginia Tech.

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SEPTEMBER IS NATIONAL PREPAREDNESS MONTH

On August 24, 2009 the Cumberland County Commissioners proclaimed September 2009 as Preparedness Month throughout the County, in conjunction with National Preparedness. This month is used throughout the country as an opportunity and time to promote and educate the community on the importance of disaster planning and preparedness at home and at work! So this September remember to

Get a Kit, Get a Plan, Get Informed, Get Involved!

WebEOC®

By Bob Shively

The Pennsylvania Emergency Management Agency (PEMA) implemented WebEOC® on July 1, 2009. WebEOC® is a web-enabled crisis information management system developed by Esi and provides secure real-time information sharing to help managers make sound decisions quickly. Esi, a global leader in crisis information management technology, pioneered the market with WebEOC®, the world's first Web-enabled emergency management communications system. Based in Augusta, Ga., Esi

connects crisis response teams and decision makers at national, state and local agencies, health-care providers, airlines and corporations worldwide, providing access to real-time information for a common operating picture during an event or daily operations.

The Commonwealth of Pennsylvania purchased the WebEOC® product to replace the Pennsylvania Emergency Incident Reporting System (PEIRS) along with providing additional capability for incident and resource management.

PEIRS has been the long time internet based reporting mechanism for County 9-1-1 and Emergency Management agencies to report critical incidents and unmet needs to the State Emergency Operations Center (EOC). Incidents, such as road closures, bomb threats, environmental issues like petroleum spills and hazardous materials incidents, large power outages, and many more events **Continued on Page 5.**

CAD Upgrade

By Megan Silverstrim

The DPS Communications Center is in the process of completing a major upgrade to the Computer Aided Dispatch (CAD) System. This upgrade features that will include a mapping interface which will give dispatchers access to multiple layers of GIS data. Within these

layers they then can view roads, parcels, hydrants, common places, railroads, hydrology, parks, SARA facilities, schools, and aerial imagery. These mapping layers allow dispatchers to see information that may be useful and important to responders, such as number of staff and

students in a school or types of chemicals in warehouse. As future upgrades are added, the mapping interface will include Automatic Vehicle Locator (AVL) to display the locations of police, fire, EMS and other vehicles with Cumberland County 800 MHz mobile radios.

DPS & Carlisle PD Emergency Services Day

By Megan Silverstrim



On July 2, 2009 The Department of Public Safety (DPS) in coordination with the Carlisle Police Department (CPD) hosted an Emergency Services Day in conjunction with Carlisle's Summerfair events. This has been a regular event for DPS, but the first year that DPS worked with CPD to combine our efforts with those from Carlisle's National Night Out activities. This year's event was held in downtown Carlisle on the first block of West High Street and ran from

12 noon to 5:30 pm. Those who attended were exposed to a wide range of displays, information booths and demonstrations and was fun for kids of all ages! Two K-9 patrol dog demonstrations were held and the Summit Search and Rescue bloodhounds were on hand to display their skills in finding lost or missing individuals. School bus safety, fire extinguisher training, and the Cumberland County Mobile Communications Unit were popular displays for kids as well as dancing with Red Robin and Wally

Wise Guy! Information booths covered topics such as disaster preparation, stopping domestic violence, drug and alcohol abuse, and several of the County Special Teams including the Mass Casualty Team, Animal Rescue, Search and Rescue and the County's Forensic and Special Response Team. As in past years, this event was a huge success thanks to the hard work of DPS and CPD staff as well as the 40 organizations that participated. Hope to see you next year!



H1N1 Information

By Megan Silverstrim

Flu season is fast approaching, and along with it is the potential for a major H1N1 outbreak that could cause major strain to our society. There is no way to completely prevent and predict the severity of this. It is easy to become complacent when it comes to preparing for a pandemic flu, especially after the mild outbreak we saw in the spring, but becoming complacent is the worst thing we can do! It's important to note that pandemics typically occur in waves. The first wave of infection can last 4-6 weeks. Then there is typically a lull or decrease in infection for 4-6 weeks. After that 4-6 weeks it is possible for another larger scale outbreak to occur. This outbreak may be as mild as the initial or it can be much more severe. So this fall, we are facing and planning for another potential large scale outbreak of the H1N1 virus. We have no clue how strong or wide spread this virus will become by fall, but it becomes much more complicated when we factor in the impact of seasonal flu! Approximately 25-50 million people get the seasonal flu each year. At times seasonal flu alone can be disruptive to our society. Imagine what it will be like if we have millions of people sick from H1N1 on top of the 25-50 million sick from seasonal flu! Hospitals may be overwhelmed with the sick. Business, schools and government may only be able to offer limited services or need to close due to low attendance! The best thing we can do is prepare and educate ourselves. Below you will find some helpful information regarding pandemics!

Signs and Symptoms

Fever, cough, sore throat, runny nose, body aches, headache chills and fatigue. Vomiting and diarrhea may occur.

Treating H1N1

- Do not rush to the hospital (hospitals will already be overwhelmed and cannot do anything for you that you cannot do at home).
 - Treat your symptoms (fever suppressant, cough syrup, decongestant, etc.).
 - Stay hydrated.
 - Get plenty of rest.
- **STAY HOME!** The H1N1 virus is contagious up to 1 day before symptoms occur and up to 1 day after fever subsides, without the aid of medication.

When to Seek Immediate Medical Attention for Children:

- Shortness of Breath
- Bluish/Grey Skin Tone
- Not Drinking Fluids
- Severe Vomiting
 - Unresponsive
 - Irritable (does not want to be held)
- Symptoms Improve, but Return More Severe

When to Seek Immediate Medical Attention for Adults:

- Shortness of Breath
- Pain/Pressure in Chest or Abdomen
 - Sudden Dizziness
 - Confusion
 - Severe Vomiting

Promote Healthy Habits at Work and Home

- ◆ **Hand Washing**
 - Wash hands frequently.
 - Wash hands for at least 20 seconds and be sure to clean between fingers, around nails and rings.
 - If soap & water are not available, hand sanitizer is recommended, but should not replace hand washing!
- ◆ **Cover your cough and sneeze! Cough into your sleeve!**
- ◆ **Maintain social distancing (6 feet) when possible!**
- ◆ **Keep hands away from mouth, eyes and nose!**



Mental Health Tips

- ◆ **Find credible sources of information.**
- ◆ **Limit the time you spend monitoring the H1N1 situation.**
- ◆ **Communicate with children.**
- ◆ **Stay connected to family and friends.**
- ◆ **Seek professional help if needed.**

For More Information on Pandemic Flu Visit

www.cdc.gov
 www.pandemicflu.gov
 www.who.int
 www.H1N1inPA.com

The Cumberland County Department of Public Safety, in conjunction with the Cumberland County American Red Cross is offering Pandemic Programs for departments, organizations and schools. These programs discuss basic pandemic information, the history of pandemics, how to prepare and protect your family and work place during a pandemic and much more! These programs are free of charge and come with many helpful handouts for participants. If you are interested in scheduling a program contact Megan Silverstim (mmoriarty@ccpa.net or 240-6400).



STATE OF THE TASK FORCE

Executive Committee Structure and Subcommittee/Working Group Listing



Over the course of the next few editions of the Communiqué, the “State of The Task Force” portion of the newsletter we will be exploring the structure and purpose of the Executive Committee, it’s standing subcommittees and various working groups. Below you will find information on the Executive Committee and a listing of the Subcommittees. More information on the subcommittees and working groups will appear in the following months. If you have any interest in serving on a subcommittee please contact our office.

Executive Committee

The Executive Committee shall operate under the leadership and direction of the Task Force Chairperson. The executive committee is comprised of Emergency Management Coordinators from each of the 8 SCTF counties. It is staffed with a program manager. Duties and responsibilities of the Executive Committee include:

- Conduct routine business to facilitate the administration and management of the Task Force;
- Develop and approve grant budgets and Investment Justifications (IJ) for all SCTF funds consistent with PEMA and DHS grant requirements;
- Develop and approve policies, procedures and guidelines pertaining to the administration and management of Task Force activities;
- Develop and approve operations plans and response documents as required by PEMA and/or DHS;
- Approve the procurement of services to facilitate the accomplishment of Task Force goals and objectives;
- Serve as a liaison from the Executive Committee to a standing Subcommittee, and
- Approve the payment of bills and funding requests.

The Executive Committee may hire an individual, contractor or consultant as a non-voting member to perform the duties of a Program Manager. The Program Manager shall work at the direction of the Task Force Chairperson and support the activities of the Executive Committee. Duties and responsibilities of the Program Manager include serving as the single-point-of-contact for issues pertaining to the Regional Task Force. This includes representing the Regional Task force at meetings and other events, as appropriate. He/She is to monitor the Task Force budget and coordinate with the Fiduciary Agent to ensure that Task Force grants and funds meet budgetary guidelines and requirements as well as facilitate the development of Regional Task Force threat assessments, planning and response documents and activities. He/She is also tasked with working with the Equipment Manager for the acquisition and distribution of Task Force supplies and equipment and serve as the Training Subcommittee Chairperson.

SCTF supports the following standing subcommittees:

- Agriculture Subcommittee
- Business, Industry and Infrastructure (BI&I) Subcommittee
- Communications Subcommittee
- Criminal Justice Subcommittee
- Emergency Medical Services (EMS) Subcommittee
- Equipment / Logistics Subcommittee
- Fire / Rescue / Hazmat Subcommittee
- Hospital & Healthcare Facilities Subcommittee
- Public Information Officer (PIO) Subcommittee
- Training Subcommittee

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WebEOC Continued

Continued from page 2 that could affect the citizens of the Commonwealth are required to be reported to the State EOC. The State EOC in turn, alerts key individuals for the State agencies that have responsibility to follow-up or respond to mitigate the event. Through PEMA's purchase, they have extended use at the County level free of charge

to enhance collaboration between Counties as well as the State EOC. The incident management portion is NIMS compliant and allows for implementation of County EOC staff position checklists, assignment of tasks, and improved situation awareness.

While Cumberland County is currently using the system for the PEIRS reporting, we are currently

working to build out technological advances including the addition of computers for positions within the County EOC so the incident management functions can be maximized and many of the benefits at the State level can be passed onto the County.

DPS Dispatchers and Staff Recognized Continued

Continued from Page 1 The team was able to work with the gentleman's cell phone provider to determine his location. After it was discovered that the gentleman was in Dauphin County somewhere along Route 322, dispatchers contacted Dauphin

County and Dauphin County Emergency Services were able to locate and transport the patient. Greg Pickel, the DPS Information Management Supervisor was also recognized for this incident for his help in plotting map coordinates to determine the location of the

patient. Congratulations to all those recognized for their life saving efforts. Cumberland County is fortunate to have such dedicated and talented dispatchers.

PUBLIC SAFETY SPECIAL FEATURE



Cumberland County American Red Cross By Megan Silverstrim

When disaster strikes and citizens are looking for aid, one organization typically comes to mind, The American Red Cross. This certainly holds true in Cumberland County. The American Red Cross was created by Nurse Clara Barton in 1881, with the vision of the organization assisting those who face crisis and disaster across the nation. Today, while the American Red Cross, including the Cumberland County Chapter (CCARC), still focuses on offering domestic disaster relief, it has expanded its services to include; community services that help the residents of our community; support and comfort for military members and their families; the collection, processing and distribution of lifesaving blood and blood products; educational programs that promote health and safety; and international

relief and development programs.

CCARC has become an invaluable part of the DPS team. CCARC staff and volunteers diligently respond to aid victims who lose their homes to fire. They participate in DPS EOC exercises including the federally evaluated TMI drill every other year.

With its' staff and 251 registered chapter volunteers, the CCARC has responded to 42 incidents in 2009. CCARC disaster volunteers have completed 131 hours of training this year and received a total of 257 certifications. The CCARC has collected 3,087 units of blood through several blood drives since January of 2008, with each unit of blood capable of saving three lives. The CCARC has also offered a variety of certifications to citizens including swimming, CPR and first aid. Over 4,000 people have

received training certifications from CCARC since July 2008. The CCARC is also very active in the effort to help prepare citizens and businesses for the threat of a Pandemic Flu through their Pandemic Action Community Taskforce (PACT). PACT works to educate citizens and businesses on important steps they can take to protect themselves during a pandemic. These education programs have been offered to schools, businesses, civic groups, churches and concerned citizens. Cumberland County is very fortunate to have such an organization responding in our time of need! To learn more about this vital organization and how you can help and volunteer with the CCARC, visit www.cumberlandcountyarc.org.