



# National Domestic Preparedness Consortium

## Student Feedback

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Rick Jansen  
Emergency Management Coordinator  
Albany County Government  
Laramie, WY

**Regarding *EOC Operations and Planning for All Hazards* offered through Texas Engineering Extension Service (Texas A & M):**

I have a fire service/EMS background and experience. As a new Emergency Management Coordinator, I was able to view EOC Operations and Planning for All Hazards from a broader perspective and to incorporate aspects of mitigation, protection, and recovery into the planning and operations in addition to prevention and response. The prevention and response aspects were the most comfortable for me because of my background. I was challenged to broaden my horizons and consider other aspects of the larger picture.

I was made aware of the need to educate key players in city and county government to documenting all aspects of the incident management and to formulate a plan to deal with the financial impacts of an incident, especially the necessary record keeping aspects. I learned about the myriad forms available to track all aspects of the incident and have created a computer file of those forms, so that the needed forms will be available to assist with EOC operations and recordkeeping. I am pushing further NIMS training for key public officials to enable them to perform better during an incident. I have initiated a process to continue the planning that was begun several years ago to construct and equip a new City/County EOC.

I am seeking further training related to EOC operations and management. I am also working to enhance to cooperation and coordination between jurisdictions in my county, so that cross jurisdictional issues can be addressed prior to an incident.

The impact is mostly intangible at this time. Albany County EMA is a new standalone agency responsible for all emergency management functions within Albany County. This function was previously managed by a City of Laramie agency and there are transitional issues that still must be resolved. A new cooperative resolution between the affected jurisdictions must be implemented and then the logistical issues can be addressed.

**Regarding *Social Media for Natural Disaster Response and Recovery* offered through the University of Hawaii – National Disaster Preparedness Training Center:**

We have begun a program following two significant fires in Albany County in 2012 to better utilize social media to disseminate information regarding incidents and to provide updates as required. Information is being posted to the County homepage and associated County social media sites.

Utilizing social media has enabled us to reach an audience comprised of the younger generations. The class taught me that the younger generations forego traditional media outlets and trust social media sites to gather up to date information. The number of hits on our social media sites indicate significant usage.

We have implemented social media sites as a means to disseminate information to the public in a timely manner.

As stated above, Albany County is now using social media to disseminate information to the public and the public is responding to those posting as a source of accurate and timely information.

Shauna Smith  
Laramie County School District One  
Cheyenne, WY

I have attended several trainings hosted by DHS/National Domestic Preparedness Consortium for Wyoming: Wyoming First Responders Level I and Crisis Management for School-based Incidents.

Both of these classes were well organized, on task, and had critical information that was given in a manner that can then be brought back and utilized in my work environment. I am the risk manager for the school district. I am constantly looking for information on best and current practices as we plan for the security and safety of 13,000 students and 2,500 staff.

I have made changes in the district's emergency response plan to reflect information that I learned from the Crisis Management training that I attended in August 2012. As Wyoming isn't located to major metropolitan areas where trainings are easily accessible, these trainings that are hosted are invaluable to all of us in Wyoming.

Spencer Pollock  
Executive Director  
American Red Cross of Wyoming

I have been able to apply the knowledge in order to cut down on the interagency collaboration silos that tend to get created. In attending some of the NDPC training courses both in and out of the state, the work with other first responders and agencies is invaluable in knocking down barriers before crisis which results in a safer, more efficient and ultimately more effective response resulting in saved lives and faster recovery.

The courses provide a unique blend of tactical/skill based training complemented by the more important decision making and theoretical/academic knowledge base. This has allowed myself as a responder to transition between line and supervisor roles in a more confident manner, understand both and teach fellow responders more competently.

We have changed the way we collaborate at a fundamental level now we are much more prone to creating tools and intentionally trying new things and knocking down old walls which is helping build a better, whole community disaster cycle.

The agencies I serve in as a staff member and as a volunteer are better able to respond to a wider variety of emergencies in a safe and confident manner. The NDPC training has also resulted in an ability to share knowledge both formally and informally with other responders making our overall team much stronger.

## Mike Carlson

Q: How were you able to apply the knowledge learned in your agency or workplace?

A: I assisted in the training of ICS300/400 courses to a Civil Air Patrol (CAP) group in Pennsylvania

Q: What new skills knowledge, or processes have you applied and what differences has it made?

A: Tailored the presentation to reflect the operation of CAP

Q: What have you changed because of the training you received?

A: Only the ability to understand the organizations operations and to be able to show them the standards of the Nat'l ICS system

Q: What kind measurable impact has the training made on your organization?

A: From the interaction of the individuals through a mock exercise

## Melody Warren

As a licensing officer and now state licensing supervisor, I was able to take the information from the training, educate field staff, field supervisors and child care professionals around the state. I have taken the information and built partnerships with agencies that normally one would not associate with the child care world. The information has allowed me to begin writing state plans for emergency response for this agency as well as the licensing unit.

For the most part, emergency preparedness was a little foreign to me until I continued with taking higher levels of training. The hands on courses provide me with the environment of learning that best suits me. FEMA online classes are great, but doesn't help when there are additional questions. The training has allowed me to better communicate with the experts in the field and built partnerships that lead the way to better protecting children in child care.

Lance D. Jones  
Director of Campus Security and Judicial Review  
Casper College  
Casper, WY

Speaking as the director of a rather small non-sworn agency, I can tell you that the training provided by these sources has been of great benefit to me and my staff.

We've attended courses from several of these groups, most notably sending two of my staff to the National Emergency Response and Rescue Training Center run by TEEX at Texas A&M for the Enhanced Incident Management and Unified Command school. This training has given us a distinct advantage in being ready to respond in a unified command setting with our public safety partners.

The School Bombing class and Multi-hazard Response for Schools have also been well received by our staff and the local school district.

I hope our partnership with these agencies continues for a very long time.

LaDene Culver  
City Clerk's Administrative Assistant  
Laramie, WY

This course made me more aware of resources in the community, contact points, chain of command, all of which were refreshers for me. I also learned flexible planning, focus on essentials, setting priorities and tracking important but not essential details. If a disaster happens while I am at work, I have planned who I would coral safely in the basement, and who I would choose to help me protect the others & possibly get them to a safer area. If something happens while I am home, I have a better idea what to do and where to go with my disabled husband. What has changed in my workplace is I try to make our building, a designated refuge point, safer and less cluttered for easier access.



Kim West  
Uinta County Emergency Management  
Evanston, WY

I have attended many classes that the Consortium has offered and have sponsored some classes in Uinta County. The classes have been very professionally taught and covered the course material very thoroughly. I have used the information and knowledge learned in these classes, in exercises and other training that I have conducted and attended.

The training has enabled Uinta County first responders to train together so that the responders are all working together to take care of the problem. Through training the responders are familiar and comfortable with each other knowledge and skills. The exercises and actual events would not have ran as smoothly without this training.

I feel it is important to give the responders the knowledge, skills and training so they can respond safely and efficiently to help those in need in Uinta County including visitors that may be passing through. In these times of sparse budgets it is nice to know that there is quality training available for responders without the added stress on the budget.

I have noticed that as we train and exercise that the first responder's skills are improving and we are able to exercise skills at a level that we were unable to even a year or two ago.

Jody L. Fleming

Lab Scientist

Wyoming Public Health Laboratory

I attended the *Respiratory Protection: Program Development and Administration* course at the CDP. I was able to rewrite the Laboratory's Respiratory Protection Program so it is OSHA and Wyoming OSHA Compliant. I learned to perform a good risk assessment in the lab areas to determine if other employees needed to be wearing a respirator and to pick out the correct respirator for the BSL-3 Lab.

A change I made after the course is to get all the employees that are required to wear a respirator properly trained at the same time.

Sgt. Darin L. Crowell  
Career Services  
Casper Police Department  
Casper, WY

I have become a certified instructor in multiple disciplines through FEMA and the CDP. This allows me to teach in-house. I recently became certified to teach the ILERSBA and ICS 300 & 400 classes. I will be teaching both within the next two months. This saves the CPD money and time officers are away from their jobs.

The CPD has implemented a new program requiring officers who want to test for Sergeant to have completed ICS 100, 200, 300, 400, 700, and 800. This insures that the CPD stays NIMS compliant and gets them ready to step into a leadership role. Since I can teach those classes the Chief was on board about requiring those new standards.

We will be better prepared once all the Sgt's have attended the 300 & 400 level classes, and those officer that want to be Sgt's will already be trained and ready to step into the role when they get promoted.

Bo Bowman  
Hot Springs County Planner  
Hot Springs County, Wyoming

I am a bit of an odd duck, a former first responder (Search & Rescue, CERT) and essentially a citizen on the outside of the first responder community. However, I am both a County employee and a licensed and ordained minister. Wearing both hats, I feel a strong need to be fully aware of emergency preparedness, and encouraging others to do the same. I attended one course a year ago, completed another online with FEMA, and signed up for another this year but unfortunately had to be out of state. I will continue to look for courses that I feel will help me to be further prepared to assist in an emergency – personally, as a public employee, and as a pastor.

The courses I've taken have helped me to coordinate better with others within the County on emergency response issues, including first aid training. I've also been able to encourage my church to be a more effective force in their community on emergency preparation. We run a food distribution program from the church, and we are in the planning stages of a greatly expanded program including emergency food supplies and a kitchen for service meals to the community. Establishing a "preparation mindset" is essential in both places, as well as realizing that we can't help others if we are unprepared and ill-equipped ourselves.

Angelyn Mayes

PHEP – Outreach Technician

MRC / ESAR-VHP State Coordinator

Wyoming Department of Health

Since returning from my training, I feel more comfortable in my role in our EOC, and know that I will be able to function properly and effectively. I understand ICS a lot more and am able to use it daily. Not much has changed for me other than being more comfortable with certain roles in my job.