



Commissioner Notes

As the new Commissioner of DEMHS, I'd like to begin by saying "thank you" to all of our partners and all of our DEMHS staff for the great collaboration already achieved. I have great admiration for what has been accomplished with local municipalities, other state agencies, tribal nations, federal partners, non-governmental organizations, the private sector, and with the general public.

I especially want to recognize and thank Commissioner Skip Thomas and Deputy Commissioner Wayne Sandford for their leadership, bringing a new department of state government from an idea on paper to a functioning organization that has served the citizens of Connecticut so well.

As many of you know, I come to DEMHS as the former Coast Guard Captain of the Port in New Haven. I retired from the Coast Guard with 28 years of service and then spent the last two years as the Federal Security Director for the Transportation Security Administration here in Connecticut. I have met many of our partners in these previous jobs and I look forward to meeting many more in the weeks and months ahead. I have already begun that process, meeting with some of you in Enfield, Groton and Stratford during my first week with DEMHS. I hope to continue meeting and listening to our partners going forward. I will continue the strong collaboration that was begun under the leadership of my predecessors with your continued assistance.

Preparedness is the subject of this month's newsletter, and the anniversary of 9/11 is a somber reminder of the need to be prepared. As Governor Rell noted in her proclamation marking Connecticut's annual statewide Day of Remembrance for the terrorist attacks of September 11, 2001, we mourn those who were lost, while celebrating once again the sense of unity and purpose.

We go forward with that sense of unity and purpose.

Be Ready

Peter Boynton
Commissioner

Vol. 5
Issue 9

Inside This Issue

September 2009

*6th Annual National
Preparedness Month*

Hurricane Preparedness

Disaster Water Supplies

COOP Planning

WHAT'S NEW:

UPCOMING TRAINING
and EXERCISES

HazMat WMD Awareness

WebEOC Training

CERT Weekend

**Response to Suicide
Bomb Attacks**



September
11th

Never
Forget



National Preparedness Month (NPM) is sponsored by the *Ready* Campaign and Citizen Corps. NPM is held each September and is designed to encourage Americans to take simple steps to prepare for emergencies in their homes, businesses and communities.

September 2009 is the sixth annual NPM. This year will focus on changing perceptions about emergency preparedness and helping Americans understand what it truly means to be *Ready*.

- National Preparedness Month Coalition membership is open to all public and private sector organizations. Groups can register to become an NPM Coalition Member by visiting www.ready.gov and clicking on the NPM banner.
- The Campaign’s Web sites (www.ready.gov and www.listo.gov) and toll-free numbers (1-800-BE-READY and 1-888-SE-LISTO) provide Americans with free emergency preparedness information.
- Citizen Corps brings together community and government leaders to involve community members and organizations in safety and emergency preparedness, planning, mitigation, response and recovery. These Councils enable collaborative planning between government and civic leaders and provide localized support for: outreach and educational efforts to the public; training and exercises that effectively integrate all sectors of the community; and volunteer programs that augment the full range of emergency response services. For more information about Citizen Corps, visit www.citizencorps.gov or in CT: www.ct.gov/demhs.
- The Connecticut Guide to Emergency and Preparedness can be found at www.ct.gov/demhs.

Upcoming Training & Exercise

Aug 8-9	HazMat WMD Awareness Ops Level Responder Cert Program, Fairfield—CFCA
Aug 18-20	Transit Terrorist Tools & Tactics—Bridgeport—DEMHS
Sept 10-11	Bioterrorism: Mass Prophylaxis & Planning— New Haven—DEMHS
Sept 15	Initial Law Enforcement Response to Suicide Bombing Attacks—New Haven— DEMHS
Sept 16	Falsified Documents & Identity Theft - Driver's Licenses, Passports, Alien & Work Cards—POSTC
Sept 22	Hidden Compartments within a Vehicle Training - POSTC
Sept 26-27	CERT Weekend—Windsor Locks—DEMHS
Sept 25 } Oct 29 } Nov 23 }	Emergency Management WebEOC Training—State EOC, Hartford—DEMHS

For training & exercise questions contact the Training Unit at 860-256-0840.
 Fax: 860-706-5539 or email: Training.demhs@ct.gov

You may register for these courses as listed at: www.ct.gov/demhs; or through POSTC at www.ct.gov/post; or through the CT Fire Academy (CFCA) at www.ct.gov/cfca.

From the CDC—Preparedness for All Hazards

Emergency preparedness requires attention not just to [specific types of hazards](#) but also to steps that increase preparedness for any type of hazard. The resources below are intended to help professionals take an all-hazards approach to preparedness.

- [SNAPS: Snap Shots of State Population Data](#) - SNAPS provides local-level community profile information nationwide. It can be browsed by county and state and searched by zip code. SNAPS serves as a valuable tool when responding to public health emergency events at the state, Tribal, and local levels.
- [Preparation and Planning](#) - Personal preparedness, businesses, health-care facilities...
- [Surveillance](#) - Case definitions, illness recognition and detection, planning, systems...
- [Training & Education](#) - Risk communications, public health and clinical training, laboratory training...
- [Coping With a Disaster or Traumatic Event](#) - Trauma and mental health resources...
- [Clinician Outreach and Communication Activity \(COCA\)](#) - COCA establishes partnerships with national clinician organizations to communicate information about disease outbreaks and terrorism events...
- [Healthcare Facilities](#) - Resources for individuals at healthcare facilities tasked with ensuring that their facility is as prepared as possible for an emergency...
- [Labs](#) - Testing, agent identification, biosafety, specimen collection and shipping...
- [Related Links](#) - CDC resources and more

<http://www.bt.cdc.gov/hazards-all.asp>

CDC Guidance for State and Local Public Health Officials and School Administrators for School (K-12) Responses to Influenza during the 2009-2010 School Year

<http://www.flu.gov/plan/school/schoolguidance.html>



1 Plan To Stay In Business.

2 Talk To Your Employees.

3 Protect Your Investment.

Learn how to prepare for emergencies before they happen. Visit www.ready.gov or call 1-800-BE-READY for free materials and additional information.



Homeland Security

OUR PARTNERS AT THE AMERICAN RED CROSS REMINDS CONNECTICUT RESIDENTS TO PREPARE FOR HURRICANES, STORMS

FARMINGTON, CONN., August 17, 2009 –The recent spike in storm activity in the Tropics and the formation of Hurricane Bill are a reminder that Connecticut residents should be ready for severe storms and other disasters, said American Red Cross Connecticut Regional Chapter Spokesperson Paul Shipman.

Hurricanes are strong storms that cause life and property threatening hazards such as flooding, storm surge, high winds and tornadoes. The American Red Cross urges everyone to update their family evacuation plan, emergency preparedness kit and get better prepared for the 2009 hurricane season. Preparation is the best protection against the dangers of a hurricane.



“By taking three basic preparedness actions you can become *Red Cross Ready* for hurricanes and other emergencies,” Shipman said. “The basic steps are: 1) Get a kit, 2) Make a plan and 3) Be informed.”

The Red Cross is prepared to help Connecticut residents in disasters, Shipman said. “Red Cross volunteers and staff are trained and ready to operate shelters and to provide mass care if needed. We plan ahead and work with government and community partners to identify shelters and evacuation routes and to have in place the resources that we might need in an emergency.”

Shipman said that individuals can take steps to reduce the risk of serious disruption, injury or loss of life by making their own preparations. “The Red Cross is here to help you get prepared for specific disasters like hurricanes. Planning ahead can save time and lives in many types of emergencies. Even if you have taken some steps in the past to prepare, it’s important that you revisit and update your communication plan and check your emergency preparedness kit for expired items.”

The American Red Cross recommends the following preparedness actions:

Get or assemble an emergency preparedness kit:

- o A portable kit, stored in a sturdy, easy to carry, water resistant container should have enough supplies for three days. Check your kit and replace perishable stock every six months. Whether you purchase a kit or choose to build your own, your three-day kit should include:
 - o Water - one gallon per person, per day.
 - o Food - non-perishable, easy-to-prepare items such as tuna fish, peanut butter, crackers, and canned fruit. Make sure to include a manual can opener.
 - o A battery-powered or hand-crank radio, flashlight and plenty of extra batteries.
 - o A first aid kit.
 - o Prescription and non-prescription medication items. Include medical supplies like extra hearing aid batteries, syringes, etc.
 - o Copies of important documents, including birth certificates, insurance policies and social security cards.
 - o Sanitation and personal hygiene items.
 - o Extra cash. ATMs and credit cards won’t work if the power is out.
 - o Special items for infant, elderly or disabled family members.
 - o One blanket or sleeping bag per person.
 - o Pet supplies (collar, leash, ID, food, carrier, bowls).



Prepare a family evacuation plan

The American Red Cross urges each and every household to develop a household disaster plan.

- Meet with your family to create a plan. Discuss the information you have gathered and why it is important to prepare for a disaster.
- Identify two meeting places; One right outside your home in case of a sudden emergency, like a fire, and one outside your neighborhood in case you can't return home.
- Be sure to make advanced preparations for your pets. Be aware that pets may not be allowed in shelters. Contact hotels, motels, family members and animal shelters to see if they would allow pets in a disaster situation. Keep a contact list of "pet friendly" locations. If you are asked to evacuate, take your pets with you.
- Choose an out-of-area emergency contact person. During or after a disaster, it's often easier to call long distance, especially if local phone lines are overloaded or out of service. Family members should call this person and tell them where they are. Everyone must know your emergency contact person's phone number and email address.
- Tell your family about the Safe and Well web site accessible at all times via www.redcross.org. The Safe and Well Web site is an Internet-based tool that allows those directly affected by a disaster to let their loved ones know of their well-being. People within a disaster affected area are able to select and post standard "safe and well" messages. Concerned family members who know the person's phone number (home, cell, or work) or a complete home address can search for the messages posted by those who self-register.
- Show and explain to each family member how and when to turn off the water and electricity at the main switches. Turn gas off only if instructed by local authorities. Remember, if the gas is shut-off, only a professional can turn it back on.
- Plan your evacuation route. Use local maps and identify alternate evacuation routes from home, work and/or school. Know where you are going and how you plan to get there before you leave home.

Be informed

- Find out what types of disaster are likely to occur in your area and how to prepare for each.
- Find out how local authorities will contact you during a disaster. Listen to local media broadcasts or NOAA Weather Radio for the latest storm conditions and follow the advice of local authorities.
- Contact the Connecticut Regional Chapter for details about community disaster education presentations that may be arranged or are available in your workplace, school or community organization.
- Get trained in CPR and first aid so you will know how to respond to emergencies in the event that help is delayed.
- If you are told to evacuate, do so immediately. You may choose to evacuate sooner than alerted if you think you may need additional time.

Know what to do if a hurricane WATCH is issued

- Listen to weather updates from your battery-powered or hand-cranked radio.
- Bring in outdoor objects such as lawn furniture, hanging plants, bicycles, toys and garden tools, anchor objects that cannot be brought inside.
- Close all windows and doors. Cover windows with storm shutters or plywood.
- If time permits, and you live in an identified surge zone, elevate furniture or move it to a higher floor to protect it from flooding.
- Fill your vehicle's gas tank.
- Check your disaster supplies kit to make sure items have not expired.

Know what to do if a hurricane WARNING is issued

- Listen to the advice of local officials, and leave if they tell you to do so.
- If in a manufactured home, check tie-downs and evacuate as told by local authorities.
- Secure your home by unplugging appliances and turning off electricity and the main water valve.
- If you are not advised to evacuate, stay inside, away from windows, skylights and glass doors.
- Do NOT use open flames, such as candles and kerosene lamps, as a source of light.
- If power is lost, turn off appliances to reduce damage from a power surge when electricity is restored.

For more information on hurricane preparedness, contact the Connecticut Regional Chapter of the American Red Cross at 1-877-CTRedCross (1-877-287-3327) or visit www.ctredcross.org.

Water Supplies

If a natural or human-caused disaster strikes your community, you might not have access to food, water and electricity for a while. By taking steps now to store emergency food and water supplies, along with a [disaster supplies kit](#), you can reduce the affect of any such disaster on your family.

Detailed information on the steps outlined below can be found in the American Red Cross publication, "[Food and Water in an Emergency](#)."



In an emergency, having a supply of clean water for drinking, food preparation, and hygiene is a top priority.

- Store at least 1 gallon per person and pet per day.
- Store at least a 3-day supply of water for each member of your family.

In an emergency, drink at least 2 quarts of water a day, 3 to 4 quarts a day if you are in a hot climate, pregnant, sick, or a child. If supplies run low, don't ration water: Drink the amount you need today and look for more tomorrow. Don't risk dehydration. Emergency assistance should be available within a few days at most.

HOW AND WHERE TO STORE WATER

Learn where the water intake valve to your home is. If you hear reports of broken water or sewage lines, or if local officials recommend doing so, you would need to shut off water to your house at the incoming water valve to stop contaminated water from entering your home.

- In a cool, dark place in your home, each vehicle, and your workplace.
- Preferably in store-bought, factory-sealed water containers.
- Alternately, in food-grade-quality containers made for storing water and available from sporting goods and surplus stores and other retailers. These containers must be thoroughly **washed, sanitized, and rinsed**. The water you store in them, if it's from your tap, may need to be treated before being stored. Ask your public health service or water provider for information on whether and how to treat the water. Follow those instructions before storing any.

SAFE USE OF WATER CONTAINERS

1. **Wash** containers with dishwashing soap and rinse with water.
2. **Sanitize** by swishing a solution of 1 teaspoon of liquid household chlorine bleach to a quart of water on all interior surfaces of the container.
3. **Rinse** thoroughly with clean water before use.

AVOID USING

- Store-bought water past the expiration or "use by" date on the container.
- Containers that can't be sealed tightly.
- Containers that can break, such as glass bottles.
- Containers that have ever held any toxic substance.
- Plastic milk bottles and cartons. They are difficult to clean and break down over time.

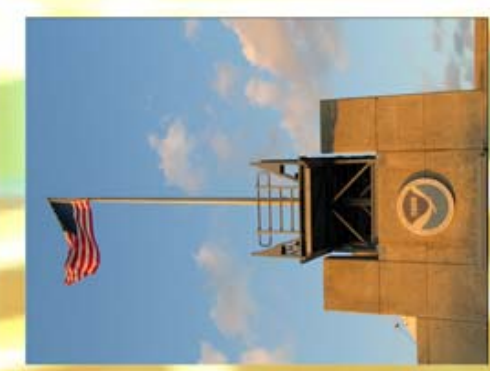
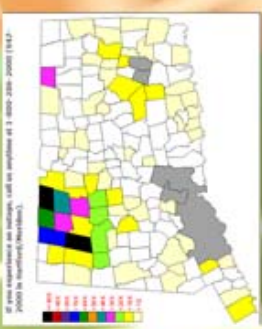
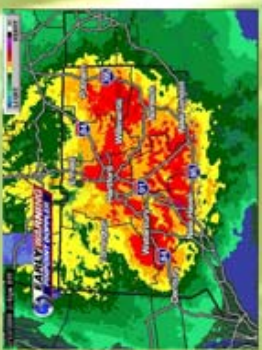


Do

- Change stored water every six months.



Are You Ready



Connecticut Department of Emergency Management and Homeland Security

Be Aware! Be Prepared!

Visit Ready.gov
1-202-282-8000

Prepare BEFORE an emergency occurs...



Get A Kit Make a Plan Be Informed



Department of Emergency Management
and Homeland Security
www.ct.gov/demhs

CONTINUITY OF OPERATIONS PLANS—COOP

Continuity of Operations (COOP) plans should be developed to prepare your agency ahead of time for potential emergencies and disruptive events. A good COOP plan identifies the essential functions of the organization and details methods for continuing these functions across a wide range of emergency situations. If your workplace does not have a COOP plan, take this time to put one together. If your workplace does have a COOP plan, use this opportunity to revisit your plan, fill in the missing pieces, and update it as needed.

Things to consider when developing or updating a COOP plan:

- **Essential workplace functions** Identify essential functions and the standard operating procedures necessary to support them. This will help you to organize your COOP plan so that these functions can continue during an emergency situation.
- **Telecommuting for staff** If this option is practical for your organization, ensure that information technology resources (staff members, equipment) can adequately support employees working from home.
- **Sick time policies** Employees may need to use sick time to care for family members or to obtain alternate childcare services for their children. Make sure you have a policy in place to address this.
- **Alternate staffing plans** Officials anticipate a 30%-50% attack rate for H1N1 flu this fall. A large percentage of your workforce may get sick and be unable to come to work. Consider cross training employees to allow coverage for sick employees. Establish a relationship with a temporary staffing agency if you have not already done so. Remember, at this time employees with flu-like symptoms must stay home for 7 days after symptoms begin or until they have been symptom-free for 24 hours, whichever is longer. Expect that you may need longer-term coverage for sick employees this fall.
- **Customer relations** If many of your employees get sick this fall, you may need to make changes to your operating hours or services provided. Identify methods for communicating this information to your customers.
- **Communicate with vendors, contractors, and partners** The COOP plans of your business partners will affect your workplace, too. Even if your employees don't get sick, the organizations you work with may have to make changes this fall. Make sure you communicate with these partners early and often about plans for the fall.
- **Unions** If your workplace has unions, make sure that changes or policies incorporated into your COOP plan do not conflict with their rules and regulations.

Influenza Pandemic Continuity of Operations Resource Page

To assist agencies with Pandemic Influenza Continuity of Operations (COOP) planning, and in conjunction with the DAS-sponsored Pandemic Influenza COOP Training sessions, **DOIT Security** is making available a series of templates, documents, and other relevant materials as they become available.

This emergency scenario is intended for a "loss of staff" situation only. Other scenarios, such as loss of data center or loss of agency building or facility, can be addressed through documents available in the Business Continuity Planning (BCP) Resource Page.

<http://www.ct.gov/doit/cwp/view.asp?a=2673&q=328176>

Additional information:

Colleges and Universities Pandemic Influenza Planning Checklist-

<http://www.pandemicflu.gov/plan/collegeschecklist.html>

Business Pandemic Influenza Planning Checklist—

<http://www.pandemicflu.gov/plan/pdf/businesschecklist.pdf>

Be Red Cross Ready

Hurricane Safety Checklist

Hurricanes are strong storms that cause life- and property-threatening hazards such as flooding, storm surge, high winds and tornadoes.

Preparation is the best protection against the dangers of a hurricane.

Know the Difference

Hurricane Watch—Hurricane conditions are a threat within 36 hours. Review your hurricane plans, keep informed and be ready to act if a warning is issued.

Hurricane Warning—Hurricane conditions are expected within 24 hours. Complete your storm preparations and leave the area if directed to do so by authorities.

What should I do?



- Listen to a NOAA Weather Radio for critical information from the National Weather Service (NWS).
- Check your disaster supplies and replace or restock as needed.
- Bring in anything that can be picked up by the wind (bicycles, lawn furniture).
- Close windows, doors and hurricane shutters. If you do not have hurricane shutters, close and board up all windows and doors with plywood.
- Turn the refrigerator and freezer to the coldest setting and keep them closed as much as possible so that food will last longer if the power goes out.
- Turn off propane tanks and unplug small appliances.
- Fill your car's gas tank.
- Talk with members of your household and create an evacuation plan. Planning and practicing your evacuation plan minimizes confusion and fear during the event.
- Learn about your community's hurricane response plan. Plan routes to local shelters, register family members with special medical needs as required and make plans for your pets to be cared for.
- Evacuate if advised by authorities. Be careful to avoid flooded roads and washed out bridges.
- Because standard homeowners insurance doesn't cover flooding, it's important to have protection from the floods associated with hurricanes, tropical storms, heavy rains and other conditions that impact the U.S. For more information on flood insurance, please visit the National Flood Insurance Program Web site at www.fema.gov/business/nfip.

What supplies do I need?



- Water—at least a 3-day supply; one gallon per person per day
- Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Emergency blanket
- Map(s) of the area
- Baby supplies (bottles, formula, baby food, diapers)
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Tools/supplies for securing your home
- Extra set of car keys and house keys
- Extra clothing, hat and sturdy shoes
- Rain gear
- Insect repellent and sunscreen
- Camera for photos of damage

What do I do after a hurricane?



- Continue listening to a NOAA Weather Radio or the local news for the latest updates.
- Stay alert for extended rainfall and subsequent flooding even after the hurricane or tropical storm has ended.
- If you evacuated, return home only when officials say it is safe.
- Drive only if necessary and avoid flooded roads and washed-out bridges.
- Keep away from loose or dangling power lines and report them immediately to the power company.
- Stay out of any building that has water around it.
- Inspect your home for damage. Take pictures of damage, both of the building and its contents, for insurance purposes.
- Use flashlights in the dark. Do NOT use candles.
- Avoid drinking or preparing food with tap water until you are sure it's not contaminated.
- Check refrigerated food for spoilage. If in doubt, throw it out.
- Wear protective clothing and be cautious when cleaning up to avoid injury.
- Watch animals closely and keep them under your direct control.
- Use the telephone only for emergency calls.

Let Your Family Know You're Safe

If your community has experienced a hurricane, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.



For more information on disaster and emergency preparedness, visit RedCross.org.