



Southwest CUNA Management School Third Year Class Responding to and Surviving from Disasters

The Incident Command System

*“A credit union’ response to Hurricane Katrina,
earthquakes, wild fires, tornados, tsunamis, and
terrorist attacks”*

With

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Third Year RM Session Summary at a Glance & Workbook:

This handout provides a summary of session’ goals:

- **Fact... We Can’t Totally Avoid Disasters, Terrorist Attacks, or Most Life Threatening Risks, So, during this session you’ll learn to... Identify, Measure, and Control Life Threatening and Community Wide Disasters and manage the increased risks associated with each crisis..**
- **You’ll learn how today’s RM methods have evolved from Disaster Recovery to Business Resumption and Continuity Planning to Contingency and Event Planning.**
- **You’ll learn how to take command of a “Unified” Incident Command during a disaster and how to manage any incident using the Incident Command System ICS and the National Incident Management System (NIMS)!**
- **You’ll learn how to “Benchmark” your contingency and recovery plans, take command and control during a crisis, and lead your family, friends and credit union through the five phases of disaster’ response and recovery!**
- **We’ll discuss each phase so you’ll be able to compare your planned response to that of other Credit Union Risk Manager’ plans in your chapter. For example...**

- **Phase I starts two months before hurricane season, life is back to normal and everyone knows it will be 100 years before the next disaster.**
- *How do you motivate the cynical apathetic?*
- *What process improvements and response partnerships are in place since last season?*
- *What are your “concentration” risks and how are you managing them?*
- **We’ll discuss Phase II - The event is possible. According to the nightly news, a hurricane is forming at the exact spot Katrina was born in 2005.**
- *It’s time to test your plan, response personnel, and incident command!*
- *What’s your first and next step?*
- **We’ll discuss Phase III: The event is eminent. The order to evacuate was given and even the guy who road out Katrina has left town. Gas lines are forming and you’re starting to panic.**
- *Will you “house in place” or evacuate? Who’ll make these decisions?*
- *We’ll discuss when and how to do both!*
- **We’ll discuss Phase IV- The hurricane is on shore making Katrina look like a cake walk! You’re now in command of a “unified” command:**
- **We’ll review the duties and responsibility of:**
- **The Incident Commander, his/her Safety, Information, and Liaison Officers and Command Staff (Chief of Operations, Planning, Logistics, and Finance),**
- **The Staging Area Managers, and those setting up and running staging areas,**
- **Those setting up and operating command posts and the EOC!**
- **We’ll discuss Phase V – The hurricane leveled everything in its path, thousands are homeless, hundreds are dead and missing. The response from the public is overwhelming!**
- **Who will be your first responders,**
- **Who’ll do damage assessments and how will they be done?**

- **Who'll define the scope, monitor scope creep, and authorize adjustments?**
- **How will you handle the overwhelming response?**
- **Where will you set up and operate the Emergency Operations Center (EOC)**
- **Who and how will you handle the news media (television, radio, internet, impostors, etc.)?**
- **Finally: We'll discuss the support you'll need to carry your message back to your credit union, community, and chapter!**
- *To increase the benefits you'll receive from attending this session, we'll discuss building public to private partnerships in your community and credit union chapter; partnerships that focus on Maslow's Hierarchy of Needs. First on victim' physiological needs, than belongingness needs, and finally on long term self esteem and self actualization needs.*

Thank you for attending one of my Risk Management sessions. For those interested in more detail than time permitted during this session, you're welcome to use our RM library and R&D department at www.RMLearningCenter.com any time and from anywhere. Also, please visit our Community Outreach Project sites at www.cops007.com and our RM Special Operations Schools at www.RichWoldt.com.

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