

December 2009
A Quarterly
Publication

THANK YOU

We'd like to express sincere appreciation to our customers for allowing EMSI to provide ICS training and exercise support for the past 10 years. Without great customers, it is difficult for a company to succeed. You have helped us set and maintain a high standard of professionalism over the years and we appreciate your business. *You are the best!*

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10 Years of

**INCIDENT
MANAGEMENT
EXCELLENCE**

A message from Chuck Mills, EMSI President

It all began with a small group of mostly retired public safety providers hoping to bring unity to the response community. As founding fathers, our desire was to build a highly-specialized company, delivering top-notch response training unlike any other program in the field. It became apparent early on that our common thread was the institutional knowledge and experience we had using the Incident Command and Multiagency Coordination System in complex incidents. We decided to continue on this path and began to create a business specializing in the development and delivery of all-hazard ICS training tailored to organizations interested in developing a professional response capability.

Finally, on March 16, 2000, after many months of planning and framework development, our vision was birthed and EMSI officially became a corporation. Little did we know, a few short years later the President of the United States would issue a directive instructing all response agencies and organizations, federal, state, local government and industry, to adopt the National Incident Management System (NIMS), and prepare to use

this common framework for managing emergencies and disasters throughout the U.S. and territories. This directive was welcomed by many of us in the response community; however, it was not warmly received by others.

The U.S. Coast Guard was one of the key response organizations who had already begun to adopt ICS. In order to implement ICS, they produced a solicitation requesting support to help them with their efforts. EMSI responded to the request and was awarded the contract in August 2000. Although the initial contract was relatively small, it kept us busy and our company vision became a reality. We were happy as clams.

Thanks to the Coast Guard's continuing support from the beginning, EMSI has grown significantly over the past 10 years and is currently recognized as a premier leader in ICS training. We take pride in our highly experienced instructors who provide professional training and exercises to a wide variety of customers and we can assure you that they are the *best* in the field.

**We take pride in our
highly experienced
instructors...**

Emergency Management Services International, Inc.

26454 Raccoon Ford Road, Culpeper, Virginia 22701 (P) 540-423-9004 (F) 540-423-9008

<http://emsi-ics-services.com>

NEW **RESOURCES**

We understand that you don't always have the opportunity to practice the skills you learn during training. That's why EMSI created the Job Aid, an ICS tool designed to help you be successful during a response. This excellent resource guides you through position duties and responsibilities step-by-step throughout each phase of response. You have questions, the job aid has answers. Please don't leave home without it.

New Job Aids

Logistics Section Chief

Liaison Officer

Area Command

Resources Unit Leader

Additional Job Aids Available

Incident Commander

Operations Section Chief

Planning Section Chief

Safety Officer

For pricing and ordering, please call 540-423-9004.

ICS Trivia

Greg Greenhoe- EMSI Senior Instructor

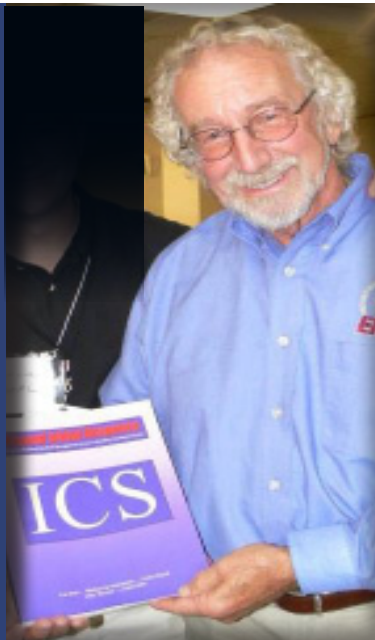
When and where was the Incident Command System used for the first time on an emergency?

The first person to e-mail the correct answer to info@emsi-ics-services.com receives a free job aid of your choice!

Coming
Early 2010:

**Beyond
Initial
Response**

2nd Edition



Chuck Mills, EMSI President and co-author of "Beyond Initial Response"

Upcoming Events

January 11-15 ICS-346/7/8

U.S. Coast Guard, Williamsburg, VA

January 12-14 ICS-320

U.S. Coast Guard, Key West, FL

January 19-21 ICS-320

U.S. Coast Guard, Houston, TX

January 25-29 ICS-430/440

EMSI, Stafford, VA

February 1-5 ICS-430/440

U.S. Coast Guard, Williamsburg, VA

February 2-5 ICS-404

EMSI, Stafford, VA

February 16-18 ICS-320

U.S. Coast Guard, Huntington, WV

February 17-18 ICS for Technical Specialists

Dept. of Energy, Andrew's Air Force Base

February 23-25 ICS-320

U.S. Coast Guard, Portland, ME

February 23-25 ICS-620

U.S. Coast Guard, Boston, MA

March 2-5 ICS-310

EMSI, Stafford, VA

March 9-11 ICS-320

U.S. Coast Guard, Providence, RI

March 15-17 NCR Exercise

National Capital Region, Gettysburg, PA

View 2010 Events Calendar

The ICS Term “Command’s Direction”, What Does it Mean?

Ron Cantin

EMSI Vice President

Within the Incident Command System (ICS), there are many terms commonly used by incident and event management professionals. These terms allow responders from a variety of agencies or disciplines to join together using a common response language.

“Command’s Direction” is one of those terms. It generally means the collection of decisions, priorities, objectives, policies, operating procedures and tasks provided to an Event or Incident Management Team (IMT) by the Command function of the organization. The term “Command” by itself can mean either a single Command with a single Incident Commander, or a Unified Command with multiple Unified Commanders. In either case, Command must provide clear direction to their team in order to effectively manage an incident or event.

Let’s look at each specific element of Command’s Direction:

Decisions made by Command must be timely and inclusive of input by Unified Commanders with an appropriate stake in the decision. IMT’s rely heavily on Command to make effective decisions that enable them to carry out their responsibilities in support of the response effort. General examples might include naming the incident or event, deciding on the operational period, assigning personnel to fill Command and General Staff positions, and determining the incident Area of Operations (AOR). Some issue specific examples where only certain Unified Commanders with a primary or jurisdictional stake in the decision could include closing a waterway or roadway, evacuating a population, or other similar decisions.

Priorities are critical factors that influence the allocation of incident or event resources and those actions necessary to achieve objectives.

When listed in order of importance, they provide the IMT with guiding factors to consider when managing their functional responsibilities.

Objectives, simply stated, are Command’s desired outcomes. They form the basis for all activities conducted by the IMT. They must be clearly stated and relevant to managing the response effort. High quality objectives will greatly enhance a management team’s ability to turn them into tactical work assignments and support systems during the response effort.

IMT Operating Procedures are incident or event specific guidance to that particular IMT. They generally relate to how an IMT will perform certain processes or activities. They should be inclusive of the various agency or company procedures, yet should specifically define for all participants exactly how certain things will be done on a particular incident or event. Some examples include resource ordering procedures, press release approval procedures and incident supplies and their distribution policy.

Tasks include all of the staff work that needs to be done in support of the response. They are typically documented and tracked by the Planning Section of an IMT. Each meeting within the Operational Planning Process should include a review of the status of the management team’s listing of tasks. A disciplined approach to tracking and completing these tasks will greatly reassure Command that an IMT is working well.

As you can see, the elements of “Command’s Direction” above are key to successful management of incidents or events. They form the foundational basis for all activities conducted by the IMT.

To learn more about advanced ICS training, exercises, support services and incident management team products, visit our website.

<http://emsi-ics-services.com>



COMMUNITY

Impact

As a business located in the historic town of Culpeper, Virginia, EMSI understands and appreciates the importance of community.

On September 12th, 2009, police, fire and rescue from 5 counties gathered at "Code Honor," an event to recognize those who serve our community. EMSI was a proud sponsor of the event and had the opportunity to meet and thank many of the men and women who serve and protect our local communities.

This year we also had the privilege of supporting the "Trec House," a local organization that offers a safe place for abused women and children. We are honored to be able to provide financial support and supplies to the House, and hope to stand beside this compassionate ministry in the future.



EMSI financially supports Big Brother Big Sister, as well as our good friends at the Coast Guard Foundation.

<http://emsi-ics-services.com>

Happy Holidays!



4 Situation Update

January 25-29, 2010

Stafford, VA

ICS-430/440

Advanced Operations
& Planning Section Chief

February 2-5, 2010

Stafford, VA

ICS-404

Advanced
Safety Officer

March 2-5, 2010

Stafford, VA

ICS-310

Intermediate
Incident Commander

To unsubscribe to this newsletter
please e-mail us at
info@emsi-ics-services.com