

50th

Anniversary

PARMA Annual Conference
February 20-23, 2024
Indian Wells, CA

**History Repeats Itself.
Has To.
No One Listens.**

 **parma**
public agency risk management association

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**Murphy Is Always Present
and His Laws Apply
(Expect the Unexpected)**

What does this mean for us?

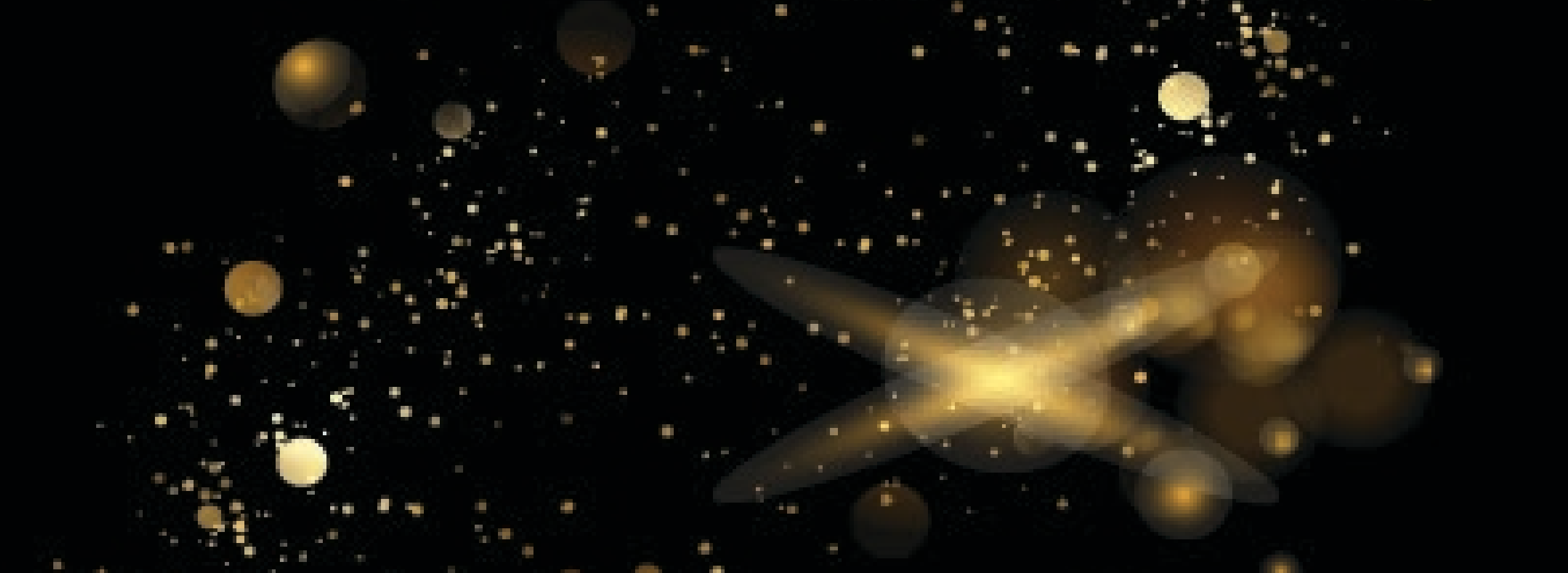
- **Assess, plan, train, drill and exercise your capabilities.**
 - **Core Capabilities (<https://www.fema.gov/core-capabilities>)**
- **We can't plan for everything – so plan for the “middle of the road”**
 - **National Planning Exercises/Scenarios**
- **Expect that you won't have what you need when you need it (tool, widget, electricity, water, etc.)**

The background is a dark space filled with numerous small, bright yellow and white stars. A prominent, larger yellow star is visible in the upper right quadrant. A glowing, multi-lobed nebula or star-forming region is centered in the right half of the image, emitting a bright yellow and orange light. The overall scene is set against a black background.

**SURVIVORS MAYBE THE
SAVERS**

What does this mean for us?

- **Encourage people to attend or hold your own CERT Trainings, First Aid/CPR, Basic Search & Rescue Operations, Critical Incident Stress Debriefing, etc.**
- **Cache tools and equipment that can be used during response to keep your employees (and volunteers) safe.**
- **Drill and exercise the basic response principles.**
- **Consider housing and feeding needs.**
- **Have employees visualize their response in different situations.**
- **Train on the “bystander effect:” Research shows the greater the number of people involved in an emergency situation, the less likely it is that anyone will intervene. Train people to think and say “I am responsible.”**



**CHILDREN MAY BE
DISPROPORTIONALLY AFFECTED**



What does this mean for us?

- When children are affected in disasters, the resiliency of adults, even of the most seasoned responders, decreases.
 - Critical Incident Stress Debriefing is essential.
 - Self-care instructions need to be emphasized.
 - Mental Health “watch” is needed.
 - Workers’ compensation needs.
 - Increased absence due to stress.





What does this mean for us?

- There will be an increased demand for “answers” — so we need to demonstrate our due diligence in planning and preparing for and trying to prevent disasters.
- Teach children how to protect themselves during different types of disasters.
- Drilling and exercising will help
- Remember victims aren’t just those at the scene

We often **create** our own

cultures which can be

detrimental to

Emergency Planning &
Response



**CONFRONT PEOPLE AND
LISTEN, LISTEN, LISTEN**

What does this mean for us?

- **Train individuals to confront those on in your building/on campus who aren't familiar, look lost, or engaging in suspicious activities.**
- **Train them to look for Pre-Incident Indicators and to follow their intuition.**
- **Confront people on safety and security issues.**
- **When people confront you with safety issues, LISTEN and investigate.**
- **Don't marginalize safety & security issues brought to you.**



**SUPPORT THOSE WHO ARE
IMPORTANT TO YOU**

Citation for portions of this section: Crossland, Joanne, 8 effective strategies for supporting employees after a disaster, (<https://www.insperity.com/blog/supporting-employees-after-a-disaster/>)

Human Resources

Every organization is about people:

Those who work with us and those we serve.

Communicate frequently through multiple channels

- **The most important piece of information to an individual is often the one they didn't receive (perception or reality)**
- **Be the voice of reason and comfort**
- **Use multiple, overlapping, redundant forms of communication.**
- **Be clear, concise and consistent**
- **Be specific about next steps**

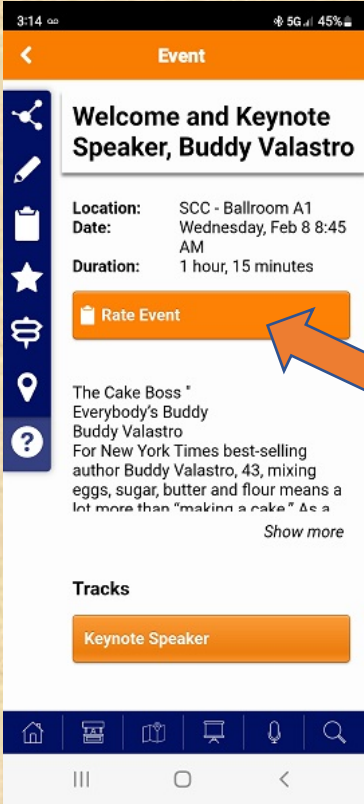
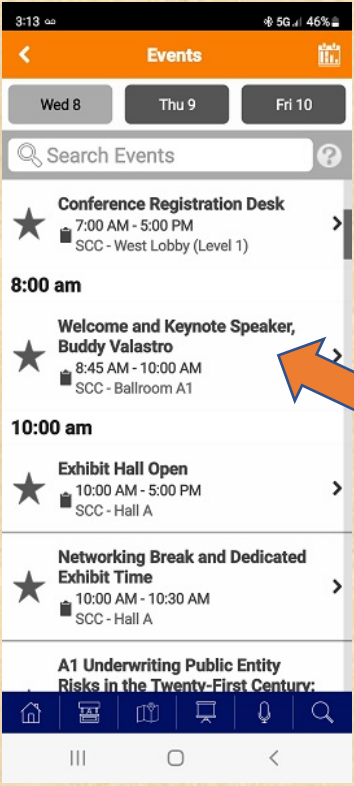
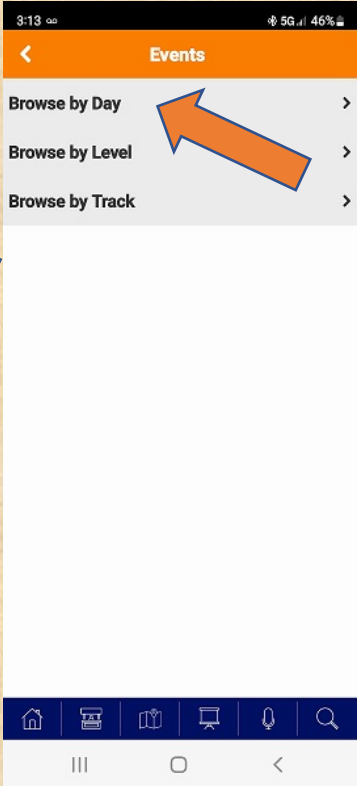


Facilitate Recovery Assistance

Individuals (employees, students, families) are going to need support when recovering from a natural disaster or other crisis.

Complete Session Surveys on the App

Find the App, Click on Events, Click on Browse by Day, Click on the Specific Session, Click on Rate Event.





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SERT