Tioga County Department of Emergency Services

Multi-year Training and Exercise Plan

2017-2021

December 1, 2016

PREFACE

The Tioga County Department of Emergency Services (DES) Multiyear Training and Exercise Plan (TEP) is the guide to accomplish priorities outlined by representatives from Emergency Management Agency (EMA), 9-1-1, and response teams that operate under the umbrella of the Tioga County DES. The Department has pursued a coordinated strategy that combines strategic planning, innovative training, and realistic exercises to strengthen its operational readiness and increase the quality of service that is provided to the citizens and visitors of Tioga County.

The TEP is administered by the Tioga County Training Coordinator in coordination with the Tioga County Emergency Management Coordinator (EMC) and representation from the Tioga County Public Safety Answering Point (PSAP). The Tioga County DES TEP is a living document and will be amended as needed but reviewed at least once a year.

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PURPOSE

The purpose of the Multi-year Training and Exercise Plan (TEP) is intended to document the organization's overall training and exercise program priorities for a specific multi-year time period. It is considered to be a living document that can be updated and refined annually. These priorities are linked to corresponding core capabilities and, if applicable, a rationale based on existing strategic guidance, threat assessments, corrective actions from previous exercises, and other factors. This Multi-year TEP identifies the training and exercises that will help the organization build and sustain the core capabilities needed to address its training and exercise program priorities.

The Multi-year TEP should lay out a combination of progressively building exercises – along with the associated training requirements – which address the priorities identified in the Training and Exercise Planning Workshop (TEPW). A progressive, multi-year exercise program enables organizations to participate in a series of increasingly complex exercises, with each successive exercise building upon the previous one until mastery is achieved. Further, by including training requirements in the planning process, Tioga County DES can address known shortfalls prior to exercising capabilities.

Included in this Multi-year TEP is a training and exercise schedule, which provides a graphic illustration of the proposed activities, scheduled for the years 2017 through 2021.

PROGRAM PRIORITIES

Representatives from Tioga County Emergency Management Agency (EMA) as well as the Tioga County Public Safety Answering Point (PSAP) held a Training and Exercise Planning Workshop (TEPW) to discuss the training needs and priorities for the Tioga County Department of Emergency Services (DES). The requirements for Pennsylvania Emergency Management Agency (PEMA) staff certification, required continuing education requirements for PSAP personnel, as well as specific core capabilities were discussed and considered. From this strategic planning meeting, the following priorities were outlined:

1. Increase Use and Efficiency of the National Incident Management System (NIMS) in Tioga County

2. Provide PEMA Basic Level Certification Educational Opportunities for County EMA Staff and LEMCs

3. Promote Whole Community Resilience throughout Tioga County

4. Provide Ongoing Continuing Education (Con-Ed) Opportunities for PSAP Staff

5. Develop the DES Continuity of Operations Plan (COOP) and Provide Ongoing Training for its Implementation

6. Provide Basic and Advanced educational opportunities for Tioga County Response Teams

1. Increase Use and Efficiency of the National Incident Management System (NIMS) in Tioga County

The Federal standard for terminology, operational structure, and chain of command before, during, and after an emergency is well defined, but not always used effectively. It is essential that all personnel working in and around the Incident Command Post (ICP) at an incident or special event, utilize the Incident Command System (ICS) properly, however this is not always the case. Additionally, all staff within a local/County Emergency Operations Center (EOC) should also use the proper NIMS format for operations. This is critical to the interoperability of EOC actions.

Corresponding Core Capability:

All Mission Areas

       Planning

       Operational Coordination

Response Mission Area

       Operational Communications

       Situational Assessment

Supporting Training Courses and Exercises:

o   IS-100.b   Introduction to the Incident Command System

o   IS-200.b   Incident Command System for Single Resources & Initial Action Incident

o   IS-700.a   National Incident Management System (NIMS): An Introduction

o   IS-800.b   National Response Framework

o   ICS-300   Intermediate ICS for Expanding Incidents

o   ICS-400   ICS for Command and General Staff for Complex Incident

o   G-191   ICS/EOC Interface

2. Provide PEMA Basic Level Certification Educational Opportunities for County EMA Staff and LEMCs

The Pennsylvania Emergency Management Agency (PEMA) requires that all County Emergency Management Coordinators (EMCs) and Local Emergency Management Coordinators (LEMCs) at least obtain PEMA's Basic Level Certification. Furthermore, the Tioga County DES promotes continuing education opportunities for all staff and LEMCs, and recommends that they obtain both the Basic and Advanced levels of Certification as well.

Corresponding Core Capabilities:

All Mission Areas

> Public Information and Warning

> Operational Coordination

Response Mission Area

> Environmental Response/Health and Safety

> Long-Term Vulnerability Reduction

> Risk and Disaster Resilience Assessment

> Operational Communications

Supporting Training Courses and Exercises:

Basic County Certification
- PEMA Area Office Orientation including Duties & Responsibilities Course
- PEMA HQ Orientation - Review of PEMA Handbook
- PEMA Quarterly In-Service Trainings (ISTs)
- Initial Damage Reporting Course
- NIMS Courses
    - IS – 3   Radiological Emergency Management
    - IS – 5   An Introduction to Hazardous Materials
    - IS – 100   Intro to Incident Command System, ICS 100
    - IS – 200   ICS for Single Resources & Initial Action Incidents
    - IS – 700   National Incident Management System: An Intro
    - IS – 800   National Response Framework: An Intro
    - G – 191   ICS/EOC Interface Workshop
    - IS – 130   Exercise Evaluation and Improvement Planning
                     or
    - IS – 139   Exercise Design and Evaluation (PDS)
                     (No longer available as of 02/26/2015 via FEMA IS)
    - IS – 230.d   Fundamentals of Emergency Management (PDS)

- o   IS – 235   Emergency Planning (PDS)
- o   IS – 240   Leadership and Influence (PDS)
- o   IS – 241   Decision Making and Problem Solving (PDS)
- o   IS – 242   Effective Communication (PDS)
- o   IS – 244   Developing and Managing Volunteers (PDS)

Advanced County Certification

- NIMS Courses
  - o   IS – 120.a   An Introduction to Exercises
  - o   IS – 393   Introduction to Mitigation
  - o   IS – 547.a   Introduction to Continuity of Operations
  - o   IS – 775   Emergency Operations Center Management and Operations (Precursor to G 775)
  - o   IS – 775   EOC Management and Operations
  - o   L/K-146   Homeland Security Exercise and Evaluation Plan (HSEEP)
  - o   G – 235   Emergency Planning
  - o   G – 271   Severe Weather
  - o   G – 290   Basic PIO
  - o   ICS – 300   Intermediate ICS for Expanding Incidents

Professional County Certification

- NIMS Courses
  - o   IS – 15.b   Special Events Contingency Planning
  - o   IS – 366   Planning for the Needs of Children in Disasters
  - o   IS – 703.a   NIMS Resource Management
  - o   G – 250.7   Local Situation (Rapid) Needs Assessment
  - o   G – 270.4   Recovery from Disaster: The Local Government Role
  - o   G – 386   Mass Fatalities Incident Response
  - o   G – 393   Mitigation for Emergency Responders
  - o   ICS – 400   Advanced ICS

Other Optional Training

- FEMA Resident Courses
  - o   FEMA Basic Academy
  - o   FEMA Advanced Academy
- NIMS Courses
  - o   G – 320. Fundamentals Course for Radiological Response
  - o   G – 402. Incident Command System (ICS) Overview for Executives / Senior Officials
  - o   NIMS ALL-HAZARDS Position-Specific Training (as appropriate)

Optional Exercises

- 9-1-1 Exercise
- Airport-based Exercise
- Incident Command (IC) Exercise
- Radiological Transportation Exercise

- Rescue Task Force (RTF) Exercise
- School Bus Collision Drill
- THIRA Scenario Exercises
  - 2017 – Winter/Ice Storm Exercise
  - 2018 – Active Assailant Exercise
  - 2019 – Flooding Exercise
  - 2020 – Nefarious Search ("Manhunt") Exercise
  - 2021 – Wildfire Exercise

3. Promote County Whole Community Resilience

"As a concept, Whole Community is a means by which residents, emergency management practitioners, organizational and community leaders, and government officials can collectively understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests. By doing so, a more effective path to societal security and resilience is built. In a sense, Whole Community is a philosophical approach on how to think about conducting emergency management.

There are many different kinds of communities, including communities of place, interest, belief, and circumstance, which can exist both geographically and virtually (e.g., online forums). A Whole Community approach attempts to engage the full capacity of the private and nonprofit sectors, including businesses, faith-based and disability organizations, and the general public, in conjunction with the participation of [local, County, Regional, Commonwealth, and Federal governmental partners.]*"* – Federal Emergency Management Agency (December 2011).

Corresponding Core Capabilities:

All Mission Areas

> Community Resilience
>
> Long-term Vulnerability Reduction
>
> Risk and Disaster Resilience Assessment
>
> Health and Social Services
>
> Housing
>
> Planning
>
> Economic Recovery
>
> Mass Care Services
>
> Threat and Hazard Identification

Response Mission Area

> Operational Coordination
>
> Situational Assessment

Supporting Training Courses and Exercises:

o   IS-15   Special Events Contingency Planning
o   G – 202   Debris Management
o   G – 205   Recovery form Disaster: The Local Government Role

- o   G – 210   Recovery from Disaster
- o   G – 212   Preparing and Submitting Hazard Mitigation Projects*
- o   G – 213   Reviewing Hazard Mitigation Projects*
- o   G – 214   Managing Hazard Mitigation Projects*
- o   G – 288   Local Volunteer & Donation Management
- o   G – 290   Basic Public Information Officer
- o   IS – 366   Planning for the Needs of Children in Disaster
- o   G – 358   Evacuation and Re-Entry Planning
- o   G – 364   Multi-Hazard Planning for Schools
- o   G – 366   Planning for the Needs of Children
- o   G – 489   Management of Spontaneous Volunteers in an Emergency
- o   IS – 547   Introduction to Continuity of Operations
- o   G – 557   Rapid Needs Assessment

*Year 5 in preparation for the 2022 Tioga County Hazard Mitigation Plan Update

Optional Exercises:

- o   Winter Weather Exercise
- o   Points of Distribution (POD) Exercise
- o   Shelter Exercise

4. Provide Ongoing Continuing Education (Con-Ed) Opportunities for PSAP Staff

The Tioga County Department of Emergency Services (DES) requires Public Safety Answering Point (PSAP) Staff to obtain at least twenty-four hours of continuing education every two years. Due to the need for 24/7 staffing of the PSAP, a certain level of flexibility is needed to ensure that all employees on all shifts are able to obtain these Con-Ed hours.

By focusing on key functions and providing multiple pathways for learning, DES will provide tele communicators with or direct them toward ample opportunities both in and out of the workplace to satisfy this requirement. This will increase their knowledge of PSAP policies and procedures, provide them with basic knowledge of responders' activities in the field, and increase the level of standardization from shift to shift.

Corresponding Core Capabilities:

All Mission Areas

> Public Information and Warning

> Operational Coordination

Response Mission Area

> Operational Communications

Supporting Training Courses and Exercises:

Continuing Education

- Emergency Medical Dispatch (EMD)

- Advanced Emergency Medical Dispatch (AEMD)

- Hazardous Materials Operations

- NIMS Courses
    - IS-100.b   Introduction to the Incident Command System
    - IS-200.b   ICS for Single Resources & Initial Action Incident
    - IS-700.a   National Incident Management System (NIMS) An Introduction
    - IS-800.b   National Response Framework
    - ICS-300   Intermediate ICS for Expanding Incidents
    - ICS-400   ICS for Command and General Staff for Complex Incident

5. Develop the DES Continuity of Operations Plan (COOP) and Provide Ongoing Training for its Implementation

If an incident occurs that would require relocating the Public Safety Answering Point (PSAP), and/or Emergency Operations Center (EOC), it is important that all staff is familiar with the procedures that need to be followed in order to have a systematic and orderly withdraw from the Department of Emergency Services (DES) facility and relocation to the alternate site. Staff must exercise and train on these procedures regularly so that they are familiar with them in the event that a "real-world" incident occurs.

Corresponding Core Capabilities:

All Mission Areas:

> Planning

> Operational Coordination

Response Mission Area:

> Operational Communications

Supporting Training Courses and Exercises:

- Policy and Procedure Training

- Relocation TTX

- DES Relocation Drill and Full Scale Exercise

6. Provide Basic and Advanced Educational Opportunities for Tioga County Response Teams

Tioga County has three response teams available for various purposes, all of which require regular basic level trainings and continuing education updates:

- Auxiliary Communications Service (ACS) – Amateur radio service volunteers available during a disaster
- County Animal Rescue Team (CART) – Animal response volunteers available during day-to-day emergencies involving animals as well as large-scale disasters that require the evacuation and sheltering of pets and livestock
- Critical Incident Stress Management (CISM) – Volunteer team of emergency responders available to provide mental health debriefings to other emergency responders.

Tioga County ACS, CISM and CART Teams are vital organizations to the citizens and visitors of Tioga County. Increasing all hazards trainings for these teams will provide volunteers with the skills necessary to meet their operational goals.

Corresponding Core Capabilities:

All Mission Areas

Planning

Operational Coordination

Response Mission Area

Mass Search and Rescue Operations

Operational Communications

Situational Assessment

Public Health, Healthcare, and Emergency Medical Services

Supporting Training Courses and Exercises:

- ACS (Auxiliary Communications Service)
  - o Basic Radio Operator Certification
- CART (County Animal Response Team)
  - o State Animal Response Team (SART) Orientation
  - o Hazmat Awareness

- NIMS Courses
  - IS-100 Introduction to Incident Command System
  - IS-700 Introduction to National Incident Management System (NIMS)
  - IS-5.an Introduction to Hazardous Materials)
- Animal Sheltering Course (16 hours)
- CERT (Community Emergency Response Team)
  - G – 317   Citizens Emergency Response Team (CERT)
- CISM (Critical Incident Stress Management)
  - Peer Crisis Intervention
  - Group Crisis Intervention
- Exercises
  - Tabletop (TTX)
  - Functional
  - Full-Scale (FSE)
- Regional Symposium

METHODOLOGY AND TRACKING

The training outlined in this 2017-2021 Training and Exercise Plan was selected by reviewing the training that is needed to meet the strategic goals of the Tioga County Department of Emergency Services. The tracking and scheduling of training outlined in this plan will be carried out by the DES Training Coordinator. The selected courses and exercises will challenge staff to perform the required tasks in a high stress environment.

At the end of every exercise that is outlined in this plan, there will be an After Action Report (AAR) completed. The lessons learned from the AAR will be used to develop future training as well as policy and procedure. It will be up to the Emergency Management Coordinator and Training Coordinator along with selected staff to generate all AAR's.

Tioga County DES Multi-year Training and Exercise Schedule 2017 (Year One)

Organization	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMA Staff	IS / G Course	IS / G Course	PEMA QTR Office Orient.	IS / G Course	PEMA QTR	IS / G Course	PEMA QTR HQ Orient.	IS / G Course	IS / G Course	PEMA QTR	DES COOP	
EOC Staff			Winter / Ice Storm EOC TTX			Winter / Ice Storm EOC TTX			Winter / Ice Storm EOC FE		Winter / Ice Storm EOC FSE	
PSAP Staff	Quarterly EMD Protocol # 10	IS-247 IPAWS	Summer Weather Prep (Benton)	Quarterly EMD Protocol # 20	Calls for FIRE (APCO CDE)	Runaway (APCO CDE)	Quarterly EMD Protocol # 14	Zombie Apocalypse? (APCO CDE)	Swatting (PSG)	Quarterly EMD Protocol # 4	Radio 101 (Dave)	Listening Skills
LEMCs	NIMS BTW	NIMS-BTW	ICS 300/400	NIMS BTW	ICS 300/400	NIMS-BTW		IS/G Course Quarterly Training			IS/G Course Quarterly Training	
Response Teams	CISM Training IS Course	CART Training IS Course	ACS Training IS Course	CISM TTX	CART TTX	ACS TTX	CISM Drill	CART Drill	ACS Drill	CISM Symposium	CART FSE	

Classroom Training	Tabletop Exercise	Practice Drill	Functional Exercise	Full-Scale Exercise	Continuing Education (Independent)

EMA – Emergency Management Agency, EOC – Emergency Operations Center, LEMCs – Local Emergency Management Coordinators, PSAP – Public Safety Answering Point, Response Teams – Auxiliary Communications Service (ACS), County Animal Response Team (CART), and Critical Incident Stress Management (CISM) Team, NIMS BTW- NIMS Basic Training Weekend (IS100, IS200, IS700, IS800, Hazmat Awareness)

Tioga County DES Multi-year Training and Exercise Schedule 2018 (Year Two)

Organization	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMA Staff	IS / G Course	Initial Damage Reporting	PEMA QTR	IS / G Course	PEMA QTR	DES COOP	PEMA QTR	IS/G Course	IS / G Course	PEMA QTR	IS / G Course	IS / G Course
EOC Staff			Active Assailant EOC TTX	EOC COOP		Active Assailant EOC TTX		EOC COOP TTX	Active Assailant EOC FE		Active Assailant EOC FSE	
PSAP Staff	Quarterly EMD Protocol # 17	After the Call (APCO CDE)	Domestic Violence (APCO CDE)	Quarterly EMD Protocol # 2	Embracing Next Gen (APCO CDE)	Rethinking Overdose Response (APCO CDE)	Quarterly EMD Protocol # 23	Law Enforcement Communication (APCO CDE)	Suicidal Callers (APCO CDE)	Quarterly EMD Protocol # 27	Call-taking (APCO CDE)	Seizures (APCO CDE)
LEMCs		IS / G Course Quarterly Training	Initial Damage reporting		IS / G Course Quarterly Training	IS / G Course		IS / G Course Quarterly Training	ICS 300/400		Utilities Disruption TTX Training	
Response Teams	CISM Training IS Course	CART Training IS Course	ACS Training IS Course	CISM TTX	CART TTX	ACS TTX	CISM Drill	CART Drill	ACS Drill	CART Symposium	CISM FSE	

Classroom Training	Tabletop Exercise	Practice Drill	Functional Exercise	Full-Scale Exercise	Continuing Education (Independent)

EMA – Emergency Management Agency, EOC – Emergency Operations Center, LEMCs – Local Emergency Management Coordinators, PSAP – Public Safety Answering Point, Response Teams – Auxiliary Communications Service (ACS), County Animal Response Team (CART), and Critical Incident Stress Management (CISM) Team, NIMS BTW- NIMS Basic Training Weekend (IS100, IS200, IS700, IS800, Hazmat Awareness)

Tioga County DES Multi-year Training and Exercise Schedule 2019 (Year Three)

Organization	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMA Staff	IS/G Course	IS/G Course	PEMA QTR	IS/G Course	PEMA QTR	IS/G Course	PEMA QTR	IS/G Course	IS/G Course	PEMA QTR	IS/G Course	IS/G Course
EOC Staff			Flooding EOC TTX		ICS 300/400	Flooding EOC TTX			Flooding EOC FE		Flooding EOC FSE	
PSAP Staff	TBD	PSAP COOP	TBD	TBD	TBD	TBD	TBD	PSAP COOP	TBD	TBD	TBD	TBD
LEMCs		IS/G Course QTRLY			IS/G Course QTRLY	IS/G Course		IS/G Course QTRLY			IS/G Course QTRLY	
Response Teams	CISM Training IS Course	CART Training IS Course	ACS Training IS Course	CISM TTX	CART TTX	ACS TTX	CISM Drill	CART Drill	ACS Drill	ACS Symposium	ACS FSE	

Classroom Training	Tabletop Exercise	Practice Drill	Functional Exercise	Full-Scale Exercise	Continuing Education (Independent)

EMA – Emergency Management Agency, EOC – Emergency Operations Center, LEMCs – Local Emergency Management Coordinators, PSAP – Public Safety Answering Point, Response Teams – Auxiliary Communications Service (ACS), County Animal Response Team (CART), and Critical Incident Stress Management (CISM) Team, NIMS BTW- NIMS Basic Training Weekend (IS100, IS200, IS700, IS800, Hazmat Awareness)

Tioga County DES Multi-year Training and Exercise Schedule 2020 (Year Four)

Organization	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMA Staff	IS/G Course	DES COOP	PEMA QTR	IS/G Course	PEMA QTR	IS/G Course	PEMA QTR	IS/G Course	IS/G Course	PEMA QTR	DES COOP	IS/G Course
EOC Staff		ICS 300/400	Nefarious Search (Manhunt)			Nefarious Search (Manhunt)			Nefarious Search (Manhunt)		Nefarious Search (Manhunt) AAR	
PSAP Staff	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
LEMCs		IS/G Course			IS/G Course	IS/G Course		IS/G Course	IS/G Course		IS/G Course	
Response Teams	CISM Training HMA	CART Training HMA	ACS Training HMA	CISM TTX	CART TTX	ACS TTX	CISM Drill	CART Drill	ACS Drill	Symposium	FSE	

Classroom Training	Tabletop Exercise	Practice Drill	Functional Exercise	Full-Scale Exercise	Continuing Education (Independent)

EMA – Emergency Management Agency, EOC – Emergency Operations Center, LEMCs – Local Emergency Management Coordinators, PSAP – Public Safety Answering Point, Response Teams – Auxiliary Communications Service (ACS), County Animal Response Team (CART), and Critical Incident Stress Management (CISM) Team, NIMS BTW- NIMS Basic Training Weekend (IS100, IS200, IS700, IS800, Hazmat Awareness)

Tioga County DES Multi-year Training and Exercise Schedule 2021 (Year Five)

Organization	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMA Staff	IS/G Course	IS/G Course	PEMA QTR	IS/G Course	PEMA QTR	IS/G Course	PEMA QTR	IS/G Course	DES COOP	PEMA QTR	IS/G Course	IS/G Course
EOC Staff			WildFire TTX			WildFire TTX		ICS 300/400	WildFire FSE		WildFire AAR	
PSAP Staff	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
LEMCs		IS/G Course			IS/G Course	IS/G Course		IS/G Course			Winter Weather TTX	
Response Teams	CISM Training IS Course	CART Training IS Course	ACS Training IS Course	CISM TTX	CART TTX	ACS TTX	CISM Drill	CART Drill	ACS Drill	Symposium	FSE	

Classroom Training	Tabletop Exercise	Practice Drill	Functional Exercise	Full-Scale Exercise	Continuing Education (Independent)

EMA – Emergency Management Agency, EOC – Emergency Operations Center, LEMCs – Local Emergency Management Coordinators, PSAP – Public Safety Answering Point, Response Teams – Auxiliary Communications Service (ACS), County Animal Response Team (CART), and Critical Incident Stress Management (CISM) Team, NIMS BTW- NIMS Basic Training Weekend (IS100, IS200, IS700, IS800, Hazmat Awareness)