Office of Emergency Management

Emergency planning for major facilities –
Do your plans/procedures address the hazards you face?
The Smithsonian Institution....

- **19 Museums and the National Zoological Park**
- **9 Research Centers**
- **12 Public Gardens**
- **640 buildings**
- **Facilities in 7 states, DC, Belize, Republic of Panama**
- **138 million objects and specimens**
- **2 million library volumes**
- **26 million visitors each year**
- **6,000 full-time employees – 6,000 interns/volunteers**
The Smithsonian.....

- **13 million** square feet of building space
- **43,000** acres of land
- **5,560** cases of toilet paper annually or **66.7 million** feet of toilet paper
- **Over 6,500** restroom fixtures maintained
- **14** greenhouses (53,000 square feet)
- **48,250** plants provided by Greenhouse Facility for interior and exterior displays
Impacting Smithsonian Operations

- Terrorist Attacks of 09/11/2001
- Constitution Avenue flooding in 2006
- Presidential Inaugurations
- Protests
- Hurricanes Isabel, Irene, Sandy
- Blizzards of February 2010 (20”-38”)
- Blizzard of 2016
- Earthquake of 2011
- Derecho severe weather event of June, 2012
- Active shooters at Navy Yard/US Capital/White House
NASM 7th & Independence

Women’s March

Normal Day
Delta Solar sculpture – NASM
NMAI Waterfall

Women’s March

Normal Day
Security measures have impacts...
See any differences?

Inauguration (7:42 am)

Women’s March (1:18 pm)
When I arrived....

- Emergency Plan purchased from contractor
- Limited Emergency Operation Center (EOC)
- Emergency communications challenges
- Organizational structure that works for museums is challenging for emergency operations
- Not a great understanding of hazards
- Competing priorities – personnel and finances
- Not a clear understanding of what emergency management actually is....
Contractor’s Emergency Plan

- Common template – Each facility creates plan
- Quality varies at each facility
- Not designed as actionable plan
- Hard to train personnel on expectations
- Hard to evaluate exercises
- The staff writing the plans are not generally the ones who respond
- Huge document.....
Changing Plans and Procedures

- Don’t judge your plans based on what has happened; judge your plans on what is yet to come.
- Are your plans inclusive of the hazards you face?
- Who are your plans written for?
- Are they realistic?
- Do you follow them? Can you follow them?

- Be careful – Your response will be judged using your plan as the baseline.
Planning… Common practice

- General Facility Emergency Plan
- Employee Emergency Guide (phone guide)
- Policies for responders
- Scheduled drills

- Do you think anything is missing?
Hazards. What does your plan cover?
<table>
<thead>
<tr>
<th>Hazard Category</th>
<th>Natural (QEM)</th>
<th>Security (OPS)</th>
<th>Technological (OFMR &amp; OSHEM)</th>
</tr>
</thead>
</table>
| **Level I** (RED) | • Blizzard Warning  
• Extreme Wind Warning  
• Flash Flood Warning  
• High Wind Warning  
• Hurricane Force Wind Warning  
• Hurricane Warning  
• Ice Storm Warning  
• Severe Thunderstorm Warning  
• Tornado Warning  
• Tropical Storm Warning  
• Winter Storm Warning  
• Earthquake  | • Active Shooter (Interior)  
• Active Shooter (Exterior)  
• Bomb Threat  
• Explosion (Exterior)  
• Explosion (Interior)  
• Hostage Situation  | • HAZMAT Release – Interior (OSHEM)  
• HAZMAT Release Exterior (OSHEM)  
• Fire (OSHEM)  |
| **Level II** (YELLOW) | • Excessive Heat Warning  
• Excessive Heat Watch  
• Flash Flood Watch  
• Flood Warning  
• Flood Watch  
• Freezing Rain Advisory  
• High Wind Watch  
• Hurricane Watch  
• River Flood Warning  
• River Flood Watch  
• Severe Thunderstorm Watch  
• Tornado Watch  
• Tropical Storm Watch  
• Wind Advisory  
• Wind Chill Warning  
• Wind Chill Advisory  
• Winter Storm Watch  
• Winter Weather Advisory  
• Heat Advisory  | • Control Point Breach/Unauthorized Entry  
• Riot/Civil Disturbance  
• Suspicious Package (Interior)  
• Suspicious Package (Exterior)  
• Explosion (Exterior – Offsite)  
• Robbery  
• Serious Intentional Damage to SI Collections/Property (Vandalism)  
• Vehicle Building Strike/Breach (Major)  
• Barricade Situation  
• Kidnapping/Abduction  | • Facility Leak/Flooding (Major) (OFMR)  
• Fire Alarm (OSHEM)  
• HAZMAT Release Exterior – Offsite (OSHEM)  
• Power Outage (OFMR)  |
| **Level III** (GREEN) | • Storm Warning  
• Coastal Flood Warning  
• Coastal Flood Watch  
• Coastal Flood Advisory  
• Gale Warning  
• Small Craft Advisory  
• Red Flag Warning  
• Special Marine Warning  
• Dense Fog Advisory  
• Fire Weather Watch  
• Freeze Warning  
• Freeze Watch  
• Frost Advisory  | • Vehicle Building Strike/Breach (Minor)  
• Assault  
• Protest  | • Facility Leak/Flooding (Minor) (OFMR)  
• Infectious Disease Outbreak (OSHEM)  |
Now – Emergency Operation Procedures (EOP)

- Actionable
- Common template
- Written by the staff who respond
- Easy to train and evaluate during exercises
- Tailored to the event, location, and Office
- Grouped into types, (natural, security, and technological hazards)
- 44 natural – 18 Security – 10 Tech
- Why start with the weather events?
Emergency Communications....

- Who/what group acts as the “hub” of your wheel?
- Do outside agencies know who the hub is?
- Do members of your staff know the hub?
- What sources of information does the hub follow?
- Does the hub push emergency information our to the organization in a timely manner?
- What methods does the hub use to send information?
- Do the methods used cover your entire audience?
- Slow or ineffective flow of emergency information is how you turn an emergency into a disaster......
<table>
<thead>
<tr>
<th>ESF</th>
<th>FEDERAL TITLE</th>
<th>SI TITLE</th>
<th>SI ESF LEAD</th>
<th>ROLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>TRANSPORTATION</td>
<td>Transportation</td>
<td>Office of Facilities Management &amp; Reliability (OFMR)</td>
<td>- Management of SI fleet.</td>
</tr>
</tbody>
</table>
| 2    | TELECOMMUNICATIONS               | Information Technology (IT)     | Office of the Chief Information Officer (OCIO)                              | - Restoration/repair and temporary provisioning of communications infrastructure.  
  - Protection, restoration, and sustainment of cyber and IT resources.       |
  - Engineering services.                                                     |
| 4    | FIREFIGHTING SERVICES             | Collections Management          | National Collections Program (NCP)                                          | - Protection of SI collections.                                        |
| 5    | EMERGENCY MANAGEMENT              | Emergency Management            | Office of Emergency Management (OEM)                                        | - Coordination and implementation of incident management efforts.      
  - Incident action planning.                                                 |
| 6    | MASS CARE, HOUSING, & HUMAN SERVICES | Human Services                | Office of Safety, Health, & Environmental Management (OSHEM)               | - Care and sheltering of SI personnel and patrons.                     |
| 7    | RESOURCES SUPPORT                | Contracting                     | Office of Contracting (OCON)                                               | - Acquisition of resources and services to support SI emergency operations. |
| 8    | PUBLIC HEALTH & MEDICAL SERVICES | Public Health                   | OSHEM                                                                       | - Development of public health strategies.                             
  - Provision of medical care to SI personnel and patrons.                    |
| 9    | URBAN SEARCH & RESCUE            | Enterprises/Associates          | Smithsonian Enterprises (SE)                                                | - Management of commercial activities.                                |
| 11   | AGRICULTURAL & NATURAL RESOURCES | Agricultural & Natural Resources | Smithsonian Gardens (SG)                                                   | - Animal/veterinary and plant support.                                
  - Grounds management.                                                       |
| 12   | ENERGY                            | Unit Liaison                    | SI Museum/Research Center/Facility                                        | - Facilitate communication with affected SI unit(s).                   |
| 13   | PUBLIC SAFETY & SECURITY          | Protection Services             | Office of Protection Services (OPS)                                        | - Public safety and security.                                         
  - Security planning and technical and resource assistance.                  |
| 14   | LONG-TERM COMMUNITY RECOVERY, MITIGATION, & ECONOMIC STABILIZATION | Archives & Libraries          | SI Archives                                                                 | - Protection of SI archives and library resources.                     |
| 15   | EXTERNAL AFFAIRS                  | Public Affairs                  | Office of Public Affairs                                                    | - Public information.                                                 
  - Media and community relations.                                             
  - Congressional and international affairs.                                   |
New Emergency Operations Suite
ESF 1 – Transportation (OFMR)

ESF 2 – Information Technology (OCIO)

ESF 3 – Public Works & Engineering (OPDC/OFMR)

ESF 4 – Collections Management (NCP)

ESF 6 – Human Services (OSHEM)

ESF 7 – Contracting (OCON)

ESF 8 – Public Health (OSHEM)

ESF 9 – Enterprises/Associates (SE)

ESF 10 – HAZMAT (OSHEM)

ESF 11 – Agricultural & Natural Resources (SG)

ESF 12 – Museum/Unit Liaison

ESF 13 – Protection Services (OPS)

ESF 14 – Archives & Libraries (SI Archives)

ESF 15 – Public Affairs (Public Affairs)
Next Steps.....

- Create EOPs for all Units and gain approval for new EOC Structure
- Document the legal authority to carry out your plan
- Ensure staff members support your emergency management efforts?
- Train on, exercise new EOPs
- Must update plans/procedures frequently
Questions?

Thanks for your participation....

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