Preparing for Terrorism: The Public Safety Communicator's Guide

First Edition
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Description:

Today more than ever, communications center professionals who receive and/or dispatch emergency services can use a valuable resource like Preparing for Terrorism: The Public Safety Communicator's Guide. This book starts with an overview of national and international terrorism, while emphasis throughout the book is on how to prepare communications center staff and their families for a terrorist event by providing them with well-thought out employee emergency plans and contingencies. Issues involved in protecting the physical security of the building, communications towers, and back-up sites are examined. Solutions to communications problems, such as cellular and landline telephone overload situations, are addressed as well. The potential effect of a terrorist attack on operators worried about family and friends, as well as Critical Incident Stress Debriefing (CISD) procedures, is also discussed in detail. The result is a book that provides readers with a rare opportunity to look at terrorism preparedness from the point-of-view of the communications center, the first link to safety for 98% of the U.S. population now covered by 9-1-1 operators. As cellular phones become the norm, and terrorist events are relayed as they unfold, these emergency communication centers and the individuals who staff them will remain on the frontlines, working to coordinate the efforts of first responders, as well as the influx of local, state, and federal resources that follows any terrorist incident.

Product Benefits:

- operating procedures and guidelines offer assistance to everyone involved in anti-terrorism preparedness, from the telecommunicator to the highest-level 9-1-1 call center director
- cyberterrorism and security checklists help systems administrators look for, uncover, and protect against threats to computer-aided dispatch (CAD) systems and other emergency communications systems that link to the Internet and Intranets
- solutions to radio inoperability problems are outlined, enabling first responders from multiple jurisdictions to communicate effectively in the face of any large-scale emergency
- comprehensive discussion of event management includes protocols for federal command integration and media relations, allowing for maximum coordination of all available resources
- sample plans show steps being taken by communications centers across the country to optimize their resources to assist fire, police, EMTs, and other rescue workers in dealing with a terrorist attack
- case studies enable readers glean important lessons from actual incidents,

including the Oklahoma City Bombing and the events of September 11, 2001
- an entire chapter explains how to "put it all together," leading readers through all phases of the terrorism preparedness planning process

Table of Contents:
Introduction. National and International Terrorism. The Basic Concepts of Emergency Management. Event Planning and Management. Training. Facility Security. Radio Interoperability. Computer Security. Personnel Needs. Joint Information Center/Media. Wrapping it Up for Your Communications Center. Appendix A: Public Safety Precautions/Actions. Appendix B: Anthrax Threat Advisory. Appendix C: Indicators of Possible Agent Usage. Appendix D: Complete Agent Description. Appendix E: Internet Resources for Terrorism/Disaster Planning. Appendix F: Orange County Fire Rescue Emergency Communications Center Standard Operating Procedure. Appendix G: Overview of Community Actions. Appendix H: The Critical Infrastructure Protection Process Job Aid, Edition 1: May 2002. Glossary. Index

Theoretical Perspectives on Public Communication Preparedness for Terrorist Attacks | The experience of federal health authorities in responding to the mailed anthrax attacks in the Fall of 2001 sheds light on the challenges of public information dissemination in emergencies. Lessons learned from the Fall of 2001 have guided more recent efforts related to