

San Bernardino County Sheriff's Department
Dispatchers Role in Mass Casualty Incidents
Outline

I. Administration and Paperwork

- A. Housekeeping
 - 1. Bathrooms
 - 2. Specific information for facility security if applicable
 - 3. Breaks
 - 4. Parking if applicable
- B. Paperwork
 - 1. Instruct Students to fill out their name tent
 - 2. Hand out P.O.S.T. course roster
 - 3. Collect Travel Reimbursement Request (TRR) forms

II. Introductions and Expectations

- A. Introductions
 - 1. Students
 - 2. Facilitator
- B. Expectations
 - 1. What do the students expect to get out of the class
 - 2. What do you expect to impart to the class
 - a. Course overview
 - b. Course goals

III. General Concepts of Mass Casualties and Fatalities

- A. Definition of mass casualty/fatality
 - 1. Eight or more persons injured in a single incident.
 - 2. Declaration of mass casualty by handling authority.
 - 3. California Health and Safety Code 103451
- B. Potential for mass casualties and fatalities
 - 1. Types of incidents
 - 2. Historical incidents
- C. Learning Activity and Student Assessment #1

1. Students will learn to evaluate the locations for various demographic issues which may present themselves during a mass casualty or fatality incident.
2. Students will address how demographics impact an event.
3. Students will explain why it is important we understand those demographics.
4. Students will identify the potential for a mass casualty and fatality incident occurring their jurisdiction.

IV. Mass Casualty and Fatality Management

A. Definition of terms

1. Fatality
 - a. An occurrence of death by accident
 - b. An occurrence of death by war
 - c. An occurrence of death from disease
2. Casualty
 - a. A person killed or injured in a war
 - b. A person killed or injured by accident.
3. Evidence
 - a. Any non-human item(s)
 - b. Item is designated to be significant by an investigating agency
4. Remains
 - a. A dead human body
 - b. Body may be intact and/or fragmented
5. Personal Effects
 - a. Items belonging to an individual
 - b. Carried by the individual or being transported with the individual
6. Loose Items
 - a. Non-human material
 - b. Personal in nature
 - c. Not classified as personal effects

7. Triage
 - a. Assignment of degrees of urgency to wounds or illnesses
 - b. Decide order of treatment
 - c. Large number of patients or casualties
- B. Responsibility of the Dispatcher
 1. Local jurisdiction is responsible
 - a. Welfare of the living
 - b. Care of the dead
 2. Dispatchers role in initial response
 - a. What type of incident are you receiving?
 - b. Where is the location of the incident?
 - c. How many people are involved?
 - d. Increase in 9-1-1 calls
 - e. Initial resources available
 - f. Notifications
 - g. Evaluation of situations
 - h. Processing calls from next-of-kin
- C. Resources
 1. Initial
 - a. Local
 - 1) Allied agencies
 - 2) Mutual aid
 - b. State
 - 1) Allied agencies
 - 2) National Guard
 - c. Federal
 - 1) Federal Emergency Management Agency (FEMA)
 - 2) Additional agencies depending on event

d. Private

- 1) Hospitals
- 2) Red Cross
- 3) Charities

D. Learning Activity and Student Assessment #2

1. Students will learn key resources that could be required or used for a mass casualty or fatality incident
2. Students will identify alternative resources for a mass casualty or fatality incident

E. Recovery Operations

1. Transitioning from rescue to recovery
 - a. Dispatchers role in coordination with external resources
 - 1) Emergency Operations Center (EOC)
 - 2) Red Cross
 - 3) Transportation services
2. Duration
 - a. Length of the incident
 - 1) Short term
 - 2) Long term
 - b. Staffing
 - 1) Increase in number of employees
 - 2) Decrease in number of employees
 - c. Supplies
 - 1) Dispatch center
 - 2) Department
3. Other issues
 - a. Topography
 - b. Weather

F. Learning Activity and Student Assessment #3

1. Students will demonstrate an understanding of the recovery process
2. Students will explain why recovery can take a very long time or many never happen in some instances.
3. Students should come to the realization that some types of recovery evolve into creating a "new normal" because life as it was before the event is not possible.

G. Closing the Incident

1. Staffing
2. Debriefing
3. Account of Resources

V. Lessons Learned

A. Napa, California Earthquake, August 24, 2014

1. Impact of the communications center and dispatchers
2. Types of calls
3. System failures
4. Evacuations

B. Japan Tsunami, March 11, 2011

1. Impact on the communications center
2. Impact on secondary Public Safety Answering Point (PSAP)
3. Complications

C. Cajon Pass Fire, San Bernardino County, July 17, 2015

1. Impact on communications center
2. Personal impact on dispatchers
3. Types of calls
4. Response delays
5. Unpredictability of citizen reaction

D. Ebola Pandemic, 2014

1. Impact on communications center

2. Change of policy and procedure
- E. Highway 38 Tour Bus Accident, Yucaipa, California, February 3, 2013
 1. Impact on the communications center
 2. Allied agency response
 3. Topography
 4. Complications
- F. Asiana Flight 214, San Francisco, California, July 6, 2013
 1. Impact on communications center and dispatchers.
 2. Types of calls
 - a. Air traffic control
 - b. Emergency response
 3. Complications
 - a. Fire department
 - b. Additional injuries
- G. Active Shooters
 1. Movie Theatre Shooting – Aurora, Colorado, July 20, 2012
 2. Military Recruitment Center Shooting - Chattanooga, Tennessee, July 16, 2015
 3. Emanuel A.M.E. Church Shooting – Charleston, South Carolina, June 17, 2015
 - a. Impact on the communications center
 - b. Impact on primary PSAP dispatchers
 - c. Impact on secondary PSAP dispatchers
 - d. Complications in response
 - 1) Size of the event
 - 2) Scope of the event
 - 3) Reality of occurrence
- H. Other notable events
- I. Learning Activity and Student Assessment #4

1. Students will be divided into groups of 4-6 and each group will work independently.
2. Students will complete an after-action report from the dispatcher's perspective and identify potential problems and complications.
3. Students will discuss unforeseen problems or complications that may arise in a situation that on the surface appears normal.
4. Students will create solutions and make recommendations to deal with the problems they identified.
5. Each group will teach back the problems, complications and solutions that they identified as lessons learned.

VI. Planning

A. Agency

1. Emergency operations plans
2. Policies and procedures
 - a. Field operations
 - b. Communications/Dispatch
3. Communication center plans
4. Level of training

VII. Emotional Fallout

A. First Responders

1. Immediate
2. Long-Term
3. Conflicting information
4. Unknown status of loved ones

B. Dispatchers

1. Immediate and long-term
 - a. Debriefing
 - b. Peer support
 - c. Employee Assistance Program (EAP)
2. Conflicting Information

3. Unknown status of loved ones
- C. Community
1. Immediate and long term
 2. Conflicting information
 3. Unknown status of loved ones
 4. Cultural issues
 5. Mutual aid
 6. Emergency Operations Center
 7. Tactical Emergency Response Teams (TERT)
 8. Level of training

VIII. Certificates and Course Evaluation