



FEMA

PRACTICE NOTE

Public-Private Partnerships: Safeguard Iowa Partnership's Code of Conduct Manual for Liaisons Serving at Emergency Operations Centers

PRACTICE

The Safeguard Iowa Partnership (SIP) has developed a code of conduct manual to guide its liaisons serving in emergency operations centers (EOC). The code of conduct manual helps to ensure that all SIP liaisons understand their roles and responsibilities while at an EOC.

DESCRIPTION

SIP is a private sector coalition dedicated to strengthening Iowa's capacity to prevent, prepare for, respond to, and recover from natural and man-made disasters through public-private collaboration. The Iowa state EOC (SEOC) or a county EOC may request that SIP deploy one or more liaisons to its facility during an incident, depending on the magnitude of the incident. SIP liaisons serve as a conduit of information and guidance between the EOC and private sector organizations. During response operations, SIP liaisons facilitate the private sector's donation of supplies, including water, food, ice, and clothing. They assist the EOC's donations management coordinator, but SIP liaisons do not lead the donations operation. SIP liaisons also provide the EOC with information regarding private sector issues, such as operational timelines, facility locations, building access needs, transportation needs, relocation logistics, security issues, and recovery priorities.

SIP partners reduce the impact of emergencies upon their communities by supplementing government preparedness and response capabilities with their own resources and expertise. For more information on SIP, please refer to *Lessons Learned Information Sharing's Good Story, The Safeguard Iowa Partnership*.

A SIP liaison at the Iowa SEOC coordinated volunteer services and resource donations during the summer storms in 2008. SIP facilitated public-private coordination, which improved the SEOC's overall response efforts. However, at the time of the storms, SIP had not developed guidelines for its liaisons serving in EOCs. After the conclusion of the response operations, SIP decided to develop a code of conduct manual to support and guide its liaisons serving at EOCs during future activations.

For more information on SIP's participation in the 2008 summer storm response, please see SIP's after-action report, *Safeguard Iowa Partnership After-Action Report, September 2008*.

The SIP code of conduct manual addresses liaison qualifications and responsibilities. Before an individual may serve as a SIP liaison, he or she must receive training on EOC operations and be fully knowledgeable about incident management. Each SIP representative must:

- Be familiar with the names and types of various private sector organizations and functions;
- Have strong oral and written communication skills as well as problem assessment and evaluation skills;
- Be proficient with word processing, spreadsheet, and database programs;
- Complete a series of independent study (IS) courses offered by the Federal Emergency Management Agency's Emergency Management Institute:
 - IS 100: Incident Command System,
 - IS 700: National Incident Management System,
 - IS 701: Multi-Agency Coordination System, and
 - IS 775: EOC Management and Operations; and
- Complete training sessions on:
 - Business Resource Registry,
 - Health Alert Network,
 - Homeland Security Information Network, and
 - WebEOC.

WebEOC is a Web-enabled crisis information management software tool that delivers real-time data to emergency managers and responders. The software enables users to share data through message boards, geographic information systems-based maps, resource catalogues, and other tools.

Each SIP liaison must be sponsored by his or her employer in order to serve at an EOC. Additionally, as a volunteer, each liaison must maintain responsibility for all of his or her own travel, lodging, and expenses.

The code of conduct manual also specifies liaisons' responsibilities while at an EOC during an activation. Once a SIP liaison arrives at an EOC, he or she must report directly to the EOC's liaison officer to receive a set of operating procedures, logistical information, and equipment. Typically, EOCs provide liaisons with a computer, Internet access, printing capabilities, a landline telephone, fax machines, and office supplies. The SIP manual suggests, however, that each liaison also bring a personal cellular phone and charger to use as a back-up in case the EOC experiences communication problems. Liaisons must staff a full EOC shift as established by the emergency manager on duty. The SIP manual also requires liaisons to wear business casual attire at all times while serving at an EOC.

LINK

Safeguard Iowa Partnership
<http://www.safeguardiowa.org>

CITATIONS

Haberl, Jami. Executive Director, Safeguard Iowa Partnership. Interview with *Lessons Learned Information Sharing*, 09 Jul 2009.

Safeguard Iowa Partnership. *Safeguard Iowa Partnership After-Action Report, September 2008*. Sep 2008.

<https://www.llis.dhs.gov/docdetails/details.do?contentID=32905>

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