

NYSEMA 2015

Welcome to Situational Awareness
Emergency Managers Perspective

Review

- 2013 – Introduction To Emergency Management
- 2014 – Planning Concepts and Plans

A spiral-bound notebook with a light brown, textured cover. The spiral binding is on the left side. The text "Situational Awareness" is printed in a black serif font in the center of the cover.

Situational Awareness

Definition

- Situational Awareness is the ability to identify, process, and comprehend the critical elements of information about what is happening to your response area. More simply it's *knowing what is going on around you*.
- Understanding how information, events, and one's own actions will impact goals and objectives, both immediate and long term.

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Situational Awareness is a mindset

An important element of a proper mindset is understanding the need to take action.

Resources of any Government are finite and Leadership simply cannot be every where and cannot stop everything.

5 Level of Awareness

Level One – “Tuned Out”

Not going to happen here,

Non-Decision maker,

Non-reactionary,

In your comfort zone

Level Two – “Relaxed Awareness”

Very comfortable about decision making,
Watching others and their reactions to the problem,
Looking for potential hazards,
Starting to be in a Pro-Active state.

Level Three – “Focused Awareness”

High level of concentration on the problem,
You know what environment your working in,
You don't dare take your eyes off of the road,
Apply critical thinking

Level Four – “High Alert”

Running on Adrenaline,
Playing catch up,
Impact thinking,
Hoping that it will end soon

Level Five – “Comatose”

Completely at the other end of spectrum,

Cannot even react to the situation,

Not a clue

A Career ender

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What level do you function at?

Do you think other people like working in
some of those environments?



Situational Awareness = Communication


Communication = Information

Information = Goals/Objectives

Goals/Objectives = Tactics

Lack of information Leads To;

- Poor decision making
- Poor objectives
- Unattainable Goals
- Life Safety could be jeopardized
- Poor use of resources
- No commitment to the incident/event
- Complacency

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What information do you want?

What information do you need?

What information don't you need!!

What is happening ?

What has happened ?


Where can I get information?

Information Resources

- First Responders – Fire, EMS, Law Enforcement
- State/County/Local Highway
- Weather Service
- DHSES – Regional Directors/Coordinators/ Watch Center

Other Resources to Consider

- Department Heads/Other associated agencies
- Mayor/Town Supervisor
- Village/Town Clerk
- Water/Sewer Treatment Plant Operators
- Farm Service Agency/Soil and Water
- Natural Resource Conservation Services
- Red Cross
- Media/Social Media
- 911 Center

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- Neighboring Counties
 - Hospital
 - School Superintendents
 - College
 - Utilities
 - Other State Agency's – Ag & Mkts, OFPC, DOH.....17

What Information would you want?

- Conditions of Infrastructure
- People effected
- Location of problems
- Severity of the problems
- Severity of the incident
- Time frame: start/end
- Resources committed
- Resources needed
- Shelters
- Weather

Where does the information need to go

Chairman of the Board/Legislature

County Administrator

Department Heads

Other Agencies you work with


Village Mayors

Town Supervisors

School Superintendents

Local Highway/DPW

Emergency Operations Center

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How about back to the same people you got the information from?

So they can maintain proper situational awareness, which in turn gives you proper Information!

Different formats of information

- Facebook/Twitter/Text messages
- Photographs
- Job Aids
- Phone calls/conference calls
- Email
- Windshield assessment

Which one works for you?

Critical Thinking for self awareness

- Am I biased in my thinking
- Have I made a plan for what I want to do
- Are my ideas or knowledge on this issue correct
- Am I aware of my thinking; what am I trying to do
- Am I using all of the resources for what I want to do
- Am I evaluating my thinking: what would I do differently next time
- Am I aware of how well I am doing: do I need to change my actions or intentions

Critical Thinking for Personal Briefing

- Know on what, who, where, and when to prioritize your attention
- Always brief routine operations – repetition aids memory
- Structure the briefing along the intended direction
- Visualize your actions (plan, direction, people)
- Consider the significant threats
- Recall lessons learned
- Refresh SOP's
- Question

Critical Thinking for Situational Awareness

- Accuracy; is the information true
- Clarity; is the information understood
- Precision; seek detail to understand the situation
- Relevance; is the information connected to the situation
- Depth; does the information address the complexity of the situation
- Breadth; are there other points of view or other ways to consider
- Logic; does your understanding of the situation make sense

Critical thinking for Decision making

- What are the immediate risks
- What is the time available for the decision
- State the objectives of the decision to be made
- Identify information to be used in making the decision
- Gather the evidence and information required to make a decision
- Make a decision based on criteria (a safe outcome), information, and risks
- Ask, what does the evidence and information mean considering the objectives?

Summary

Situational Awareness is dynamic, hard to maintain, and easy to lose. Knowing what is going on all the time is very difficult for one person, especially during complex high stress operations.

The following actions can help a person or a team retain or regain situational awareness.

Summary (cont.)

- Be alert for deviations from standard procedures
- Watch for changes in the performance of other team members
- Be proactive, provide information in advance
- Identify problems in a timely manner
- Show you are aware of what's going on around you
- Communicate effectively
- Keep abreast of the mission status
- Continually assess and reassess the situation
- Ensure that all expectations are shared with the whole team

Thank You!!!

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