Road to Recovery

It’s been three-years since tornadoes wreaked havoc in Pilger, Stanton County and other areas in Northeast Nebraska. The devastating weather left its mark on the area but the Nebraska residents affected have worked together to rebuild. See more starting on Page 3.
Performance Objectives Measure Agency Progress Toward Goals

Lean Six Sigma Process Helps Reduce Waste

Metrics, performance objectives, process improvement and Lean Six Sigma are some terms being discussed by NEMA staff in recent months due to some initiatives implemented by Gov. Pete Ricketts, designed to improve state government and make agencies better, faster and more productive.

NEMA has been measuring goals and activities of the agency in an effort to improve how we interact with our stakeholders and ultimately the citizens of Nebraska. Regular reports to the governor, and to our director, Maj. Gen. Daryl Bohac, provide a window into our efforts to accomplish the goals laid out in our five-year strategic plan. The performance objectives measure how effectively we perform our annual statutory duties. Some of our objectives include:

- monitoring assets and resources available to support statewide preparedness efforts;
- demonstrating the capability to sustain operations for extended periods of time and supporting more than one disaster location or type of event simultaneously; and
- demonstrating the capacity to deploy state incident management teams (Type 3) to assist with disasters.

We are reviewing a survey of satisfaction completed this May by local emergency management staff and our emergency support function representatives in an effort to improve our performance in the following areas: leadership, responsiveness and accountability, decision making, communication, partnership and being quality driven. We certainly appreciate the time participants took in completing the survey. We were pleased with the results, but saw areas where improvement could be achieved.

"Process Improvement has many uses in the state," said Matthew Singh, director of operational excellence for the State of Nebraska, "One of its main purposes is to ensure that we set future generations of state teammates up for success by having streamlined and documented processes for them to run the state. If we simplify processes, we better serve all Nebraskans."

NEMA staff are among the 12,625 state employees who earned "white belt" certification in the Lean Six Sigma training which is a methodology that relies on a collaborative team effort to improve performance by systematically removing waste and reducing variation. While originally a program to improve manufacturing processes, in state government it is being used to reduce waste and inefficiencies.

At NEMA, we are working to focus on increasing efficiencies to improve turn-around time to produce information and to deliver services. We are doing this in our day-to-day operations to ultimately improve our emergency response capabilities.

Sincerely,

Bryan Tuma
Assistant Director
Q: What was your first impression upon seeing the destruction to Pilger in June 2014?
A: As we pulled in to the south edge of Pilger on highway 15, we knew this was going to be a major incident. Looking to the southwest, we could see where the tornado broke through the line of trees. Swiveling around and looking to the east and northeast we could see that the village of Pilger had been utterly devastated both by the destruction wrought by tornado and the debris it left behind. We also knew that the tornado, itself had caused two fatalities, which gave the whole scene a much more solemn component for all of us. Finally we saw the nearly mile-long parked convoy of news media vehicles stretched out on highway 15, so we knew that what had happened in Pilger was not only a significant national event, but that the actions we took in the hours and days that followed would be a reflection of NEMA, emergency management, and the State of Nebraska.

Q: Initially, what were the village's needs and how were they addressed? And by who?
A: Initially the village's needs were still life safety. When we arrived, there were still active search and rescue operations being conducted. Debris had rendered all the streets in Pilger hazardous at best and impassable at worst. Electrical, gas, and waterlines were still energized to houses that no longer existed. Household hazardous materials had been scattered to the wind and thrown everywhere. Looking beyond that, it was a multi-faceted response: We were looking at establishing the incident command structure to help address both foreseen and unforeseen village needs. We were looking at our non-governmental organization (NGO) partners, such as the American Red Cross and the Salvation Army to provide for the immediate mass care needs (food, clothing, shelter) of those that were directly impacted. And we were looking at what additional resources we would need to bring in to stabilize the area, such as the Nebraska National Guard and the Nebraska Department of Roads for traffic and access control. We were also trying to determine the full scope of the incident, as we had five confirmed tornadoes on June 16, 2014; with four of those reaching EF-4 strength.

Continued on Page 4
Q: What is the biggest lesson learned in terms of recovery for Pilger?

A: There were several lessons learned, but one theme that was echoed in all of those lessons was this: Local Resiliency. There was—and continues to be—a great need for local pre-planning for all aspects of the response and recovery on the NGOs and voluntary agencies.

Partners and stakeholders need to have conversations in their communities about how to potentially address over a thousand spontaneous volunteers descending on their community, both skilled and unskilled. These volunteers will literally be arriving by the busload. Daily. Possibly for weeks. How are they going to be coordinated? How are they going to be accounted for? How are the hours they volunteer going to be tracked so that they could ultimately benefit the community in the event of a presidential disaster declaration?

On the flip side of the volunteer coin from spontaneous volunteers, there's the affiliated volunteers. In northeast Nebraska, we worked with many organizations we'd worked with before, but there were many new (to Nebraska) voluntary agencies that responded with personnel, equipment, and other resources. This includes (but certainly isn't limited to) organizations such as All Hands Volunteers, ToolBank USA, ITDRC, Samaritan's Purse, and many others. We built wonderful—and lasting—relationships with these organizations in June and July of 2014. When the next disaster of this magnitude strikes, we’ll have a much better idea of what everyone can bring to the table, and we can proactively reach out to them rather than have to build those relationships from the ground up, on the scene of truly epic devastation.

They also need to look at donations management. In-kind donations literally started showing up for Pilger within hours of the

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Disaster: FEMA-4183-DR-NE

Pilger Projects

<table>
<thead>
<tr>
<th>Project Title</th>
<th>Project Amount</th>
<th>Cat</th>
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<th>Status</th>
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</table>

Public Assistance Projects Categories:
- Category A: debris removal;
- Category B: emergency protective measures;
- Category C: roads and bridges;
- Category D: water control facilities;
- Category E: public buildings and contents;
- Category F: public utilities; and
- Category G: parks, recreational, and other facilities

Continued on Page 4
tornadoes. Who’s going to manage that? Where are those donations going to be stored? How are they going to get those donations to the people that need them, and address those donations that may not be suitable for distribution?

Beyond that is the Long Term Recovery Group (LTRG). Those organizations and individuals that come together to ensure that those people that were either uninsured or under-insured have access to the assistance resources to help them establish their “new normal” and truly recover and move past the disaster. Building the partnerships and increasing the knowledge on long term recovery pre-disaster is the key to community resiliency.

The thread that runs through all of these is communication. Communication, both internal and external, is the key to success for every single one of these lessons. That includes communication between the stakeholders to understand their roles and responsibilities; and external communications to the public, so that they know when and where a volunteer reception center is going to be open to spontaneous volunteers. That way they know what types of donations are needed and what types of donations are not needed, so that they know that help is available if they’ve been turned down by FEMA, the SBA, and local lending institutions. Communication is the key.

And we’ve applied these lessons. Since 2014, I’ve spoken about the June 2014 tornadoes to emergency managers, to community organizations active in disaster (COADs), to local organizations… frankly, to anyone who will listen. We’ve trained people from multiple organizations to be instructors for the “Managing Spontaneous Volunteers in Disaster” course, which has been offered six times across the state since 2015. We’re supporting the development of local COADs wherever we can across the state, because they’re the ones that are going to make local resiliency work. We took the training wheels off our long term recovery development in DeWitt when they were impacted by significant flooding in May of 2015. Prior to that, we relied heavily on the knowledge, experience, and presence of voluntary agency liaisons from FEMA; but with DeWitt we were able to create, operate, and evolve a long term recovery group primarily on the dedication of community members and representation from NGOs and emergency management.

Q: What were some of the best things that came from working with Pilger officials and members of the community?

A: Developing true bonds of friendship with the people that lived and worked there. Their successes and accomplishments both in their personal and community recovery were truly a source of inspiration and even pride for those of us from NEMA that have worked so closely with them...
since the tornadoes. We became, to varying degrees, invested—spiritually and emotion-
ally—in those affected communities, and to see the strides of their recovery efforts fed the
well-being of our own souls.

Q: What could other communities learn from how Pilger officials and community mem-
bbers responded and recovered from the disaster three years ago?

A: Learn to plan for a big disaster now. Engage your partners and your community regard-
ing what you will do if you find your infrastructure decimated or your town temporarily uninhabitable, or your tax
base gone, or thousands of unskilled volunteers arriving to help. If you can engage your partners and your stake-
holders in constructive conversations that lead to plans and exercises, you will be ahead of the curve when disaster
strikes your community. You will also find that those plans are highly scalable, meaning that they can be scaled
down to smaller scope disasters with relative ease.

Q: As a state emergency management professional, what was the most rewarding part of working on the Pilger
Recovery?

A: Personally, it’s been the friendships I’ve built with individuals in Pilger, Wisner, and throughout northeastern
Nebraska; as well as the voluntary agency representatives I’ve come to know. Many of the people I met in Pilger and
northeast Nebraska are people that I now keep in contact with regularly and frequently. Not because we need to, for
some work-related reason; but because we want to know how our respective lives are shaping up day-to-day, week-
to-week, and so on. We share in one another’s successes.

Professionally, it’s been the heightened awareness and planning that has taken place on the local level across the
state where cities, counties, and regions are looking at how they’d address their own June 16, 2014 scenario. I think
the learning curve on spontaneous volunteers, donations management, and long term recovery is much shorter than
it was in 2014. Local emergency managers and NGOs understand what’s at stake if they fail to prepare, and they’ve
made tremendous strides towards greater resiliency.

Q: The city motto, even before the tornado struck, was “the town too tough to die.” The truth of that motto was
evident in the community’s response to the twin tornadoes that destroyed a significant portion of the village. What
examples of that toughness and resiliency did you see as you worked with the community?

A: No one in that community ever gave up. I’ve never
seen anyone (federal, state, local, NGO, volunteer, etc.)
work so hard during an operation. The dedication and
work ethic of the Pilger Volunteer Fire Department was
contagious, spreading to all those who responded. Pil-
ger may be “the town too tough to die”, but its residents
are the people too tough to quit. We rallied around their
example from the initial response, all the way through
the long term recovery. They stayed cohesive and united
as a community through all of it. They are a shining
example for all of us.

Q: What is left to do in Pilger?

A: Sustain their successes and grow their future.
They’ve charted their own course. Their journey is un-
derway. And their future is theirs to write.
ICYMI

SOCIAL MEDIA
Not sure who to follow on Twitter? Check out the lists NEMA curates or follows.

City of Grand Island - Hall County Emergency Management added an event.
May 3 at 9:13am

Make a difference in our community!

Area teens are needed to join the Community Emergency Response Team - CERT. This program prepares you to help yourself, your family and your community after a disaster.

Participants will complete the FEMA BASIC CERT training course, which includes Personal Preparedness, Fire Safety, Disaster First Aid, Search & Rescue, Incident Command, Disaster Psychology, Terrorism Awareness and a Final Exercise. You will take part in classroom instruction and hands-on exercise, and upon graduation, you can apply to become full members of the Hall County Teen CERT Team...and be prepared to help your family, your school, your friends and your community in case of a disaster.

Dates: Tuesday - Thursday, June 13 - 15
Time: 8:30am - 4pm
Place: Fire Station #1, 409 E Foner Park Road
Ages: 12 - 18 (Currently or upcoming Middle School or High School Student)
Class is FREE to attend. Registration requires an application and Parental Consent form. Class is limited to 25 students, so don’t delay!
Note: there will be a midday break each day, but lunch is not provided.

For more information or to obtain an application, email teen-cert@grandisland.com or call 308.385.5360.

NEMA @NEMAtweets
May Day, usually a time for making baskets, became a day to make snowmen in Holt and other counties, just part of Nebraska in the spring.

Ken Dewey @skdewey1unl: 3h
May 2017 update: Lincoln daily high temps vs norm. Nebraska near norm temps but precipitation 200-400% of normal @HPClimatellCenter; @UNLSNR

Maj Gen Daryl Bohac added 4 new photos.
May 4 at 4:21pm

Today we had the privilege of hosting the Minister of Defense of the Czech Republic, the Honorable Martin Stropnický. We have been a partner along with the Texas National Guard, with the Czech Armed Forces for nearly 24 years as part of the State Partnership Program. One reason our partnership is so successful is due to the significant cultural connection we share with the Czech Republic. Based on the 2010 census, it is estimated that 4.87% of the population of Nebraska has Czech Ancestors – which is the highest of any of the states. This relationship is incredibly important to the success of the NATO alliance and is of great value to all.

#NEGuard | #CzechRepublic | #NATO | #StatePartnershipProgram

Region 51 EMA @lincoemgt: May 17

Advanced Storm Spotter Training class happening tonight in North Platte with Kelly Allen from @NWSSouthPlatte. What a good turnout!
Omaha’s Henry Doorly Zoo and Aquarium hosted a hazardous materials spill tabletop exercise, May 11, for zoo staff, the Omaha metro and surrounding areas.

The program, titled *A Train Chemical Spill Near the Zoo*, was led by Nebraska Emergency Management Agency and focused on a train derailment scenario involving a hazardous materials spill.

Exercise Training Officer Roger Conrad of NEMA facilitated the tabletop exercise.

“The exercise was designed to provide a forum for stakeholders to discuss the multiple issues related to a complex emergency situation,” Conrad said. “It provided an opportunity for planning and coordination among public and private sector entities.”

Burlington Northern Santa Fe Railway participated, as well as the Omaha Police Department, Douglas County Health Department, Douglas County Emergency Management Agency, Douglas County Sheriff’s Office, Lancaster County Emergency Management Agency, Nebraska Department of Agriculture, Nebraska Game and Parks Commission, Nebraska Department of Health and Human Services, Nebraska Humane Society, Nebraska State Patrol, Omaha Metropolitan Medical Response System and the United States Department of Agriculture Animal and Plan Health Inspection and Veterinary Services.

Representatives from the Association of Zoos and Aquariums, Blank Park Zoo in Des Moines, Iowa, Lincoln Children’s Zoo in Lincoln, Kansas City Zoo in Kansas City, Mo., Great Plains Zoo and Delbridge Museum of Natural history in Sioux Falls, S.D. and Riverside Discovery Center in Scottsbluff were also present.

“The diversity of participating agencies and organizations was key to the success of the exercise,” Conrad said.

Derek Lampkin of BNSF Railways provides technical information during the discussion.

Whitney Shipley of Douglas County Emergency Management offered insight during a group discussion.

Participants in the Zoo tabletop discuss response to a hazmat incident during a break out module.

Roger Conrad and Sean Runge, from left, exercise training officers, facilitate discussion.
New Public Assistance Delivery Model Training Held at NEMA

Instructors from the Federal Emergency Management Agency taught a course, May 10-11 at NEMA, designed to inform and educate state, local and tribal representatives about the new public assistance (PA) delivery model and the new grants portal.

Attendees began with a basic overview of the new PA delivery model structure, followed by a walkthrough of each operational phase.

“We learned about recipient and applicant specific roles, functions and actions,” said Molly Bargemann, recovery section supervisor. “We also participated in a hands-on training in the live public assistance grants portal.”

Tom Magnuson of the Federal Emergency Management Agency updates Nebraska emergency managers on the new public assistance delivery model.
NEMA staff recognized Melissa Wood at a recent all-staff luncheon in her honor. Wood has worked as a planning specialist for NEMA and is leaving the agency to move with her family to Washington state. Wood was honored for the contributions she has made to NEMA's Public Assistance Unit and Recovery Section. She has contributed on four closed disasters and four additional declarations. Specifically, her work with the City of Omaha and Omaha Public Power District was invaluable in closing out DR 4013 or the Missouri River flooding event from 2011. Right, members of the Recovery Section include: from left, Walter Kirkland, planning specialist; Molly Bargemann, recovery unit supervisor; Donny Christensen, Recovery Section manager, Wood, Nicholas Walsh, planning specialist; Mary Baker, state hazard mitigation officer; and John Cook, planning specialist.
FEMA’s National Integration Center is soliciting feedback on five National Incident Management System (NIMS) Resource Management component documents that enhance interoperability and the effectiveness of mutual aid. This National Engagement Period will conclude at 5 p.m., EDT on June 9.

The drafts released include the NIMS Guideline for the National Qualification System (NQS), NIMS Job Titles/Position Qualifications and accompanying Position Task Books (PTB), the NIMS Guideline for Mutual Aid, and an updated NIMS Guideline for the Credentialing of Personnel. Together, these documents are designed to enhance interoperability and the effectiveness of mutual aid.

The release includes:

- The NIMS Guideline for the NQS, which describes the components of a qualification and certification system, defines a process for certifying the qualifications of incident personnel, describes how to stand up and implement a peer review process, and provides an introduction to the process of credentialing personnel.
- The NIMS Job Titles/Position Qualifications, which define minimum qualifications criteria for personnel serving in defined deployable incident positions.
- The NIMS Position Task Books (PTBs), which identify the competencies, behaviors, and tasks that personnel should demonstrate to become qualified for a defined incident position.
- The NIMS Guideline for Mutual Aid, which is designed to help unify mutual aid efforts by providing stakeholders with common practice and processes for use in mutual aid planning.
- The updated NIMS Guideline for the Credentialing of Personnel, which provides standards and guidance for credentialing incident personnel nationwide.

In Nebraska, qualification for position specific credentials is reviewed by a qualifications committee. Members include, from left, Dave Reisen, Sean Runge, Larry Fichtner, Leo Larkin and Alan Michels. Not pictured are Justin Nichols, Weston Burch, Martin Neal and Roger Conrad. The committee makes recommendations to Maj. Gen. Daryl Bohac, the Adjutant General for the Nebraska Military Department.

National engagement provides interested parties with an opportunity to comment on the draft NIMS Resource Management supplemental guidance and tools to ensure that the products reflect the collective expertise and experience of the whole community. To review the draft of the NIMS Resource Management supplemental guidance and tools, and to obtain additional webinar information, visit https://www.fema.gov/national-incident-management-system/national-engagement.

To provide comments on the draft, complete the feedback form and submit it to FEMA-NIMS@fema.dhs.gov.

A resource management function group subcommittee meets at NEMA in preparation for a full-scale exercise scheduled for August. The Nebraska Military Department exercise will include 500 troops who will test their response capabilities to a hazardous materials incident.
Hidden Secrets:
The Center for Domestic Preparedness (CDP)

By: Debra Robinson
Planning and Training Specialist
Nebraska Emergency Management Agency

Police, fire, EMS, emergency management, public health...we are all being asked to do more with less and to leverage every dollar, and training is often among the first things to be sacrificed to save money.

A number of years ago, I was fortunate enough to come across some federal training sites that provide free training to first and emergency responder disciplines that includes emergency management, law enforcement, fire services, EMS, government leaders, Hazmat, healthcare, public health, public safety and public work, from local, state and federal departments and agencies. Did I happen to mention it was FREE? Yes, the U.S. Department of Homeland Security fully funds training at the Center for Domestic Preparedness (CDP) for these public entities and also trains private entities on a fee-for-service basis. There are actually a number of these federal schools available. I will address some of these training options in future editions of this publication.

As a trainer, I try to make sure I am taking full advantage of the most up-to-date training that is available. My job actually requires me to take many of the courses offered through the CDP and some of the other schools, so I can speak from my first-hand experience having attended many trainings myself; and as an instructor for some of their courses. They are top notch.

Facilities at the CDP are designed to support the various classes offered in different disciplines and specialties. For example, the Noble Training Facility (NTF) is a former Army Hospital that is now used to provide training for hospital, public health and hospital leadership for responses to chemical, biological, radiological, nuclear and explosive (CBRNE) and mass-casualty incidents (MCIs). It is the only hospital facility in the US that is dedicated to training medical/healthcare officials and personnel in disaster preparedness.

Responders setting up the non-ambulatory decontamination line during the Emergency Medical Operations (EMO) course in the indoor “street scape” at the Advanced Responder Training Complex (ARTC).

Continued on Page 13
ness and response specifically related to terrorist attacks and MCIs.

The Advanced Responder Training Complex (ARTF) includes a variety of venues that first and emergency responders encounter every day in a specifically designed training environment. The training uses these common business and industrial sites as the backdrop for scenarios involving terrorist activities and/or MCIs. Responders no longer have to imagine how they would deal with situations in specific environments because they get the opportunity to train and respond in those environments. The site even includes an indoor street scene that includes a town center, subway, and a rail car that can all be used in various exercise scenarios for different disciplines and specialties.

The Chemical, Ordnance, Biological and Radiological Training Facility (COBRATF) is the only civilian training program that features the ability to safely train and exercise in a toxic chemical and biological environment. We train hard and with great care in simulated environments, but there is nothing like training with live agents like VX, Sarin and Anthrax. It takes your preparedness and training to a whole new level!

If you are interested in the training opportunities being offered at the CDP, you can visit the website at cdp.dhs.gov. Once on the site you can register for your FEMA student identification number (FEMA SID), which is required for all trainings, preview course descriptions and schedules and submit your application for training.

Costs for travel, food and housing are completely covered by the U.S. Department of Homeland Security. The only costs to public entities are their regular salaries and backfilling positions (if/as needed) while participants attend the training.
The FEMA Regional Assistance Committee (RAC) was held May 3-4 in Kansas City, Mo. and NEMA’s Nikki Weber, Preparedness Section manager, Molly Bargmann, Recovery Unit supervisor and Nazy Chiniforoushan, REP planning and training specialist, attended. The purpose of the meeting was to assess recovery capabilities as they relate to an incident at the Nuclear Power plant.

“We heard from a variety of speakers including representatives from the USDA, Price Anderson, FEMA and from power plants in Nebraska and surrounding states,” Weber said. “It focused on recovery issues and impacts for agricultural and rural areas. This was the most well-attended RAC meeting to date, with more than 80 participants from Iowa, Kansas, Missouri and Nebraska.”

The second day of the RAC seminar included a facilitated discussion around economic recovery as it relates to agriculture industry and housing.

“As a result of this seminar, we are looking forward to hosting a workshop at NEMA, for communities surrounding the nuclear power plants, on the Price Anderson Act, which is an insurance policy for public liability claims which pays damages under state tort law.”

NEMA Staff Attend Regional Assistance Committee Seminar

Take Some Time Now to Help Older Americans Get Prepared

With severe weather season underway it is a great time to make sure all members of your family are prepared. Do you have older relatives or family friends who may need help with their emergency preparedness kit?

Identify what you or older adults in your household may need to be prepared and include information in your emergency plan. Add any necessary items to your emergency supply kit.

- Create a network of neighbors, relatives, friends and co-workers to aid you in an emergency.
- Keep specialized items ready, including extra wheelchair batteries, oxygen, catheters, medication, food for service animals and any other items you might need.
- Keep written copies of your prescriptions, over-the-counter medications and orders for medical equipment, including dosage, treatment and allergy information in your emergency kit.
- Make a list of the type and model numbers of the medical devices you require.
- Talk with your medical service providers about their emergency plans if you undergo routine treatments administered by a clinic or hospital or if you receive regular services such as home health care, treatment or transportation. Work with them to identify back-up service providers and incorporate them into your personal support network.
- Get copies and maintain electronic versions of health records from doctors, hospitals, pharmacies, and other sources to store for your reference. The U.S. Department of Health and Human Services (HHS) provides an online tool intended to help people locate and access their electronic health records from a variety of sources.
- Coordinate with friends, family, or specialty transportation service providers in the event of a mandatory evacuation.

Find more information on preparedness at www.ready.gov/seniors.
NEMA is charged by Nebraska statute to reduce the vulnerabilities of the people and communities of Nebraska in terms of injury, loss of life and property damage resulting from natural, technological or man-made disasters and emergencies.

NEMA is responsible for coordinating the state response in any major emergency or disaster including the support of local governments as needed or requested, and coordinating assistance with the Federal Emergency Management Agency (FEMA) and other federal partners.

The Beacon includes emergency management news and activities from across the state. Please forward story ideas or photos for inclusion to: Jodie Fawl, Public Information Officer, 2433 N.W. 24th St., Lincoln NE 68524; 402-471-7428, jodie.fawl@nebraska.gov.

www.nema.nebraska.gov