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The InfoGram

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Guide for Responding to Emergencies Using POVs

A new guide released by the International Association of Fire Chiefs (IAFC) and the National Volunteer Fire Council (NVFC) aims to help departments minimize injuries and deaths from occurring while responding in privately owned vehicles (POVs). “[Let’s Make a Difference](#)” (PDF, 1 Mb) provides model policies and recommended procedures for fire departments to prevent injuries and deaths from accidents involving POV response.

Many volunteer departments across the country rely on POV response out of necessity, and while official apparatus has met certain safety criteria before being put into use, POVs usually only have what is required for average vehicles and the safety of their use in emergency response is questionable.

The authors suggest adopting requirements and training to allow use of POVs response and suggest incorporating a driving record review as part of that. Vehicle safety checks, a strict drug and alcohol policy, policy on staging POVs, and storage of PPE training are also discussed.

(Source: [NVFC](#))

Helping Victims of Mass Violence and Terrorism

The Department of Justice Office for Victims of Crime (OVC) recently developed the “[Helping Victims of Mass Violence and Terrorism](#)” toolkit to help communities prepare for and manage the many needs of victims of mass violence and terrorism.

The needs of victims of mass violence aren’t quite the same as victims of a natural disaster. For one thing, there may still be an active crime scene requiring a delay when addressing victim’s needs. Also, victims will need to be interviewed by law enforcement, media interest will take on a different tone than during a natural disaster, and there may be legal proceedings for months or years.

This toolkit is a joint effort to focus on these differences, providing the framework, strategies, and resources necessary to address these and other challenges. From planning committee meetings and victim identification/family notification protocol to handling of personal effects found at the scene, much of the information and best practices found in this toolkit are taken from incidents of violence whose names we’ve all become too familiar with.

The InfoGram is distributed weekly to provide members of the Emergency Services Sector with information concerning the protection of their critical infrastructures.

The damage of mass violence is something no community can truly be ready for. Organizations and agencies can utilize this toolkit to minimize trauma and provide structure and services to aid individuals in the healing process.

(Source: [DOJ Office of Victims of Crime](#))

SWATting Webinar for PSAP Personnel

On Tuesday, September 15th, at 12 p.m. Eastern time, experts from the National Emergency Numbers Association (NENA) and the 9-1-1 community will discuss the apparent rise in SWATting incidents and the new [SWATting guidance document](#) (PDF, 151 Kb) from 911.gov. [Registration](#) is required. NENA's Director of PSAP Operations and noted 9-1-1 and public safety solutions experts will discuss:

- The history of SWATting incidents and methods of identifying potential false callers;
- Actions PSAP staff can take to distinguish these calls from true emergencies;
- A review of protections against SWATting built into Next Generation 9-1-1 (NG911).

People who call in "SWATting" incidents aim to draw the largest possible emergency response by falsely reporting events such as hostage situations, home invasions, or active shooters at public locations like malls, schools, and businesses. Some swatting reports also target individuals by sending response teams to private homes.

These calls result in wasted time, resources, and money, and put the lives of officers and the public in jeopardy. This webinar for 9-1-1 and PSAP personnel may help lessen the impact of these dangerous situations.

(Source: [911.gov](#))

Anniversary of September 11th

Next week marks the 14th anniversary of the September 11th attacks in New York, Pennsylvania, and Virginia and while there is no specific or credible threat being reported, and as we take time to remember the events and those who died it is important we are prepared in the event someone takes advantage of remembrance activities during this time.

Lone wolf and homegrown violent extremists strike quickly, usually unexpectedly, and often very precisely. Foreign terrorist organizations endorse attacks on important holidays or at events with crowds and might see this anniversary as an opportunity.

First responders and all citizens are encouraged to be vigilant at any events they are at and to [report any suspicious activity to their local authorities](#).

(Source: [DHS](#))

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