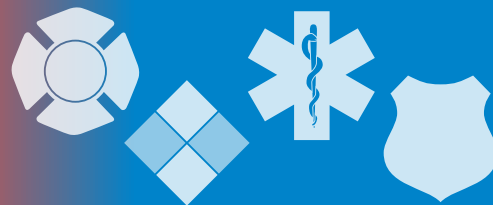


# The InfoGram



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## FEMA releases guide on hurricane response during pandemic

The National Oceanic and Atmospheric Administration (NOAA) predicts a [busy hurricane season for 2020](#), something we really don't need when resources are already stretched and many emergency operations centers have been operational for months managing pandemic response.

[Hurricane planning, response and recovery operations are going to be more difficult this year](#). The Federal Emergency Management Agency (FEMA) released [COVID-19 Pandemic Operational Guidance for the 2020 Hurricane Season](#) to prompt local jurisdictions to make necessary changes to their hurricane plans and to address concerns the public may have about disaster response in a COVID-19 world.

FEMA's guidance covers the ways COVID-19 will challenge response and recovery operations and offers checklist, resources and tools for state, local, tribal and territorial emergency managers to use when updating plans and procedures. Topics include sheltering operations, damage inspections and the use of Disaster Recovery Centers. This guidance can be adapted to most disaster scenarios to include wildfires and flooding response.

Now is a good time to remind people in your jurisdiction to create emergency plans and make a preparedness kit. Citizen preparedness takes some of the load off first responders and emergency personnel, allowing resources to go where they are needed most. Also, people able to shelter-in-place because they have a disaster supply kit may lessen the need to go to a shelters, minimizing concerns about infection spread and possibly saving lives.

[Ready.gov](#) is an excellent resource to promote as it is a one-stop shop. It covers the basics of preparedness, answers questions people in higher-risk populations may have and provides checklists for building kits and making plans.

The Centers for Disease Control and Prevention also has a section on emergency preparedness with sections for the public, first responders and medical professionals.

(Source: [FEMA](#))

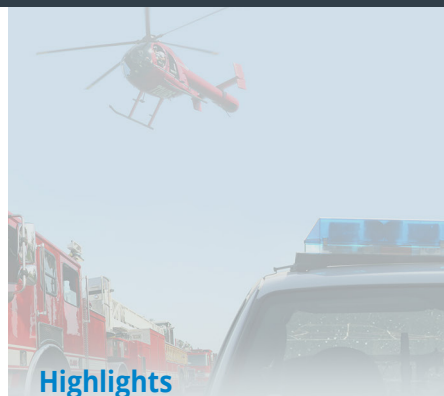
## NENA releases second report on 9-1-1 and COVID-19

The National Emergency Numbers Association (NENA) just published [How 9-1-1 Is Changing in a COVID-19 World](#), the second paper in NENA's 9-1-1 and COVID-19 report series.

The second report is based on 500 survey responses from 9-1-1 professionals across 44 states and territories. It builds upon insights from the initial report published in April, going into more detail than the first report did.

Among other things, it notes:

- While overall call volume continues to decrease there is a noticeable increase in calls for psychological issues and domestic violence.
- Many PSAPs have been denied testing and supplies because they are not considered "first responders."



### Highlights

FEMA releases guide on hurricane response during pandemic

NENA releases second report on 9-1-1 and COVID-19

Online training: Contact Tracing for Public Health Professionals

Webinar: COVID-19 and Wildfire

### Cyber Threats

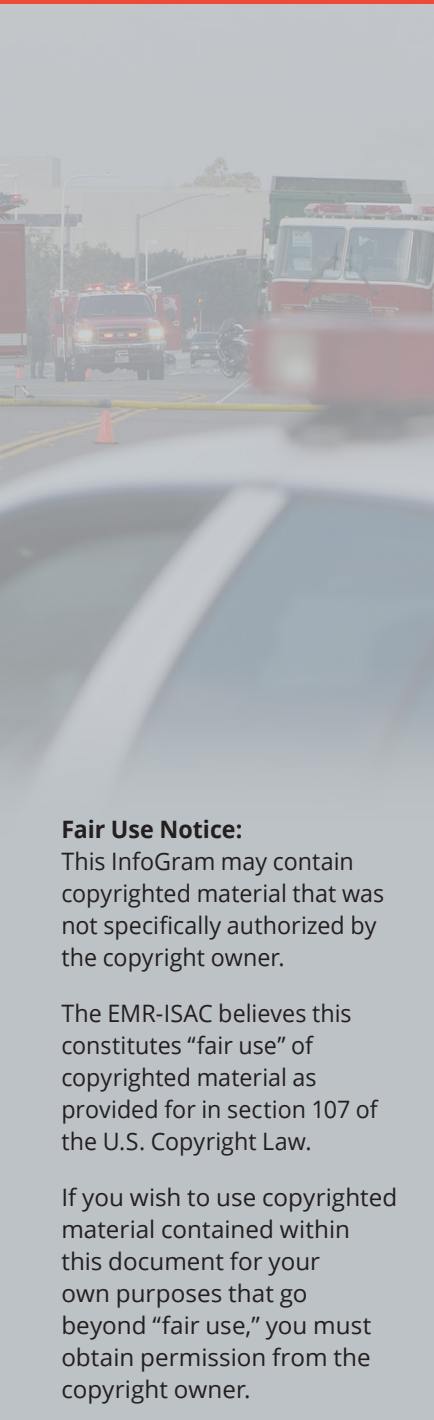


U.S. Fire Administration

The U.S. Fire Administration operates the Emergency Management and Response – Information Sharing and Analysis Center (EMR-ISAC).

For information regarding the EMR-ISAC visit [www.usfa.dhs.gov/emr-isac](http://www.usfa.dhs.gov/emr-isac) or contact the EMR-ISAC office at: (301) 447-1325 and/or [emr-isac@fema.dhs.gov](mailto:emr-isac@fema.dhs.gov).

[Subscribe here](#)



- PSAP leadership and management are working to address morale, stress and staff wellness.
- COVID-19 is making it difficult to recruit and train new staff and retain existing personnel.
- PSAPs are anticipating long-term negative impacts from the pandemic.

The responses are designed to inform public-safety stakeholders, policymakers and the public about how the COVID-19 pandemic is affecting 9-1-1 operations, technology and personnel.

Survey access was provided to PSAP contacts using the [NENA Enhanced PSAP Registry and Census](#) (EPRC), a free service for public safety personnel providing contact information for PSAPs during emergencies.

(Source: [NENA](#))

### Online training: Contact Tracing for Public Health Professionals

Public health professionals who may have no experience with contact tracing now have available to them a free course to help them learn the basics.

The Northwest Center for Public Health Preparedness (NWCPHP) is offering the 90-minute online course [Every Contact Counts: Contact Tracing for Public Health Professionals](#) to help public health agencies expand contact tracing efforts and slow the spread of COVID-19. Public health professionals can take this course to be more successful in reaching out to community members to save lives.

The course can complement existing disease surveillance systems, programs, and trainings your organization is already using to help monitor the public's health. It also provides an interactive learning experience through interview skill-building videos, quizzes and an exercise to practice key decision-making during a contact interview.

See the NWCPHP site for detailed information on learning objectives, accessibility information, the instructor's biography and connection information.

(Source: [NWCPHP](#))

### Webinar: COVID-19 and Wildfire

The International Association of Fire Chiefs (IAFC) and Intterra are collaborating on the new on-demand webinar series [COVID-19 and Wildfire](#).

State, local and federal agencies face new challenges when responding to any emergency or disaster, but wildfire response poses some unique challenges. Firefighters living in camps, packed into trucks and otherwise working close together in hot smoky conditions raises many questions about PPE use, social distancing and quarantine requirements.

The first episode provides candid discussion about areas of concern unique to running wildfire in the face of this pandemic. Participants discuss recent guidance provided to different levels of responders, the challenges of implementing these guidelines and how each level of response is planning on managing wildfire season.

A free login and password are required to access the webinar. Keep an eye on the website for future webinar offerings in this series.

(Source: [IAFC](#))

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## Cyber Threats

### Americans Care About Security But Don't Follow Through

A new survey found that caring about security and actually doing something to properly secure data are two very different things - especially when it comes to authentication methods used to access data.

Some 44 percent of individuals in the United States surveyed admit to sharing passwords and mobile devices with their partners, while 50 percent say that they've used someone else's password to access an account. In addition, 16 percent says that they've used someone else's photo in an attempt to gain access to an account protected by biometrics.

While 92 percent of Americans say they care about online safety, 59 percent recycle passwords for online accounts or have a single password used for all online accounts.

There's a distinct age gap in the steps individuals take to protect their data. In general, the older an individual is, the more likely they are to use strong password behavior to protect accounts. Users in the age range of 18-24 were the most likely to recycle passwords and give them to a third party to access an account, while those 25-44 were most likely to share mobile devices and passwords with their partners. Those older than 44 were least likely to engage in any forms of insecure password behavior.

(Source: [DarkReadings](#))

### Ransomware now demands extra payment to delete stolen files

A ransomware family has begun a new tactic of not only demanding a ransom for a decryptor but also demanding a second ransom not to publish files stolen in an attack.

For years, ransomware operators have been claiming to steal data before encrypting a company's network, then threatening to release the data if a victim does not pay.

(Source: [BleepingComputer](#))

### HICP: Managing Threats & Protecting Patients

Health Industry Cybersecurity Practices: Managing Threats and Protecting Patients (HICP), the primary publication of the Cybersecurity Act of 2015, Section 405(d) Task Group, aims to raise awareness, provide vetted cybersecurity practices, and move organizations towards consistency in mitigating the current most pertinent cybersecurity threats to the sector. The publication includes a main document, two technical volumes, and resources and templates:

- 🔗 Health Industry Cybersecurity Practices: Managing Threats and Protecting Patients (HICP).
- 🔗 Technical Volume 1: Cybersecurity Practices for Small Health Care Organizations.
- 🔗 Technical Volume 2: Cybersecurity Practices for Medium and Large Health Care Organizations.
- 🔗 Resources and Templates.
- 🔗 Cybersecurity Practices Assessments Toolkit (Appendix E-1).

(Source: [PHE](#))

#### Cyber Information and Incident Assistance Links

##### [MS-ISAC](#)

SOC@cisecurity.org  
1-866-787-4722

##### [IdentityTheft.gov](#)

##### [IC3](#)

##### [Cybercrime Support Network](#)

#### General Information Links

##### [FTC scam list](#)

##### [CISA alerts](#)

##### [Law Enforcement Cyber Center](#)

##### [TLP Information](#)

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