Welcome to NC4 Training

Module: Emergency Event

Table of Contents

Table of Figures

1 Module: Emergency Event Report

The Emergency Event report is used to record unplanned events and associate incidents with events. For example, an emergency event may be a F3 tornado. Several incidents may be associated with that such as a destroyed building or infrastructure damage. A hurricane may be an event that contains incidents such as looting after the storm.

Events and Incidents are determined by your jurisdiction's operating procedures.

Note: All person names and corresponding titles used in this document are fictitious. The names and titles are being used for the sole purpose of illustrating the systems' features and functionalities in an instructional environment.

1.1 📖 What is an "Event"

An event in the NC4 Application is a major occurrence that often spawns incidents, though incidents also occur independently of events. Emergency events are more regional in scope, have the ability to trigger incidents and are not as easily geo-locatable.

Two types of Events are:

Emergency Events include earthquakes, hurricanes and tornadoes. In the NC4 Application, various forms such as Incident Report and Resource Requests are associated with events. The proper association is important because the information is categorized to support the incident management process and concurrently the FEMA reimbursement process. Emergency Events are generally initiated by key personnel at the onset of the event; often times prior to operation activation and almost always before other users begin to enter related documents (i.e. incidents, resource requests, etc.). For example, an Emergency Event report would be created for an approaching hurricane. This is primarily a management function.

Planned Events are comprised of multiple planned activities. Examples of Planned Events are large political conventions, large-scale sporting events such as the Olympics and the Super Bowl, or music festivals. These events embody a number of planned activities such as venue parties, news conferences, practice sessions and geographically disbursed surveillance.

Planned Events are discussed further in the Module: Workbook.

Learning Objectives

After completing this module, learners will be able to:

- Create, view and update Emergency Event Report forms.

- Describe the elements of an Emergency Event Report form.

- Apply common elements.

ICON KEY

📁 Valuable information

🖊 Test your knowledge

🖥 Keyboard exercise

📖 Review

2   General Overview of Emergency Event Reports

This section of the module provides an overview of an Emergency Event Report form. You will become familiar with the layout of the form and understand the type of information that it can contain.

2.1   Viewing Emergency Event Report Forms

Existing Emergency Event Reports are presented to you based on the **Event** name. Select **Emergency Event** from the **Report** navigation drop down menu, as shown in Figure 1.
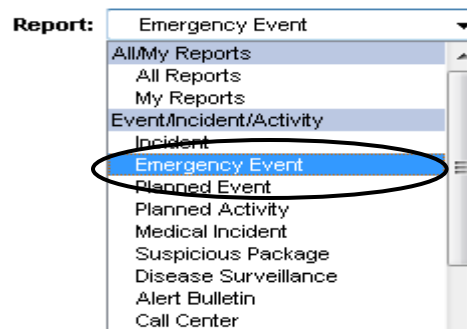
Figure 1 Emergency Event Report List

This *view* gives you a snapshot of the status of all **Emergency Event** reports in the jurisdiction sorted by name as shown in Figure 2.

Figure 2 Emergency Event Summary Screen

2.1.1 Sorting Emergency Events

The Emergency Event summary screen can be sorted by Event Name, Status, Prognosis, Start Date, and Last Updated with a ⬍ (Figure 2) or by selecting sort order in the **View by** drop down menu as shown in Figure 3.

📂 Click the arrows (⬍) in column headings to sort the list in ascending or descending order.
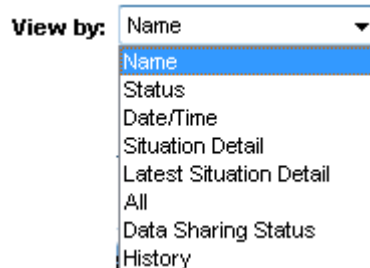
Figure 3 Emergency Event View by Drop Down Menu

2.1.2 Viewing an Emergency Event

To view an existing **Emergency Event** Report in the center view frame, click the Event Name link as shown in Figure 4, to open the report form.

Figure 4 Opening the Emergency Event Report

You will be presented with the emergency event report as shown in Figure 5.

Emergency Event Report

Figure 5 Emergency Event Report in view mode

The Emergency Event Report form contains the following:

•   What is the Current Status of This Event?

•   What Information Can You Provide About This Event?

•   Situation Summary

•   Responsibly Entity

•   Related Reports

In addition, the Emergency Event Report form contains tabs with the system's common functions: Notification, Geo-Location, Attachments & Overlays, and Distribution & Sharing. These functions are described in detail in the Module: Common Functions.

You will see the [Update] [Delete] [Print] [Close] buttons in the upper right corner of the Emergency Event screen in View mode depending on your system access level and the discretion of the System Administrator. Use the **Update** button to edit or add information to the report, the **Delete** button to delete the report, the **Print** button to print a copy of the report, and the **Close** button to close the report window.

> Deleted reports are removed from active lists but are maintained in history.

3   Let's get Familiar with an Emergency Event Report

In this section of the module, you will follow a step-by-step walk through of creating an Emergency Event Report. You will become familiar with the details of the Emergency Event Report form and gain practical experience with the type of information that it can contain.

3.1 Creating Emergency Event Reports

To create an Emergency Event Report, perform the following steps:

1. Select **Emergency Event** from the **Report** navigation drop down menu.

2. Click the **Create** button below the **Emergency Event by Name** in the center view frame.

An Emergency Event Report opens in a new window as shown in Figure 6.

Figure 6 Emergency Event in Create Mode

The form contains many fields, some of which you must scroll down in the window to view. Mandatory fields are noted by a red asterisk (*). We will summarize the fields used in this form in the upcoming sections.

3.2   Basic Info

3.2.1   What is the Current Status of This Event?

The **Basic Info** tab requires that the **Status** and **Prognosis** be the primary method of describing the event. Both mandatory fields must be completed with the best possible assessment of the event to date.

3.2.1.1   STATUS

Select the event status from the choices in the drop down menu, as shown in Figure 7.
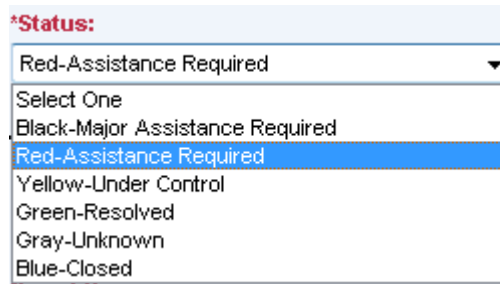
Figure 7 Event Status drop-down menu

3.2.1.2   PROGNOSIS

Select the event prognosis from the choices in the drop-down menu, as shown in Figure 8.

☞ *Red Label indicates a required field.
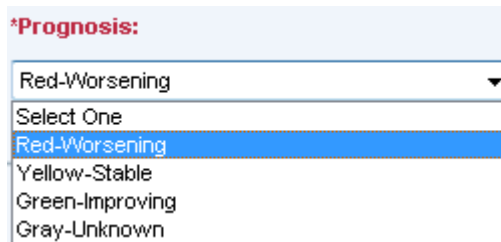
Figure 8 Event Prognosis drop-down menu

3.2.2   What Information Can You Provide About This Event?

In this section, all additional information regarding the event will be entered. The **Event Name** and **Event Type** are required fields.

3.2.2.1   REPORT TYPE

The **Report Type** field is defaulted to Emergency as shown in Figure 9.

Report Type:
Emergency:

Figure 9 Report Type Field

3.2.2.2   EVENT NAME

Enter a descriptive name for the event as shown in Figure 10.
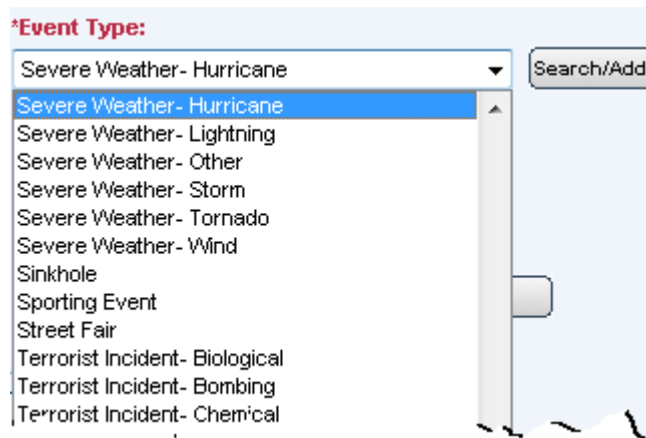
*Event Name:
Hurricane Fay

Figure 10 Event Name Field

3.2.2.3   EVENT TYPE

Select a type for the event from the drop down menu as shown in Figure 11.

*Event Type:

Severe Weather- Hurricane   ▼   Search/Add

Severe Weather- Hurricane
Severe Weather- Lightning
Severe Weather- Other
Severe Weather- Storm
Severe Weather- Tornado
Severe Weather- Wind
Sinkhole
Sporting Event
Street Fair
Terrorist Incident- Biological
Terrorist Incident- Bombing
Terrorist Incident- Chemical

Figure 11 Event Type drop down menu

If the event type cannot be found through the drop down menu, click the **Search/Add** button and either use the search option for the type or add a new event type to the report, as shown in Figure 12. Create your own event type by keying it into the **Other** field and clicking the **Add** button as shown in Figure 12.
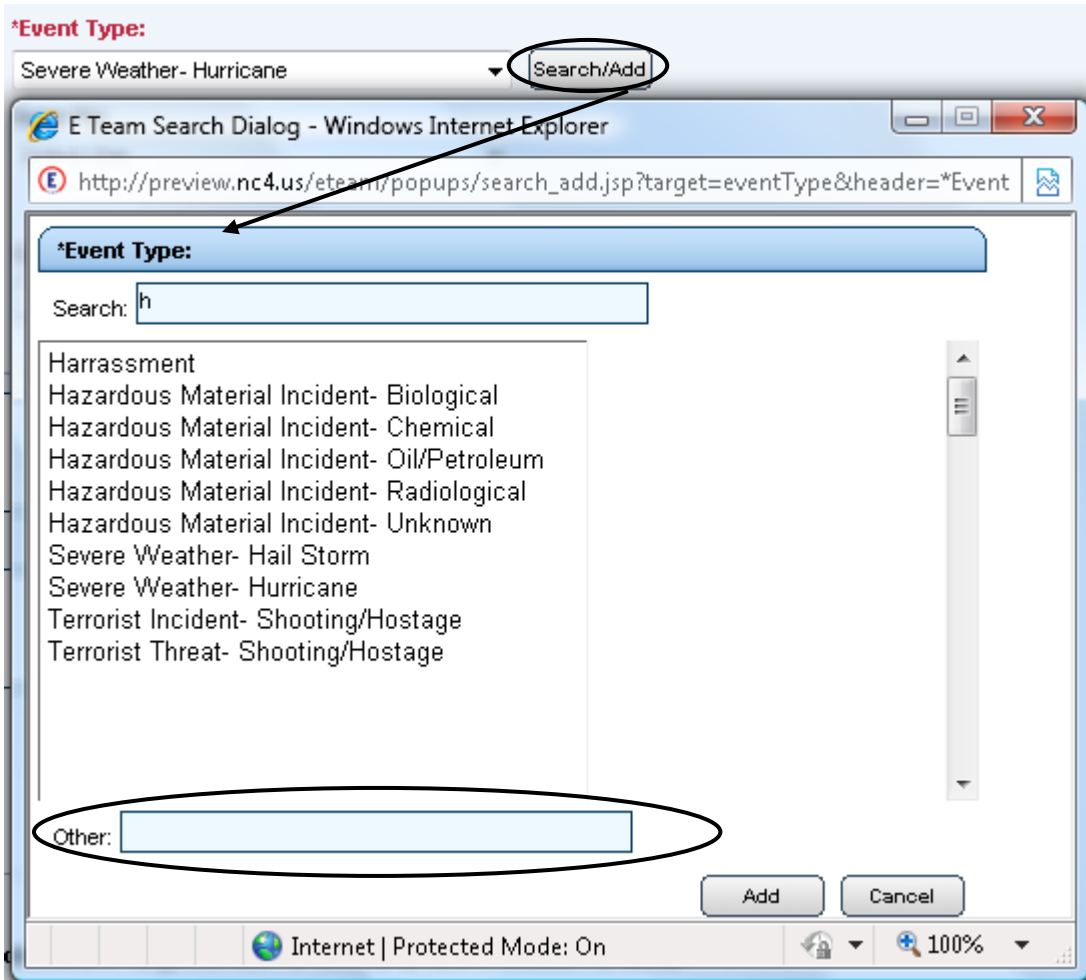
Figure 12 Search/Add Event Type

3.2.2.4   SEVERITY

Select the severity for the event from the drop-down menu as shown in Figure 13.
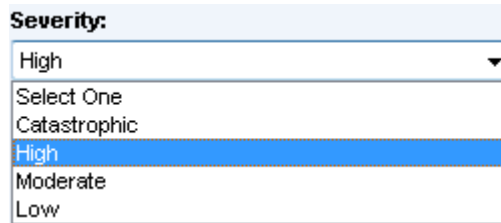
Figure 13 Severity drop-down menu

3.2.2.5   TIMELINE: START DATE

Click the **Set** button for the **Start Da**te field to open the **Date and Time** dialog box, as shown in Figure 14.
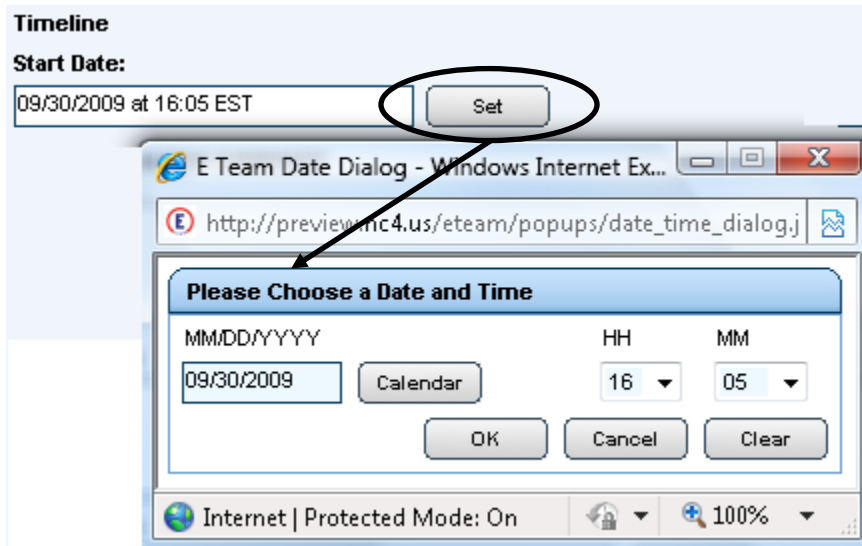
Figure 14 Start Date Field Date/Time Dialog Box

Click the **Calendar** button to open a calendar in which to click the appropriate date, as shown in Figure 15.
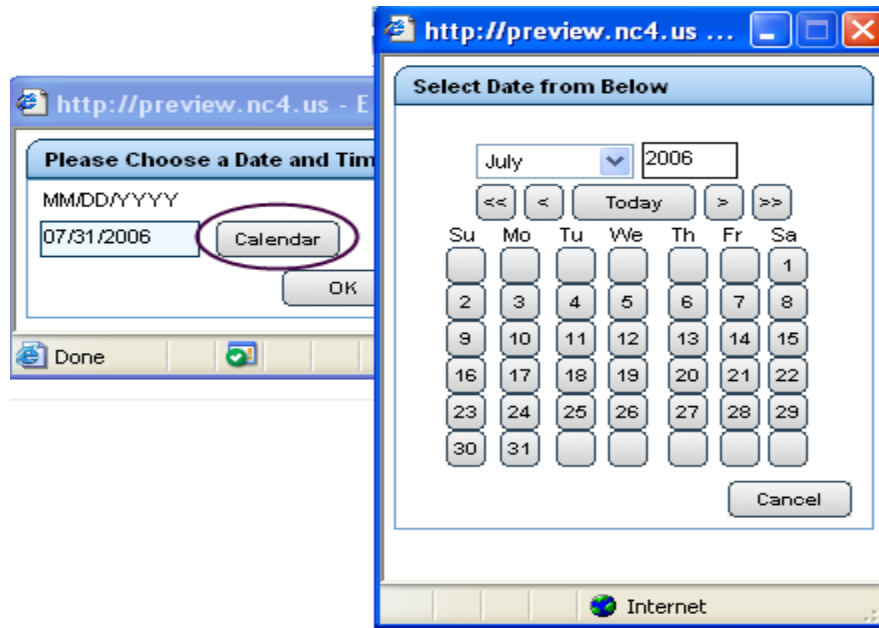
Figure 15 Calendar Dialog Box

Use the drop down menus to set the appropriate time. Click the **OK** button when finished.

3.2.2.6   COMPLETION DATE

Click the **Set** button for the **Completion Date** field to open the **Date and Time** dialog box, as shown in Figure 16. The **Calendar Dialog** box can be used as shown in Figure 15.
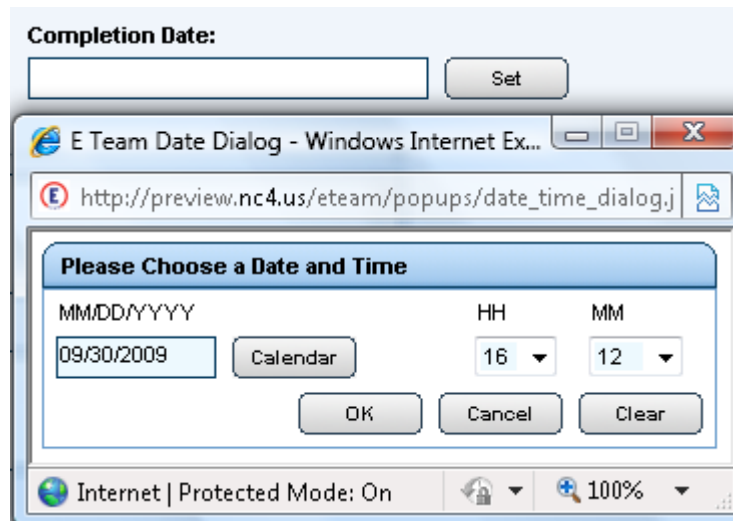
Figure 16 Completion Date Field
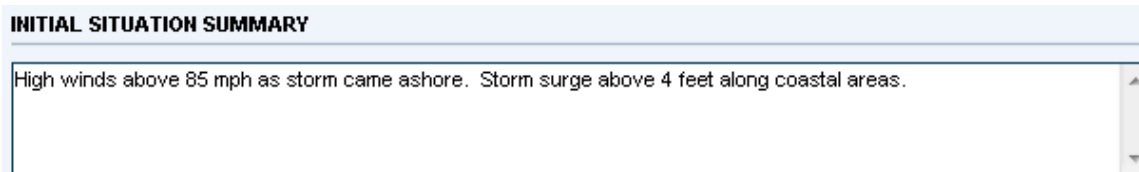
3.2.3 Initial Situation Summary

The **Initial Situation Summary** section is where you can enter your initial assessment of the situation relating to the event as shown in Figure 17.

3.2.3.1   INITIAL SITUATION SUMMARY

Key in the information regarding the **Initial Situation Summary**, as shown in Figure 17.
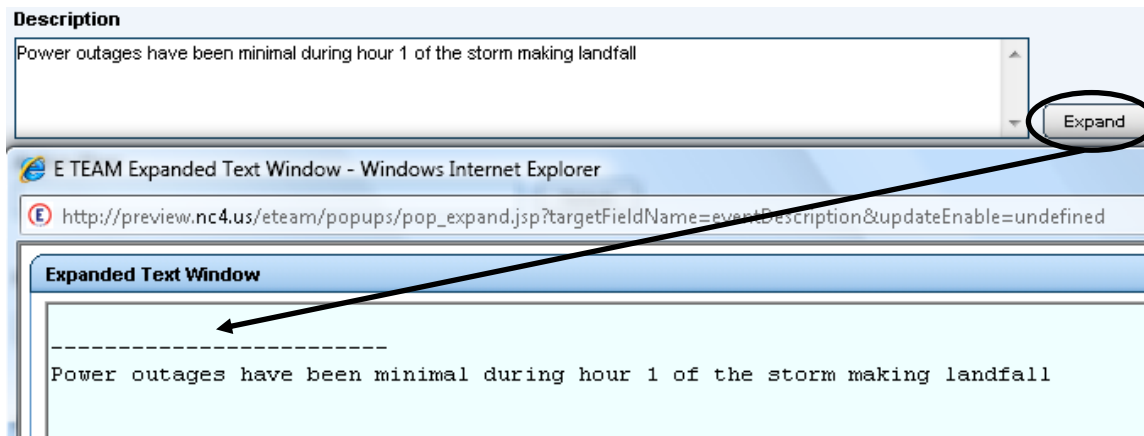
Figure 17 Initial Situation Summary Field

3.2.3.2   DESCRIPTION

Enter additional information to describe the event in the **Description** field as shown in Figure 18. Click the **Expand** button to open the **Expanded Text Window** if you require space where additional information can be added and reviewed. Click the **OK** button when complete.

Figure 18 Description with Expand Field

3.2.3.3   ACTION PLAN

Click the **Select** button to choose an **Action Plan** from the dialog box as shown in Figure 19. Click the <u>Name</u> link of the appropriate task to add to the **Action Plan** field.
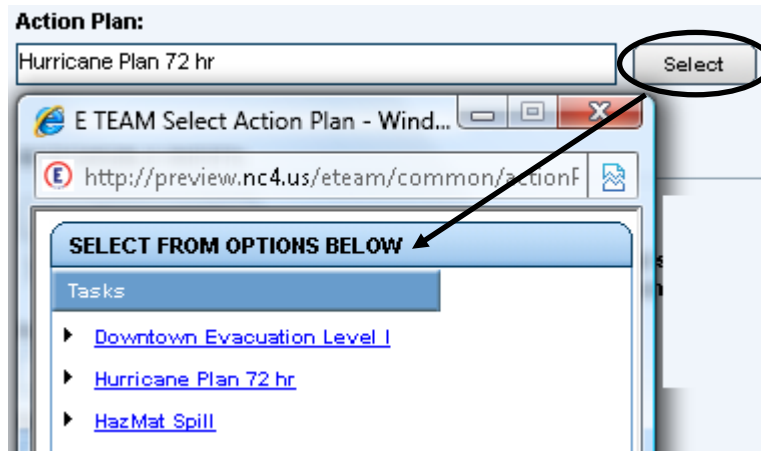
Figure 19 Action Plan Dialog Box

The selection in the **Action Plan** dialog box resides in the **Task Template**.

3.2.4 Responsible Entity

3.2.4.1   RESPONSIBILITY ASSIGNMENT

Responsibilities can be assigned by **Individual, Organization/Location, Position,** or **Agency**. If you desire to send the report to **ONLY** the selected individual, uncheck the **Target Alert** box. When the **Target Alert** box is checked as shown in Figure 20, the report is sent to all users whose Personal Profile matches the **Organization/Location** and **Position** selected.
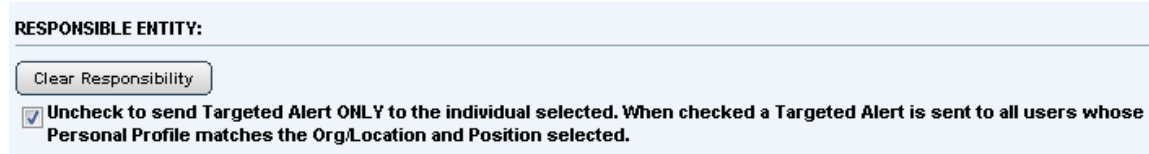
Figure 20 Clear Responsibility checkbox

Responsible parties can be assigned in the same manner for an **Individual, Organization, Position, or Agency**. If the responsibility is assigned to an individual, the system may generate information in the other fields if it was captured in the Personal Profile form. Click the **Select** button of any of the four options to view the options in a new window. Click the appropriate links to choose the responsible parties. The options for the **Individual** field have been shown in Figure 21.
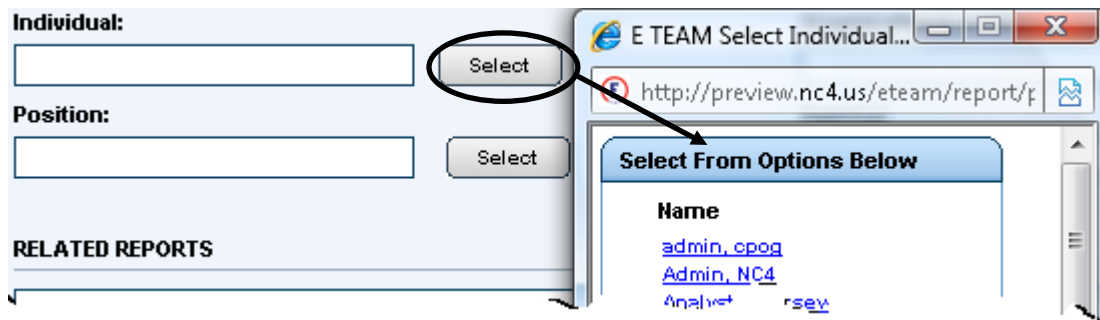
Figure 21 Responsible Party Individual option menu

3.2.5   Related Reports

Click the **Select** button to open the **Select Related Reports** dialog box as shown in Figure 22.
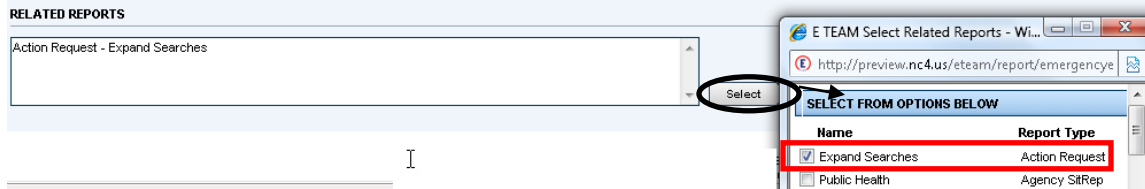
Figure 22 Related Reports Dialog Box

To select the appropriate report, click the checkbox to select as many reports as needed. When all reports have been selected, click the **OK** button to populate the **Related Reports** field as shown in Figure 22.

3.3   Notification

Notification is used to inform other users that they need to view or take action on a report, as shown in Figure 23. The Notification functionality can be accessed through the **Notification** tab, or in an embedded section in the form.

☞ Use Notification to notify both users and non-users about a report in the system.

☞ To include the URL link in the email, an (E) must appear before the recipients email address. Without the (E), the recipient will receive the email message without the link.

**Figure 23   Notification Fields in Create Mode**

This feature sends messages to an email account, pager, phone or Personal Digital Assistant (PDA). Email messages can contain either your keyed in message or the message with the URL link that, when clicked, will bring the recipient to the application's login screen and open the report which you sent them. A short message without the URL link is sent to other devices.

3.3.1   Using Notification

The Notification feature is used if you elect to inform other individuals that they need to view or take action on a report. Click the **Notification** tab or go to the **Notification** section within the report to complete the following sections.

3.3.1.1   SEND NOTIFICATION

To use notification, while in *create* or *edit* mode, enable the **Yes** radio button in the **Send Notification** field. The notification will appear in each of the categories selected in the Personal Profile form notification section.

If you choose **NOT** to use notification, while in create or edit mode, enable the **No** radio button in the Send Notification field. The message entered in the report will travel with the report and be maintained in the application, but no one will be specifically notified.

3.3.1.2   MESSAGE

Enter a short message of 140 characters or less in the Message field (for digital devices). You may copy and paste information from the report into the Message box.

3.3.1.3   SELECT RECIPIENTS

Next, select the recipients of the message by using the Individuals and/or Groups links above the **Select Recipients** field. Populate the Select Recipient's field by clicking the Individual or Group Name links next to the **Select Recipients** pane. The Select Recipient's pane will populate with the application users who have completed a Personal Profile form. Select recipients by clicking their Name link. The individual or group selected will appear in the **Notification List** pane. To avoid duplication, the application allows selecting a user once. You can deselect a user from the **Notification List** pane by double clicking the users Name link. The user will be returned to the **Select Recipients** pane. To validate message transport, check to ensure that the selection has tag lines such as a valid email address (E), or other notification information that resides in their Personal Profile form.

3.3.1.4   OTHER EMAIL ADDRESSES

You can add other addresses that are not already in the system via the **Other Email addresses** field. Validate that the email address is in the correct address format (e.g., "you@youragency.gov"). Recipients who do not have access to the application will receive your email message, but will not be able to access the application to view the report.

3.3.1.5   COMPLETED NOTIFICATION REPORT

A completed Notification report prior to clicking **Submit** is shown in Figure 24.

> 📂 Distribution groups are discussed in detail in the Application Admin class.

Figure 24 Completed Notification Report

After clicking the **Submit** button, recipients will receive email alerts similar to the one in Figure 25. The email may also contain a link to the report.

> 📂 The email notification or targeted alert will be sent when you click the **Submit** button on the report you are creating or updating.

Figure 25 Sample E-Mail Alert

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In addition to the email alert, users will receive "target alerts" when a user is selected as a notification recipient for a document AND has checked Targeted Alerts as a preferred method of notification on their Personal Profile document.

To followup on the status of your Notification, perform the following:

Open the **Emergency Event** report by clicking the Emergency Event Name link as shown in Figure 26.

Click the **Notification** tab as shown in Figure 26.
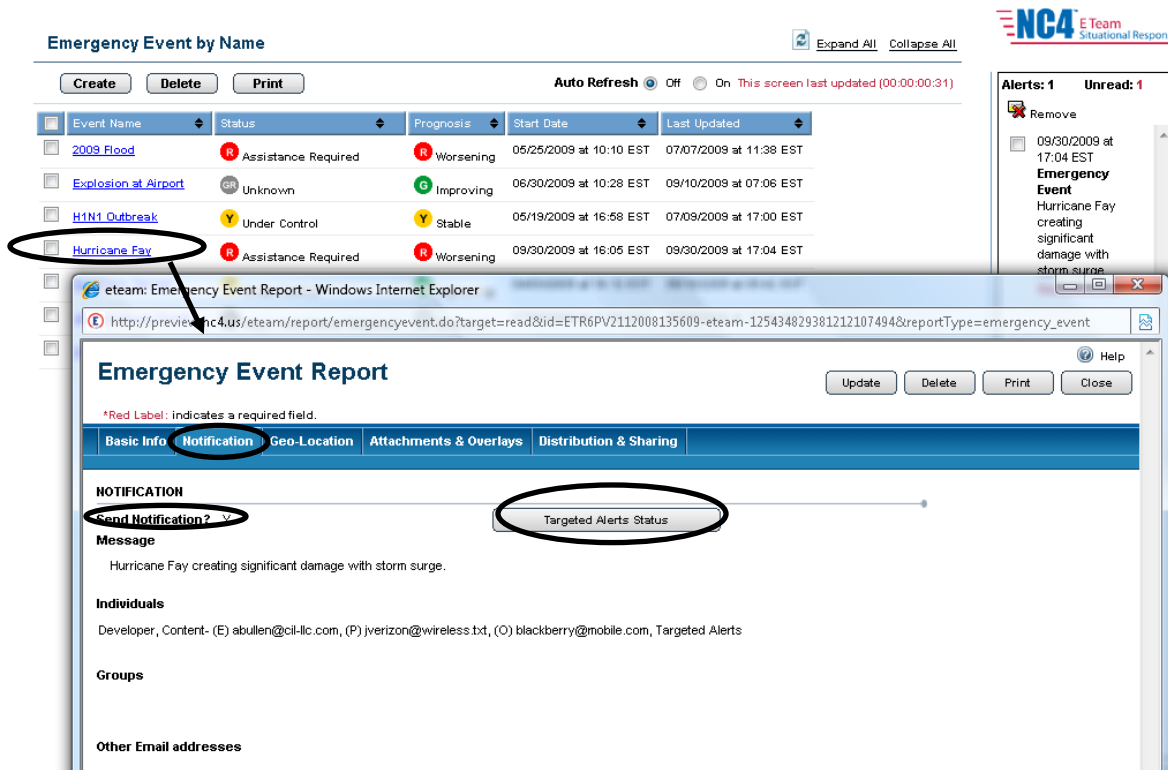
Figure 26 Checking the Notification Status

Check to view a that a "Y" is in the **Send Notification** category a shown in Figure 26. If the **Send Notification** category displays an "N", the notification was not sent to any of the individuals. However, an individual opening the report will be able to read the notification message in the report.

Click the **Targeted Alert Status** button as shown in Figure 27, and a pop up window will display the status, as shown in Figure 28.
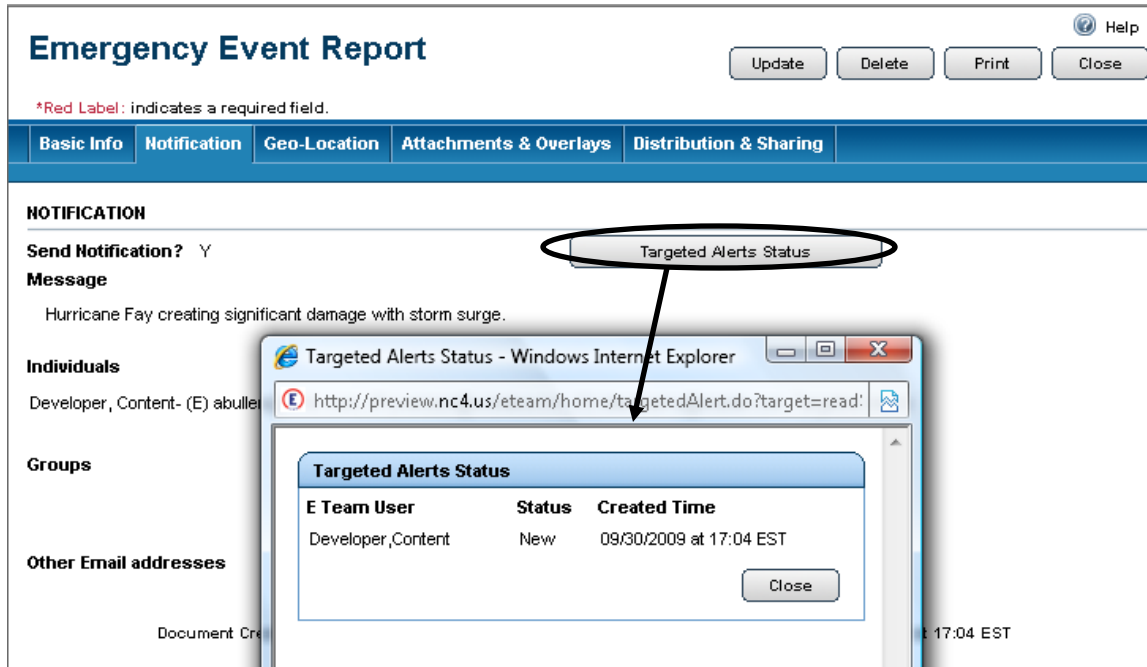
Figure 27 Locating Targeted Alert Status
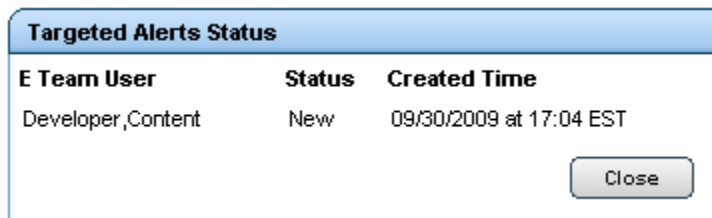
Figure 28 Targeted Alert Status window

3.4   Attachments & Overlays

Using the Attachments & Overlays tab, you can associate any electronically formatted information that may be useful in providing more information regarding an incident, as shown in Figure 29.

Figure 29 Attachments & Overlays Fields

This information can include maps, plans, video and recorded sounds.

In this section, we will explore Attachments; the section regarding Overlays is discussed in the Module: Common Functions Section 3.8.

3.4.1 Attach Files

To add a file to a report, click the **Add From File** or **Add From Library** button (in *View* mode) as shown in Figure 30.
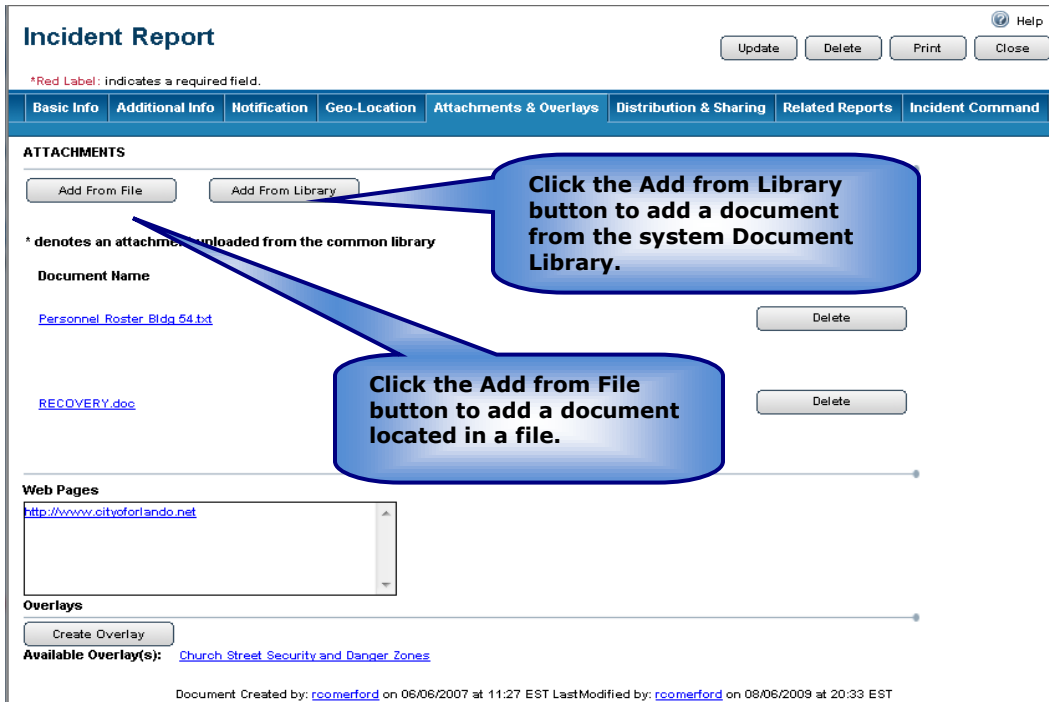
Figure 30 Attachment Location

Clicking the **Add From File** button opens the Attachments form, as shown in Figure 31.
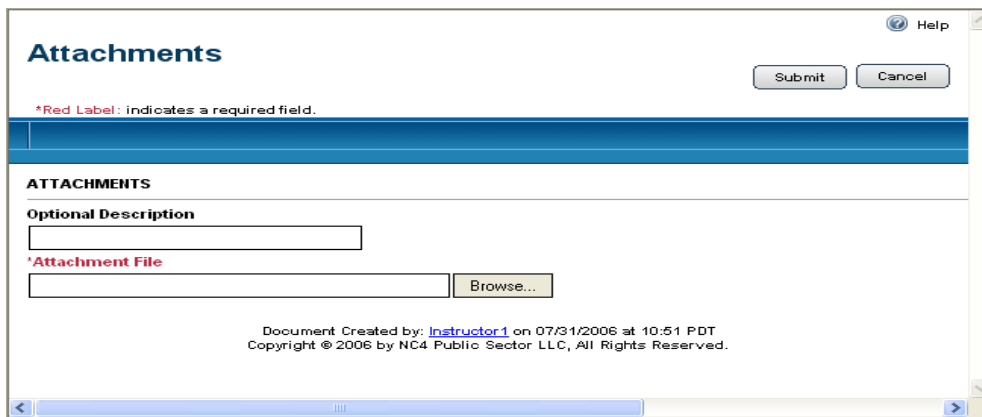
Figure 31 Attachments From File form

Enter an Optional Description then, click the **Browse** button to open the standard **Choose File** dialog box and navigate to the location where the desired file is stored on your computer or file server, as shown in Figure 32.
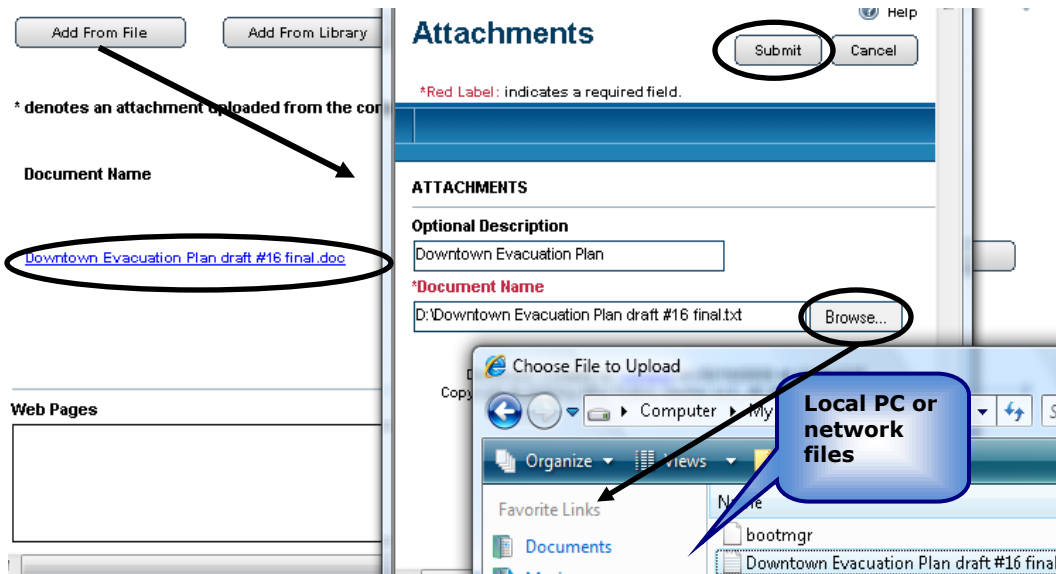
Figure 32 Locating a File for Attachment

The Report Attachment with a description and attached file will appear as shown in Figure 32. Click the **Submit** button when finished.

Alternately, clicking the **Add From Library** button opens the **Document Library** window, as shown in Figure 33.

Click the checkbox to select the document you wish to attach and click the **Select/Attach** button to add the document as shown in Figure 33.
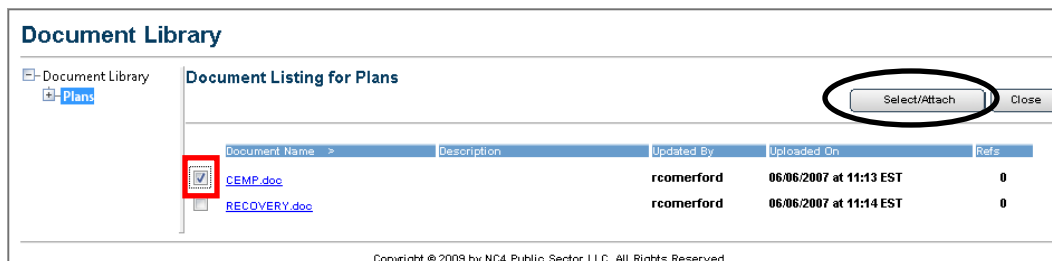
Figure 33 Document Library window

The Document Library window will immediately close and return you to the **Basic Info** tab in *View* mode. Click on the **Attachments** tab to view the document <u>Name</u> link for the Reference.

3.4.2   View Attachments

To view an attached file, click its <u>Name</u> link (in *View* or Update mode) to open the attachment in the software in which the document was published, as shown in Figure 34.
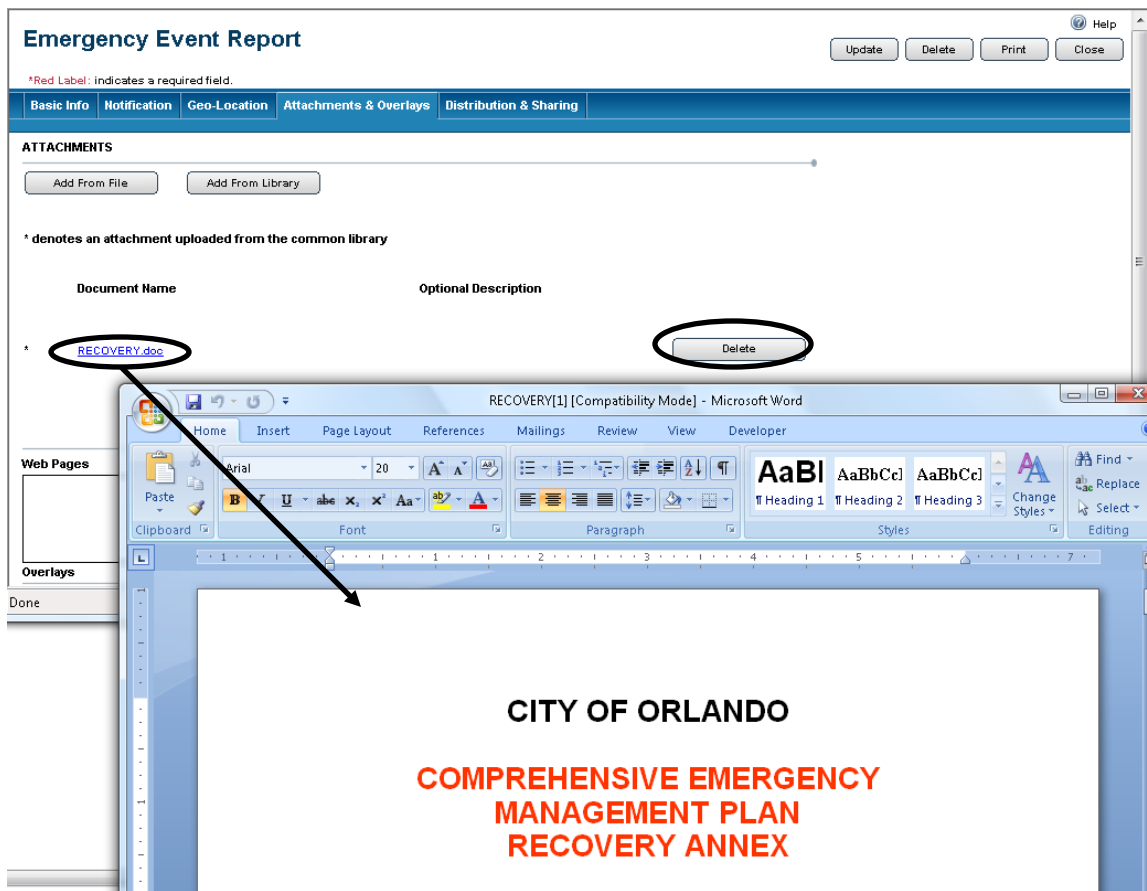
Figure 34 Opening an Attachment

To remove an attachment, click the **Delete** button next to the <u>Name</u> link as shown in Figure 34.

> 🗁 Deleted attachments no longer appear in the form but are still available in history.

3.4.3 Add Web Links

Links to Web-based resources are added via the Web Pages field (in *create* or *update* mode) as shown in the phased images in Figure 35.
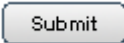
📂 The Web link must be start with 'http: //'.
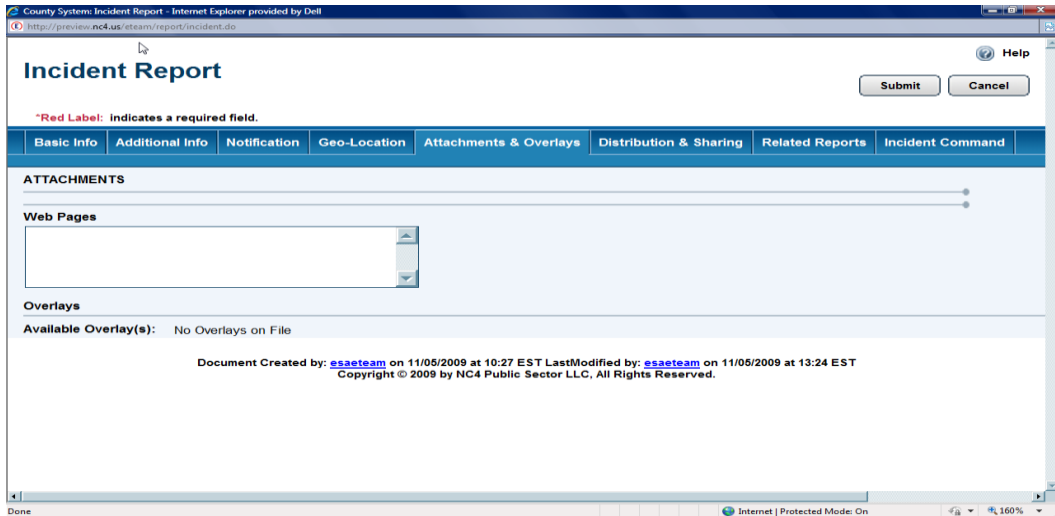
Key in the URL entry, separating multiple entries with a comma or line break in the **Web Pages** field.
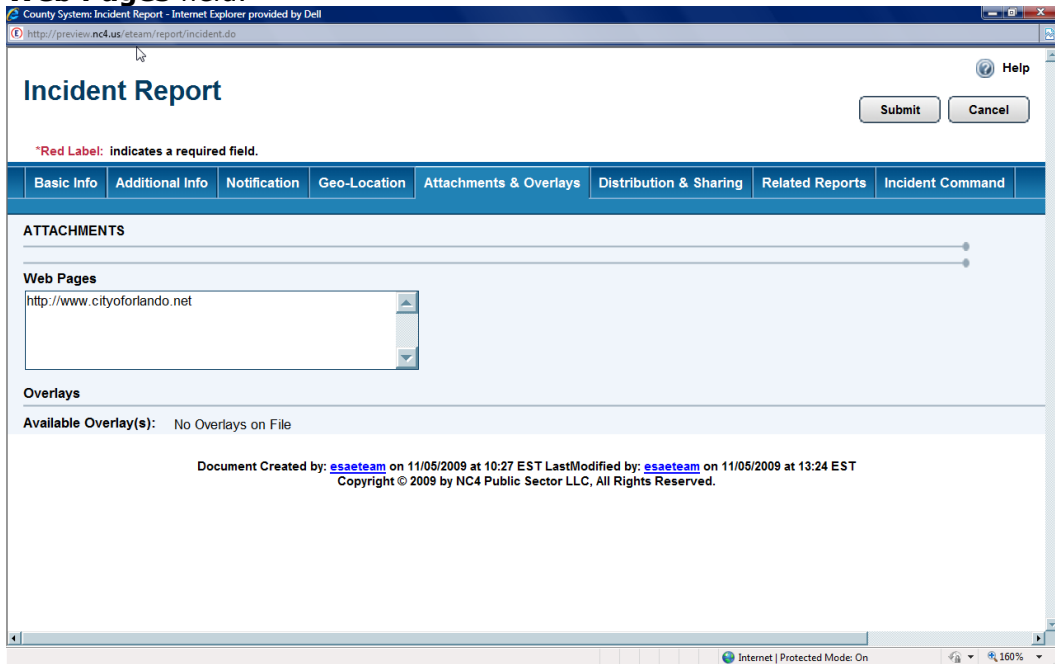
📂 Separate web URL entries with a comma or a line break.

Click the [Submit] button to save the information.

The report will be presented to you with info in the **Basic Info** tab. Click the **Attachment** tab and the URL that was entered in the **Web Pages** field should be in similar format as the picture in the next image.
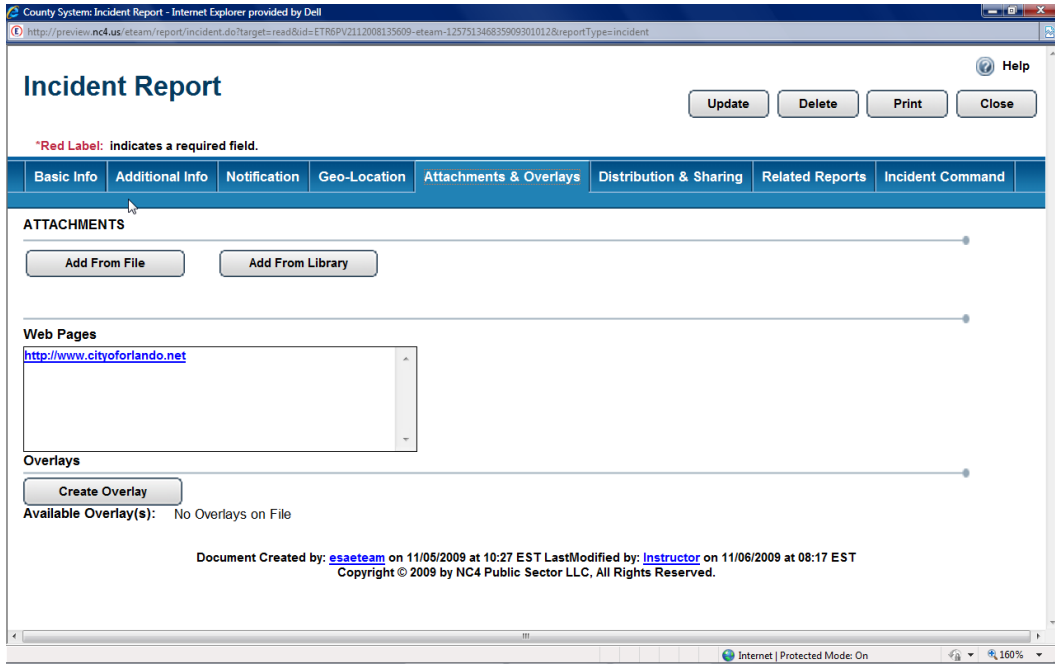
Figure 35 Web Links

3.5   Geo Location

Using a form's **Geo-Location** tab, as shown in Figure 36, you can place an event on the GIS map that resides within the system.

Figure 36 Geo-Location Fields

📂 As soon as you Geo Locate, the system automatically enables the Show on Map **Yes** radio button.

You can geo locate a position using any of the following methods:

- Manually enter an address
- Look up a preset address
- Manually enter a street intersection
- Manually enter latitude and longitude
- Look up the position on a map

3.5.1 Geo Locate By Address

To geo locate by the address you provided, click the radio button before by Address, as shown in Figure 37.
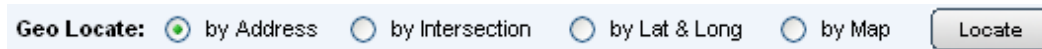
**Figure 37 Geo Locate by Fields
(by Address)**

Then click the Locate button as shown in Figure 37. A pop-up window, confirming the location, will appear on the screen, as shown in Figure 38.
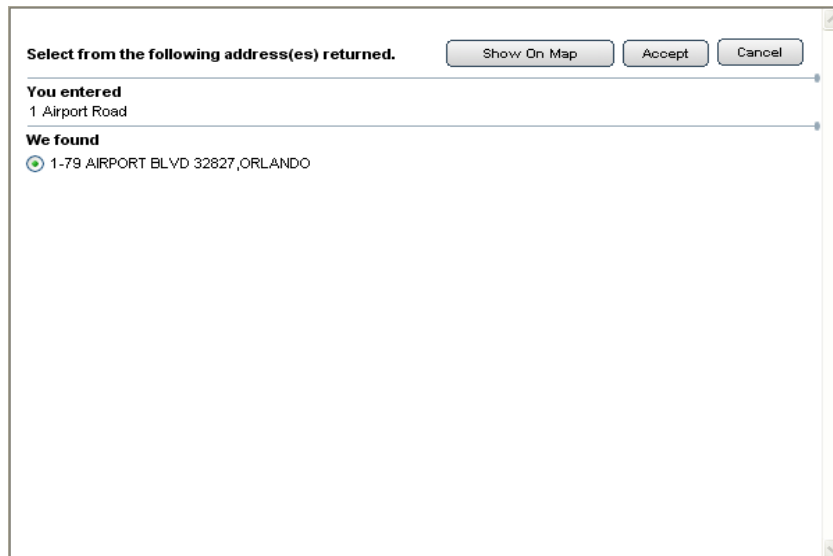
Figure 38 Select By Address Dialog Box

If more than one address is returned, select the radio button next to the most appropriate choice. Next, click the [Show On Map] button to verify the location graphically, as shown in Figure 39. If the location is accurate, click the [Accept] button.
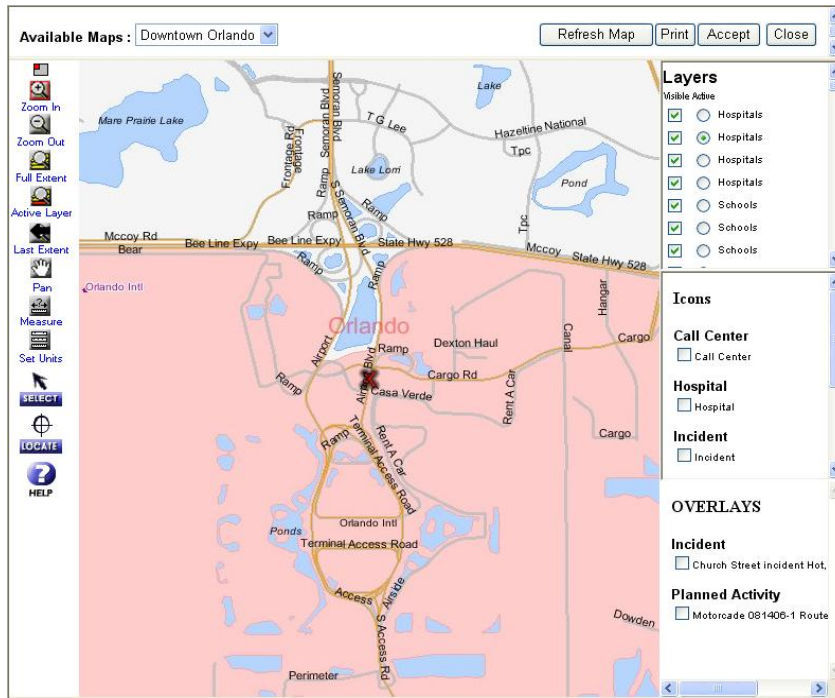
Figure 39 Showing Address Location on Map

The available navigation tools shown on the map in Figure 39 are described in more the next section.

The Geo Located By field now contains "StreetAddress" and the location's associated latitude and longitude display, as shown in Figure 40.

Figure 40 Geo Located By Street Address Field

3.5.2   Map Layers and Icons

Click the **Show On Map** button in a report to open the map and add Icons, as shown in Figure 41.

🗀 Adding Icons are discussed in more detail in the Power User Class.
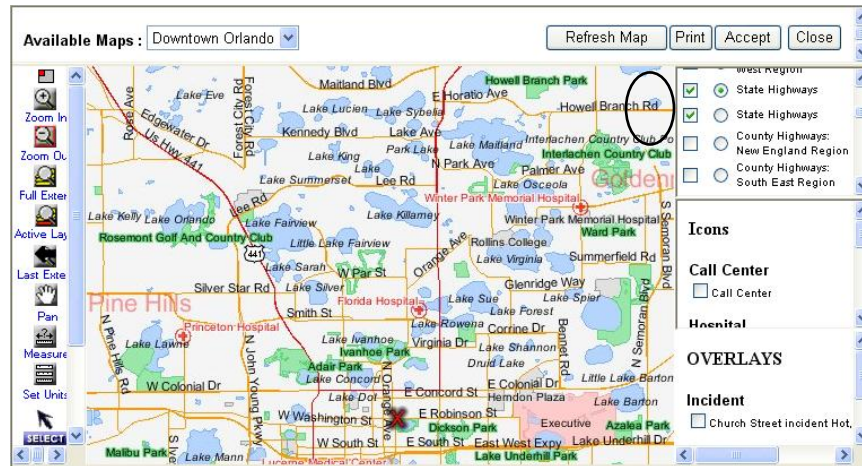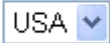
Figure 41 Effects of Enabling the State Highways

Checkbox in the Layers pane

To enhance your understanding of the scene and gain better situational awareness, you may want to add these features to your map. Enable the checkbox before the feature you would like to add to the map. These features can include the location of hospitals, road-blocks, landmarks, geographical features, public utilities, etc.

Click the [Refresh Map] button to view your changes.

The map controls include:

- **Available Maps :** USA ⌄ – Select the appropriate area map using the Available Maps drop down menu. Your default map and extent (view) are set by the System Administrator. The Available Maps drop down menu contains all available maps configured for your system.

- **Refresh Map** – The **Refresh Map** button is used to redraw the map and MUST be selected after you have made any changes in the Available Maps drop down menu or changed the settings in the Icons or Layers checkboxes.

- – Click the **Thumbnail** button to toggle the map overview frame on and off.

- **Zoom In** – To zoom in, click on the **Zoom In** button that has a magnifying glass with a plus sign; then go to the outer edge of the area on which you wish to zoom in. Depress and hold down the left mouse button and drag the cursor to the corner diagonally opposite where you started. Dragging the cursor will cause a red box to appear; make sure your area of interest is contained within this box. When you release the mouse button, the map will zoom in to include just the area under the red box you drew. You may alternately click the **Zoom In** button and then move your mouse to the area you want to enlarge.

- **Zoom Out** – To zoom out, select the **Zoom Out** button that has a magnifying glass with the minus sign; then click on the map (repeatedly if necessary) until the map view you want is displayed. The location of the cursor on the map will become the new center of the zoomed out map.

- **Full Extent** – Click the **Full Extent** button to return to the map's starting view or default view.

- **Active Layer** – Click the **Active Layer** button to view the active layer as defined under the Layers selection window. A check mark for a layer indicates that the detail will display on your map. Deselecting the box will remove those layers from your map display. For example, selecting Major Cities will show major cities as the active map layer. When layers are selected or de-selected, you   must   click   the **Refresh Map** button to refresh the map view.

- Last Extent – Each time you use a map tool (e.g., pan, zoom in, or zoom out) or click on the **Refresh Map** button to change the map display, the system updates the map view. For example, when you pan from one area on a map to another, the map view is updated to display the new area. When you click the **Last Extent** button the display updates one step back to the prior map view.

- Pan – To pan (move the image to the right, left, up, or down), select the **Pan** button with the hand. Next, move your cursor onto the map, depress and hold the left mouse button, and drag the cursor. Release the mouse button when you have the desired view.

- Measure – Click the **Measure** button to measure the distance between any two points on the map. Click the **Measure** button then click a start point and drag the mouse between the two points you want to measure. The distance value will be placed in the Total and Segment boxes.

- Set Units – Click the **Set Units** button to open a dialog box to set the units of measure for the map display. Click the drop down menu to the right of display units to select the preferred measurement (miles or kilometers).

- – To view the report represented by one of the icons on the map, click on the **Select** button with the arrow, then click on the icon on the map. The report associated with that icon will appear.

- – If you launch the map in the process of geo locating from the Geo Location section within a report, a cross-hairs **Locate** button will replace the **Select** button. Click the **Locate** button and then click on the map location you wish to select. That location will then be marked by a red "**X**".

- **–** Click the **Help** button to find more information on using maps.

4   Completing an Emergency Event Report

The other tab in the Emergency Event Report, Distribution & Sharing is covered in the Module: Common Functions.

When you have completed the Emergency Event report with the information you have available, click the [Submit] button in the upper right to save it. The report is then available in *View*/Update mode

You will see the [Update] [Delete] [Print] [Close] buttons in the upper right corner of the Emergency Event screen in *View* mode depending on your system access level and the discretion of the System Administrator. Use the **Update** button to edit or add information to the report, the **Delete** button to delete the report, the **Print** button to print a copy of the report, and the **Close** button to close the report window.

You can click the [Close] button to return to the report summary screen.

🖥 Review Exercise

✐This exercise is for learner's to login and create an Emergency Event Report.

In this Emergency Event form you will login to the NC4 Application and navigate to create a new Emergency Event Report.

Remember, all * red label fields are required. To complete the Emergency Event Report form, please follow the steps below:

1. **Login** to the NC4 Application.

2. Select **Emergency Event** from the **Report** navigation drop down menu.

3. Click the **Create** button from the Emergency Event summary screen.

4. On the **Emergency Event Report** form go to the **Basic Info Tab** and proceed to completing the required information in the identified fields.

5. Go to the **What is the current status of this event?** section and:

    a. Select the **Status** from the Status field drop down menu.

    b. Select the **Prognosis** from the Prognosis field drop down menu.

6. Go to the **What Information can you provide about this event?** section and:

    a. Go to the **Event Name** field and keystroke the name of the event.

    b. Go to the **Event Type** field and use the drop-down menu to select the name of the event type. You can also use the **Search/Add** button to populate the field.

    c. Go to the **Severity** field below the Event Type field:

        i. Select the Severity of the Event from the drop-down menu.

    d. Go to the **Start Date** field located under the Event Name field:

        i. Click the **Set** button to open the Date and Time dialog box.

        ii. Set the date and time to last night at 5:20a.m.

    e. Go to the **Completion Date** field located under the Severity field

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    i. Click the **Set** button to open the Date dialog box.

    ii. Set the date and time to next week same day at 5:20p.m.

7. Go to the **Initial Situation Summary** section of the Event Report:

  a. Key in a brief summary of the current situation, such as "Flood waters rising at 5 inches per hour. Expect 5' to 6' overnight. Area evacuation in process".

8. Go to the **Description** field and provide a brief description of the event. Use the Expand feature if necessary.

9. Go to the **Action Plan** field**.** Click the **Select** button and choose an action plan if there are any available in the Select Action Plan dialog window.

10. Go to the **Responsible Entity** field that is below the **Action Plan** field:

  a. Under the **Clear Responsibility** button, read the description below and select the choice that is most appropriate for your activity.

  b. Click the Select button to open the selection dialog box and click the <u>Name</u> link for the **Individual** or **Organization** along with the responsible position and agency.

11. Click the **Submit** button in the upper right to save the report into the system.

You will be presented with the report you completed with an **Update** button.

12. Click the **Update** button of the same Emergency Event report to add more information to the other tabs.

Remember that the system will always default to the first tab (Basic Info) in the form.

13. Click the **Notification Tab** and go to the **Notification** section.

14. Go to the **Message** box and keystroke a brief message.

15. Go to the **Select Recipient's** category and click on the **Individuals** <u>Name</u> link to select an individual.

16. Go to the **Send Notification** radio button, located above the Message box and engage the **Yes** radio button.

17. Click the **Submit** button in the upper right to save the report into the system.

Well done! Remember to log off the system using the Logout button.