

ILCMA – Lessons Learned: DC Sniper Case

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RELATIONSHIPS:

- Build them NOW
- Don't be shy. Ask for help!
- Provide emotional support to staff
- Provide recognition of staff

COMMUNICATIONS:

- Establish communication groups
- Regularly share information
- Obtain feedback on info shared

FEAR:

- Don't underestimate the level of fear
- How will you protect your community
- How will you protect your employees

MEDIA:

- Coordinate with elected officials
- Review media policy with employees
- Task Force has ONE unified message
- Take care of your local media
- Consider issuance of event IDs

PLANNING AND TRAINING:

- Have an emergency plan
- Teach the plan
- Test staff on the plan
- Practice the plan

INFORMATION SHARING:

- Keep elected officials informed
- ONE source of confirmed information
- Balance need vs. want to know

ENHANCED SAFETY RESPONSE:

- For schools
- For your employees
- For special populations/locations

POST EVENT ACTIONS:

- Recovery and return to 'normal'
- Recognize excellent work
- Complete an After Action Report
- Address deficiencies
- Train staff on lessons learned

NEEDED FOR SUCCESS:

Strong leadership at every level in the organization

Enhanced cooperation between all partners

Synergy due to the nature of the task

The existence of an emergency plan

A well-trained staff