



The Office of Homeland Security & Emergency Management (OHSEM) Newsletter

Significant Dates

- April 12th: Resilient PHX Virtual Workshop
- April 12th & 13th: COOP Training hosted by MCDEM/BOLDplanning
- April 21st: Sky Harbor TTX

COVID-19 Links

Maricopa County Public Health COVID-19 Dashboard and Vaccine Information Site

AZDHS COVID-19 Data Dashboard

CDC COVID-19 Website

Emergency Management Links

OHSEM Website

Maricopa County WebEOC

COOP Plans (BOLDplanning)

Phoenix NOAA/NWS Website

Arizona Emergency Information Network (AZEIN)

City of Phoenix Event Notification System

The City of Phoenix utilizes the **Event Notification System (ENS)** to enable all employees to receive emergency notifications, alerts or advisories. We should all understand that our organization can and will be faced with numerous emergency events. Each event varies in size, damage caused and overall impact on our city and the community. While often these events are unexpected, we can prepare and plan for them with the use of a critical communication system.



When you register, you will have the opportunity to enter contact information for **text** and **voice**, as well as indicate what method you prefer to receive alerts and notifications. Including your cell phone number will allow for notifications based on your location. Including your work location will allow you to receive messages based on where you work. Both methods are important as an emergency can happen at any time.

Registration takes less than five minutes to complete. The more people that register, the more seamlessly we can communicate with everyone in an emergency. This step is part of our ongoing effort to create a safe, employee informed environment.

While signing up for this system is optional, the intent is to provide all employees with a credible form of communication in the event of an emergency and all employees are encouraged to sign up.

To register, contact the Enterprise Service Desk at 602-534-4357.

Update your contact information [here](#).

If you forgot your username or password, links are available.



Regional/National Resources

Maricopa County
Department of
Emergency
Management (MCDEM)
As the largest city in the county, we work closely with MCDEM to ensure all our emergency management efforts are aligned. Click their title to find out more about MCDEM and their services.

Arizona Department of
Emergency and Military
Affairs (DEMA)
DEMA consists of the Arizona National Guard, the Division of Emergency Management and the Division of Administrative Services. Click their title to find out more about their capabilities and the resources they can provide.

Federal Emergency
Management Agency
(FEMA)
FEMA provides emergency management guidance and support at the national level. Their website contains an abundance of information on nearly everything you may want to know about emergency management.

Contact Us

Duty Officer Email

Duty Office Phone:

602-542-7846

OHSEM Office Email

OHSEM Office Phone:

602-542-0642

OHSEM Office Fax:

602-534-9202

OHSEM Mailing Address:
Phoenix City Hall
200 W. Washington St.
14th Floor
Phoenix, AZ 85003

Speaking the Same Language through NIMS

During an emergency incident, communication is the central conduit of information sharing that becomes increasingly important as the size of an incident and number of responders grow.

Although there are varying forms and methods of communication, they are all built upon the same foundation: a **common terminology**. One of the most dramatic demonstrations regarding the importance of a common terminology occurred in the battlefields of World War II.

As the deadly fighting spread across Europe and the Pacific, US and Allied forces needed to devise innovative methods of information sharing that could not be easily intercepted and deciphered by the enemy. Running out of conventional options, they turned to a group of Native American Code Talkers who leveraged their spoken languages to create an unbreakable code system. The secret to the Code Talker's success was the utilization of a common terminology that was unrecognizable to anyone who did not speak the language. The Code Talkers created a phonetic alphabet based on their native languages and used word substitution for common terms. For example, "Hummingbird" became "fighter plane", "Turtle" became "tank", and "Whale" became "battleship".

Like the Code Talkers of World War II, emergency managers and response organizations rely on common terminology to reduce confusion and ensure effective communications across a variety of functions and hazard scenarios. Instead of native languages, emergency management professionals rely on the **National Incident Management System (NIMS)** to provide a standard for common terminology. The following are the main categories of information that NIMS seeks to simplify through the use of common terminology:

- **Organizational Functions:** Major functions and functional units with incident responsibilities are named and defined. Terminology for incident organizational elements is standard and consistent.
- **Resource Descriptions:** Major resources—including personnel, equipment, teams, and facilities—are given common names and are typed to help avoid confusion and to enhance interoperability.
- **Incident Facilities:** Incident management facilities are designated using common terminology.



One major different between the NIMS and World War II Code Talkers concept of common terminology is that NIMS intentionally seeks to be as inclusive as possible while the Code Talkers sought to be as exclusive as possible. This is because major disasters require a coordinated response from a wide range of personnel, requiring a simplified and easily recognizable approach to communication.

Whatever emergency the City of Phoenix may encounter, the application of common terminology can be the difference between a swift and effective response or the tragic loss of life and property. Remember: the key to disaster communication is to keep things as simple and easily understandable as possible.

