



# FOCUS



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**Incident Complexities –  
Responder Actions course**



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## CDP Welcomes FEMA Corps



Ten FEMA Corps members are assigned to the CDP for two months.

Photo by Benjamin Crossley

### ON THE COVER:

*The Incident Complexities – Responder Actions for CBRNE Incidents (ICR) course provides responders with hands-on training with personal protective equipment, scene awareness, instrumentation and techniques, and procedures.*

*The ICR course is one of two introductory courses offered at the CDP and is currently in the curriculum for nursing colleges in the area. ICR affords nursing students a general familiarization with how to respond to an incident before entering the workforce.*



# CDP Continues Exchange Program With U.K.



*Colin Pinnington (right), senior instructor supervisor for the United Kingdom's National Ambulance Resilience Unit, receives a tour of the CDP's street scene.*

Story and Photo by Shannon Arledge

The CDP recently hosted a member of the United Kingdom's National Ambulance Resilience Unit (NARU). NARU has the responsibility for ongoing education and development of the U.K.'s Hazardous Area Response Teams (HART). There are 15 HARTs located throughout England and each is charged with providing clinical care to casualties following a major incident.

"We're sharing best practices," said Colin Pinnington, senior instructor supervisor at NARU who recently visited the CDP. "Why keep best practices to yourself. We've all had our own types of disasters or terrorist-related events and lessons learned need to be shared. It can only make our training better, especially if an incident transposes itself between our countries."

In late 2009, the CDP and NARU initiated an agreement to sponsor staff exchanges between the organizations. In January 2012, the CDP welcomed the first HART training team member and the exchange continues. According to Dave Bull, NARU Head

of Education, who visited the CDP two years ago and coordinated a visit alongside Pinnington, "the exchange is a two-way experience."

"The NARU Education Center is always looking at ways we could improve our training and operating procedures," he said. "The value in conducting an exchange is of continued benefit and in this brief visit we have found areas that can be developed to meet our needs. After visiting here in 2012 I have seen ideas from then be implemented and used in training. This partnership has led to significant sharing of experience between the U.S. and U.K. and potentially improves both of our responses to incidents."

"The CDP has top-notch facilities and the staff is focused on the detail," said Pinnington. "The detail really does make a difference to training scenarios and the training environment. The visit was very much worth it. The CDP has great trainers who are very passionate."

"Both of our organizations will benefit from observations and

discussions," said Chuck Medley, CDP assistant director for Training Delivery. "There is no negative here. NARU practices the best emergency preparedness and response techniques and they take patient care very seriously. We both have a goal of preparedness and we train to meet that goal. I'm excited about moving forward, learning more and sharing information that can only make us all better at what we do—prepare and respond."

Similar to NARU, the CDP training focuses on incident management, mass-casualty response and emergency response to a catastrophic natural disaster or terrorist act. During this year the CDP will send training representatives to observe training operations in the U.K.

"I think the United States and U.K. lead when responding to a mass-casualty incident," said Bull. "It's important that we share skills, ideas and work together. We have a common goal to train responders to perform better in treating patients."

"Both of our facilities rely heavily on subject-matter experts," said Pinnington. "The training is delivered by people who have real credibility. These are world-class training facilities that are as immersive as you can get them. You've combined the smallest detail to provide a higher suspension of reality that makes the training more realistic for the student."

During Pinnington's visit, he provided an overview of NARU and the HART program to a group of more than 100 CDP students and instructors. The presentation offered a greater insight into training and preparedness shared between the United Kingdom and United States.



# CDP's IT Crowd: "Have You Tried Turning It Off and On Again?"

*SAIC and SAIC VIP contractors make up part of CDP's IT staff. They are intimately involved with nearly all technologies on campus including audiovisual support, phones, Wi-Fi, software, hardware, iPhones, servers, websites and applications.*

Story and Photos by Benjamin Crossley

It's 8:30 a.m. and the IT help desk has been inundated with phone calls, a few walk-ins, several emails and work orders from CDP employees. Reid Wilkins, IT helpdesk specialist, is often the one manning the desk in Room 2016 and today is no different. With a quick phone call and some helpful instruction, Wilkins is able to close out another work order. He sighs in relief and leans back in his chair just before another phone call comes in about a new situation.

Wilkins is part of the Science Applications International Corporation (SAIC) contract team at the CDP. They are responsible for day-to-day routine operations, as well as special projects that take weeks to months to complete. The IT staff is constantly maintaining and supporting the entire CDP.

When it comes to the 20 IT employees, there are a mass of responsibilities to share and spread around. Ten work for SAIC and the other 10 work for VIP, an SAIC subcontract.

"We cover anything IT related on campus," said George Smitherman, SAIC Visionary Integration Professionals project manager. "[Audio-visual] support, networking, phones, Wi-Fi connectivity, applications, server management, website and intranet development and support, and helpdesk services for both internal and external users all fall under the responsibilities of the IT staff."

The helpdesk is the most common way CDP staff interacts with IT. Room 2016 is a familiar hub for CDP employees who have questions or issues. While Wilkins may be seen as the unofficial face of the Building 61 helpdesk, many others are in the loop when it comes to work orders.

"The helpdesk team is constantly monitoring and responding to work orders that have been submitted or issues that have been reported via phone calls, emails and word of mouth," said Smitherman.

Approximately 110 orders are processed and completed each week using state-of-the-art ticketing software, said Bob Bates, lead information technology specialist.

"Our primary goal as a team is to provide effective, efficient and quality solutions and customer service," said Smitherman. "Proper use of the Service Manager IT Self-Service Portal is essential to achieving that goal." CDP employees can access the self-service portal from the CDP



*Steve Williams, Andy Le and Ron Poland pose with audiovisual equipment essential to training at NTF.*

intranet.

Once the IT department identifies the issue, they can use the Configuration Manager Console, to remotely log into an employee's computer and troubleshoot issues.

"We can log in and look at your screen to see exactly what is causing a problem or even enter credentials for a software update," said Wilkins. "We are able to cut down on the time it would take to go from office to office and we also have all of our resources close at hand."

The work order system provides a log of not only what issues have occurred, but how they were resolved. It becomes a resource for mitigating future problems, said Wilkins.

Keeping all of the hardware in harmony is not the sole function of IT; SAIC has several programmers, developers and testers working in IT design and development that are focused on internal and external websites, applications and programs.

One of the vital applications is the CDP Training Administration System (CTAS), that is used by prospective students to complete the training application and registration process, said Rob Sutherland, a senior system developer. The main use of CTAS is for CDP employees to manage resident and non-resident courses,



*Jennifer Willis and Reid Wilkins pose in the demarcation room which is the hub of communications.*

student travel and a schedule of activity.

"Any training the CDP has provided will be recorded on CTAS," said Sutherland.

Streamlining and making processes more user-friendly is a goal of the development team. Matthew Pruitt, a web developer, is currently designing an intuitive way for CDP employees to manage a calendar by moving interactive pieces around a virtual space. Innovations like this make the IT team invaluable to the CDP mission.

While the majority of the IT staff works out of Building 61, there is also a satellite crew supporting the CDP's Noble Training Facility (NTF). The three IT members at NTF

share the same responsibilities as their team members in the main building but play a more inclusive role in the training delivered there, said Smitherman.

"At NTF, we have courses that feature broadcasted media injects from students and instructors during exercises; so typically one of us spends a day or so in the media room providing that support," said Ron Poland, a desktop support technician.

Aside from A/V support, the NTF IT team does the customary computer and software troubleshooting, but providing information and expertise is something all IT staff members have a hand in.

"I enjoy helping someone with the simple things," said Poland. "As a member of the helpdesk, you're always going to be called on to fix the phones, machines or printers that are giving someone trouble – and troubleshooting those things is left up to us. When you answer a question, you're sharing knowledge and others can carry that forward with them."

The CDP IT staff is always facing new challenges and working behind the scenes to make sure everyone is able to complete their missions in a timely and efficient manner, said Smitherman.

"The CDP IT Department is a highly demanding environment, requiring extensive programming, desktop, network, voice-over-IP and systems administration knowledge," said Bates. "The IT staff faces many challenges in its day-to-day operations and each one welcomes these challenges as an opportunity to serve and assist. I am proud to work with this group of professionals and enjoy seeing each one develop their skills to grow their careers at the CDP."



*Jim Skelton and Charity Pruett pose in the IT logistics room where hardware is stocked for service orders.*



Students check for a heart beat on a patient simulator at Alabama's 8th Annual Be Ready Camp.

# CDP attends Alabama 8<sup>th</sup> Annual Be Ready Camp

Story and Photos by Benjamin Crossley

FEMA's CDP supported Alabama's 8th Annual Be Ready Camp at the U.S. Space and Rocket Center in Huntsville, Ala., for the first time, March 27.

Be Ready Camp is a five-day residential camp designed to promote citizen preparedness and participation to the youths of Alabama.

Robi Mobley, Contract Exercise Command Manager for the CDP, led the presentation on three different patient simulators to the more than 90 sixth graders.

"I believe youth preparedness is important," said Mobley. "The next generation is focused on the immediate. Teaching them to prepare and work toward a goal instills values and a good work ethic."

The three simulators were set up and fully functional for the kids to interact with and see how professional

responders train at the CDP for real disasters.

"We took [three different types of simulators]: one so kids could feel pulses and hear heart/breath sounds; a second to demonstrate an amputation to show an arterial bleed and discuss treatment; and an infant simulator so they could see the depth of training that we do," said Mobley.

The three simulators were a big hit with the children. During the hands-on presentation, students were encouraged to use stethoscopes, listen for heartbeats, feel for pulses, examine the different tools and ask as many questions as possible.

"The simulator was really cool," said Jayden Siggers, from Danville, Ala. "You could hear the heart beat



A 6th grade student checks for a heart beat on a patient simulator at Alabama's 8th Annual Be Ready Camp.

and feel the blood flow through the whole system like a real person.”

During the presentation, Mobley and Dawn Monroe, contract Lead Simulation Technician, were able to demonstrate how one simulator would have an arterial spurt from an amputated leg. The simulated medical emergency is something that always gets the students’ attention, according to Mobley.

“My favorite part was the manikin that bleeds and is covered in moulage,” said Ashley Posey, a student from Boaz, Ala.

Moulage was used both on the manikins as a teaching tool and on volunteers. Students were able to see how makeup was applied to simulate bruises on role players during an exercise.

Having hands-on equipment and technology offers students insight into what first responders need in an emergency situation, said Mobley

“The purpose of having demonstrations is to get [students] hands-on experience with the equipment before the final exercise at the end of the week,” said Ruth Marie Oliver, program manager at Space Camp. “The students may or may not



*A 6th grade student reviews Ready Kids: Activity Book at Alabama’s 8th Annual Be Ready Camp.*

know what is in an ambulance or fire truck that could help them negotiate a disaster. They can see how training and planning works hand-in-hand.”

CDP was invited to Be Ready Camp after attending Be Ready Day last September. As the students go through Be Ready training, they question the process and procedures.

“The kids, when they are training, always want to know how the real guys train,” said Oliver. “How do

you train for real-life scenarios? That is always the biggest question. The patient simulators are a piece of technology that these kids would not normally see. They can have a broader understanding of the professionalism involved with being a responder.”

The interaction with the simulators show the sophisticated technology that is used to train responders for real events, said Mobley.

“I believe we were very well received,” she said. “The kids seemed impressed by the manikins’ features and capabilities.”

The students at Be Ready Camp were required to write a letter to the Governor’s office. It is a statewide selection and the students were chosen based on the merit of their letters, said Oliver.

“I was impressed with the kids especially after I found out the selection process for the camp,” said Mobley. “The kids had to write an essay geared toward preparedness and explain why the camp was important. They seemed genuinely interested in managing responses.”

The goal for the camp is not only to prepare the youth for potential disaster, it is an effort to help cultivate an environment of problem solvers, said Oliver.

“It gives them a lot of skills that go beyond disaster preparedness,” said Oliver. “It helps them think of the ‘what ifs’. We’re not only out to help them save lives in a disaster, we are building better people. We are making sure people are thinking about their neighbors.”

Oliver was able to gauge the success of the CDP demonstration based on the enthusiasm from the students.

“When they start asking serious questions, you know you’re doing well,” said Oliver. “That means they are thinking.”



*Robi Mobley, Leidos manager, demonstrates how live patient simulators are controlled during exercises to a 6th grade student at Alabama’s 8th Annual Be Ready Camp.*



# The 4<sup>th</sup> Annual CDPEA 5K

in partnership with the CEA and CWBB

Saturday | April 19  
Race Begins 8 a.m.  
Noble Training Facility on McClellan

Registration : 6:30 - 7:30 a.m.  
Fees : \$25 - Adult | \$15 - Kids (≤14)  
Fees : For Children 10 and under - Free

Categories : 11-13 | 14-16 | 17-19 | 20-29 | 30-39 | 40-49 | 50-59 | 60-69 | 70 and over

Questions | Amanda Stewart : 256-240-7532 | Melissa Remington : 256-847-2354 | Mallory Lowe : 256-249-7539

## The 4th Annual CDP Family Fun Day

\*Please RSVP by April 18

**Saturday, May 3**

10 a.m. - 2 p.m.

Corner of Goode & Freemont Rd  
across from Noble Training Facility

All CDP Staff & Families  
are Invited to Enjoy  
Games, Food, & Fun!



RSVP

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# Behind the Scenes

# with Yvette Lovvorn

Story by Wendi Feazell Photo by Benjamin Crossley

As a Program Support Assistant in the CDP's Human Resources Directorate, Yvette Lovvorn is responsible for making sure all CDP federal employees get paid.

Lovvorn joined the CDP in June of 2002 as a contract security officer working at the COBRATF after serving in the U.S. Army as a Military Police Officer for 12½ years. In August 2008 Lovvorn accepted the federal position of Access Control Specialist and then moved to her current position in 2009.

In her current position, Lovvorn is responsible for submitting Time and Attendance reports, leave audits and other issues to the Pay and Compensation Representatives at FEMA Human Capital. Lovvorn's other duties include serving as the Records Custodian and providing administrative support for the directorate creating and updating various informational data on a regular basis.

"My work day is flexible," said Lovvorn. As the time keeper, one of Lovvorn's duties is to complete leave audits on each federal employee twice a year. "I work directly with employees and supervisors when problems are identified... and follow up weekly with FEMA Human Capital until the issues are resolved."

In addition to her other duties, Lovvorn says she spends about 50 percent of each work day researching a wide range of time and attendance issues for employees. She also makes time for "hot projects" and short suspense actions that come in almost daily. And yet Lovvorn still finds the time to serve as the CDP Combined Federal Campaign Coordinator and as the CDP Representative on the Local Federal Coordinating Committee.

But wait! There's more! She also serves as the Red Cross Blood Drive Coordinator.

In her 12 years working at the CDP Lovvorn said her deployment to New York following Hurricane Sandy was the most unusual job she has done.

In November 2012 Lovvorn deployed along with 34 other CDP staff members in support of Hurricane Sandy recovery. She spent 30 days working as a Community Relations Representative in Brooklyn.

"The time spent helping those in New York displaced by Sandy really brought home how important a role we play in FEMA. Not just the importance of the CDP's mission providing essential training to first responders, but to anyone involved in response to events such as Sandy," said Lovvorn.

But even when she's working at the CDP Lovvorn still provides support to any CDP federal employee who may be deployed. When CDP personnel deploy to a disaster, Lovvorn works with the FEMA



Deployment Branch through the Automated Deployment System to verify the employee's deployment is approved and the employee signs in for tracking and accountability purposes.

"I support the CDP mission by taking care of federal employees, giving them confidence in the fact that someone who cares is looking out for their pay and compensation issues," Lovvorn said.

***Save the Date!***

**Bring Your Family to Work Day**

**Tuesday July 1**

An illustration of a family silhouette (father, mother, and two children) filled with various images of FEMA facilities, buildings, and equipment. The family is walking towards the right.

# WHAT IS YOUR FAVORITE SPRINGTIME ACTIVITY?



**Tina Northard**  
Phlebotomist,  
SMRC

*“My favorite springtime activity is sitting quietly in the sun and reading spiritual literature.”*



**Mike Purner**  
Logistics Manager,  
Leidos

*“Trout fishing. I go on a camping and fishing trip every spring to the North Georgia mountains.”*



**Jackie Nunnally**  
Facility Operations  
Specialist, FEMA

*“I enjoy the outdoors and look forward to the warmer weather and time spent with family and friends. My favorite springtime activity is water skiing and camping.”*

*“Spring is my favorite time of year. I enjoy the fragrance and colors of all the beautiful spring flowers and trees in bloom, and I like to ride my bike before it gets too hot.”*



**Dot Ping**  
Indirect Team  
Leader, Beacon



**Scott Parris**  
Quality Support  
Supervisor, URS

*“My favorite thing to do in spring is hunt wild turkeys. Entering the woods before sunrise provides the opportunity to hear everything come to life and many of the sounds, like owls and whippoorwills, are only heard at that time of day.”*

*“Riding my 2003 100<sup>th</sup> Year-Anniversary Harley-Davidson across the country.”*



**Dave Grooms**  
Lead, Asset Mgmt,  
FEMA