Disaster Planning & Contingency Planning for 911 in the United States:

National Emergency Number Association (NENA):

- PSAP Survivability:
  https://www.nena.org/page/PSAP_Survivability?&hhsearchterms=%22continuity%22
- Offers training: https://www.nena.org/page/COP_PlanCourse

Association of Public Safety Communications Officials (APCO):

- Offers training: https://www.apcointl.org/training-and-certification/continuing-dispatch-education-cde/cde-courses/disaster-operations-and-the-communications-center/

COVID Contingency Plans for 911:

- https://www.911.gov/project_coronavirus_covid-19_resources.html
- https://www/911.gov/files/911_COVID_COOP_Resurgence_Outline.docx

**Telecommunicator Emergency Response Taskforce (TERT):**

Background: in 2006, APCO and NENA formed a joint TERT program. By mutual agreement of the Executive Boards of both organizations, the program was named the National Joint TERT Initiative (NJTI) and a formal agreement creating the NJTI was signed. Several activities supported this effort:

- **TRAINING:** Development of a nationally recognized training curriculum for telecommunicators who respond during TERT deployments. Training is at the 'disaster response awareness' level required by FEMA/NIMS as basic skills and abilities are dictated by individual agencies.

- **MRTD:** Development of a Model Recommendations for TERT Deployment document. This document to include, but not limited to, incident types, criteria for taskforce members, requesting agency role, deploying agency process, review process, required documentation, needs lists, forms and agency MOU/agreement process.

- [EMAC](#) **(Emergency Management Assistance Compact):** Develop typing and credentialing of telecommunicators as required by FEMA/NIMS. Identify related equipment and supply needs in relation to individual types.

TERT standard:

- https://www.apcointl.org/download/standard-for-telecommunicator-emergency-response-taskforce-tert-deployment/

- https://www.nena.org/page/TERT

**Disaster Planning & Contingency Planning for U.S. Emergency Medical Services:**

- COVID Resources from Centers for Disease Control:
  https://www.cdc.gov/coronavirus/2019-nCoV/index.html
- COVID Resources for EMS:
  https://www.ems.gov/projects/coronavirus_covid-19_resources.html
- Disaster Planning Resources for EMS:
  https://www.ems.gov/preparedness.html
- National Association of State EMS Officials:
  https://nasemso.org/resources/document-library/