



**Emergency and Security Systems' Community (ESS-Community)
Fourth Discussion
Tuesday, October 27th, 2020**

Emergency and Security Systems' Crisis Communication Strategies in Times of COVID-19

AGENDA

INTRODUCTION

11:00 – 11:10 am Introductory remarks and presentation of panelists, by Karen Bozicovich Public Safety Information and Knowledge Section Chief (DPS/OAS)

PRESENTATIONS

11:10 – 11:25 am Matthew Shenk, Communications Supervisor, Lancaster Countywide Communications (LCWC 911), Pennsylvania, United States of America

11:15 – 11:40 am Wilfrido Muñoz, Director of Communication, SIS ECU-911

11:40 – 11:55 am Tessa Seigworth, Marketing Communications Coordinator, Mission Critical Partners (MCP)

11:55 – 12:10 pm Marta Azevedo Silva, Communications and Press Officer, and Rose Michael, Knowledge Office, EENA 112

INTERACTION

12:10 – 12:45 pm Q&A

CLOSING

12:45 – 12:50 Final comments, by Karen Bozicovich Public Safety Information and Knowledge Section Chief (DSP/OEA)

12:50 – 12:55 Closing remarks, by Guillermo Moncayo, Acting Director, OAS' Department of Public Security (DPS)