

SSOP II

SSOP Manual

Module 5

Multi-Agency, Multi-level Integrated SSOPs

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5.1 Need for Integrated SSOPs

- One agency or organization cannot develop all of the needed SSOPs in isolation
- Coordination, collaboration, support, and assistance are needed:
 - Horizontally with other agencies at the same level of government
 - Vertically to involve all levels of government, citizens, and media
- An effective EWS must provide the required information to the people at risk so they in turn can perform the correct actions to save their lives and property

5.2 Importance of Communications

- To accomplish the various items within this module, the importance of communications with other agencies and stakeholders are very, very important!
- Communications should be a continuing process
- Communications and cooperation should be emphasize in every aspects of SSOP development, including:
 - Planning, writing, editing and implementing;
 - Use during a hazard situation and;
 - During the review process after the hazard has ended



5.2 Importance of Communications continued

- Good partnerships and relationships are very important in the preparation, coordination, and implementation of multi-agency, multi-level integrated SSOPs
- It is recommended, as much as possible, within the country and the country's culture for the NMHSs to do the following to help create partnerships and relationships:
 - Visit each other's workplaces to gain familiarity with operations;
 - Provide training to DMOs/DRRs and media where appropriate;
 - Secure hotline between the NMHS and DMO/DRR operational centers;
 - Joint pre-season public awareness campaigns with DMOs/DRRs;
 - Give a "heads up" to DMO/DRR prior to issuing a public warning (if time permits);
 - Include suitable Response Statements in warnings which have been jointly prepared and approved by the DMO/DRR

5.2 Importance of Communications continued

- It is recommended, as much as possible, within the country and the country's culture for the NMHSs to do the following to help create partnerships and relationships:
 - Place an NMHS officer in the DMO/DRR operational center during major events (if sufficient personnel are available and approved by DMO/DRR), and invite the DMA to place an officer at the NMHS;
 - Joint media conferences with DMOs/DRRs during major events;
 - NMHS and DMOs/DRRs on the same consultative committees and disaster management groups;
 - Involve DMOs/DRRs and the media in improving the warning system;
 - Develop MOUs/SSOPs with DMOs/DRRs and the media;
 - Note that mutual respect, trust and confidence has to be built and earned over time – but it is recommended that it be a goal.



5.3 Development Process of Integrated SSOPs

- There are several ways to develop multi-agency, multi-level integrated SSOPs, but a thorough review of the hazards, vulnerabilities, exposure, roles and responsibilities, and the various needs of the users of the EWS is a good place to start
- Most countries have high-level policy documents which include roles and responsibilities of the different agencies and levels of government involved, as well as the media, private sector, and other stakeholders
- Once the roles and responsibilities are understood for each hazard and for each level of the hazards, SSOPs can be developed to specify the “how to do it” for each task and the responsibilities for meeting the requirements identified

5.4 Items for Coordination and Integration

- Some of the items that are recommended to be coordinated and integrated among agencies and different levels of government are:
 - Transmission, reception, and sharing of information among agencies at all levels
 - Preventing conflicting information from being disseminated. There are two important subsets on releasing information which directly applies to NMHSs. These are:
 - Release of warnings
 - Release of observational and forecast information by NMHSs
 - Dealing with the Media

During an Emergency

Ensure that whoever has the authority to speak on behalf of the district is available to the media regularly to provide updates and details as they emerge.

Also, know when the media deadlines are so that the most recent information can be shared to meet those deadlines.



Thank You

Any Questions???

