

A collection of military medals and a pair of glasses is arranged on a wooden surface. The items include a red ribbon with a circular emblem, a blue ribbon with a circular emblem, two silver Maltese crosses with central medallions, and a pair of gold-rimmed glasses. A small circular compass is visible in the bottom left corner. The background is a light-colored, textured surface.

Oklahoma City Lessons Learned

“What was (or not) OK
in OKC?”



LESSONS FOR OTHER COMMUNITIES

- Few residents of Oklahoma City concerned themselves with terrorism before April 19, 1995
- Oklahoma city was assisted by state and federal agencies and many others.
- While experts came from thousands of miles away, most of the work was carried out by the people of greater Oklahoma City
- However, there were many lessons learned from the tragedy from which other can benefit.



Lesson # 1

PLANNING

- ✓ Have a Plan
- ✓ Test Your Plan
- ✓ Share your Plan
- ✓ Repeat Exercise...then do it again.
- ✓ If you can't afford repeated exercises, at least review your Plans
- ✓ Forge relationships as pare to the planning process
- ✓ Prepare list of vendors and service providers



Lesson # 2

ESTABLISH PRIORITIES

- ✓ First Priority---Save Lives
Even though the site was a crime scene,
preservation of evidence will always take a back
seat to rescue efforts.
- ✓ Second Priority---Establish Command and
control (set perimeter and command post)
- ✓ Third Priority---Establish Triage Area
- ✓ Fourth Priority---Establish a Site ID System
- ✓ Fifth Priority---Establish a Family Assistance Center
- ✓ Sixth Priority---Accommodate Media
- ✓ Seventh Priority---Take care of the Paperwork



Lesson # 2

ESTABLISH PRIORITIES

- ✓ Eighth Priority---- Manage Volunteers
- ✓ Ninth Priority--- Identify potential funding sources to support Mental Health Care.
- ✓ Tenth Priority--- Memorialization
 - Immediate Memorials
 - Long Term Memorials



FIRST PRIORITY

SAVE LIVES

Even though the site was a crime scene, preservation of evidence will always take a back seat to rescue efforts.

Hospitals closest to the disaster will receive the largest share of the injured. Hospitals will receive large number of self-admitting victims.

If there are large number of missing persons, large numbers of of family members will come looking for them.



SECOND PRIORITY

ESTABLISH COMMAND/CONTROL

A unified command and multi-agency command center should be established immediately.

The Command Post should be on the outer boundaries of the perimeter so as to limit interference in the operation.

It is recommended that all personnel responding to the incident report to an established central point for check in and assignments.

It is recommended that the Fire and Police create a standard access permit form which both agencies would readily recognize.



THIRD PRIORITY

ESTABLISH TRIAGE AREA

Incident command and emergency medical personnel must establish a medical triage area near the perimeter.

The area must be readily accessible by ambulance but be well clear of further rescue efforts.

Establish and enforce shifts.



FOURTH PRIORITY

ESTABLISH A SITE ID SYSTEM

You must have a means to identify uniformed personnel from other jurisdictions and non-uniformed workers such as public works and construction.

Begin issuing credentials as quickly as possible.

Clergy will need to be credentialed along with everyone else.

Consider setting up a system for issuing one-time credentials for journalists.



FIFTH PRIORITY

ESTABLISH FAMILY ASSISTANCE CENTER

Family members, friends and co-workers from around the world will be frantically trying to find out who had been killed, injured, or is missing.

The FAC is the focal point for providing social assistance, food, grief counseling, clergy, access to telephones, e-mail, faxes and child care to families.

The FAC is a private place for families. Control access to keep it that way.



SIXTH PRIORITY

ACCOMMODATE MEDIA

Use them to inform and educate.

Discuss your disaster response plans with local media representatives, including television, radio, local wire service and print.

Each agency should appoint a spokesperson and agencies should jointly decide who will speak about what.

Schedule regular media briefings.

Use the media to communicate the “stay put until called” message.



SEVENTH PRIORITY

TAKE CARE OF THE PAPERWORK

Designate individuals to be responsible for invoices, documentation of purchases and loans.

FEMA will only reimburse for documented expenses, including overtime and direct cash purchases.

Set up a system to catalog and control the number and type of after-action studies to be performed.



EIGHTH PRIORITY

MANAGE VOLUNTEERS

Huge number of people volunteer following a disaster.

Establish clearinghouses for donations and volunteers.

Have defined points of contact at local OEM to confirm requirements before issuing calls for donations.

Use media to broadcast that clearinghouses are open to receive donations and to coordinate volunteers.



EIGHTH PRIORITY

MANAGE VOLUNTEERS

Volunteer agencies play a critical role in helping the community as a whole make the transition from disaster operations to addressing continuing needs.

Develop a plan to disengage volunteers.

Provide Mental Health Care resource information to volunteers.



NINTH PRIORITY

IDENTIFY MENTAL HEALTH SUPPORT

Collaborate with first responders, religious leaders and other groups that can assist in a multidisciplinary approach.

Encourage the mental health professional community to register as volunteers through appropriate channels.

Plan for a long-term approach to mental health consequences.

Provide counseling for the counselors.



TENTH PRIORITY

MEMORIALIZATION

Consider the immediate needs of the site.

Create a memorial organization.

Establish a legal entity, such as a 501(c)3.

Focus on what the memorial should convey, not the appearance.

Fight for absolute accuracy.

Include mental health professionals in the process.

Plan for a vibrant, living memorial.

Be financially accountable.