

# Shelby County Office of Preparedness eNews

**May 2017  
Issue**



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## In This Issue:

Director's Message

Ransomware

Outreach

IMT Recruitment

Mississippi River

Ready Kids

Partner Spotlight

Healthcare Registry

Weather / Outages

Reserves

Ham Radio

EOC Status

Flag Staff

Resources

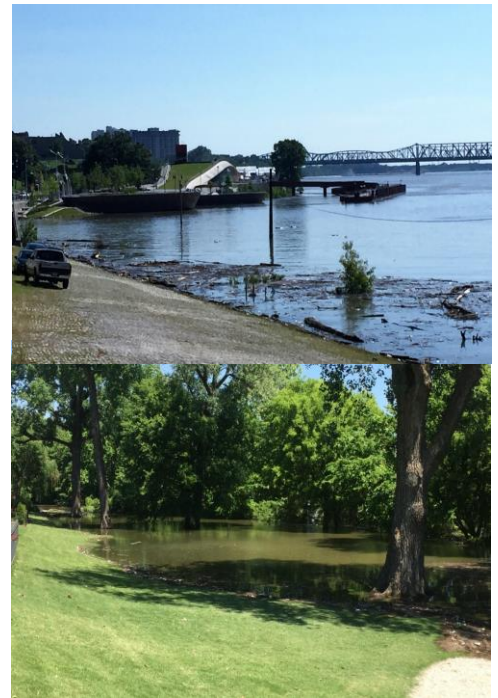
## Director Lane's Message: Be Prepared, Not Scared.

April showers bring May flowers, as well as the possibility of flooding along the banks of the Mississippi River and local tributaries. None were surprised as the National Weather Service predicted the Mississippi River at Memphis would rise past flood stage this May. After meeting with the National Weather Service and NWS Hydrologist Dr. Gene Rench at the Shelby County Emergency Operations Center and reviewing Shelby County's historical flood data and newest flood models, it was concluded that this spring flooding event, at a flood stage of 36 feet, could largely be a "non-event." We are thankful that no lives would be put in danger or any homes or businesses would be affected.



When Shelby County has a "near miss," such as the spring flooding, consider using that time to review your emergency plans. **Remember, anywhere it rains it can flood.** You don't have to be a downtown resident to experience flooding. Flooding can occur from back-to-back severe thunderstorms (flash flooding) or infrastructure failure (broken water line). We encourage you to stay prepared for flooding year-round. Review our flood preparedness tips for the next time waters rise:

- Learn your flood risks. Review the 2017 flood maps on [www.staysafeshelby.us](http://www.staysafeshelby.us)
- Purchase flood insurance through the National Flood Insurance Program at [www.floodsmart.gov](http://www.floodsmart.gov).
- Maintain a home and business inventory (include photos, videos, serial numbers, and receipts)
- Keep copies of important documents in a safe, watertight, portable container.
- Know where higher ground is located.
- Have two evacuation routes out of your home, neighborhood or work location. Practice escaping high waters.
- Have a communications plan with family members.
- Decide on two places to meet (one outside the home and one in the community).



**Captions:** Top Right: SCOP Director Dale Lane in the Emergency Operations Center. Middle Right and Bottom: May 15, 2017, at flood stage, waters on the cobble stones at Beale Street Landing and waters encroach into backyards and walking paths of Harbor Town homes.

## Ransomware Prevention

Global malware (malicious software) attacks continue with ransomware campaigns affecting thousands of Microsoft users in 74 countries, including the U.S., according to the United States Computer Readiness Team (US-CERT). Ransomware infects computers through phishing emails and encrypts files. The latest version, WannaCry, discovered May 12, requests a ransom and targets home users and businesses with loss of proprietary information, disruption of operations, financial losses, and harming reputations. Paying a ransom does not guarantee encrypted files are released nor that the malware infection is removed - it only guarantees the malicious actors receive your money and possibly your bank information.



### Recommendations for computer users:

- Apply the Microsoft patch for the MS17-010 SMB vulnerability dated March 14, 2017.
- Enable strong spam filters to prevent phishing e-mails from reaching the end user.
- Scan incoming and outgoing e-mails to detect threats.
- Ensure anti-virus and anti-malware solutions are set to automatically conduct scans.
- Manage the use of privileged accounts. Implement the principle of least privilege.
- Ensure anti-virus software is up-to-date.
- Have a data back-up and recovery plan.
- Scrutinize links in e-mails. Do not open attachments in unsolicited e-mails.
- Only download software from sites you know and trust.
- Enable automated patches for your operating system and Web browser.
- Ensure employees practice identifying scams, malicious links, and attempted social engineering.
- Test your backups to ensure they work correctly upon use.

Victims of ransomware are asked to report information to the Department of Homeland Security's National Cybersecurity and Communications Integration Center at [NCCICcustomerservice@hq.dhs.gov](mailto:NCCICcustomerservice@hq.dhs.gov) or call 888-282-0870 or the local FBI office or Cyber Division ([CyWatch@ic.fbi.gov](mailto:CyWatch@ic.fbi.gov) or 855-292-3937).

## Outreach: Miracle in May



Staff and Reserves from the Shelby County Office of Preparedness (SCOP) were delighted to participate in the 10<sup>th</sup> Annual Miracle in May Community Day on May 13 at the Greater Faith Tabernacle Ministries on East Shelby Drive. SCOP greeted families and handed out HELP / OK signs, preparedness literature bags, and TDOT "Yellow Dot" decals. Other agencies participating during this fun event included the Memphis Office of Emergency Management, the University of Memphis, Life Blood, Memphis Health, Costco, Methodist LeBonheur HealthCare, Christian Mobile Dental Clinic, Nellie's Kids, the Aging Commission of the Mid-South, and Youth Villages.

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**Caption:** Pastor Orlester Johnson of the Greater Faith Tabernacle Ministries visits with SCOP Reserve Danny Allen and SCOP Preparedness Officer Shelby Logan.

## Outreach: Houston Middle School Career Fair

On May 12, the Shelby County Office of Preparedness (SCOP) attended Germantown's Houston Middle School's annual "Career Day" to meet the students and share information about emergency management careers. Students asked questions as, "Why did you choose this career?" "What skills and education do you need to do your job?" and "Would you choose this career again?" Inside the gym students visited with representatives from the National Weather Service, the Southern College of Optometry, Methodist LeBonheur HealthCare, University of Memphis, Germantown Police Department, United States Postal Service, Daybreak, Tennessee Environmental Conservation, Mid-South Solutions, Toyos Clinic, Federal Drug Administration, Shelby County District Attorney, Solid Waste Management, and International Paper. Outside, the school set up an emergency vehicle demonstration for students.



**Caption:** Students visit The SCOP table

## Outreach: Criminology and Criminal Justice Career Fair



Shelby County Office of Preparedness staff, Preparedness Officers Jesse Gammel and Shelby Logan, were on hand to greet and visit with University of Memphis students on April 13 at the CJUS career fair.

**Caption:** Left: Jesse Gammel and Shelby Logan

## West Tennessee All Hazard Incident Management Team

The TN Fire Marshal's Office, TEMA, TN Fire Academy, and TN Fire Chiefs Association are developing three All Hazard (Type 3) Incident Management Teams for West Tennessee. The teams will assist local jurisdictions across Tennessee in the event of a disaster. The Shelby County Office of Preparedness will host the West Team. They are recruiting experienced personnel and "up-and-comers" to fill positions on Team to include Incident Commander/Team Leader, Operations Section Chief, Planning Section Chief, Logistics Section Chief, Finance/Administration Section Chief, Public Information Officer, Communications Unit Leader, Liaison Officer, Safety Officer, Resource Unit Leader (and backup to Planning). An All Hazard IMT Class (FEMA 0305) is scheduled for June 5-9, at the TN Fire and Codes Academy. Each region will send a team of 10 to the class. The class is free, although there will be a cost of \$63/day for room and 3 meals at the academy.

To qualify, applicants must complete ICS 100, 200, 300, 400, 700, and 800, and be supported by their government agency. Team members must be available to deploy to a disaster on short notice for up to 7-14 days and attend training for their specific position.

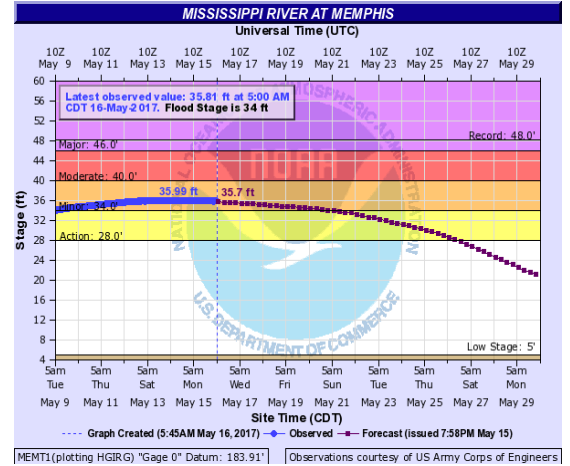
For more information, please contact Germantown Fire Chief, John Selberg, at 901.757.7279.



## Mississippi River at Memphis



A **flood warning** continues for the Mississippi River at Memphis with **minor flooding** forecast until May 21. The Mississippi River



Greenbelt Park is flooded along with the boatramps on Mud Island. As a precaution, law enforcement gave out “high water notices” to citizens on the harbor side of Mud Island and those living in low lying areas near Shelby Forrest and North Memphis. No homes or businesses should be effected by the flood waters. On May 16, the river level measured 35.81 feet according to the National Weather Service (NWS) Advanced Hydrologic Prediction Service.

For the latest river level information, visit [www.weather.gov](http://www.weather.gov)

**Captions:** **Left:** Mississippi River Greenbelt Park on May 15,2017 as the Mississippi River rises past flood stage. **Right:** NWS river stage graph for May 16, 2017.

## Ready Kids: Emergency Family Communications Plan

The FEMA Ready Kids offers these tips for Mom and Dad to create a family communications plan:

1. Call a family meeting to ensure everyone knows what to do during an emergency.
2. Teach everyone in the family to text. Remember, “text, don’t talk!”
3. Draw a floor plan of your house. Find two exits out of each room. Practice escaping.
4. Decide on 2 meeting places in case family members get separated. One outside the home and one in the community. Draw a map and practice getting there.
5. Program emergency phone numbers in cell phones.
6. Carry wallet cards with emergency phone numbers on them.
7. Pick one out-of-town relative for every person in the family to call.



For more information, go to <http://www.ready.gov/kids>.

## Partner Spotlight: Desoto County Sheriff's SAR



On Saturday April 1<sup>st</sup>, over fifty search and rescue personnel from the Mid-South were invited by the Desoto County Sheriff's Department Search and Rescue (SAR) Unit to participate in the first annual regional SAR response exercise. Agencies represented came from the counties in the UASI region, including the Desoto County Sheriff's Department SAR Unit, Desoto County Sheriff's Department SAR Explorer Post 607, Memphis Police Departments K9 Unit, Shelby County Sheriff's Office Emergency Services Unit and Special Response Unit, Fayette County Technical Rescue Team, the Southaven Police Department, Southaven Police Department

Explorer Post 2623, and 901 Drones. The agencies gathered to learn new skills, practice existing skill sets, and build bridges between agencies responsible for search and rescue in the region.

During this day-long exercise, teams of 3 to 8 formed with each team leader being from a different agency. Teams were given sets of GPS coordinates in different formats throughout Desoto County. The coordinates led to skills stations that included:

- Leveraging and cribbing for structural collapse
- Compass usage for wilderness searches
- Grid search for evidence
- Swift water throw bags
- Ropes and rigging
- Patient packaging

Each team drove to one of the coordinate destinations and once there completed skills stations to learn, refresh, and/or evaluate the tasks before moving to the next coordinates for a new station.

"We were so pleased with the turnout of the participating emergency agencies," said Director William Nichols. "During a disaster, you never know who you will be working with, what they know, or what their skills include. Exercises like this enable us to meet with regional SAR practitioners to better understand the lateral and horizontal integration of resources during disasters. We look forward to future exercises to expand our training and the SAR community."

**Caption:** SAR exercise in Desoto County April 1. Photo by Brandon Carpenter.

## SCOP Healthcare Facilities Registry

Healthcare facilities are invited to register their organization information annually with the Shelby County Office of Preparedness. The information is confidential and will not be shared but only used if needed during a disaster situation. To register, please go to [www.staysafeshelby.us](http://www.staysafeshelby.us) and fill out the "Basic Healthcare Facility Information" form. Information required includes the name of the healthcare organization, the representative filling out the form, an email address, physical addresses of buildings, type of facility, the number of beds, current phone numbers, and emergency contact information.

## Significant Weather / Power Outages

**National Weather Service 7-Day Hazardous Weather Outlook:** Wednesday through Monday South winds may reach advisory strength west of the Mississippi River Wednesday with a few strong to severe storms possible along and north of I-40 Friday and Saturday



**Captions:** Left: Ponding water covers the left lane on Humphreys Blvd April 30  
Right: Down trees on Walnut Grove on April 30 blocking right lane

- **April 18:** Water ponding caused delayed on I240 near Covington Pike.
- **April 24:** Power lines down. Live wires blocking Winchester near Lamar after a car hit a pole.
- **April 26:** Severe Thunderstorm Watch. Lightning sparked house fire in East Memphis.
- **April 27:** Wind Advisory.
- **April 29:** Wind Advisory. Severe Thunderstorm Warning. Flash Flood Watch. Special Weather Statement. Flood Advisory Mississippi River at Memphis. Flood Warning Loosahatchie River near Arlington. 18,731 outages. Germantown Fire responded to a fire on Tanoak Cove caused by lightning strike with damages exceeding \$200,000.
- **April 30:** Wind Advisory. Flash Flood Watch and Warning. Severe Thunderstorm Warning. Special Weather Statement. Flood Advisory. Flood Warning Loosahatchie near Arlington. Flood Warning Mississippi River at Memphis. 15,353 outages. Trees down at Owens Brennan's Restaurant and on Raleigh-Millington. Lightning strike caused house fire on Shady Grove Road. Power lines down on Shady Grove Road. Downed trees pulled electrical wires down on Sweetbrier. Signal lights out on Walnut Grove Road in front of Baptist Hospital.
- **May 1:** Memphis International Airport received 1.04 inches of rain. Wind Advisory. Lakeland Elementary and Christian Brothers High closed due to power outages.
- **May 5:** Wind Advisory.
- **May 9:** Mississippi River at Memphis at 34 feet, Flood Stage. Lakeland School closed due to power outage.
- **May 15:** Air Quality Alert (Code Orange issued by Shelby County Health Department).
- **May 16:** 2,300 customers without power in Midtown. Delta Prep school closed due to outages.

The Shelby County Office of Preparedness reminds citizens to stay weather-ready! Have at least two ways to receive watches and warnings from the National Weather Service. Upload free weather apps to mobile devices. Have a NOAA all-hazards radio with battery back-up. Make sure everyone knows where your "safe place" for severe weather is located.

## Reserves Learn CPR



Reserves volunteering for the Shelby County Office of Preparedness (SCOP) under the leadership of Shelby Logan, SCOP Reserve Coordinator, are learning to save lives.

On May 6, five SCOP Reserves became certified in cardiopulmonary resuscitation. Congratulations and thank you for your service!

**Caption:** SCOP Reserves Left to Right: Roxie Nunnally, Michael Ward, Sheronda Greenleaf, Michael Tyler, Larry Reid (Instructor), and Geraldine Hunter-Gaddes.

## QuakeFeed App



Do you know where and when the latest earthquake near you occurred? Citizens now have a way to receive FREE earthquake notifications and preparedness information on their mobile devices with the **QuakeFeed App**. Alerts can be customized for specific locations and magnitudes displayed on ESRI (Environmental Systems Research Institute) maps. Users can choose from 1 to 30 day United States Geological Survey (USGS) feeds.

For more information, please visit: <http://quakefeed.net>.

## Amateur “Ham” Radio:

- **Ham Radio National Field Day:** June 23, 24 and 25, 2017, Germantown Women and Children’s Pavilion, 7783 Poplar Pike, Germantown, TN. Free and open to the public.
- **Ham Radio Technician Class:** FREE beginner class beginning July 10 - August 14, Mondays, from 6:15 p.m. to 9:30 p.m. Location: EMHC Ambulance Company, 6972 Appling Farms Parkway. FCC exam fee is \$15. The manual is \$25. If interested, email Joe Lowenthal WA4OVO at [wa4ovo@gmail.com](mailto:wa4ovo@gmail.com) with the subject line "Tech Class 3-17" along with your name, email address and cell phone number in the text area.
- **Ham Radio Check-In:** SCOPERNET on Mondays, 6:00 p.m., 147.09 repeater, tone 107.2.

## Emergency Operations Center Activation (EOC) Status: May 16, 2017

- The **Shelby County Office of Preparedness (SCOP)** is at **Level 5**, Normal Operations.
- The **Tennessee Emergency Management Agency (TEMA)** is at **Level 5**, Normal Operations.

**Flag Status:** Full staff.

## Shelby County Office of Preparedness:

- **Visit us!** [www.staysafeshelby.us](http://www.staysafeshelby.us).
- **Follow us!** SCOP@SCOP\_HLS\_EMA
- **Like us!** <https://www.facebook.com/StaySafeShelby/>
- **Active Shooter Awareness** training: Call 901.222.6700, email Shelby Logan at [Shelby.logan@shelbycountyttn.gov](mailto:Shelby.logan@shelbycountyttn.gov) or fill out the “Request a Speaker” form at [www.staysafeshelby.us](http://www.staysafeshelby.us)



- **CERT:** Contact Eugene Jones at [eugene.jones@shelbycountyttn.gov](mailto:eugene.jones@shelbycountyttn.gov)
- **Storm Shelter Registry:** Contact Kimberlyn Boulter at [kimberlyn.boulter@shelbycountyttn.gov](mailto:kimberlyn.boulter@shelbycountyttn.gov)
- **Volunteer with SCOP!**
  - **SCOP Reserves:** Contact Shelby Logan at [shelby.logan@shelbycountyttn.gov](mailto:shelby.logan@shelbycountyttn.gov)
  - **Shelby Cares:** Contact Terry Donald at [terry.donald@shelbycountyttn.tn.gov](mailto:terry.donald@shelbycountyttn.tn.gov)

### Resources:

- **American Red Cross (ARC):** [www.redcross.org](http://www.redcross.org)
- **Department Homeland Security (DHS):** [www.dhs.gov](http://www.dhs.gov)
- **Federal Emergency Management Agency (FEMA):** [www.fema.gov](http://www.fema.gov), [www.ready.gov](http://www.ready.gov)
- **Memphis Light, Gas and Water (MLGW):** [www.mlgw.com](http://www.mlgw.com)
  - MLGW Outage Map: [www.azimuth.mlgw.org/OutageSummary.php](http://www.azimuth.mlgw.org/OutageSummary.php)
- **National Weather Service (NWS):** [www.weather.gov](http://www.weather.gov)
  - NWS Mobile: [www.mobile.weather.gov](http://www.mobile.weather.gov)
- **Tennessee Department of Safety and Homeland Security**
  - Tennessee Suspicious Activity Report  
[https://www.tn.gov/safety/topic/report\\_susp\\_act](https://www.tn.gov/safety/topic/report_susp_act)
- **Tennessee Department of Transportation (TDOT):** [www.tn.gov/tdot](http://www.tn.gov/tdot)
- **Tennessee Emergency Management Agency / ReadyTN Mobile App:** [www.tnema.org](http://www.tnema.org)
- **EMERGENCY:** call 911