



**COMPREHENSIVE
EMERGENCY MANAGEMENT
ASSOCIATES, INC.**

Staff and Services Overview

*CEMA — Preparing and Protecting
Families, Businesses and Communities*



Preparing and Protecting Families, Businesses and Communities

325 E. Grand River, Suite 314, East Lansing, MI 48823
CEMA@cema.biz | www.cema.biz

CEMA OVERVIEW

CEMA is a Michigan based, veteran-owned consulting firm specializing in emergency planning, training and exercising. Our staff represent over 300 years of real-world experience in disciplines such as law enforcement, facility and population security, incident command, healthcare, public health, emergency medical services, fire suppression and code compliance, food system security and defense, hazardous materials, technical rescue, terrorism/weapons of mass destruction, and more.

The CEMA team includes Michigan residents bringing a natural sensitivity and understanding of local issues, policy and law, along with our genuine desire to contribute to the safety and welfare of the communities that house our families and loved ones.

Since its inception, we have worked in the public, private and non-profit sectors preparing and protecting families, businesses and communities. As CEMA has grown, we have carefully guarded our foundational values of quality and integrity while ensuring a level of personalized service not typically found in larger companies.

CEMA VALUES

CEMA has two core values:

- **Quality**—We strive for excellence in all areas.
- **Integrity**—We do what is right, always

CEMA MISSION

Always, with the highest standards of quality and integrity, CEMA will partner with our customers and our communities to assist with their prevention, preparedness, response and recovery needs.

CEMA HISTORY

Thomas A. Shaver and Joseph H. DeFors established Comprehensive Emergency Management Associates, Inc. (CEMA) in 2003. CEMA is registered with the State of Michigan as an S-Corporation. Byron Callies joined the CEMA team in 2008 as a full partner.

CEMA has provided project management, general emergency planning, training and exercising services in every conceivable setting to clients from the public, private and non-profit sectors.

Since its inception, CEMA has provided services to clients of all types including:

- 9-1-1 Communications
- Colleges and Universities
- Department of Defense Bio-medical Contractor
- Elder Care
- Fire Departments
- Hospitals and Clinics
- Industry
- K-12 and Intermediate School Districts
- Medical Control Authorities
- Municipalities
- Non-Governmental Organizations
- Non-Profit Organizations
- Police Departments
- Public Health Departments
- Regional Bioterrorism Coalitions
- Regional Homeland Security Coalitions
- State Agencies
- Wastewater Treatment

Through our years of emergency planning, training, and exercise experience, we understand local, state and federal preparedness realities, structures, and resources and have established relationships on all levels that facilitate project planning and execution.

CEMA CORE SERVICES

We use the internationally accepted four-step cycle of emergency planning to assist our customers in achieving greater levels of emergency preparedness. Our services fall into three categories: Emergency Planning, Training, and Exercising.

Emergency Planning. We at CEMA often refer to the wisdom in the adage, “failing to plan, is planning to fail.” While emergencies typically occur with little or no notice, their final outcome will largely be determined not so much by the response on the day of the event, but rather, by the plans and preparations made long before. We offer a full spectrum of services to assist our customers in identifying and removing threats from their environment (Prevention/Mitigation), and planning for those threats that remain (Preparedness). CEMA maintains a network of experts to provide emergency planning, auditing, and management services for the following areas:

- Building and Population Security
- Confined Space Consulting
- Command Center Design
- COOP / Business Continuity Planning
- Crisis Communications and Media Relations
- Emergency Management Program Audit
- Emergency Management Program Management
- Emergency Plans, Writing and Review
- Fire Prevention and Code Compliance
- Food System Security and Defense
- General Emergency Planning and Consulting
- Hazardous Materials Consulting
- Hazard Vulnerability Assessment
- Healthcare Emergency Management Program Management



Training. Having an emergency plan in place is the correct first action to be taken. But a plan is only paper until its wisdom is transferred to your family, your business associates or your community members. Only then is there a reasonable likelihood that individual actions will be wiser, more effective, and safer in the chaos of a real event. We offer training programs for virtually all emergency planning topics. Our training programs come in all forms from online self-paced, facilitator-led webinar to live, facilitator-led onsite. Beyond having the ability to design customized training programs to meet your organization’s training needs, we have a range of developed programs to offer, including:

CBRNE Defensive Operations

A 16-hour CBRNE mission specific, operations level course that focuses on the special challenges responders face dealing with a weapons of mass destruction (WMD)/Chemical, Biological, Radiological, Nuclear, Explosive (CBRNE) or terrorist incident. This course meets all competencies identified for WMD response in the revised 2007 NFPA 472 standard, Chapter 5 and is eligible for MCOLES certification. Participants will learn how to:

- Respond to a CBRNE incident in a defensive mode,
- Prevent the spread of the hazard to the public and environment, and
- Respond safely and effectively to CBRNE incidents.

This course also includes an assessment of a mass casualty incident, emergency decontamination, mass decontamination, and the ability to determine downwind hazards. This course is designed around lectures, interactive exercises, and group scenarios, which include seven distinct modules. Included in each module are activities and exercises designed to allow participants to apply the information learned in each module. Format: Onsite

Codespear Basic User Training

A two-hour web-based program that focuses providing users with the skills necessary to access the Codespear system, manage their profile, send smart messages, chat, and manage their contact lists. Format: Onsite or Webinar

Codespear Admin User Training

A two-hour web-based program that focuses on providing users with the skills necessary to create/modify users and create/manage groups. Format: Onsite or Webinar

Conflict Management ContinuumSM

A series of training programs that provides all levels of training for resolving low-end conflict and high-end aggression in the workplace. The program entails the following courses:

CMC 101 – Communication Essentials. This course is designed to provide participants with the knowledge and skills necessary to be an effective communicator. Through our lecture, discussion, behavior-based activities, and instructor feedback, you will obtain a better understanding of communication. Participants will have the opportunity to improve your

ability to communicate verbal and non-verbal messages and your ability to effectively listen. Format: Onsite

CMC 102 – Conflict Management. This course is designed to provide you with the knowledge and skills necessary to effectively manage conflict situations. Through our lecture, discussion, behavior-based activities, and instructor feedback, you will be able to identify conflict and conflict behaviors, and understand how to prevent, de-escalate and resolve conflict. Format: Onsite

CMC 201 – Verbal Techniques for Aggression Management. This four-hour course is designed to provide participants with the knowledge and skills necessary to manage verbal aggression. Through our lecture, discussion, behavior-based activities, and instructor feedback, you will obtain a better understanding of aggression management. Participants will have the opportunity to improve your ability to acknowledge, understand, and de-escalate verbal aggression. This course is also available in a lecture only format. Format: Onsite

CMC 202 – Physical Control Techniques for Aggression Management. This course is only offered to persons working in the healthcare environment. This two-hour course is designed to provide participants with the knowledge and skills necessary to implement physical control techniques to manage aggression in a safe manner. Through our lecture, discussion, behavior-based activities, and instructor feedback, you will obtain a better understanding of aggression management. Participants will have the opportunity to improve your ability to acknowledge, understand, and de-escalate verbal aggression. Format: Onsite

CMC 301 – PPCT Defensive Tactics. * This 24-hour course is the first subject control system developed through tactical, legal, and medical research. Participants will learn a system that addresses the most common types of resistance officers encounter, and simple use of force continuum, which clarifies the appropriate force level for every level of resistance. Format: Onsite

CMC 301/i – PPCT – Defensive Tactics Instructor. * This 40-hour course is the first subject control system developed through tactical, legal, and

medical research. Participants will learn to teach a system that addresses the most common types of resistance officers encounter, and simple use of force continuum, which clarifies the appropriate force level for every level of resistance. Medical research was conducted on every PPCT technique to refine technique efficiency and to ensure the medical implications were proportional to the level of resistance. Format: Onsite

CMC 302 – Ground Avoidance/Ground Escape (GAGE). * The eight-hour course is designed to teach students how to avoid being taken to the ground and how to effectively escape if they do find themselves there. It reviews tactics for both open and narrow environments, reviews the four most common ground positions and escapes, and refines the student's physical technique. Format: Onsite

CMC 302/i – Ground Avoidance/Ground Escape (GAGE) Instructor. * This 24-hour course is designed to teach students how to train students in GAGE techniques. It reviews tactics for both open and narrow environments, reviews the four most common ground positions and escapes, refines the student's physical technique; and presents instructional methods for teaching survival skills. Format: Onsite

*Note: 300 Level courses are for security and law enforcement personnel only.

CMC 401 – Self Defense. CEMA offers customized self-defense programs to meet our customer's needs. Contact CEMA@cema.biz to find out more information about our self-defense programs. Format: Onsite

CMC 501 – Behavior-Based Aggression Management Training. This customized training program that involves role-play scenarios provides participants the opportunity to implement knowledge and skills learned from other Conflict Management ContinuumSM programs. The program may be implemented to focus on low-level conflict, or verbal aggression, physical aggression. Our trained role players provide realistic simulation and immediate feedback to facilitate learning. Format: Onsite

Effective Management of Mass Casualty Incidents

A four-hour course that assembles lessons learned and best practices gleaned from mass casualty incidents from around the world that, without great cost for implementation, can significantly improve response effectiveness. The course includes START and JumpSTART triage, a review of unified incident command, new equipment for the field, and tabletop discussions. Format: Onsite

Emergency Patient Tracking System User Training

A two-hour web-based training program that provides initial or refresher training for EPTS users. Participants learn basic EPTS functions related to patient tracking and searching. Format: Onsite or Webinar.

E Team User Training

A four-hour web-based training program that provides initial or refresher training for E Team users. Participants learn basic E Team functions related to Planning Section, Logistics Section, and Operations Section activities. Format: Onsite or Webinar.

Hospital Based Decontamination Program (HBDP)

A series of training programs that provides all levels of training for members of a hospital-based decontamination team. The program entails the following courses:

HBDP 101 – CBRNE/WMD Awareness: This Awareness-Level Hospital Based Decontamination Program (HBDP) course consists lecture sessions, representing approximately four hours of instruction. The course provides participants with the foundational knowledge and skills necessary to understand how to recognize and response to CBRNE/WMD incidents as **an employee or associate** of a hospital. Format: Onsite or Webinar

HBDP 201 – Basic Hospital Decontamination Operations: An eight-hour instructional program that provides basic information for hospital first receivers who participate as members of a hospital decontamination team. The program includes lecture and practical skills application. Format: Onsite

HBDP 202 – Hospital Decon Setup: A four-hour instructional program that provides basic information for hospital first receivers who participate

as members of a hospital's decontamination setup team. The program includes lecture and practical skills application. Format: Onsite

HBDP 301 – Hospital Decon Group Supervisor/Safety Officer: A sixteen-hour instructional program that provide participants with the knowledge and skills to oversee hospital decontamination operations as either the Decon Group Supervisor or Decon Safety Officer. The program includes lecture, practical skills application, and tabletop exercises. Format: Onsite

Hospital Incident Management Program (HIMP)

A series of training programs that moves a participant from simple to complex in order to create confidence and competency as a member of a hospital incident management team. The program entails the following courses:

HIMP 101 – Introduction to Hospital Preparedness: This Awareness-Level Hospital Incident Management Program (HIMP) course consists of five lecture sessions, representing approximately four hours of instruction. The course provides participants with the foundational knowledge and skills necessary to understand their role as **an employee or associate** of a hospital in the context of disaster preparedness and response. This course is intended to provide foundational information as a building block for further Awareness-Level, and later Operations-Level, incident management training programs. Format: Onsite or Four One-Hour Webinars

HIMP 102 – Introduction to Incident Management: This Awareness-Level Hospital Incident Management Program (HIMP) course consists of four lecture sessions, representing approximately four hours of instruction. The course provides participants with the foundational knowledge necessary to understand core incident management concepts, processes, and duties as *Command or General Staff* members of an incident management team. This course is intended to provide foundational information as a building block for Operations-Level incident management team training programs. Format: Onsite or Four One-Hour Webinars

HIMP 201 – Incident Management Team Leadership: This Operations-Level Hospital Incident Management Program (HIMP) course consists of

two modules, each with several components, representing approximately 20 hours of instruction. The course provides participants with intensive training on the technical skills necessary to function effectively as *Command Staff or General Staff* members of an incident management team. The course includes both didactic (lecture-based) and practical (small group exercise) activities to facilitate learning. This course is intended to supplement and expand on the pre-existing training of key incident management team members at the Awareness Level, and to that end assumes that *students enrolled in this course already have at least a foundational understanding of incident management*. Format: Onsite

HIMP 202 – Action Planning Essentials: This Operations-Level Hospital Incident Management Program (HIMP) course consists of three modules, representing approximately four hours of instruction. The course provides participants with the knowledge and skills necessary to systematically take Initial Incident Actions and develop an Incident Action Plan based on the Planning “P” model of incident management, as *Command or General Staff* members of an incident management team. The course includes both didactic (lecture-based) and practical (small group exercise) activities to facilitate learning. This course is intended to supplement and expand on the pre-existing training of key incident management team members at the Awareness Level and IMT leadership Operations Level. The program assumes that *participants enrolled in this course already have a solid understanding of incident management*. Format: Onsite

ICS-300

A sixteen-hour course that provides all required content requirements defined by the NIMS Integration Center. ICS-300 provides training and resources for personnel who require skills for the advanced application of the Incident Command System (ICS). This course expands upon information covered in ICS 100 and 200 courses. Format: Onsite

ICS-400

A twelve-hour course that provides all required content requirements defined by the NIMS Integration Center. ICS-400 provides training and resources for personnel who may be called upon to perform as command and general staff at major and/or complex multi-jurisdictional or multi-agency incidents. Format: Onsite

Moulage

A four-day course offered by CEMA in partnership with a major provider of moulage products and services. Students learn techniques to apply realistic moulage for the following: scratches, abrasions, minor lacerations; blood, tumor, hematoma, contusions; fat and muscle tissue, deep lacerations, large open wounds; avulsions, amputations, eviscerations, blisters and burns; mouth and dental trauma; gunshot and sucking chest wounds, creating bones, open and closed fractures, chemical and biological WMD injuries. Format: Onsite

An optional fifth day includes intensive, hands-on training provides tips and tricks on instructional techniques for those who wish to share their new moulage skills with others. Format: Onsite

Pandemic Influenza Preparedness

This seminar is designed for management teams and others who hold key positions of decision and policy-making authority. The seminar includes topics that relate to the potential impact of pandemic flu on an organization including: situation update, what is pandemic flu, what is the threat, what is the potential impact, and what can be done to prepare. Format: Onsite or Webinar

START/JumpSTART Triage

For first-responders, a two-hour course that delivers the adult and pediatric triage paradigm as now presented in current State of Michigan, EMS policy through lecture and individual interactive activities. Format: Onsite

Techniques for Effective Aggression Management

A four-hour course focused on providing participants with the knowledge and skills to recognize stages of aggression and apply techniques to verbally de-escalate or physically control an aggressive individual. Format: Verbal De-escalation Module, Onsite or Webinar; Physical Control Module, Onsite

Workplace Violence Awareness and Response

A series of three programs on workplace violence, the overarching goal of the programs is to increase staff awareness of concerning behaviors and present tips and techniques to improve workplace planning and staff response that maximize the likelihood of surviving such incidents.

WV 100 – Recognizing and Preventing Workplace Violence. This one-hour interactive workshop, facilitated by a seasoned law-enforcement professional, will share the latest information from experience and respected sources about conditions and behaviors of concern, and offer tips and techniques to improve workplace plans for such events. Format: Onsite

WV 201 – Active Violence Survival Techniques. This two-hour lecture based, interactive workshop will provide participants with the latest information about active violence from professional, respected sources. We will discuss workplace planning and the personal mindset and tools that have been found to be most effective at maximizing your chances of surviving such an incident. The presentation includes a discussion of what to expect from the law enforcement response to an active shooter incident. Format: Onsite

WV 202 – Hostage Incident Survival Techniques: Hostage incidents have unique characteristics making them different from other types of workplace violence. In a hostage incident, the perpetrator typically intends to survive the incident and loses leverage if the hostage(s) die. These characteristics offer opportunities that require the planning and training for such incidents is unique as well. This two-hour interactive workshop conducted by a seasoned expert with decades of real-world experience will look at the conditions that might be a precursor to such events and then focus on the individual behaviors that have been shown to best increase chances of survival. Finally, we will discuss what to expect from the law enforcement response to a hostage incident. Format: Onsite

Exercising. No matter the energy and thought put into your planning and training efforts, only moving through the intended actions will truly reveal what works and what does not. Exercising is an essential step to true preparedness. An exercise is a focused practice activity that places the participants in a simulated situation requiring them to function in the capacity that would be expected of them in a real event.

Our associates have conducted a range of discussion-based (i.e., Seminar, Workshop, Tabletop) as simple as a ten-person group and operations-based (i.e., Drill, Functional, Full-Scale) as complex as a nine-county region that culminated in activities at over 50

simultaneous locations involving with more than 1,000 simulated patients. CEMA staff have the Master Exercise Practitioner (MEP) certification to ensure to ensure quality at all times and HSEEP compliance. CEMA has the capability to provide the full range of exercise design, conduct and evaluation services.

In addition, CEMA offers the following exercise support services, as individual options:

- Exercise Design/Document Development
- Exercise Facilitation (Discussion-Based)
- Exercise Control (Operations-Based)
- Exercise Evaluation
- Patient Simulation Data Sets
- Actor Management Services
- Moulage (Injury Simulation) Services

CEMA STAFF OVERVIEW

CEMA staff hold the following educational degrees:

- Associate Degree in Fire Science
- Associate Degree in Emergency Medical Services
- Bachelor of Science in Education
- Bachelor of Science in Criminal Justice
- Bachelor of Science in Health Sciences
- Masters in Public Administration
- Master of Science in Criminal Justice
- Master of Science in Health Sciences
- Juris Doctorate of Law

CEMA staff hold multiple certifications including:

- Anti-Terrorism Training Officer
- Certified Emergency Manager
- Certified Healthcare Emergency Preparedness Professional
- Certified Healthcare Safety Professional
- Certified Protection Professional
- Emergency Medical Technician
- Emergency Medical Services Instructor Coordinator
- E Team Trainer
- Environmental Sanitarian
- Fire Investigator
- Hazardous Materials Operations Instructor
- Master Exercise Practitioner
- Paramedic
- Physical Security Specialist
- Police Officer
- State of Michigan Firefighter
- State of Michigan Professional Emergency Manager

- Weapons of Mass Destruction Trainer

CEMA staff have memberships in professional organizations including:

- Association of Minnesota Emergency Managers
- Board of Certified Hazard Control Management
- Business Continuity Professionals Workgroup for Healthcare Organizations (BCPWHO)
- InfraGard (Michigan and Minnesota Chapters)
- International Association for Healthcare Security & Safety (IAHSS)
- International Association of Chiefs of Police (IACP)
- International Association of Fire Chiefs (IAFC)
- International Association of Emergency Managers (IAEM)
- Metro Emergency Management Association (Minnesota)
- Michigan Emergency Management Association (MEMA)
- Michigan Association of Chiefs of Police (MACP)
- Michigan Healthcare Safety Association (MHSA)
- Michigan Association of Emergency Medical Technicians (MAEMT)
- National Association of Women Law Enforcement Executives
- Radio Amateur Civil Emergency System (RACES)
- Society of Emergency Medical Technician Instructor/Coordinators (SEMTIC)
- State Bar Association
- West Michigan Tactical Officers Association (WMTOA)

CEMA PREMIER PARTNERS

CEMA has created strategic partnerships with several entities that serve to expand and enhance the services we are able to offer to our customers. Such partnerships are evidence of the respect our staff and programs enjoy, as well as evidence of our own internal commitment to quality programs and services.



Aegis Bleu, LLC is a Homeland Security Technology and Consulting company whose aim is to "Shield the World" by revolutionizing the risk, threat, hazard, security, safety and vulnerability assessment process to improve resiliency of national and global Critical Infrastructure. Aegis Bleu, LLC's Vulnerability Assessment Security Survey Tool (VASST) is the first mobile threat based vulnerability assessment on the market. It assists companies in indentifying, managing and improving deficiencies in physical security. Aegis Bleu, LLC also provides security based training, vulnerability assessment training, infiltration exercises and general security consultation for all types of businesses.



FS Codespear is a provider of innovative, interoperable communications, alert notification and multi-agency communication systems. Codespear provides an affordable and effective communications solution to many CEMA customers.



Dynamite, Inc. is a provider of innovative panoramic photography and web services. Dynamite, Inc. provides a unique and affordable visual platform for supporting education and training needs of CEMA customers.



Through an innovative software solution, **First2Warn** provides severe weather alerts customized for the precise geographic location of the customer's facilities. Instead of notifications for every severe weather warning issued by the National Weather Service for your county, First2Warn will analyze the path of the storm and inform the customer if their location is in the danger zone - or if they are safely away from the threat. Alerts can be sent by email and text message to cell phones and pagers, and linked to a dedicated webpage with mapping of the storm threat as compared to your location.



Hospital Shared Services Corporation (HSS) is a provider of emergency planning and security services to the health care industry. HSS shares its Techniques for Effective Aggression Management program with CEMA and its customers.



Image Perspectives is a unique, full service company that specializes in all facets of truly realistic moulage. Marge Dolan, the founder of Image perspectives, has been involved with Emergency Response and Disaster training for more than twenty-eight years and has helped to train hundreds of Emergency Management and Emergency Services Professionals. Image Perspectives has earned a reputation for excellence in realism through local, state and federal clients from across the nation.



MSU Global (a division of Michigan State University) is an international provider of online educational and training content. This partnership with CEMA brings the opportunity, efficiency and advantages of online, eLearning delivery systems to CEMA customers.

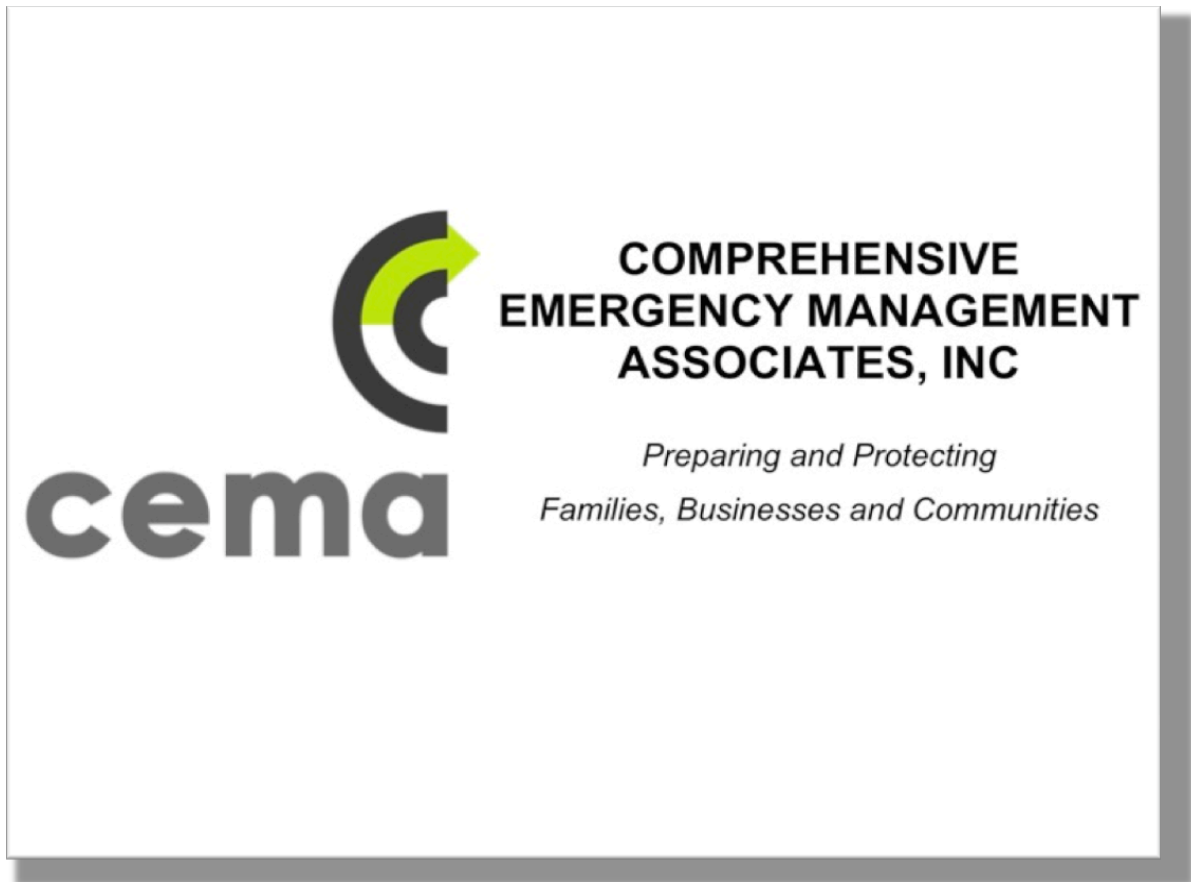


Personal Recovery Concepts, LLC is a leader in the emerging sector of people-continuity services for government, business and consumers. Its products focus on simplifying the information needed to recover from emergencies, organizing this information in simple, highly restorable formats, and preparing individuals through risk assessment, developing a family emergency plan and the prevention, preparation and recovery from commonly occurring emergencies and natural disasters. Personal Recovery Concepts Complete Solution solves the gap in human resiliency for government, first-responders, business critical response teams and for employees who face everyday loss with a realized cost impact to the businesses they work for.



The Stoneybrook Group uses GIS in a wide range of applications, including healthcare preparedness & disaster response, strategic planning, epidemiological research, clinical research, automated vehicle location systems, and facilities management.

Find more about our Premier Partners at <http://www.cema.biz/about/partners/>



Contact CEMA

325 East Grand River Ave.
Suite 314
East Lansing, MI 48823

Office: 517.708.3811

Email: CEMA@cema.biz
Website: www.cema.biz