



# Emergency Preparedness and Security

Over the last 25 years, our Emergency Preparedness and Security program has worked in collaboration with our 22 member organizations and community partners to improve the safety of people who work, study, visit, and receive care in Longwood. Responding to everything from utility emergencies to cybersecurity threats, our Emergency Preparedness and Security program is comprised of the following eight core functions:

## 1. Member and Community Engagement

Establishing strong relationships with our members and community partners and cultivating existing relationships ensures we have familiarity with our neighbors during normal operations and emergency situations. We host monthly emergency preparedness committee and quarterly security committee meetings with our members and partners, offering opportunities to share best practices, exercise and training ideas, hosting guest speakers from the field, and offering tours of local facilities.

## 2. Emergency Communications

Through mass notification programs like our LMA Alerts and MATEP First Alerts, critical personnel can receive emails, texts, and phone calls during an emergency. Staffed by operators from the MSI Call Center, we are equipped to send alerts 24 hours a day, 7 days a week. We also coordinate a radio network that is also accessible 24/7, called the LMA Emergency Communications Network (ECN). This radio network provides an immediate way to communicate with security personnel from around the district through their command centers, dispatch centers, and mobile patrols.

## 3. Situational Awareness Information Sharing

Situational awareness involves the collection, analysis, and dissemination of real-time information from our members organizations and community partners. Through event information, be on the lookout (BOLO) alerts, and preparedness information, the LMA and our member organizations are better prepared to deal with any event or incident in or around the district.



*Collaboration with partners like Boston Emergency Medical Services is key to ensuring patient access to the district.*



Longwood is home to life-saving care including Boston Children's Hospital, pictured above.

#### 4. Comprehensive Hazard Analysis

Biannually, we conduct a comprehensive hazard analysis to identify and assess potential risks and vulnerabilities in the LMA, helping to inform our members and community partners of the risks and vulnerabilities in the LMA, the preparedness work our teams do, and the resources in place to respond to a particular hazard. This process considers a wide range of hazards, from natural disasters like hurricanes, floods, and fires to human-made threats such as industrial accidents or acts of terror. By analyzing historical data, environmental conditions, and emerging threats, our program can better allocate resources, funding, and time to specific planning and mitigation efforts and exercises and trainings to specific hazards.

#### 5. Area-wide Trainings and Exercises

Area-wide trainings and exercises simulate real-world crisis scenarios, allowing our members and community partners to practice and refine their roles and coordination strategies. Our training and exercise programs include facilitated discussions on specific topics, tabletop exercises, functional exercises, and full-scale exercises with our members and community partners. Regular exercises help identify gaps in preparedness, clarify roles and responsibilities, and improve communication and collaboration among our members and community partners.

#### 6. Area-wide Incident Management

We maintain a LMA Emergency Management Plan which includes specific annexes and key contacts for purposes of districtwide coordination and communication in the event of an incident. This follows the U.S. National Incident Management System (NIMS), which provides stakeholders across the whole community with shared vocabulary, systems, and processes to respond during an incident. Our program also includes an emergency operations center (EOC) in the case of a localized LMA incident for our members and community partners. In normal operations and during emergencies, we also maintain a voluntary LMA resource sharing network among our members that can be used for any general supply or physical space.

#### 7. Specialized Member Support

We offer individualized support tailored to the needs of member teams and organizations. This includes assisting with exercise design, facilitation, or evaluation, acting as a reviewer for any member emergency preparedness or security related item, or offering official partnerships with member organizations when requested. This core function also covers the administration of programs outside of our member base, including the Mission Hill Problem Properties Task Force (MHPPTF).

#### 8. Internal Emergency Preparedness and Security

Our program also delivers emergency preparedness and security support to our internal services and departments including operations, information technology, telecommunications, and our building at 375 Longwood Avenue. As part of this function, we offer exercises to our leadership team and departments, manage security, access, and CCTV at our building, offer First Aid, CPR, and Stop the Bleed trainings to our staff, and maintain AEDs in multiple locations. In all of Longwood Collective's services lines and departments, our program is available to consult or directly assist in any prevention, protection, mitigation, response, and recovery efforts.

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**“As our fields have evolved over the years and the landscape of threats shifts, our program will continue to embrace change with a more data-driven, adaptable, and collaborative all-hazards approach. We thank our member organizations and community partners for their continued involvement in Longwood Collective’s program.”**

– Logan Denson,  
Emergency Management and Security Manager