

SCHOOL PREPAREDNESS LEADERSHIP GROUP

A cohort of representatives from education agencies, school safety centers, emergency management agencies, and Federal partners

USE OF SOCIAL MEDIA DURING DISASTERS RESOURCE GUIDE

Training Courses

- [IS-42: Social Media in Emergency Management](#) (Federal Emergency Management Agency [FEMA]). This course provides training on how to use social media during emergencies. Audience: Practitioners in the field of emergency management
- [National Disaster Preparedness Training Center Classes PER 304, 343, and 344](#) (National Disaster Preparedness Training Center). These courses provide training related to social media engagement strategies, social media for natural disaster response and recovery, and social media tools and techniques.
- [Social Media Analysis During Disasters](#) (National Library of Medicine). This training course equips practitioners with skills needed to implement a plan that can help monitor and analyze disaster information on social media.

Publications

- [Best Practices for Incorporating Social Media into Exercises](#) (U.S. Department of Homeland Security [DHS]). This report discusses how social media can be integrated into exercises, provides suggestions for the planning processes and methods for conducting the exercise and evaluation, and lists challenges associated with using social media in exercises, areas of future research and case study examples.
- [Countering False Information on Social Media in Disasters and Emergencies](#) (DHS). This report provides recommended tactics to dispel rumors, misinformation and false information on social media proliferate before, during and after disasters and emergencies.
- [First Responder Big Data Analytics](#) (DHS). This report, which is produced by the Homeland Security Systems Engineering and Development Institute provides a comparison of social media analytic tools.
- [Improving the Accessibility of Social Media in Government](#) (U.S. General Services Administration [GSA]). This toolkit provides tips for how to ensure that posts on various social media accounts are accessible to all citizens, including individuals with disabilities and access and functional needs.
- [Innovative Uses of Social Media in Emergency Management](#) (DHS). This report was developed by the System Assessment and Validation for Emergency Responders (SAVER) Program to provide an overview of current social media strategies to engage the public during all phases of emergency situations.
- [Readiness, Recovery, Response: Social Media Cyber-Vandalism Toolkit](#) (GSA). Cyber-vandalism presents a serious challenge to online-based communication tools. Users need available resources to counter intrusions of social media accounts. This document provides guidance and security practices to federal, state, and local government employees.



If you have questions or need additional assistance, please contact the REMS TA Center at
(855) 781-REMS (7367) or info@remstacenter.org.
@remstacenter <https://rems.ed.gov>



SCHOOL PREPAREDNESS LEADERSHIP GROUP

A cohort of representatives from education agencies, school safety centers, emergency management agencies, and Federal partners

- [Real-Time and Open Source Analysis Resource Guide](#) (National Network of Fusion Centers, in partnership with the Office of the Director of National Intelligence's Office of Partner Engagement for the Information Sharing Environment, DHS, the Federal Bureau of Investigation, and the Criminal Intelligence Coordinating Council). This resource guide, which is geared towards law enforcement and analytic personnel, is designed to assist law enforcement agencies and fusion centers in understanding the lawful and appropriate use of open source information, focusing on social media.
- [Using Social Media for Enhanced Situational Awareness and Decision Support](#) (U.S. Department of Homeland Security [DHS]). This report shows how agencies are leveraging social media to enhance situational awareness and support operational decision-making, as well as challenges and applications.

Social Networking Opportunities

- [Disaster Resilient Universities \(DRU\) Network](#) (University of Oregon). The goal of the DRU Network is to facilitate open communication, discussion, and resource sharing among university/college practitioners.
- [National Preparedness Community](#) (FEMA). This online portal allows individuals to register emergency preparedness events planned in their state and locality, and get connected to preparedness programs.
- [First Responders Communities of Practice](#) (DHS). This networking platform was created to support improved collaboration and information sharing amongst the nation's first responders and other federal, state, tribal, territorial, and local governments supporting homeland security efforts.
- [Homeland Security Information Network](#) (DHS). This networking resource is designed to help international and private sector homeland security partners manage operations, analyze data, send alerts and notices, and in general, share the information they need to do their jobs.
- [REMS TA Center Community of Practice](#) (ED). This virtual space was created for practitioners in the fields of school and higher ed emergency preparedness and school safety. Community members can start and join conversation, participate in chats, and share resources with more than 1,700 practitioners.
- [Virtual Operations Support Teams \(VOSTs\)](#). Teams of trusted agents lend support via communication technologies, social media tools, and the Internet to those on-site who may otherwise be overwhelmed by the volume of data generated during a disaster. [Find teams in your state and locality](#).

Social Media Accounts

- [Federal Emergency Management Agency Social Media Accounts](#)
- [National Weather Service Social Media Accounts](#)
- [U.S. Department of Agriculture Social Media Accounts](#)
- [U.S. Department of Education Social Media Accounts](#)
- [U.S. Department of Health and Human Services Social Media Accounts](#)
- [U.S. Department of Justice Social Media Accounts](#)



If you have questions or need additional assistance, please contact the REMS TA Center at
(855) 781-REMS (7367) or info@remstacenter.org.
@remstacenter <https://rems.ed.gov>

