



## **Operational protocol of the integrated crisis management office**

### **Protocolo operacional do gabinete integrado de gestão de crise**

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## **1 INTRODUCTION**

In recent years, socio-natural disasters have gained great importance on the national scene, in view of the large amount of losses and damage, as we can highlight the disasters in Petrópolis, Região Serrana do RJ and recently São Sebastião, south coast of SP. Climate change and the speed in the evolution of this picture suggest the real need for an adequacy of response actions, as well as a minimum standardization of the organization of the spheres of government within the National Civil Defense System, proposed by Law No. 12608/2012.

During a major disaster, be it of great magnitude or not, one of the main measures for the management of this crisis is the establishment of the Integrated Crisis Management Office (GIGC). However, this interagency organization has very little protocol and no standardization of these operational actions has been established.

In this sense, this paper aims to present the Operational Actions necessary to manage a crisis through the GIGC.



## 2 OBJECTIVE

Conduct a literature search on how to present the operational actions necessary for the establishment of the GIGC and its management.

## 3 METHODOLOGY

This is a case study, based on the experience of the disaster that occurred on February 15, 2022 and March 20, 2022 in the mountainous region of Rio de Janeiro, observing the protocol actions implemented by the civil defense of the city of Petrópolis, in an integrated manner with the State Civil Defense Secretariat (SEDEC/RJ) as well as with the National Civil Defense Secretariat (SNDC).

From these adopted actions, it is possible to evaluate it as a protocol that can be implemented in analogous situations in other disasters, serving as a parameter and building a solid base of scientific knowledge.

## 4 DEVELOPMENT

In this study it was possible to verify how the protocolled operational actions are able to methodify the response to disasters, helping in the organization and decision making by the authorities, with the action being managed to improve the flow of information between agencies and even with the press.

Thus, in a coordinated and integrated manner with all the various component agencies of the federal, state and municipal government, under the coordination of the crisis manager, which according to Law No. 12608/2012, is municipal, they begin to organize their operational actions, from each agency, according to the following actions, namely: **Rescue and Rescue; Survey of Properties and slopes; Clearance of roads; Cleaning the city; Restoration of essential services; funeral assistance; health management; monitoring and alert; Sheltering of affected families; Reception of bereaved families; emergency communication; Work Plans and request for resources; Management of donations and humanitarian aid; Management of volunteers; and identification of corpses.**

It is worth noting that according to the activity of each agency, a main person responsible for each action was established, and thus, throughout the operational cycle of the disaster, the other agencies were updated on the events, serving as a basis for planning for the same day, at night, and for the next day. The meetings with all the agencies always



take place at 8 am, for that same day's operational planning, and at 6 pm, for the dawn operational planning, when necessary, and for the following day and continuing on.

In this way, with the understanding of these actions, the application by the civil defense, which is the crisis management agency of this nature, it is possible to organize the civil defense system and the articulation among the agencies that are dedicated to the proper actions, and in the case of the punctual absence of one, the substitution and support of others of a similar nature.

## **5 CONCLUDING REMARKS**

Socio-natural disasters in general produce a lot of damage and require a rapid organization of the public authorities in the various spheres of government in order to reduce the impact on the population, as well as optimize resources and speed up the assistance to the affected population. The present protocol aims to optimize the actions based on the successful experience in Petrópolis/RJ, seeking to improve the response actions during a disaster, working in an integrated and effective way.



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