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Operation Plugged In – Phases of Emergency Management

- **PREPAREDNESS**
  - Risk assessment
  - Contingency planning
  - Fosters resilience
  - Starts with individuals

- **RESPONSE** – Tactical and Strategic
  - Lessen acuity of event
  - Safeguard human life, limit environmental damage & protect property

- **RECOVERY**
  - Human needs – critical incident stress management, basic needs, compassion
  - Business – rebuild assets, recover data, re-establish brand