



Seminole County  
Office of Emergency Management

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# Internship Packet

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Last Updated:  
June 1, 2014



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# Internship Packet Instructions

Please read over the contents of the entire internship packet carefully to familiarize yourself with our organization, goals, mission, and ensure you meet the necessary qualifications for an internship at our site.

Mail a copy of your resume to:

Seminole County Office of Emergency Management  
150 Bush Boulevard  
Sanford, FL 32773

Contact your academic advisor, school counselor, or professors in your academic school to obtain course credit, if needed.

Please contact Alan S. Harris at (407) 665-5017,  
or by e-mail at [aharris@seminolecountyfl.gov](mailto:aharris@seminolecountyfl.gov)  
if you have any questions concerning an internship with the Seminole County.

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# Introduction

The Office of Emergency Management is a comprehensive, integrated program of mitigation, preparedness, prevention, risk reduction, response and recovery for emergencies/disasters of any kind. The field of Emergency Management, since Civil Defense and later the creation of the Federal Emergency Management Agency (FEMA) in the late 1970's, has evolved to become the lead agency or entity, to coordinate multi-organizational community planning, response and recovery.



No public or private entity is immune to disasters. No single segment of society can meet the complex needs of a major emergency or disaster on its own. Through emergency management, effective partnerships are created and nurtured in advance of a disaster through the development of a proactive, comprehensive emergency operations planning. During a disaster, response and recovery efforts are coordinated from an Emergency Operations Center staffed by paid and volunteer personnel from all emergency service departments, non-profits, faith-based, private, and public agencies involved in operations.

Seminole County Office of Emergency Management (OEM) is responsible for performing technical work in the development, implementation, and management of countywide disaster response, recovery, mitigation, risk reduction, prevention, and preparedness. The emergency management team manages and coordinates the Emergency Operations Center, with support from State and Federal organizations during times of emergency. OEM provides countywide planning, training and exercise programs, highlighted in the County's Multi-Year Training and Exercise Plan, in order to be prepared for natural, technological, and/or man-made emergencies.

As mentioned previously, emergency management includes a four main phases: mitigation preparedness, response, and recovery.

## Mitigation

- Hazard Assessment
- Risk Reduction Activities
- Community Resilience Programs / Planning
- Insurance

## Preparedness

- Planning and procedure development
- Training
- Exercising plans and procedures
- Public outreach and education
- Community events and activities

## Response

- Coordination of response operations
- Communication with all agencies involved
- Public information and warning
- Emergency response
- Sheltering and mass care
- Debris management
- Intelligence gathering

## Recovery

- Economic stabilization
- Emergency permitting and repairs
- Financial assistance
- Unmet needs coordination
- Long term recovery initiatives

Through a cooperative effort with various organizations, OEM develops the Comprehensive Emergency Management Plan (CEMP), Continuity of Operations Plan (COOP), and Local Mitigation Strategy (LMS). The CEMP provides guidance for how agencies will respond threats or actual disasters. The COOP addresses continuation of critical functions and infrastructures. Finally, the LMS provides goals and objectives in an effort to strengthen critical infrastructure.

OEM is responsible for the development and maintenance of plans including: evacuation, disaster housing, sheltering, debris management, damage assessment, and homeland security. OEM provides guidance to municipalities and on the development of disaster management plans.

Teaching citizens how to prepare themselves for disasters is critical to the resilience of Seminole County. Emergency management staff provides hours of lectures to student groups, homeowners associations, faith-based organizations, businesses, and various institutions and associations.

### **Mission**

Provide a resilient emergency management structure dedicated to provide for the safety and welfare of the public through the preservation of life, health, property, and the environment.

### **Vision**

To be recognized by our community as a model of excellence in providing services through preparedness, response, recovery and mitigation activities, an organization that is synonymous with the term leadership, an organization that fosters an environment of involvement, trust, coordination and cohesion.

# Internship Application

Full Name:					
<i>Permanent Address:</i>			<i>Present Address:</i>		
Telephone No.:			Telephone No.:		
e-mail Address:			Fax No.:		
			e-mail Address:		
In case of emergency, notify:					
Name:					
Relationship:					
Address:					
Telephone No.:					
EDUCATIONAL EXPERIENCE					
Current or Most Recent School Name:					
Major/Minor:					
Year:	Freshman	Sophomore	Junior	Senior	Graduate
Other Colleges/Universities Attended ( <i>please include an unofficial or official transcript</i> ):					
Date Attended:			Major/Minor:		

Degree or Number of Credits Earned:	GPA:
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Current GPA:
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WORK/VOLUNTEERING EXPERIENCE
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Most Recent Employer:
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Telephone Number:	Supervisor (Name & Title):
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Position Title:	City, State:
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Start Date:	End Date:
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Description of Duties: <i>(Use an additional sheet if necessary)</i>

Employer:
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Telephone Number:	Supervisor (Name & Title):
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Position Title:	City, State:
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Start Date:	End Date:
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Description of Duties: <i>(Use an additional sheet if necessary)</i>

OTHER RELEVANT INFORMATION

Career Plans:

Please indicate your availability.

Would you be earning college credit? *(if yes, please see conditions listed on page 5)*

Yes

School Contact Information:

References: Please list up to two persons not related to you, who are familiar with your character and qualifications:

Full name and title	Phone Number	Email Address

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# Internship Program Guidelines

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## Goal

Seminole County understands that working with an intern is both a privilege and a responsibility. Interns can strengthen the emergency management office by providing additional resources, current educational thinking, and enthusiasm.

Seminole County can gain assistance and support at a time when the population is growing, but the Office of Emergency Management is not yet ready to add full or part time staff. We understand that interns bring a fresh knowledge of the emergency management / homeland security field. An intern brings a new perspective, and the vibrancy of a person learning a new field. An intern brings needed diversity. Interns are accustomed to learning, writing, researching, and producing work on a schedule.

OEM's goal is to have the student learn as much about the business of emergency management as possible. Therefore a supervisor will take some time to visit with the student regularly, development of a project list, and provide instruction. This direct conversation and project management will allow the student to move from the book learning to real-life experiences. Emergency management staff will move the student around as much as possible within the organization to give the student as many experiences as possible. OEM staff will observe the student's performance and note any areas where improvement is needed.

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## Qualifications

A current or recent college level student.

Be in good academic standing with an accredited institution.

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## Dress Code

Seminole County's objective in establishing a business casual dress code is to allow our employees to work comfortably in the workplace. The public does not know the difference between an intern, volunteer and a paid staff member. Business casual dress is the standard for this dress code.

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to work. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests may not be appropriate for a professional appearance at work.

Even in a business casual work environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable. All seams must be finished. Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable. Clothing that has the County logo is encouraged.

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris, and nice looking dress synthetic pants are acceptable. Inappropriate slacks or pants include jeans, sweatpants, exercise pants, Bermuda shorts, short shorts, shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as people wear for biking.

Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at a length at which you can sit comfortably in public. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.

Casual shirts, dress shirts, sweaters, tops, golf-type shirts, and turtlenecks are acceptable attire for work. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress.

Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, dress heels, and leather deck-type shoes are acceptable for work. Wearing no stockings is acceptable in warm weather. Flashy athletic shoes, thongs, flip-flops, slippers, and any shoe with an open toe are not acceptable in the office. Closed toe and closed heel shoes are required in the emergency command centers and operational areas.

Tattoos and body piercings should have limited visibility. Remember, that some employees are allergic to the chemicals in perfumes and make-up, so wear these substances with restraint.

Hats are not appropriate in the office. Head Covers that are required for religious purposes or to honor cultural tradition are allowed. Hats and caps are acceptable in the field as long as no offensive language is on the hat or cap.

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## **Work Schedule**

Seminole County recognizes the need to be service oriented in providing established administrative services to a diverse group of customers. Therefore, it sets the standard business hours for administrative offices as Monday through Friday from 8:00 a.m. to 5:00 p.m., including an hour in the middle of the day for lunch. A decision to maintain a different permanent schedule should be based on the customers' needs for access and must be approved by the appropriate supervisor. This Office of Emergency Management / Public Safety Building hosts the investigative unit for law enforcement and both 9-1-1 centers. All doors lock down promptly between 5:00pm and 8:00am. Offices remain open and staffed during standard business hours.

Exceptions to this policy include disaster operations. When the Emergency Operations Center is activated, emergency management staff, volunteers, non-profit and faith-based representative must gain access to the building to coordinate response. Business hours are adjusted for these emergencies. Interns will only be permitted to work during normal operational hours with the exception of a disaster operation or a special activity outside of the building. These activities include public outreach programs, workshops, seminars, trainings, and exercises.

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## **Requirements for Completing Internship**

Interns deserve a true introduction to emergency management that gives them experience in a number of areas related to their interests and potential degree. Seminole County OEM will coordinate a written developmental plan for the intern's experience. Similar to a job description, the plan lays out a developmental path with specific outcomes.

This gives the interns a good picture of what their experience will encompass in emergency management. The written plan also provides a guide path. The written plan lays out the responsibilities of the employer to provide developmental opportunities for the interns including meetings to attend, projects to work on, time spent with various staff members, and job tasks to learn.

At the completion of the internship Seminole County OEM suggests all interns complete the following:

1. At least one exercise (tabletop, functional, or full-scale) experience.
2. At least one FEMA or State level emergency management course.
3. Attendance in at least one State or Federal emergency management meeting with other professional emergency management/homeland security practitioners.
4. At least one special outside activity dealing with the public.
5. At least one project involving a planning activity.
6. At least one project or involvement in the mitigation projects.
7. Opportunities to complete FEMA's Professional Development Series (PDS).
8. Networking opportunities with other emergency managers.

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# Scope of Work

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## **Internship Responsibilities**

- Register and pay the appropriate fees as required by the appropriate college/university.
- Make arrangements for transportation. Emergency Management may assist with this task as they are more familiar with the housing/transportation situation in the community.
- Attend and complete any training programs.
- Adhere to the policies and duties outlined by Seminole County.
- Submit periodic reports as required by university and OEM.
- Affiliate with a professional organization in the student's area of interest or specialization, Florida Emergency Preparedness Association and/or International Emergency Management Agency.
- Perform work assignments to the best of ability.
- Assist/create with exercise design and development.
- Help provide public information and outreach.
- Assisting staff in the day-to-day operations.
- Answering inquiries by phone and through written communications.
- Preparing documents and reports.
- Assisting with research assignments and special projects.
- Attending meetings or community events.

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## **Agency Responsibilities**

- The agency is expected to provide interns with an atmosphere in which they will develop their professional and personal growth.
- Facilitate the transition from classroom to the professional world.
- Set up an initial conference with the intern to determine their specific needs and adapt the training program to meet those needs.
- Assist intern with developing internship goals and objectives.
- Confer with the intern at least once a week to arrange schedules, discuss work performance and to correct any problems that may arise.
- Inform the intern of all personnel policies and procedures.
- Assist the intern in meeting their specific university requirements if the internship is used for college credit.
- Evaluate the intern's performance and submit the results on the forms provided to the university's internship coordinator.
- Select a specific boss or mentor who is committed to the intern's learning
- Provide a wonderful opportunity to develop that first, and possibly career-long relationship, with an individual who cares about and is committed to their success.

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# Frequently Asked Questions

1. Is this a paid or unpaid internship?  
More than likely it will be an unpaid, but you should always ask!
2. How long is the term of the internship program?  
The term is a minimum of 3 months on a flexible schedule. It works to accomplish the requirement for your internship hours as well as to provide support to the office on a weekly basis.
3. What is an average day like for an intern?  
Some days are busier than others. One day you may have a meeting in the morning, an ongoing project you are following up on all day, project deadline meeting in the afternoon, phone calls to forward or respond to, and research to conduct. Another day you may have a very slow day. Not as many phone calls coming in, no meetings and just one tedious project you get to work on. However, tedious does not mean not important. Every task that is done is important in one way or another. Every day you learn something new and gain experience and networking contacts that will help you in the organization. The office is a team environment and that is every day. There is always someone to help out, answer questions you may not know the answers to, and encourage you along the way.
4. Will this internship lead to a potential job?  
Finding a job is ultimately up to you, with that being said, this internship can help open doors either through; gaining valuable contact information of potential employers or by helping you gain experience you might not get during your college years.
5. What would be my responsibilities?  
Responsibilities could range from working on a special needs plan, to creating a floodplain survey to developing a packet summarizing the States local emergency management statutes.
6. What kind of projects might be asked of me?  
There are number of projects that are ongoing such as: spreadsheet updates, plans, response activities, correspondences with internal and external people and organizations, as well as other projects which can include training, exercises, and attending events to represent the Office of Emergency Management.

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# Why Do an Internship?

**EMPLOYMENT:** Students completing internships stand out when job hunting for they will have some experience.

**TAKE CHARGE OF YOUR LEARNING:** Internships are important and valuable for you get to design your own learning curriculum and get away from campus-based ones. The student decides what he/she will learn, how to learn it, and how to evaluate it.

**THEORY INTO PRACTICE:** An internship experience can add meaning to academic study by giving you the chance to apply theories learned in the classroom to "real world" situations.

**AWARENESS THROUGH INCREASED COMMUNITY INVOLVEMENT:** The student will develop an awareness of others' needs and a great understanding of his/her role and potential contributions to society.

**PERSONAL GROWTH:** The student will grow from the experience. Having to solve problems in unfamiliar situations can increase a student's self confidence and self-esteem.

**HELPING HAND:** It is nice to help one-self but helping others benefits the community and makes a difference.

**NEW ENVIRONMENT:** An internship introduces the student to a new environment and the challenges and problems of a work setting. The student will also learn to meaning of teamwork.

**RESEARCH:** It's an opportunity for experimentation and exploration of new and old, academic and career interests.

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# ACKNOWLEDGEMENT OF RESPONSIBILITIES

Upon acceptance of participating in Internship Program, all Interns are expected to follow the guidelines below:

1. Adhering to County work hours and all County policies and procedures.
2. Adhering to County policies governing the observation of confidentiality and the handling of confidential information.
3. Assuming personal and professional responsibilities for his/her actions and activities.
4. Maintaining professional relationships with County employees, customers and so forth.
5. Relating and applying knowledge acquired in the academic setting to the County setting.
6. Being consistent and punctual in the submission of all work assignments to your supervision.

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Print Name / Signature