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Kenyon World-Wide Disaster Management says Urban and Rural Governments Should Have Systems to Collect Information and Reunite Families After a Disaster

(Houston, Texas), August 14, 2006— Kenyon International Emergency Services, the Houston based company which played a major role in disaster recovery of human remains in Hurricane Katrina, said the Department of Homeland Security's Nationwide Plan Review is a great step forward in identifying and addressing shortfalls in urban area's emergency response plans. The report also evaluates the nation's current critical response areas, including the care of the deceased and surviving family members.

"While we applaud the report, there are several key components regarding disaster recovery that have not been addressed", said Robert Jensen, president and CEO of Kenyon. "The nation must create systems to help families cope with catastrophes," Jensen said. "These include developing a central database for missing persons' information, implementing a coordination process for managing and sharing information from various databases creating Family Information Centers and casualty assistance to help those who have lost loved ones" Jensen noted.

"Major catastrophes or terror related events are chaotic and confusing situations. In the immediate aftermath of such events, there must be a central location for people to report missing persons," Jensen continued. "This is the role of a Family Information Center (FIC). The FIC manages the information and coordinates with other databases so as to share as complete a picture as possible quickly with concerned family and friends and other responding organizations."

"The backbone of a system to collect and database missing persons information is a call center network that is designed to collect information and is staffed by individuals trained to deal with people in crisis", Jensen said. "The establishment of a call center should be a major component of any crisis response plan. Organizations should train their staffs on how to collect information and answer questions before a crisis, so they can be prepared and not overwhelmed by inbound callers and governments demand for answers," Jensen said.

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“Finally, while it is a government responsibility to have such system in place, it is also important for businesses who wish to recover quickly and reestablish operations and locate missing staff ,also have a similar system in place,” Jensen added “People are a company’s most valuable asset. A major incident often results in employees and families being dispersed to cities outside their own communities and losing touch with family members. Having a system to locate missing staff demonstrates a company’s concern for its people and the well-being of their families.”

Robert Jensen is the President and Chief Executive Officer of Kenyon International Emergency Services, the world’s leading provider of emergency services. Jensen served as the planner and on ground manager for military mortuary operations in Haiti, Bosnia-Herzegovina and Croatia. He is widely known for his disaster recovery work in major events including the Oklahoma City bombing, 9/11 recovery, the 2004 Asian tsunami and Hurricane Katrina. During his career, Jensen has published numerous articles and authored the only guide of its kind-*Mass Fatality and Casualty Incidents, a Field Guide*. It is the only published and available forensic text that is based on the actual response and study of several mass fatality incidents.

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