

Continuity of Operations Planning



Pass It On
C E N T E R

National Assistive Technology Device Reutilization Coordination and Technical Assistance Center



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Download Work Package

Download learning package with worksheets to build a plan for your program from the Pass It On Center Knowledge Base at

<http://www.passitoncenter.org/content/>

Continuity of Operations Planning Webinar under 'New to the Knowledge Base'



Get CEUs

- **CEUs** - Visit the AAC Institute
www.aac institute.org
- **CRCs** – Not available for this Webinar

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Use the online tool this month and tell us about it -- how it helped or how to make it better.

Your program could win one of three \$50 VISA gift cards.

- Register for an account and use the tool in one of the suggested (or new) ways.
- Download the Webinar slides and feedback form from the KB and submit before Feb. 1.

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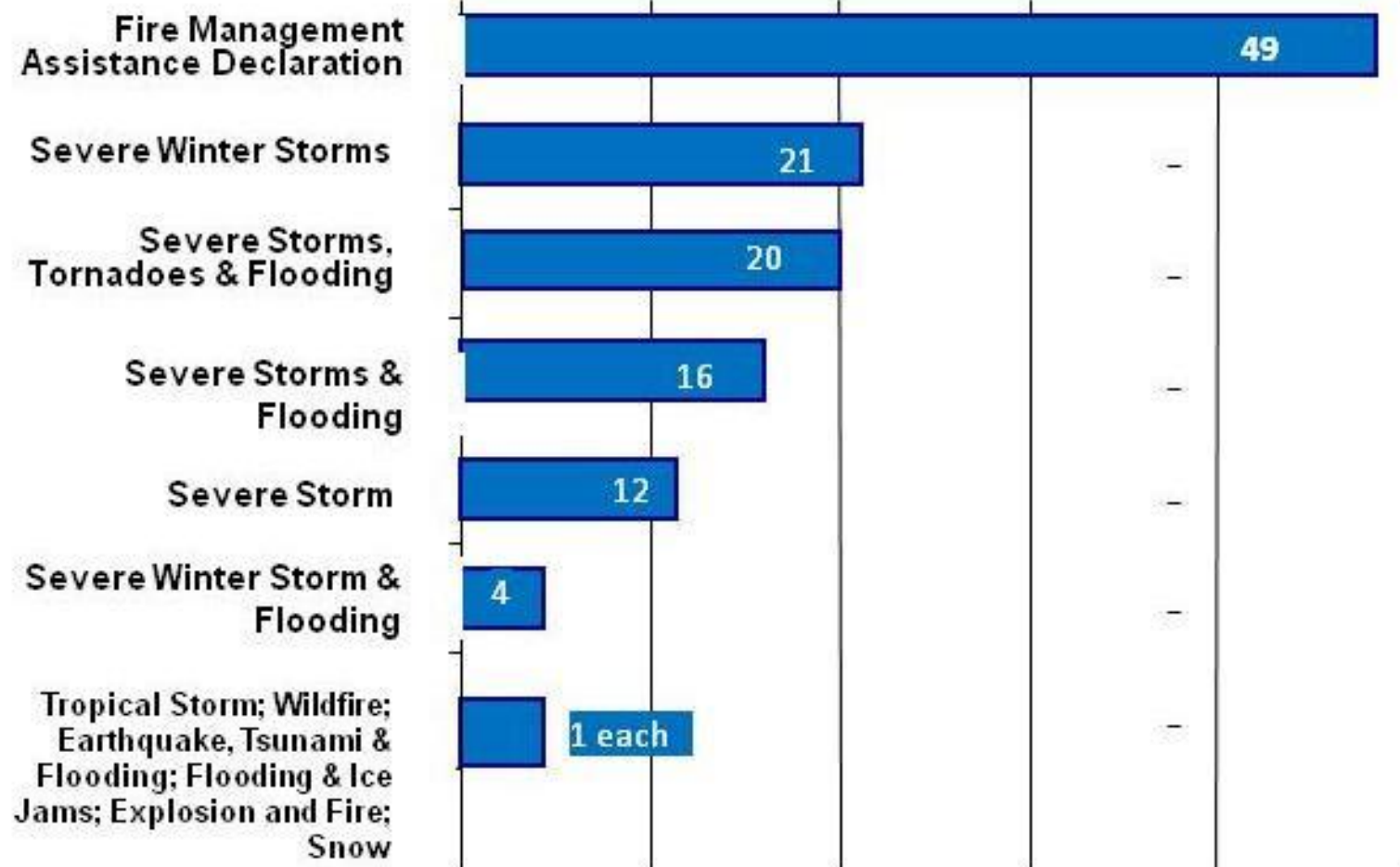
- Winners announced at February Webinar.



Learning Objectives:

- **To identify circumstances that threaten the ability of the program to operate**
- **To understand the components of a Continuity of Operations Plan (COOP)**
- **To compile the information for preparing a COOP for your reuse program**

Federal Disaster Declarations, 2009*



Identify the risks



- Each county qualified for FEMA assistance has done a risk assessment.
- Contact your local Emergency Mgt. officials for a copy of the plan.
- Those risks should be considered in your plan – plus other scenarios you may identify.



Problem may not be a major disaster

Internal or local circumstances can interrupt your operations:

- Broken pipes flood your facility?
- Extended power outage?
- Fire in the business area?
- Major construction obstructs access?
- Loss of Internet access?



Scenario Planning

Identify local factors that could make it necessary to implement an emergency plan:

- Loss of power, water or communications for an extended period of time
- Fire, flooding or other damage to the facility
- Any circumstance obstructing access to the facility for a prolonged period of time



More Scenarios

Consider risks posed by location:

- Climate/weather: hurricanes, tornadoes, winter storms, seasonal flooding
- Seismic activity, volcano
- Proximity of high-risk facility: chemical factory, nuclear power plant, munitions storage
- Proximity to expressways or trains



Personal Preparation First

- Staff members need to address individual and family needs by being prepared for first three days of an emergency, possibly by sheltering in place.
- Have a GO Kit and a Plan.
- Encourage staff to take online FEMA courses.

Why plan?

You can't serve customers if your own operations are disrupted by emergency or disaster.

- The goal is to restore services to customers as quickly as possible.
- The emergency or disaster may create new customers due to injury or loss of existing AT (or accessories).





Got a plan for disasters or emergencies?

- **Federal agencies must have a plan:** Presidential Decision Directive 67. See *Federal Preparedness Circular 65*
FEMA COOP template at
<http://brgov.com/dept/oep/pdf/COOPPlan.pdf>
- **Major companies make COO plans.**
- ***What is your plan?***

We'll help you formulate a basic plan.



Examples of Business COO Planning

- **Hospitals:** plan, rehearse scenarios for major disasters; have generators for backup power
- **Retail stores:** some analyze how to serve customers before and after
- **TV stations:** prepare “vulnerability assessments” to continue broadcasting

Outline for a COOP

- A. Identify essential reuse activities, needed supplies and resources
- B. Create emergency staffing plan
 - (1) Contact list
 - (2) Succession plan
- C. Plan for alternate operating location
- D. Determine what triggers, ends plan
- E. Map communications strategy
- F. Document the entire plan
- G. Train staff, rehearse implementation





Essential Reuse Activities

- Your reuse activities may change, depending on the nature of the emergency, e.g., you may suspend accepting donations and refurbishing in a major disaster and only reassign devices available/provided.
- Use the scenarios to decide how operations may be altered.

Planning for Essential Reuse Activities

Activity	Supplies	Tools	Services
Intake or Assessment of need(s)	Forms, pens, folders	Computer is power is available	Power, lighting
Match device to user, train		Tools need to adjust devices	Power, lighting
Locate inventory, trigger shipment	Needs list Inventory list Basic manual sanitizing supplies	Computer if power is available	Power, lighting, Phone, Internet if possible
Arrange delivery to user location	Delivery receipts User instructions	Vehicle	Supply of gas



Emergency Staffing: Contact List

- Determine who “essential workers” are for each scenario
- Keep a complete list of workers with contact information for emergencies.
- Identify workers who will not be available for emergencies.
- Consider transportation in case of emergency (e.g., 4WD in snow storm, boats for flooding)

Staff Contact List for Emergencies

	Avail.	NORMAL CONTACT	EMERGENCY CONTACT	SPECIAL NEEDS	NOTES
EMPLOYEES					
<i>Joe Brown</i>	Yes	776-229-0045 L jb27@green.net	776-335-2778 C		4WD (7)
CONTRACTORS					
<i>Kelly Mangini</i>	Yes	776-229-1155 kellym@tds.net	776-884-9184 C1 776-884-3491 C2		OT
VOLUNTEERS					
<i>Sunil Nahas</i>	Yes	776-229-8443 sunn@gmail.com	776-335-6682 C	Power chair; must be able to recharge battery	



Staffing: Leadership Succession

- Identify who will replace leaders or key workers who may be unavailable. (Identify two or three people for each role.)
- Train or brief successors on the responsibilities of the role. Cross-training **all the time** is invaluable.

SUCCESSION PLANNING FOR EMERGENCY RESPONSE

POSITION TITLE	INCUMBENT NAME	ORDER OF SUCCESSION
Executive Director	Maryann Norris	<ol style="list-style-type: none"> 1. Keisha Williams 2. Duncan McIntosh 3. Tyrone Cook
Intake Coordinator	Keisha Williams	<ol style="list-style-type: none"> 1. Sue Cully 2. Mary Michaels 3. Claudette Emerson
Refurbishing Coordinator	Duncan McIntosh	<ol style="list-style-type: none"> 1. Ladarius Pledger 2. Kevin McGee 3. Tony Delasandro
Transportation/Delivery	Tyrone Cook	<ol style="list-style-type: none"> 1. Jose Cabrera 2. Manny Fernandez 3. Evan Tinker



Getting AT Devices

- Will you relocate your inventory?
- Where will you get additional devices for identified needs?
- How will devices from other sources be transported to you?
- How will you track assignment of devices?
- Get MOUs in place.



Identify an Alternate Operating Location

- Find a temporary location that will be available in an emergency (warehouse, barn, home)
- Specify power, water needs
- Formalize an agreement
- Identify equipment and supplies needed. (Can an emergency supply be stashed in advance?)

Inventory for Alternate Operating Location

Category	Items	Quantity
Lighting		
Water		
Power		
Food		
Communications		
Tools & Supplies		
AT Spare Parts		
Office Supplies		
Documentation		
Transportation		



Communications

- How will you stay informed about the disaster?
- How will you communicate with staff?
- How will you communicate with partners and AT providers?
- How will you communicate with customers?



Integration with Local EM

- Have staff take FEMA courses.
- Become familiar with local emergency mgt. framework and make known your resources.
- Collaborate with local emergency response organizations to optimize effectiveness.



Partners

- Identify organizations that *can and will* assist in case of emergency.
- Look for organizations unlikely to be affected by the same disaster.
- Negotiate and formalize Memoranda of Agreement specifying terms.

MEMORANDUM OF AGREEMENT (MOA) MEMORANDUM OF UNDERSTANDING (MOU)

Summary of agreement

Deliverables

Terms



Triggering the Plan

- **Identify the specific circumstances that will prompt implementation of the COOP**
- **Specify what and who triggers the plan**



Plan for the Transition Back

- Identify the circumstances that make it possible to transition back to normal operations and/or the permanent facility.
- Who makes decision to end emergency plan?



Compile the Plan

- Collect the information.
- Review circumstances and sequence of events with all personnel.
- Write the plan, including the development of policies and procedures.
- Include MOAs and MOUs.



Practice makes better

- Maybe not perfect, but better.
PRACTICE. REHEARSE.
- Practicing implementation of the plan identifies potential issues.
- Involve all of those expected to be involved in a real emergency.
- AAR: After action review.
- Refine the plan as needed.



Be prepared to bootstrap!

- Even the best plans can't anticipate every situation. Allow for that in your plan.
- Delegate authority to be flexible and respond to the circumstances on the ground.
- Keep focused on the objective – getting usable AT to people to need it.

DOCUMENT LESSONS LEARNED; MODIFY THE PLAN

Personal Experience

Other Programs

Watching News Reports

SHARE YOUR PLANNING EXPERIENCE TO BENEFIT OTHERS

Knowledge Base

- Donate your plan for an example

EM Blog

- Write about the planning process for the blog



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