

# **EMERGENCY RESPONSE**

## **&**

# **CONTINUITY OF OPERATIONS**

## **PLANS**

**For**

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*This document is intended as a starting point or template for organization leaders in developing a site-specific plan for their people and property. Every organization will have different needs and should adapt these recommendations to fit their particular agency.*



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# INTRODUCTION

## Purpose of the Plan

In any type of event, this plan is a guide for the organization to:

- Protect property
- Continue services
- Care for members and clients
- Allow for self-sufficiency for at least 72 hours
- Communicate information

You have invested significant time and resources into making your agency a success. Your agency is important to you, your family, your employees, and the people you serve. It is important to take the time and effort necessary to plan to protect your investment.

This plan is designed to address any combination of circumstances that result in a situation calling for immediate action or an urgent need for assistance or relief. These emergencies can be a temporary disruption of services due to a short power outage, a longer-term situation causing an organization to relocate due to substantial building damage or even a larger scale, community-wide or regional emergency. Depending on the magnitude of the event, services may be provided as usual, services may need to be altered temporarily, or in extreme situations, services may be re-located or even discontinued. In the event of long-term interruption, the Continuity of Operations (COOP) planning template serves as a road map to maintain and rebuild your agency's operations.

Throughout the template, annexes and worksheets are referenced. In completing these tables, questions and forms, you will create the agency plan to assist your agency.

Please understand that this plan should be more important than a document on a shelf. The planning process continues to inform members of the organization on steps to can take in all four phases of emergencies, including:

- Mitigation*** – any activity that is undertaken before an emergency strikes to eliminate or reduce the possibility of an emergency or the impact an emergency may have on a community or facility.
- Preparedness*** – planning and getting ready to handle an emergency when it strikes.
- Response*** – all activities undertaken at the time of an emergency to save lives and property and reduce injuries.
- Recovery*** – activities undertaken to return things back to normal after response activities have subsided or to improve upon existing planning.

## **INDIVIDUAL/FAMILY PREPAREDNESS**

It is very important for staff and clients to be prepared and know what to do in times of emergency, and equally important that their families are cared for and prepared. Protecting and taking care of yourself and your immediate family will allow first responders to better care for those in immediate need and will enable individuals to sustain themselves until more help can arrive. Creating and practicing this individual/family plan will also provide peace of mind, which will further efforts to return to normalcy. Information for how to plan for an emergency can be accessed through:

*Missouri's Ready in 3 Program* (<http://health.mo.gov/emergencies/readyin3/>) includes three steps:

- 1) Create a plan for you, your family, and your business
- 2) Prepare a kit for home, car, and work
- 3) Listen for information about what to do and where to go during an actual emergency

## **DEFINE ORGANIZATIONAL LEADERSHIP**

In times of emergency, leaders will emerge. These individuals may develop outside of a traditional organizational chart, but their guidance and direction will help protect others. Identifying these leaders and defining their role(s) prior to an incident will offer a clearer picture toward the goal of the plan.

### Orders of Succession

List current leadership roles and authorized successors in Appendix 1. Lines of succession should be reviewed and updated routinely to ensure continuity of essential functions. Wherever possible, a clearly defined back-up should be identified, as well as additional individuals available to take over should these first two individuals be unavailable. Desk manuals, Job Action sheets, and cross-trained staff are recommended for all essential functions.

### Delegations of Authority

Delegations of authority will follow the orders of succession. If the Director is unavailable for a sustained period of time, the second individual will be delegated the authority to act on behalf of the Director. If first and second individuals are unavailable for a prolonged period, the subsequent individual(s) will assume the primary authority, and so on.

## DEFINE ESSENTIAL FUNCTIONS

The agency must identify and prioritize its essential functions so the mission may be carried out during and after an incident. Any task not deemed as an essential function can be deferred until additional personnel and resources become available.

### **Prioritization and Staffing**

Determine your agency's essential functions with Appendix 2 and select individuals to complete these roles. The essential functions are prioritized using the following definitions:

- **Immediate:** Mission-essential functions that must be performed immediately after a disruption.
- **Day:** Mission-essential functions that must be performed, given a one day disruption. Not considered immediate, but must be performed within 24 hours. (Ranked from highest to lowest priority.) After one day of emergency operations, either normal operations must be reinstated or emergency operations must ensure the functions listed in "Week" below are performed.
- **Week:** Mission-essential functions that must be performed, given a disruption of greater than one day but less than one week. (Ranked from highest to lowest priority.) After one week of emergency operations, either normal operations must be reinstated or emergency operations must ensure the functions listed in "Month" below are performed.
- **Month:** Mission-essential functions that must be performed, given a disruption of greater than 1 week but less than 1 month (ranked from highest to lowest priority). After 30 days of emergency operations, all functions should be resumed at normal operations level.

## **CONDUCTING A HAZARD/THREAT ANALYSIS**

### **Purpose**

The purpose of a threat analysis is to determine the hazards a site is most susceptible and vulnerable to experiencing. By determining those hazards prior to development, the site emergency plan will be more realistic.

A good place to look for information regarding potential hazards is the local emergency management office and fire department. These officials can describe the disaster history of the community, the location of flood plains, frequency of tornadoes, and conduct a facility analysis. The local library may also provide some insight on common local disasters.

### **Considerations**

Look at disasters or emergencies that have occurred in the community (for example: tornadoes, wind storms, severe winter weather, heavy rains, forest fires, flooding, utility problems, transportation accidents, etc.). Consider the geographic location of the facility in relation to flood plains, nuclear power/utility/chemical plants, heavy forest, major transportation routes, and other considerations that might be hazardous. Look into past emergency events in the immediate area. Consider technological problems that could occur due to problems on the site, such as heating and cooling systems, incinerator problems, power failure, computer malfunctions or hacking, etc. Consider the construction of buildings on the site. Do the buildings pose any hazards, such as building collapse?

Evaluate the likelihood of potential disasters and their impact using Appendix 3.

# COMMUNICATION

Communication will make or break a disaster response/recovery effort – offering guidance and minimizing fear. The Director or successor/designee is responsible for activating the plan and for providing guidance and direction during activation. Disseminating information to staff, leadership, affiliates, members, media, and responding agencies takes thought, planning, and an organized structure.

## Internal Communication:

## Date Completed:

Develop a list of emergency contact numbers for all staff.

\_\_\_\_\_

Develop a system or process for contacting staff.

\_\_\_\_\_

Develop a system or process for contacting key leadership or Boards.

\_\_\_\_\_

Call tree, robo call system, email, or text.

Be sure to have at least two ways to notify staff

and key leadership or Board

Develop a system to notify clients or customers

\_\_\_\_\_

Plan for connecting with key regional leadership to report status information and coordinating response.

\_\_\_\_\_

## External Communication:

How would you communicate with assisting agencies like your local COAD (Community Organizations Active in Disaster)?

\_\_\_\_\_

How would you communicate with your local Emergency Management Agency?

\_\_\_\_\_

List of Other External Numbers  
(Hospitals, Urgent Care Centers, Fire Departments, Public Health Department, Police-non emergency)

\_\_\_\_\_

Plan for interacting with the media-identify media contact information and develop scripts for possible scenarios.

\_\_\_\_\_

If necessary, contact your regional, state and national leadership.

\_\_\_\_\_

### **Communication Methods with Internal Staff**

Utilizing various alternate means to communicate will enable you to get your message out faster and to the right people. Communication with internal staff is most effective when utilizing the agency's normal method of notifying staff. Consider some of these options:

- Have a hard-wired analog telephone available (they operate off an independent power source and may not be damaged during some emergencies).
- Try cell phones from other providers if yours doesn't work.
- Digital or electronic systems (ie: agency e-mail, texting, or other systems)
- Use walkie-talkies for short-range communications.
- Is there a Bull horn, public address system or a whistle available in various locations?
- Do you need to consider multi-lingual considerations, braille or sign language when developing plans or messages for your staff/clients?
- Billboards/Digital signage
- Agency website and social media
- Bulletins/Newsletters/Printed Materials
- Television and Radio Stations (To be included on the list of closures, your organization has to be registered in advance. Request the process from each individual radio/television station.)
- Face-to-face contact (using staff or couriers as runners to convey verbal or written communications)

Use Appendix 4 to develop your Internal Staff Calling Tree. Be sure to include the name/role of the supervisor placing the call, the name of the person being called and list several alternative means of contact (where possible). *If an automated emergency notification system is used, include a reference to the instructions and/or policy here.*

### **Communications Plan with External Partners**

Upon activation of the plan, it is also important to notify and communicate with other agencies, business partners, Emergency Management, Board of Directors, as well as the people you serve and other key contacts. Use Appendix 5 to document who your external contacts may be, who should notify them, and the methods that could be used to communicate the activation of the your plan.

## **Warnings, Alerts and Activation Notices**

### **Execution During Business Hours**

Upon receipt of an alert, begin preparations to provide essential function services within the context of the plan. This may include relocating all, or part of staff assigned to essential functions to alternate facilities. Staff may be reassigned to assist in other positions or locations, or they may be directed to go home.

Upon receipt of the activation alert notification, personnel perform the following:

- Assemble supporting elements required for re-establishing and performing essential functions
- Back up essential automated databases not backed up since the last update
- Prepare designated communications and other essential equipment for relocation
- Take appropriate preventive measures to protect all communications and equipment not designated for relocation.

If the event occurs during business, employees shall take steps to contact their supervisor, who will direct employees in the actions they should perform. Employees should not just leave work without checking with their supervisor, or their supervisor's supervisor (employees should follow the chain of command). Employee safety should always be the priority.

### **Execution During Non-Business Hours**

If an emergency occurs during non-business hours that may impact the individual or their job function, employees should be notified via Staff Calling Tree or if available, an automated notification system as to the expectations for the necessary job functions.

## **BUILDING EVACUATION EMERGENCY**

Evacuation Plans are for any event where you need to move people AWAY FROM the facility including the following: fire, active shooter, bomb threat, earthquake, gas leak, hazardous chemical spill, or floods. All leaders should know the emergency evacuation routes and procedures for the building, and their designated assembly area outside the building. Memorize the exit route closest to your work area or office.

The designated assembly areas are located: (provide primary and alternate locations here – include maps where possible and post throughout the facility – see Appendix 12).

Should the designated assembly area be deemed unsafe, an alternate assembly area will be located (provide location here – include maps where possible and post throughout the facility – see Appendix 12).

**If a Building Evacuation is initiated, a few important do's and don'ts are:**

- Remain calm.
- Follow the instructions of the incident coordinator or emergency response team, if applicable.
- If you occupy an enclosed office, close the door as you leave.
- Use stairwells (do not use elevator) for evacuation. Be alert for other staff, members, and emergency agency personnel who might also be using the stairwells.
- Do not return for coats, purses, briefcases, etc., after you have left the area.
- Do not smoke.
- Do not return to your area until the –all clear signal is given.
- Ensure that procedures are in place to assist disabled persons in evacuating.

***The following questions are just a few of those that should be answered in your plan in relation to an evacuation event:***

- How would an evacuation plan be activated?
- Are there adequate smoke detectors and warning systems? Are they checked routinely(when)?
- Who would activate an evacuation plan?
- How will First Responders be notified? Who will notify First responders?
- Do you have evacuation routes and are they posted?
- Where would people meet after an evacuation? Or is there a “Rally Point” established?
- Who would be in charge after the evacuation?
- Who would be the spokesperson to First Responder personnel (fire, police, etc.)?
- Do you have a mechanism for accounting for all persons known on site?
- Do you have adequate First Aid supplies? Where are they kept?
- Do you have personnel trained in First Aid?
- Do you have an inventory of contents?
- Do you have adequate insurance to cover replacement of inventory?
- Do you have adequate relocation insurance?
- Do you have adequate liability insurance?
- Is there a mechanism to review insurance annually?
- Are combustibles stored in fireproof containers or rooms?
- Are combustibles marked appropriately?

### Alternate Work Sites

Should you be forced to evacuate the facility for an extended period, you may have to consider potential “Alternate Work Sites,” or AWS. It is best to identify potential locations emergency/disaster occurs to ensure compatibility with your needs and to enter into either a written agreement or Memorandum of Understanding with the facility owner to use their facility as an AWS in the event you need to activate your COOP and relocate to an alternate site. You can also consider whether the function could be accomplished using telecommuting staff and/or off-site networking means.

At minimum, potential AWS must contain adequate:

- Workspace for staff and clients
- Restrooms
- Lighting
- Phones
- Table/Chairs
- IT connectivity and support
- Appropriate cost
- Sufficient liability coverage

### **Potential Options for Alternate Work Sites**

Use Appendix 8 to assist in listing needs for an effective Alternative Work Site. Use Appendix 9 to document pre-determined potential alternative work sites. Include the name and location of the site, along with any known specifications such as size, power, connectivity, parking, etc. Also include what type of financial or other agreements exist or are necessary to secure the facility.

## **SHELTER-IN-PLACE EMERGENCIES**

Shelter-in-Place plans are necessary for any event that would require people to stay in place for an extended period of time, when it is determined that staying where you are is the safest option. Depending on the threat or hazard, persons may be required to move to rooms that can be sealed (in an event of a chemical or biological hazard) or without windows, or to a weather shelter (tornado or high winds). Shelter-In-Place could also protect against a violent intruder.

*The following questions are just a few of those that should be answered in your plan:*

- How would the organization be notified that there is a need to Shelter-In-Place?
- In the event of a severe weather event, who would activate the shelter-in-place plan?
- Do you have “safe rooms” delineated? Is there enough room for everyone present at the time of the event?
- Is the Shelter-In-Place location and route highlighted on the evacuation plans that are posted?
- How would you relocate children that are without their parents? How would you notify the parents where the kids are relocated?
- If the primary route is not available how would you move people?
- Who would activate an evacuation plan, should the needs change?
- How will First Responders be notified that you have sheltered in place? Who will notify First responders?
- Who would be in charge during the Shelter-In-Place event?
- Who would be the spokesperson to First Responder personnel (fire, police, etc)?
- Do you have a mechanism for accounting for all persons known on site?
- Are there NOAA Radios available and operational to alert members to warnings?
- Who is responsible for monitoring either a NOAA radio or news channel for updated information?
- Do you have adequate First Aid Supplies? Where are they kept?
- Do you have personnel trained in First Aid?
- Who has the authority to close and reopen the facility?
- What temporary space(s) may be used if the building is unusable?
- Do you have an inventory of contents?
- Do you have adequate insurance to cover replacement of inventory?
- Do you have adequate relocation insurance?
- Do you have adequate liability insurance?
- Is there a mechanism to review insurance annually?

### **Emergency Supply (“Go Kits”)**

Each employee and agency program should have a “Go Kit” stocked with supplies that will enable them to sustain well-being and operations until further assistance is available. Individual and family kits will provide food, water and other necessary supplies. A business supply kit includes material, databases and files necessary to perform vital business functions and may be as simple as a portable electronic storage device (flash drive) with all the manuals, forms, contacts, and links necessary, even if this data is on a duplicate server or cloud service. It is very important to keep either kit up to date, checking periodically for expirations and changes.

Appendix 6 highlights items to be considered for an individual/family/organizational Go Kit.

Appendix 7 lists items considered necessary for vital business functions

## **APPROVALS, TRAINING AND UPDATES**

Once the plan is developed and approved, it should be shared with all staff and other partners who frequent the facility (i.e. Board members, clients, customers, vendors, etc.). Do not forget to share your plan with local emergency management officials. The plan should also be exercised with drills and simulations at least annually. In addition to improvements after all staff or program changes, the plan should be updated and evaluated following any exercises or real-world activations.

### **Approval**

Upon completion of the plan, it should be reviewed by the agency director, board and other authorities to ensure effective operations and compliance with agency procedures. Document date of approval on the Record of Change at the front of the plan, and record all changes to this document in the same table.

### **Training**

It is not enough to develop your agency's plan, your staff needs to be trained in how to utilize and activate it efficiently. Consider a training program that will include: (1) routine educational updates; (2) on-site visits to AWS to ensure that all personnel are familiar with the location and contents of the plan; (3) training necessary to ensure that all personnel (including contingency staff) are able to perform their essential functions; and (4) individual training to ensure proficiency in specialized subject areas.

All newly employed staff should receive training on the contents and execution of the plan within 30 days of employment start date.

Use Appendix 10 to document the agency's Training Program.

### **Exercise/Testing**

After staff has been trained to utilize and activate the plan, it is important to exercise its operations. Exercising or testing is to ensure proper procedures, functions, and systems are followed that support the organizational infrastructure. Use Appendix 11 to document times when the plan is to be tested or has been operated in a real-world function.

Regularly scheduled testing of equipment, systems, functions, and procedures will:

- Evaluate ability to access and perform essential functions
- Test backup data and records required for supporting essential functions to assure they are sufficient, complete, and current
- Test the completeness and usability of supplies and necessary material
- Evaluate staff's ability to assign and perform essential functions in an efficient manner

### **Evaluation**

Each activity should be evaluated and the results incorporated into an evaluation and corrective action process. Take these suggestions for methods to improve the overall effectiveness of the plan and implementation process.

## ***Appendix 1 – ORGANIZATIONAL LEADERSHIP/DELEGATION OF AUTHORITIES***

**Instructions:** In the first column, list key decision-makers (by position) responsible for the agency’s essential functions (see Worksheet B to determine essential functions). In the second column, list the designated successor(s) for each decision-maker. It is important to list two to three backup successors. In the third column, specify whether the key decision-maker’s authorities to perform all functions are transferred to the successor or whether there are some limitations (e.g., authority to spend up to \$X without authorization). In the fourth column, identify the circumstances under which the successor’s authority is activated and terminated.

<b>Key Position</b>	<b>Successor(s)</b>	<b>Delegated Authority(s)</b>	<b>Activation/Termination of Delegated Authority(s)</b>
<i>Director</i>	<i>Assistant Director</i>	<i>All</i>	<i><u>Activated:</u> Director is not available or incapacitated.</i>  <i><u>Terminated:</u> Director becomes available or emergency is over</i>

## ***Appendix 2 – DETERMINE ESSENTIAL FUNCTIONS AND ROLES***

**Instructions:** List all of the agency’s functions and indicate whether each function is essential to continue or could be deferred during an incident/emergency resulting in irreparable damage and widespread systems disruption. If a function is considered essential, list the reason(s) why in the third column. In column 4, specify the time period within which the function must be back online during an incident/emergency using these four categories: Immediate; Day (< 24 hours); Week; and Month. The time period should be based on a combination of (a) how critical the function is to the agency’s mission during an incident/emergency, (b) how long the agency can operate without performance of the function, and (c) how important the function is to the performance of other essential functions. Where possible, include the staff role responsible for this function and list potential backups with experience in this function in the last two columns.

<b>Functions Performed</b>	<b>Essential? (Y/N)</b>	<b>If Yes, Why?</b>	<b>Recovery Time</b>	<b>Staff Person Responsible (# of personnel available)</b>	<b>Contingency Staff</b>
<i>Food Service Inspections</i>	<i>Y</i>	<i>Statutory Requirement</i>	<i>Day</i>	<i>Environmental Specialist (5)</i>	<i>Division Director, Environmental Educator, Health Educator</i>

### **Appendix 3 – HAZARD/THREAT ANALYSIS**

**Instructions:** Using the table, list all hazards the agency and its staff/clients may face.

On a scale of 1 to 3, estimate the possibility of each listed hazard.

- 1- Unlikely or low possibility*
- 2- Maybe or average possibility*
- 3 - Likely or high possibility*

In the next three columns labeled, Employee Impact, Property Impact, and Economic Impact use a 1 to 3 scale to estimate the possible impact of each hazard on the employees, property and business. Use a worst-case scenario to estimate the probable impact on each category.

- 1 - Low impact (few hours lost productivity, minor injuries, slight property damage)*
- 2 - Moderate impact (loss of wages, loss of short-term productivity, serious bodily injury, moderate property damage)*
- 3 - High impact (loss of employment or staffing, loss of life, long-term production stoppage, destruction of property and business)*

After factoring each impact area, total the row for each hazard. Using the totals, prioritize the hazards to determine which hazards to plan for first. Depending on the needs and resources of the organization, complete the low priorities as possible, or not at all.

<b>Hazards</b>	<b>Possibility</b>	<b>Employee Impact</b>	<b>Property Impact</b>	<b>Economic Impact</b>	<b>Total Possible Impact</b>
<i>Fire</i>	<i>3</i>	<i>3</i>	<i>3</i>	<i>3</i>	<i>12</i>
Tornado					
Severe Winter Storm					
Onsite HAZMAT*					
Flood					

\* HAZMAT means Hazardous Materials

**Appendix 4 – STAFF CONTACT LIST (CALL TREE)**

**Instructions:** The individual who initiates the calling tree is listed in column one, row one, generally the agency administrator. List all of the staff the caller calls, including all of their contact information. (Add additional columns if necessary.) If any of the staff the initial caller contacts is responsible for calling others, list them again under the Caller column and add who they contact, and so on.

<b>CALLER</b>	<b>STAFF TO CALL</b>	<b>HOME PHONE #</b>	<b>CELL PHONE #</b>	<b>OFFICE PHONE #</b>
<i>Director</i>	<i>Person 1</i>	<i>Contact</i>	<i>Contact</i>	<i>Contact</i>
	<i>Person 2</i>	<i>Contact</i>	<i>Contact</i>	<i>Contact</i>
	<i>Person 3</i>	<i>Contact</i>	<i>Contact</i>	<i>Contact</i>
	<i>Person 4</i>	<i>Contact</i>	<i>Contact</i>	<i>Contact</i>

**Appendix 5 – EXTERNAL COMMUNICATIONS CONTACTS**

**Instructions:** Identify the position responsible for coordinating communications during an emergency. In the first column, list all the parties (other than staff) to contact if it is necessary to activate the plan. In the second column, list several alternative methods for notifying each party. In the third column, identify who notifies each party. In the final column, identify additional information to facilitate communications (e.g., location of contact information). Do not forget to notify the people you serve and the general public. Examples are in italics.

**Position designated as information coordinator:** \_\_\_\_\_

<b>Party to Notify</b>	<b>Methods of Notification</b>	<b>Notifier</b>	<b>Notes</b>
<i>Alternate facility manager</i>	<i>Landline phone Cell phone Email Face-to-face meeting</i>	<i>Agency Director</i>	<i>Alert to open facility to clients</i>

## ***Appendix 6 – EMERGENCY SUPPLIES LIST (INDIVIDUAL/FAMILY)***

Go Kits are portable and placed in multiple locations so that they can be easily grabbed when evacuating the facility. They contain many of the emergency supplies needed for disasters, but on a smaller scale. A typical Go-kit includes the following items:

- Water (a good rule of thumb is storing one gallon of water per person, per day)
- Non-perishable food (pick items you enjoy and that don't need cooking)
- First-Aid kits (include medications eyeglasses, hearing aids, etc.)
- AM/FM NOAA Weather Radio (with extra batteries)
- Mylar blankets (space blanket)
- Flashlight (with extra batteries)
- Whistles (for signaling)
- Comfortable, sturdy shoes or sneakers
- Clothes (for layering)
- Garbage / plastic bags (all purpose and for waste disposal, including human and animal waste)
- Duct tape
- Tissues/toilet paper
- Deck of cards, board games, books, and other comfort items
- Face masks or bandanas (to keep from breathing dust)
- Tool kit
- Copies of important documents
- A small supply of cash
- Pen, markers and paper

Emergency Supplies for the organization as a whole include almost all of the above items, but in larger quantities. Try to prepare enough supplies, especially water and food, that will last for 72 hours. In addition, the facility may need:

- Tools (for shutoffs, light search & rescue, and repairs)
- Backup generator (for powering computers, lights, refrigeration, etc.)

## Appendix 7 – BUSINESS FUNCTION GO KITS

**Instructions:** Functional Go-Kits include only items vital to the performance of the essential function. The first column provides the types of items that should be included, the second column identifies the specific items necessary to the essential function’s duties, and the third column records the last time the contents were reviewed and/or updated. Create a worksheet for each essential function.

**Go Kit for:** Finance Department

**Location of Kit** Finance Storage Closet

Types of Content	Specific Item(s) and Brief Description	Last Review/Update
<i>Flash Drive</i>	<i>Staff contact lists, Client contact database, list of suppliers</i>	January 2014

## Appendix 8 – ALTERNATE WORK SITE REQUIREMENTS

**Instructions:** In the first column, list all the essential functions recorded on Appendix 2. In the second column, record the number of essential staff for each function (also on Appendix 2). In the third column, note whether each function can be done manually or requires a power source(s). In the fourth column, list what types of furniture and office equipment (e.g., desks, chairs, computers, copy and fax machines) are needed; and in the fifth column, identify communications needs such as land lines, cell phones, satellite, two-way radios, network access, and internet access. Give an estimate of the floor space needed to accommodate the staff for each function and note in the last column whether telecommuting is an option for accomplishing the function.

Essential Function	# of Staff	Power Needed	Furniture Equipment	Comms	Floor Space	Telecommute?
<i>Food Service Inspections</i>	2	<i>No</i>	<i>Small workspace</i>	<i>Cell phone</i>	<i>Minimal</i>	<i>Yes</i>

## ***Appendix 9 – ALTERNATE SITE LOCATION OPTIONS***

**Instructions:** In the first column, identify each potential alternate site by name and/or address. In the second column, record: (a) the number of staff it can accommodate; (b) what type of power supply it has and the number of accessible outlets; (c) the number of desks, chairs, computers and other types of office equipment and whether there are any private offices available; (d) the types of phone and data lines available; (e) Wi-Fi available; (f) the floor space available and whether it is contiguous or on different floors or in separate wings; (g) how accessible the facility is for staff and public—whether parking is available at the facility; and (h) whether it is vulnerable (e.g., in a flood zone or near hazard materials storage). In the last column, list what type of financial or other agreements would be necessary to secure the facility as an alternate site.

<b>Facility Name Address and Contact</b>	<b>Specifications and Considerations</b>	<b>Agreements</b>
<i>Community Center 123 Main Street City Manager 555-1234</i>	<i>The community center has two meeting rooms that would be a viable solution for some staff. Plenty of electrical outlets and Wi-Fi is currently available. 12 chairs and 2 large tables in each room, could accommodate up to 12 staff comfortably. No privacy.</i>	<i>Submit request to the Emergency Management Director when space is required.</i>

## ***Appendix 10 – TRAINING PROGRAM FOR STAFF/OTHERS***

**Instructions:** List the kinds of training (e.g., orientation, refresher course, subject-specific information for different audiences) needed in the first column, the recipients of the training in the second column, the method (e.g., face-to-face meeting, in-person training session, broadcast session, Web-based program) for delivering the training in the third column, and the frequency with which the training will occur in the last column.

<b>Type of Training</b>	<b>Recipients</b>	<b>Method(s)</b>	<b>Frequency</b>
<i>Orientation</i>	<i>All staff initially, then new employees</i>	<i>In-person training program</i>	<i>Once</i>
<i>Annual Update</i>	<i>All staff</i>	<i>PowerPoint Review</i>	<i>Once per year</i>

## ***Appendix 11 – PLAN OPERATIONS/EXERCISE PROGRAM***

**Instructions:** List the types of exercises (e.g., verbal walk-through, tabletop, physical relocation, actual event) conducted in the first column and the individuals or groups (e.g., all staff, essential functions staff) required to participate in the exercise in the second column. In the third and fourth column, note the frequency (e.g., biannual, annual, semiannual, quarterly) with which the exercise will be conducted and the location of the exercise. Where possible, plan exercises for the future and record actual events after they occur.

<b>Type</b>	<b>Participants</b>	<b>Frequency</b>	<b>Location</b>
<i>Verbal walk-through</i>	<i>Entire staff</i>	<i>Biannual</i>	<i>Health Dept.</i>

## ***Appendix 12 – ADDITIONAL SUGGESTED RESOURCES***

### **INJURY/INCIDENT REPORT**

*It is important to maintain accurate records of any injuries incurred during an emergency in case of insurance or liability questions.*

Date: \_\_\_\_\_

Injured Person: \_\_\_\_\_

Completed by: \_\_\_\_\_

Contact Info: \_\_\_\_\_

Contact Info: \_\_\_\_\_

Where did the injury occur? (details are helpful):

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Description of injury and how it occurred: (Use additional pages if needed)

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Witnesses (names and contact numbers):

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Action Taken/Medical Treatment Provided:

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## **BUILDING EMERGENCY MAPS**

Knowing where to go when an emergency strikes can save time and lessen confusion. To help direct traffic and alert those who may be unfamiliar with your facility, it's advised to post evacuation, sheltering and resource maps in each room of the building, as well as in hallways. Highlight key features such as doors/exits and use arrows to show suggested routes. Give directions to evacuation locations, safe shelter-in-place rooms and to key resources (such as First Aid kits, AED systems with instructions, smoke detectors, utilities and water shutoffs, fire extinguishers, emergency "Go Kits," and emergency phones). In addition to postings within the facility, include a copy of these maps here.

## **BUILDING EMERGENCY SYSTEMS**

*Include information about the location of emergency equipment and information about warning systems for your particular site. Such systems may include, but are not limited to, the following:*

### **Fire/Smoke Detection and Warning**

*Recommended information: automatic sprinklers, location of fire extinguishers (including maps), lighting, date of last tests/battery changes, etc.*

### **Severe Weather Warning**

*Recommended information: location of indoor alert systems (i.e. NOAA Weather Radio, phone/social media/computer apps, internet systems), date of last updates and battery changes, etc.*

### **Emergency Power System**

*Recommended information: emergency power backup equipment, details for turning on/off the system, additional fuel storage, etc.*

### **Recognizing an Alarm System Warning**

*Recommended information: description of warnings (sound, light) for membership awareness, date of last tests/updates*

### **Utility Controls**

*Recommended information: electric, water and/or natural gas shut off procedures and valve operations, date of last inspection, listing of service providers and contact information, etc.*