COntinuity of OPerations

LPHA COOP Template

SEMA Emergency Preparedness

What would you do if your building was made unusable by a disaster, if your staff was unavailable, or if you had no way of reaching your clients?

Has this happened to your organization?

By developing a Continuity of Operations (COOP) plan you can significantly strengthen your ability to serve your community during and after disasters.

Purpose of COOP Planning

The purpose of the Continuity of Operations (COOP) plan is to establish policy and guidance to ensure that essential functions for an organization are continued in the event that manmade, natural, or technological emergencies disrupt or threaten to disrupt normal operations.

COOP vs Emergency Response

- Organizations might have emergency response plans
  - Planning for fire, tornado, active shooter, etc
  - Evacuation/take cover, stored food/water
  - Emergency call down lists
  - Keep people and property safe
- COOP planning is to have the tools, staff, and ability to perform the business activities, including any emergency response plans.
- Does not apply to temporary disruptions of which are anticipated to be restored within a short period of time.

Hazards that Disrupt Operations

- Building is Compromised/No Entry: Tornado, Flood, Earthquake, Gas Explosion
- Can't get to the Building: Chemical Spill/Gas Leak
- Building without Power
- No Network Access (server down, internet down)
- Staff is Compromised: Influenza Outbreak
- Supplier Compromised
- Anything that significantly compromises the Essential Functions

State Agency Example

- 2006 Ice & Snow became too heavy for the roof of 3 Dept of Health and Senior Services buildings in Jefferson City
- Evacuation
- Relocated some essential functions/staff
- Most sent home on administrative leave for 3 days
- Loss of productivity, $$
- Did not have an effective COOP Plan!

COOP Planning

- Must be reasonable, practical, and achievable
- Not planning for every possible incident/hazard
- Plan for ANY disruption
- Create a Planning Team with staff from all areas of your organization. Involving them will keep them engaged.
- Write the Plan
- Train Staff
- Test the Plan

COOP Template

- FEMA template is available
- The Missouri Department of Health and Senior Services and SEMA partnered to develop a simple template
  - Very basic and adaptable to almost any type of agency or organization
  - Available in Microsoft Word to allow modifications
  - Primary components of a COOP in form of 12 worksheets

Orders of Succession and Delegation of Authorities

What happens when our leaders aren't available?

Key Position	Successor	Delegated Authority(s)	Activation and Termination of Delegated Authority(s)	Documentation of Authority(s)
LPHA Administrator	Assistant Director	All	Activated: ED is not available during COOP plan activation Terminated ED is available or emergency is over	Policy X.x
Assistant Director	Nurse X	Supervisory authority only. No fiscal authorities.	Activated: AD is not available during COOP plan activation Terminated: AD is available or emergency is over	Policy X.x

Determine Essential Functions

What are your Business Activities? How critical are they?

Programs & Services	Essential? (Y/N)	If Yes, Why?	Position/Staff Person Responsible
Administrative Services	Y	Core of the organization. Necessary to be in place for any function to operate. Report to County Commissioners office.	Administrator
Communicable Disease- Surveillance/Epi	Y	Select diseases/conditions are time sensitive and life threatening	CD Nurse
Environmental – Food Service Inspections	Y	Food/Water safety	Environmental Sanitarian
WIC	Y	Families rely on food…	WIC Nurse
Payroll	Y	Staff depend on income	Payroll Manager/Adm
Communicable Disease – Clinic Services	N		
Environmental – On Site Sewage Permits	N		
Routine Awareness Campaigns/Outreach	N	Unless associated with a community wide incident	

Prioritize Essential Functions

How quickly does the activity need to be back up and functioning?
Immediately, Within One Day, One Week, or a Month
What do you focus on first?

Essential Function	Recovery Time	Priority
Administrative Services	Immediately	1
CD: Surveillance and Epi	Day	1
Env: Food Service Inspections	Day	1
Payroll	Week	1
WIC	Week	2

Essential Functions Staff

Use actual names in this worksheet

Essential Function	Essential Staff	Contingency Staff
Administrative Services	Administrator (John Smith), Deputy Adm (Nancy Jones), Secretary (Mary Johnson)	Env Sanitarian X
CD- Surv/Epi	CD Nurse (Sally Simpson)	Immunizations Nurse (Jill Rogers) Deputy Adm (Nancy Jones) (She used to be the CD Nurse)

Essential Function Go Kits

Create a Worksheet for each Essential Function
Administrative Services

Types of Content	Specific Item(s) and Brief Description	Last Review/Update
Flash Drive	Staff contact info, COOP Worksheets, policy manual, statutes, rules, Board of Directors contact info,	January 2015
Administrative materials	Laptop, portable printer, paper, pens, stapler, other office supplies,	January 2015

Vendor Information and Restocking Plan

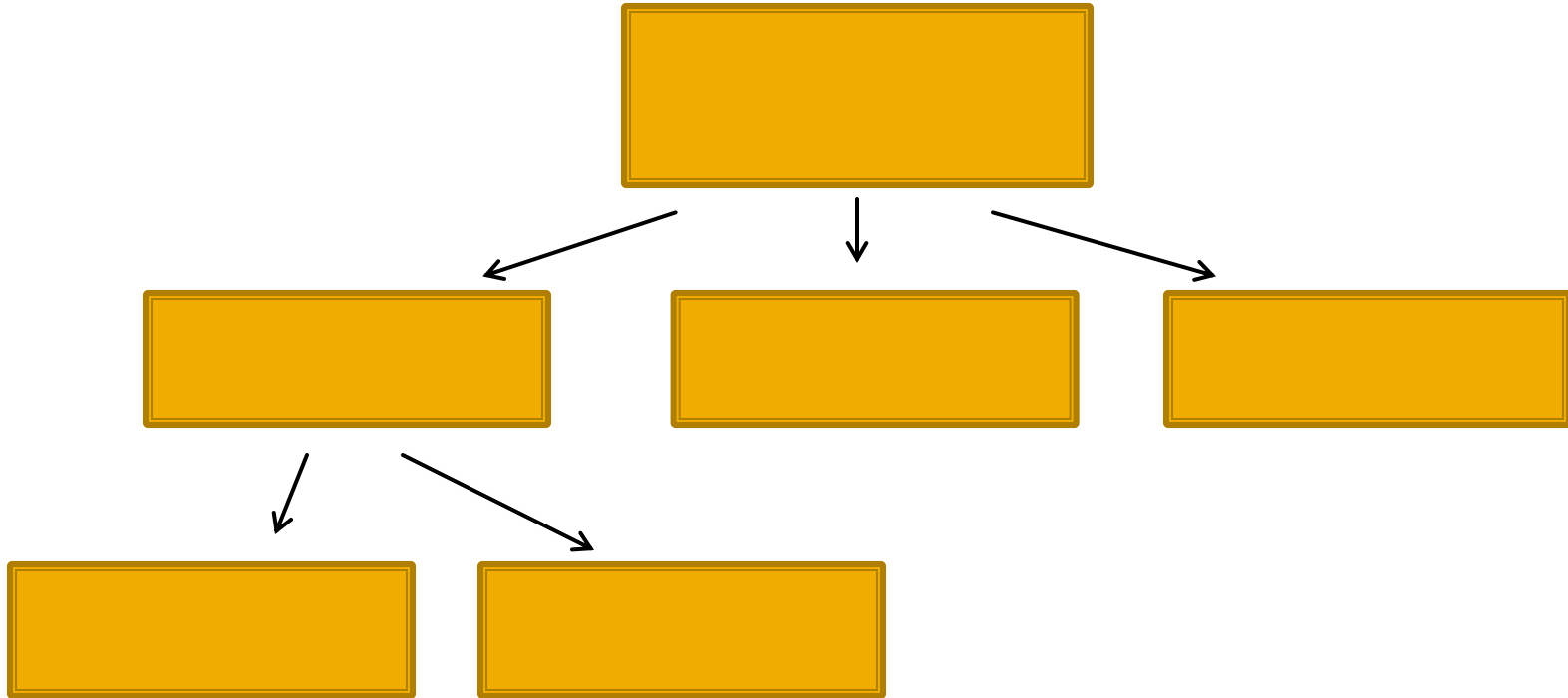| Vendor Information Name, Address Phone & Fax Email, Website Name of Contact Account Number	Services Vendor Provides to Organization	Additional Information
ABC Office Supplies 123 Main, JC, MO 555-5555 ABCOS@fakemail.com Michael Johnson Acct# 33-4523	Provides misc office supplies	Closed on Tuesdays
Joe's Information Technology 555-5555 Computerjoe@fakemail.com Sally Jones Acct# XM202	Provides setup and maintenance to the servers and computers	Don't ask for Joe

Inventory of Vital Records
(not Birth/Death Certificates...well not exclusively!)

Essential Function	Vital File, Record, or Database	Description	Form(s) and Location(s) of Record	Supporting Applications and/or MIS	Maintenance Frequency	Additional Back-ups / Protections
Payroll	Finance Records	Financial accounts and statements	Electronic Record on server and at Bank	Microsoft Excel	None	Data backed up weekly on external hard drive. Bank has protections.
CD: Surv/Epi	Disease Registry (WebSurv)	Registry of reportable diseases and conditions	Hard copy in office file. Electronic in WebSurv	Internet access only	DHSS	DHSS
Env: Food	Food service inspection registry	Registry of all businesses and organizations serving food to the public	Hard copy on office file. Electronic on PC Hard drive.	Microsoft Access	Norton Antivirus	Back up on flash drive weekly.

Staff Calling Tree (Table Style)

CALLER	STAFF TO CALL	HOME PHONE #	CELL PHONE #	ALTERNATE PHONE #	OFFICE PHONE #
Jim	Fred	xxx-xxx-xxxx			
	Sally				
	Michelle				
Fred	Jack				
	Jill				

Staff Calling Tree (Organizational Chart Style)

Communications Plan with Partners

When something happens, who do you need to notify?

Party to Notify	Methods of Notification	Notifier	Comments/Notes
County Commissioner	Landline phone xxx-xxxx Cell phone xxx-xxxx Email Address Face-to-face meeting	Adminstrator	
WIC Clients	Note on Front Door, Facebook, Twitter, Local Radio, etc.	WIC Nurse	
General Public	Facebook, Radio, Newspaper, Sign outside of bldg, etc.	Office Manager	
DHSS District Office	Phone xxx-xxxx	Office Manager	

Alternate Work Site Requirements

Essential Function	# of Staff	Power	Furniture Equipment	Comms	Floor Space	Telecommute?
Administrative Services	3	Yes	Small workspace	Cell phone Laptop Internet preferred	Minimal	Yes

Alternate Work Site Options

Facility Name, Address, and Contact	Specifications and Considerations	Agreements
Community Center **123 Main Street** **City Manager** **555-1234**	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.	Submit request to the City when space is required.

Work with your local Emergency Management Agency

COOP Plan Training Program

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

COOP Plan Exercise Program

Type	Participants	Frequency	Location
Verbal walk-through	Entire staff	Biannual	Throughout Agency
Table top exercise	Management	Annual	Main Conference Room

COOP Template

DHSS/SEMA Template (worksheets presented)
http://health.mo.gov/emergencies/index.php

FEMA Template
http://www.fema.gov//media-library/assets/documents/90025

Missouri Department of
Health & Senior Services

Search Health | **Search**

| Healthy Living | Senior & Disability Services | Licensing & Regulations | Disaster & Emergency Planning | Data & Statistics | Online Services |

Disaster and Emergency Planning

Home » Disaster and Emergency Planning

Information for Everyone

- **Ready in 3 - Prepare for Emergencies**
- **Natural Disasters and Weather Emergencies**
- **Biological Terrorism/Emergencies**
- **Chemical Terrorism/Emergencies**
- **Radiological and Nuclear Terrorism/Emergencies**
- **IED Attack - Improvised Explosive Devices**
- **Mass Casualty Events - Bombings/Explosions**
- **Influenza**
- **Volunteer Opportunities**

Information for Medical and Public Health Professionals

- **Health Alerts, Advisories, Updates and Guidelines**
- **Biological Terrorism/Emergencies**
- **Chemical Terrorism/Emergencies**
- **Radiological and Nuclear Terrorism/Emergencies**
- **Explosions and Traumatic Injuries**
- **Influenza (Pandemic and Seasonal)**
- **Medical Countermeasures/Strategic National Stockpile (SNS)**
- **Additional Resources for Disasters and Emergencies**
- **Volunteer Opportunities**
- **Continuity of Operations (COOP)**

Disaster & Emergency Planning

- A - Z Index for the General Public
- A - Z Index for Medical Professionals
- Diseases & Disasters
- Health Alerts, Advisories, Updates and Guidances
- Natural Disasters and Weather Emergencies
- Ready in 3
- Volunteers

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COOP Template

QUESTIONS?

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