

COntinuity of OPerations (aka: COOP)

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 members?

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 13 worksheets

Orders of Succession and Delegation of Authorities

What happens when our leaders aren't available?
Clergy, Staff, Lay

Key Position	Successor	Delegated Authority(s)	Activation and Termination of Delegated Authority(s)	Documentation of Authority(s)
Executive Director	Assistant Director	All	<u>Activated</u> : ED is not available during COOP plan activation <u>Terminated</u> ED is available or emergency is over	Policy X.x
Assistant Director	Program X Manager	Supervisory authority only. No fiscal authorities.	<u>Activated</u> : AD is not available during COOP plan activation <u>Terminated</u> : 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.	Executive Director
Program X	Y	Provides X during disasters	Program Manager X
Program Y	Y	Serves critical population	Program Manager Y
Program Z	N		Program Manager Z
Payroll	Y	Staff depend on income	Payroll Manager
Sheltering	Y	Community relies on FBO to provide shelter during disaster	Shelter Coordinator
Worship Service			
Outreach			
Coordinate Volunteers			

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
Program X	Day	1
Program Y	Week	1
Payroll	Week	2
Sheltering	Immediately	1

Essential Functions Staff

Use actual names in this worksheet

[illegible]

Essential Function Go Kits

Create a Worksheet for each Essential Function

[illegible]

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

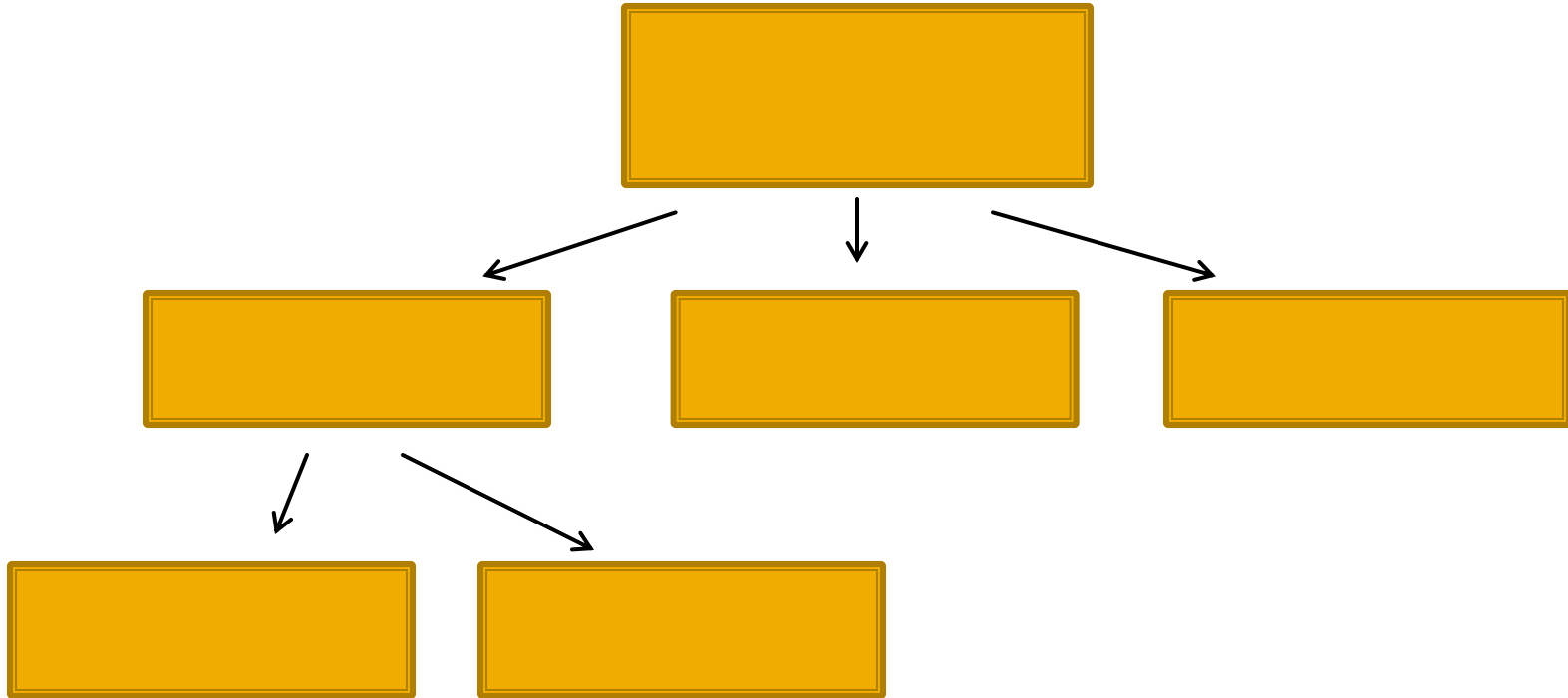
Inventory of Vital Records

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.
Administration	Congregation Database	Registry of congregation's contact info	Hard copy in office file. Electronic on X computer hard drive.	Microsoft Access	Norton Anti-Virus nightly	Weekly backup on external drive.

Staff Calling Tree (Table Style)

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

Staff Calling Tree (Organizational Chart Style)



Communications Plan with Partners

Party to Notify	Methods of Notification	Notifier	Comments/Notes
Alternate facility manager	Landline phone xxx-xxxx	Office Manager	
	Cell phone xxx-xxxx		
	Email Address		
	Face-to-face meeting		
Members/Congregation	Calling Tree, Facebook, Twitter, Local Radio, etc.	Office Manager	
General Public	Facebook, Radio, Newspaper, Sign outside of bldg, etc.	Office Manager	
Regional Office	Phone xxx-xxxx	Office Manager	

Alternate Work Site Requirements

[illegible]

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.

COOP Plan Training Program

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COOP Plan Exercise Program

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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>

http://health.mo.gov/emergencies/index.php Terrorism & Emergency Re...

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Health & Senior Services

Jay Nixon, Governor
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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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9/17/2014

DHSS-SEMA COOP Template 2014 [Compatibility Mode] - Microsoft Word

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Clipboard Font Paragraph Styles Editing



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Continuity of Operations (COOP) Planning Template and Worksheets

2014

Page: 1 of 32 Words: 7,105

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COOP Template

QUESTIONS?

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