EMERGENCY OPERATIONS PLANNING FOR NONPROFITS

February 16, 2023
Welcome and Introductions

– Housekeeping and ACCESS Coordinator for today
– Zoom basics and etiquette
CADRE Training Team

- Lynn Brown
- Marsha Hovey
- Cindy Stewart
Focus Today

- Emergency Plan Content
- Disaster Mission Statement
- Succession Planning
- Training & Exercise
- Emergency Procedures
Emergency Planning

- Emergencies can happen at any time
- How your organization responds to emergencies can make the difference between a minor inconvenience or a major catastrophe
Emergency Planning

- The planning process and the resulting relationships are just as important as the resulting document – CPG101 (Community Preparedness Guide)
Emergency Planning

• Emergency planning requires a collaborative Planning Team
Emergency Planning

• Emergency Coordination Team
  – Sets policy for how to operate during emergencies
  – Creates operational procedures for implementing policies
  – Approves the overall Emergency Plan
  – Conducts regular reviews of the Emergency Plan
A Tale of Two Plans

• Emergency Operations Plan (EOP)
  – Details how the organization will RESPOND to an emergency

• Continuity of Operations Plan (COOP)
  – Details what an organization will do to CONTINUE to perform their mission essential functions
Building Fire: What is the Difference?

**EOP=Response**

- Evacuation
- Head count
- Injuries
  - Workers Comp
- Helping

**COOP=Short term**

- Essential Functions only
  - Alternate Facilities
  - Continuity Communications
  - Vital systems
    - Payroll

Focus today is on EOP
What is an EOP?

• An EOP is a document that:
  – Explains **WHAT** policies you intend to follow to respond to disasters
  – Attachments explain **HOW** you will operationalize the policies
    • Checklists
    • Floorplans
    • Contact lists
  – Describes how people and property are protected
What is an EOP?

• An EOP is a document that:
  – IDENTIFIES the organizations and individuals who have roles/responsible for carrying out specific actions during an emergency
  – EXPLAINS the pertinent lines of authority and organizational relationships
EOP Development

• Form a collaborative planning team
  – Who needs to be on it?

• Understand the situation
  – what are you planning for?

• Determine goals and objectives

  “You can’t get anywhere if you don’t know where you are going”
EOP Development

- Draft the plan
- Stakeholder review
- Test it

“You play like you practice”
EOP Content

• Introduction/Call to Action by Organization Leader
• Purpose & Scope
• Concept of Operations
• Planning Assumptions
• Roles & Responsibilities
EOP Content

- Direction, Control, & Coordination
- Information Collection, Analysis & Dissemination
- Communication & Coordination
- Training & Exercise
EOP Annexes

- Annexes
  - Checklists
  - What to do
  - How to do it

- Hazard-Specific Emergency Procedures
  - Active Shooter
  - Workplace violence
  - Communication Failure
  - Evacuation
  - Fire
  - Flooding
  - Power outage
  - Shelter in place
  - Heat / Cold Mitigation
  - Feeding
  - Building Emergency Plan (multiple sites)
EOP Appendices

- Authorities and References
- Acronyms/Glossary
- Contact lists
- Org Chart
- Forms
- Templates
- Training and Testing Schedule
- Supply lists
Questions at this point?
Disaster Mission Statement

• A clear, concise and meaningful statement of what your agency’s role will be to your clients and community during an emergency
Disaster Mission Statement

- A disaster mission statement will require a group discussion involving your organizational leadership.
- It may take more than one meeting to come to an agreement.
Disaster Mission Statement

• An example from the ABC Food Bank:

“To continue ABCFB’s mission to alleviate hunger by providing nutritious food and nutrition education to people in need. To recover any or all the Food Banks business units after any type of disruption, disaster or any other break in operations.”
ABC Food Bank Discussion

• Are you clear on what the food bank does?
• Does their Disaster Mission Statement lead back to their everyday mission statement?
• Is it clear what their role would be during and after a disaster?
Disaster Mission Statement Discussion

- How will you support your clients, and will you support some or all your clients?
- Will an emergency cause an increase in demand for your services?
- Will you support your neighborhood, community, city or county?
Questions at this point?
Succession Planning

• Identify the succession plan for your executive team and board officers
  – Indicate to whom their responsibilities and powers will be delegated if they are not available
  – Create checklists for specific duties
Succession Planning

- Identify your response team
- Identify their alternates to ensure staffing
- Create checklists for specific duties and roles
Succession Planning

- Succession information may already be available in another document
- Reference incorporation or other legal documents that may already assign powers
Questions at this point?
Training

• Will you offer or facilitate preparedness training for staff and volunteers?
• Will training be required or encouraged?
• Which staff and volunteers will be trained?
Training

- How often will training be provided?
- Will training be held during work hours?
- Who will track the training taken?
- What types of training are needed?
- Identify resources that can provide training and materials
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<th>Logistics Section Chief</th>
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<th>Forms, Employee Guide to Earthquakes, Active Shooter, Run, Hide, Fight &amp; Last Resort Videos</th>
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<td>Overview of Mass Care/Emergency Assistance</td>
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Exercises

• Tabletop
  – Test assumptions of who does what
Exercises

- Function based
  - Evacuation
  - Communication
  - Emergency Alert
  - Earthquake
Questions at this point?
Emergency Procedures

• Does your staff know what to do during an emergency?

• Do you have an “Agency Go-Kit”?
  – Emergency supplies
  – Important documents
Does your staff know…?

• Do you have workers who will need special accommodations to evacuate your building?

• Do you have workers who travel away from the office to perform their duties?

• Can you allow family and pets? What additional planning will be needed to accommodate?

• What is your policy for entering a building that might have sustained structural damage?
Does your staff know…?

- Who has the keys to doors, buildings, storage sheds, etc.? Are there spare sets available?
- Who knows how to turn off the gas or water? Who knows where the breaker box is?
- Where is the signage kept to direct staff and clients?
- Is there a PA system? If not, how will you notify people if they need to evacuate?
Emergency Procedure Considerations

- Keep contact information up-to-date in your HR system
- Ensure you have a charger or extra batteries for your cell phone, radio, laptop and other equipment
- Complete recommended training for your function
- Register your contact information with Nixle, www.alertscc.com and any other appropriate notification systems. (via Town website)
- Encourage staff and community to prepare and take classes
Personal Preparedness Resources

- CERT Training
- City Emergency Management staff
- FEMA - https://www.fema.gov/blog/10-items-include-your-emergency-kit
- Ready.gov - https://www.ready.gov/kit
Questions at this point?
Emergency Planning

- Emergency Planning is a process, not a project
- An EOP will help your organization prepare for, respond to and recover from an emergency or disaster
- Living document to be reviewed every year and updated
  - As agency makes changes
  - As exercised and improvements are identified
  - OFTEN, OFTEN, OFTEN
Thank You!

Join the CADRE Network
cadresv.org