

# Hierarchy of Organizational Preparedness

## **Tier 1 - Life Safety and Survival Actions**

1. Facility emergency procedures – life safety, evacuation, alternate sites, sheltering in place,
2. Identifying staff roles for emergency coordination
3. Generally, things easily accomplished at no or low cost.

## **Tier 2 - Re-establishing Operations and Service Delivery**

1. Focused on restoring capacity (resilience) to provide essential client services during response
2. Identifying essential support functions
3. Identifying resources that support operations – staffing, communications, etc.

## **Tier 3 - Fulfilling a Broader Community Role**

1. Identifying neighbors, vendors, government partners and CBO peers for coordination and planning
2. Establishing relationships and agreements with key agencies and organizations
3. Integrating into whole community response
4. Sustaining operations and maintaining emergency plans



18

Graphic prepared by the Fritz Institute in collaboration with CaliforniaVolunteers—Office of the Governor. Produced with funds from the U.S. Department of Homeland Security Grant # 2009-0019, Cal EMA ID 000-92297

Each Tier is designed to allow organizations to achieve a level of disaster resilience. Nested within each Tier is a range of activities that (see page 2) that, in the aggregate, build capacity.

## Emergency Planning Elements that Support Each Tier of Organizational Preparedness



Tier 1-Life Safety and Survival Actions	Tier 2- Re-establishing Operations and Service Delivery	Tier 3- Sustaining Operations and External Collaboration
<p><b>A. PERSONAL PREPAREDNESS</b></p> <ul style="list-style-type: none"> <li>- Essential for everyone—if people aren't prepared, they can't help</li> <li>- Offer training such as first aid, CPR</li> <li>- Encourage and procure resources</li> </ul>	<p><b>A. DISASTER MISSION STATEMENT</b></p> <ul style="list-style-type: none"> <li>- Do this early on in your planning</li> <li>- Assume you can't do everything</li> <li>- What do you intend to focus on?</li> <li>- Get buy-in from staff and leadership</li> </ul>	<p><b>A. COORDINATION WITH OTHERS</b></p> <ul style="list-style-type: none"> <li>- Who else is in your building?</li> <li>- Who's in your neighborhood?</li> <li>- Who do you connect with at city and county levels, CBO networks, contractors</li> </ul>
<p><b>B. EMERGENCY COORDINATION TEAM</b></p> <ul style="list-style-type: none"> <li>- Identify team that leads your response (ICS or other model)</li> <li>- Identify positions and duties in advance</li> </ul>	<p><b>B. ESSENTIAL SERVICES</b></p> <ul style="list-style-type: none"> <li>- Describe services that need to continue or be quickly restored</li> <li>- Note any differences from normal operations</li> </ul>	<p><b>B. DISASTER SPECIFIC AGREEMENTS/MOUs</b></p> <ul style="list-style-type: none"> <li>- With cities and County Op Area</li> <li>- How will resources be coordinated</li> <li>- Reimbursement or contracts for services</li> </ul>
<p><b>C. EMERGENCY PROCEDURES</b></p> <ul style="list-style-type: none"> <li>- Evacuation / Alternate Sites</li> <li>- Shelter in Place / Supplies</li> <li>- Hazard-specific plans (e.g. Fire / Flood / Hazardous Materials / Active Shooter, etc.)</li> </ul>	<p><b>C. ESSENTIAL ADMINISTRATIVE FUNCTIONS</b></p> <ul style="list-style-type: none"> <li>- What is needed to support essential services delivery?</li> <li>- Consider payroll, check signing, supplies, emergency spending procedure, etc.</li> </ul>	<p><b>C. VITAL RECORDS AND COST RECOVERY</b></p> <ul style="list-style-type: none"> <li>-Focus on records needed to support essential functions</li> <li>-Track disaster-related direct costs, personnel time and volunteer hours</li> </ul>
<p><b>D. EMERGENCY ALERT AND NOTIFICATION</b></p> <ul style="list-style-type: none"> <li>- Staff and volunteer contact rosters</li> <li>- Client/consumer outreach info &amp; policy</li> <li>- What systems and tools will be used (e.g.AlertSCC/Everbridge/Facebook/ Groupme)</li> </ul>	<p><b>D. COMMUNICATIONS</b></p> <ul style="list-style-type: none"> <li>- Who do you need to communicate with</li> <li>- What methods or tools will be used</li> </ul>	<p><b>D. DONATIONS</b></p> <ul style="list-style-type: none"> <li>- Plan for monetary donations</li> <li>- Plan for donations of goods and/or services to support essential services</li> </ul>
<p><b>E. RESILIENT FACILITIES</b></p> <ul style="list-style-type: none"> <li>- What facilities will you need to use?</li> <li>- Have they been assessed for resilience?</li> <li>- What mitigation tasks should you tackle?</li> </ul>	<p><b>E. STAFFING AND VOLUNTEERS</b></p> <ul style="list-style-type: none"> <li>- Plan staffing needs, shifts, rotations, etc.</li> <li>- Plan to involve volunteers, if appropriate</li> <li>- Job descriptions for spontaneous volunteers</li> </ul>	<p><b>E. RECOVERY PLAN</b></p> <ul style="list-style-type: none"> <li>- Plan for continued staffing &amp; volunteers</li> <li>- Plan for transition back to normal operations</li> </ul>
<p><b>F. HAZARD AND RISK ASSESSMENT</b></p> <ul style="list-style-type: none"> <li>- What types of disasters might occur?</li> <li>- What are your vulnerabilities?</li> <li>- How will these impact services?</li> </ul>	<p><b>F. SUCCESSION PLANNING</b></p> <ul style="list-style-type: none"> <li>- For coverage when individuals are unable to perform their essential duties</li> <li>- Plan for timely filling of vacancies</li> </ul>	<p><b>F. TRAINING AND EXERCISES</b></p> <ul style="list-style-type: none"> <li>- Train leadership and let them practice</li> <li>- Exercise with government and other entities</li> <li>- Keep your plan up to date</li> </ul>