**Creating and Revising Your Emergency Plan**

Unknown Speaker 7:11

I'm Marsha Hovey. I'm the Executive Director of CADRE. And I want to welcome you to this emergency operations planning for nonprofits webinar. And I'm going to start with my commercial this. This is a program that we've been promoting for the last year the my shake app if you have not downloaded it, please do because it gives you a few seconds of warning before the ground shakes for 4.5 or larger magnitude earthquake, which will give you enough time to step away from a big window or get off a ladder or other things that you can do to protect yourself and make sure that you're more safe. And on our website CADRE sv.org/earthquake We have translated materials including an emergency supply kit with all of the supplies can be purchased at the Dollar Tree. We have written information on what to do if there's an earthquake as well as some voiceover PowerPoint and they're being translated into 17 languages. I think we have eight of the recordings up right now. But the the other information is up in all the languages and if you would like to have it in a editable form so that you could put your own logo on it. You're welcome to do that. Just let us know. All right, so let's get into this. If you could please in the chat, put your name and your organization so that we know who's on the call. And if you can change your name and on your picture and the name of your organization first name and name of the organization so that it's a little bit easier to put faces and organizations together. We are running otter AI Trent live transcription so if you if you need help enabling that on your computer just private message me and I will make sure that I get you are actually it's going to be Cindy isn't it? Cindy Stewart is going to be the access person. And so just private message her and she can help you get into that. We're going to keep everyone muted. If you have a question. We are encouraging questions we're going this is hopefully it'd be more of a discussion than us talking at you because we know that you all have various various levels of experience and of writing plans and maybe you don't have a plan or you've written a bunch of plans. So please share what what you think will be valuable to the group and we'll just all we'll all learn from this experience. You have three trainers today. Our entire training team three emergency managers with over 100 years of emergency management experience.

Unknown Speaker 10:56

I know. But it's a good thing. So Lynn Brown, who was retired emergency manager from the city of Mountain View and city of Sunnyvale. I'm Marsha Hovey retired emergency manager for the city of Cupertino. And Cindy Stewart, retired emergency manager from Santa Clara County Office of Emergency Management. So we've seen a few plans. We've written a few plans we've struggled we've laughed we've cried and we're going to share some of that with you today. And so I think I'll turn it over to Lynn now to go over what we're, we're going to talk about today so it won't be the entire plan. We're going to talk about components of the plan, different components and then in a subsequent webinar, we'll dive a little deeper into some of the other areas so at the end, you'll have the opportunity when we do the survey to put what to list what other areas of the plan you want us to focus on. Next because we wanted to get a little bit deeper into what should be in each of these segments of your. Okay, I'm gonna stop talking and turn it over to Lynn.

Unknown Speaker 12:10

Okay, thank you, Marsha. Good morning, everybody. Thanks for tuning in. And I hope we can give you some good information today about emergency plans. So focus today we're going to focus on a few things. Obviously, as Marsha said, we're talking about our emergency operations plan. So I'm going to be talking about emergency plan content. So again, when you leave here today, hopefully you have an idea of what's in a plan some of the things surrounding the plan, and we'll help you we have ongoing training to help you you know, be really good plans down the line. So I'm going to be talking this morning about emergency planning content, some of the things that go into a plan. I'm also going to talk about disaster disaster mission statements. And that's important part of deciding what you're going to do, how you're going to carry on so it'll be a big part that we'll be talking about succession planning, kind of how folks move up. If you know if the main guy is there, the main gal isn't there, who takes over who's second in command third and command on down the line like that. We'll talk a bit about training and exercises because your plan is only as good as you train and exercise for it. If you write it and put it on the shelf and never look at it again. It's not going to do a whole lot of good. So we'll talk about that. And then finally emergency procedures and these are things specific things you may need to do in the event of an emergency or disaster. And just real quick something you know some people use the term interchangeably. Some people say emergency some people say disaster. Back when I was teaching a lot of classes, my definition. So if you come back to your house, you've gone out to the store to shop a little bit and you come back to your house. And there's fire engines and police cars and reporters and stuff all around in your neighborhood. That's an emergency. If you come back and they're at your house, that's a disaster. So that's kind of our interchangeable term for today. Okay, next one up, please. City. Okay, emergency planning, why do we need to do that? Why is it important? And as you all know, emergencies can happen at any time. They don't happen when we want them to happen. It's not always when the sun is shining and the birds are singing. You know, it's a nice day, and we don't get a lot of say in it. You know things you don't want it anytime. And it also the big thing with emergency planning. If you plan ahead, your better idea what's going to happen. So how your organization respond to an emergency. And as I said earlier, that can make a big difference between a minor inconvenience or major catastrophe. You know, one small step can make a big difference. And I was getting ready for this class actually, last night reading the paper, and I happen to see a thing about an airplane and the question was Can an airplane fly on one engine? And you know, back in the day, we had 740 sevens. They had four engines to fly across the Atlantic or Pacific Ocean. And now most planes only have two engines. And the FAA requires that plane be able to complete it doesn't have to take off. It has to be able to complete his flight on one engine. And they had a former pilot talking about this. And His thing was so when the engine goes out, the flight crew doesn't panic. They have a plan and they take out their checklist and then read through the checklist and tells them exactly what they need to do you know, do we turn off you know, do we lower up, put a plan there's I'm not a pilot, but there's stuff they do. And they run down that checklist and it tells them here's the things you need to do in this situation and that helps them go through it. There's no panic there's no alarm while the passengers probably alarm because the engines not running, but it tells them what they need to do and how to handle that situation. So it's kind of a big analogy, but that's really what you need for your organization's will have an emergency plan. So when something does happen, and you can kind of look out ahead and say this might happen, that might happen. We'll talk about some of those later. Then you know how to respond and how to react and how your organization handle that situation. Okay, next up, please. Okay, and I'm going to introduce here so the planning process. So from this is from community preparedness guide to CPG, the planning process and the resulting relation sister just as important as the resulting document, and that means by the time you go through this process, and do all the things you need to do to have a good plan, you're gonna have a lot of people on board. You're gonna let him information and I'll be there. So let me put in a plug for CPG one on one, the community preparedness guide. And if you go to fema.gov there are tons of resources there. It's a very good website to check out if you haven't already. You can get the CPG and many others. They a lot of very specific information for community based organizations and nonprofits, and they have some good information that will take you done that. So again, we don't have it on the screen, but fema.gov has a lot of information there including the CPG 101. Okay,

Unknown Speaker 16:30

then this is Marsha and we are putting that document in as a resource on our website. So it'll be tied on our preparedness page with the recording and all of the references that we make today. So you'll be able to go to one place and get it all

Unknown Speaker 16:45

perfect. And as you go through that some of them may not apply some of it like most federal documents, there's a lot of verbiage in there a lot of information but it tells you how things work, how it all works together and good information for your organization specifically. Okay, next one, please. Okay, so emergency planning, it really requires a collaborative team effort and we're gonna talk more about this but the thing is, you can't have the Lone Ranger writing your emergency plan. You know if you have one person is really good at writing. Hey, just Hey, Bob, why don't you take this right the planet that really doesn't work. You need an emergency planning team, you know, everyone needs to be involved from the CEO, down to the lowest level worker, everyone should have some input into that plan. Each person may have a different perspective on what needs to happen. Each of us has his particular area of expertise, you know, that fits in. So when you're having when you're delivering your emergency plan, you really have to think of as a process. It's not just a one time thing. It's an ongoing thing. And we'll we'll cover it. We'll talk more about that later on. But having a collaborative planning team is a big part and I kind of liked the little, the little icon we use the logo that we use, because it shows each person carrying a piece of the jigsaw puzzle. And if you think about it, the plan really is kind of a jigsaw puzzle. There's a lot of a lot of moving parts of that everyone has to be involved. Everybody has to put their piece in it. And if you do that you come out with a much better plan than having just a top down plan. You know, hey, I know what's best. I'm gonna write the plan for everybody. That really doesn't work. You need everyone involved to make it a good plan. Okay, next slide, please. So what does an emergency planning Do you know, your your Emergency Coordination Team. So one of the big first things they're gonna do is set the policy for how you're going to operate during an emergency, you know, depending on what your specific task, the goal the mission of your organization that's going to depend. Some organizations may not operate as much during an emergency and others may operate a good bit more, but you need policy on how you're going to do that because everything is driven by the policy. If your policy is we're going to respond no matter what, then that's a great thing. You need to reflect that. Once you've got policy. Set, it kind of gives you the broad framework of what you want to do, then you can start looking at creating operational procedures to implement those policies. So you talk about here's what we want to do. And then you can start talking about here's how we can accomplish the things that we actually want to accomplish. So that that works together. And again, I can't emphasize enough the concept of teamwork, putting this plan together, because your emergency coordinate team after they set the policy, you got some operational policies, excuse me some operational procedures. They're going to take a look at the whole picture. You know, everybody has a piece and they'll approve the overall emergency plan. Again, you know, you go back I'm sure you've all heard your story of the blind men trying to describe an elephant. And you know, they all go up and they touch the elephant and the first one touches the trunk. And he's like, Oh, it's kind of like a snake. You know, and another one touches that the foot or excuse me the leg and goes it's kind of like a tree, and the other one touches the tail, and says it feels like it's a rope to me. So it's difficult for them to get the whole picture and the Emergency Coordination Team needs to have the whole picture of what that plan is going to look like, how it's going to operate, and how it's going to help you in an emergency. And then finally, and this is the key thing I think about all this, the emergency planning team needs to conduct regular reviews of the emergency plan. You know, if you write a plan and it's a great plan and you put on the shelf and forget about it, it's not going to do much good when something does happen. And I've been to you know is Cindy mentioned and Marsha mentioned I've been doing Emergency Management a long time. And I've been to several organizations. In fact, I've been worked for organizations and when I got there said hey, let's take a look at the emergency plan. And he looks like a good plan. When was this written? Oh, we brought that back in the 70s. You know, things have changed a lot. I can give you a specific example when I was when I don't want throw any city under the bus but a city I worked for one time. I'm looking through the emergency plan and it's setting the Emergency Operations Center policy and it talks about you be sure to get a notepad and a pen no mention of computers everybody uses computers now. But this is all be sure you have enough notepads and pens so everybody can write things down and have your message forms and all that stuff. So you really have to conduct a regular review of that plan. If it's a dusty plan up on the shelf has been looked at in 20 years, it's probably not going to do very much good. So you want to be sure, after you've created it, you've set your policy. You create your procedures you've approved your plan, then you have to go back and look at it. And maybe it's annually. Maybe it's every six months. Maybe it's just after a large event, but you need some kind of schedule on there to take a regular view and be sure that plan serves your needs and stays up to date. And things change to you know the mission of your operation may change you may upsize. You may downsize, people come people go so you want to be sure you keep that thing up to date. Very good on that. Okay, next up. So we're focusing today on emergency plans, but there's actually two plans that your organization needs in the emergency room the emergency operations plan that's what we're leaning on a day, and that tells how your organization respond to an emergency you know, something goes wrong. Here's what we're going to do. As I said earlier, the example of the airplane losing an engine, you know, the pilots whip out their their handy reference guide and they've got the checklist for engine out, you know checklists for a bird strike checklist or whatever it might be. So, your emergency plan is going to tell detail how your organization responds to that particular emergency. Now, you should also have a continuity of operations plan. And that tells as it says how your organization is going to continue to operate during and after that particular emergency. So how you going to continue to perform your mission essential functions, you know, and that's a big deal. Sometimes there's confusion, sometimes a little bit of overlap, but a coop is important thing to have. Again, our focus today is emergency operations plans. Now we will be offering training on coops just as we're doing with EO peas today. We will give you an opportunity down the line. What was the date on that? You have a date on that Sunday?

Unknown Speaker 22:53

Yeah, March. It's a two session, march 20. And then the second part is March 27.

Unknown Speaker 23:01

Okay, and we'll be putting out information specifically about that. So you're good to go. But today our focus is on the emergency operations plan. Okay, next one, please. And, again, here we go. So let's this kind of give you an example of the difference between emergency operations plan and akute cognitive operations plan so we're talking about a building fire let's say there's a fire in your building. How do you deal with that situation? So your emergency operations plan would be the response to that particular incident. So in the fire, you know, what are you gonna get evacuation? How do we get everyone out? You know, who's who's gonna sweep each floor? How do we account for everybody when we get them outside? We're gonna do a headcount. Does anybody have injuries? Do we need to worry about workers comp? Are we going to put out the fire? We're going to call the fire department. How can we help our people six, you know, be successful, get out of the building, and be sure everyone's accounted for. And then now the coop would be a short term thing. How do we continue our essential functions? So do we have an alternate facility? If our building is on fire? Is there another building we can go to? If only part of the building has been affected? Are our offices okay? If we still operate from that office or do we have to leave? How do we communicate? What's our continuity? How do we communicate with our staff? How do we communicate with the authorities and let them know what's going on? What vital systems do we keep running? And of course, as we all know, what the most vital systems is payroll, you know, people if they will get paid, they're not happy. So your coop would have things like that, you know, do we need our ultimate facilities? How do we continue to communicate with our people and what you know how we can continue these vital services we have to provide. So if you think about it, EOP is kind of right now, and Cooper's short term, how do we continue to do what we need to do? But again, our focus today is pretty much just on the Emergency Operations Plan. That's what we're looking at. And that's what we're going to be talking about. Okay. Okay, so what is an EOP and I'm just gonna call it EOP. From here on out instead of emergency plan, because it's, you know, our acronyms are cool. Everybody loves acronyms, so I'm gonna be doing that. So the EOP is a document explained what policies you intend to follow when you respond to emergencies or disasters. Again, I'll use those terms interchangeably. So what policies do you mean to follow up, you know, what is your we'll get an admission statement that will tie in nicely with that. And then so that the basic plan sets up as policies, and then there are attachments. So we'll be talking about attachments and appendices. And those explain how you're going to operationalize the policy. So we're going to talk about checklists. You may need the floor plans, you may need contact lists. So this is all the stuff in your document that explains how people and property are protected, because that is the ultimate goal of the emergency operations plan to be sure that all your people are taking care of all your facilities are taken care of the best of your ability. And again, one of the easiest way to do that is to have checklists, something that you have written down. You don't need to rely on institutional knowledge. And you know, he's been here for two years. He knows how to get this done. What if he's not at work that day? What if she's not at work that day? That's what your emergency plan does. And it's very important to note is not just checklist, it's not just policies, it's all of this stuff together. So you need to figure out what is your policy, what do we want to do in the event of a fire, a flood, a tornado, a terrorist attack? There's a lot of stuff in there. And again, each specific attachment would lead you there. You know, I'll flip through if I have a problem with fire, I'll flip to the fire mercy attachment. If we have flooding. I'll go to flooding. So a lot of them. Again, there's overlap and some there's some basic tasks you might take in any emergency. But an EOP will detail this for you and give you a really good idea of where you need to go in the event that happens. And you know, and it may not, as I said earlier, you can never tell when emergencies will happen. It's not like we're on a regular schedule. You know, every you know, every two weeks, we have an emergency every month. It can happen at any time. You may go five years 10 years without anything happening. Back when I did a mercy when I did a earthquake preparedness classes, and people you know, you hear a lot about, you know, there's 67% chance of an earthquake in the next 30 years. Well, people don't that's a mortgage. You know, people don't think in 30 year terms. So what I told people every day when you get up, it's a 5050 chance there will be an earthquake today or there won't be an earthquake. today. And if there's not, you're happy, and if there is one, maybe it's not a big one, but if it is something large, you need to have that plan in place. Everyone needs to know about it. They need to be able to access it and make the operational when it needs to go. Okay, next up.

Unknown Speaker 27:34

I'll just add one more thing to this to make your lives easier folks. Make sure that you separate the information this way in your in your basic plan. You can call it the basic plan that talks about the policies. Don't put anybody's names or anybody's phone numbers or any procedures that start to go down a checklist of what you're going to do. Because that bogs down the plan and you want the plan to be short enough that people will read it through and understand the big picture of what's happening. And then put all of the phone numbers and the checklists and those those details in attachment so that your board or the team whoever needs to approve, gets to read a short document on Yes, these are the policies that rarely change. But then you get to work in the pieces that are attached on a regular basis to keep them up to date

Unknown Speaker 28:30

and you know, this this just came to me is we're talking and I mentioned earlier, you know, paper and pencil and everything's on computers now everything's on a tablet, everything's on a laptop. I think it's probably still good to have a paper copy of your emergency plan available. You know, what if the power's out what if the network is down? I mean, it doesn't hurt to have as many copies you can't have it on your computer systems have it on your tablet or on your phone even but it's a good idea to have that paper copy sitting somewhere so you can get to it and and you know that generally works. I found paper doesn't have a lot of bugs, software glitches don't really bother paper stuff that much. So something to think about, and redundancy. is a good thing. Okay, next up. Okay, so again, what's in what is part of an emergency operation that up? So you want your EMP is going to identify the organizations and the individuals that have roles and responsibilities. So you want you know, this person does that and again, as simple excuse me as Marsha just mentioned, you know, probably it's not a specific person but a position. So you know, that the CEO does this. The financial officer does that the custodian does this, you know, so everybody has a specific action they need to take and you want to identify those organizations and individuals and what they do and then we also want to talk about our lines of authority and organization relationships. You know, sometimes it's top down, sometimes it's bottom up, so you need to look at that and be sure, but you do need a clear line of command. You know, there's a great line. I don't know if you know, showing my age here back in the day is the movie Apocalypse Now. And the guy is you know, he's in Vietnam, and he's he's going out in the bush and there's a firefighter reps, and everybody going, he goes who's in charge here, and they could look and say, Hey, we thought you were in charge, you know, and he has no idea. So you need a clear line of authority, have your organization chart and again, it may change you know, there there things where it may not be the person who's always in charge. Some of the more expertise in this particular area may take over a bit, but that's in your ERP, again, something that your emergency planning team, your planning team will work out and put those things together. And every organization is a little bit different. It's obviously different for an organization that has 1000 people there versus one that has five or six, you know, obviously their plan is going to be a bit shorter. But again, you know, it's clear lines of authority, so everybody knows who's in charge, who to report to, and what's going on. So hope that makes sense. So identify the organizations of the people. Excuse me the roles and responsibilities for specific actions, and then lines of authority who's in charge, who's second up who's third has a workout down the line. All right, next slide, please. Okay, so again, the Emergency Operations Plan. So I mentioned earlier, when you need a collaborative planning team, and who needs to be on that, you know, it could be everybody in the organization. It could be just a few. Again, that will depend on the size of your organization. If you have a large workgroup, you know, with hundreds of people, then obviously, your plan is gonna be a little bit bigger, but everybody needs to be there and understand the situation. The example I use, you know, what are you planning for? So, for instance, if you're a CBO in Florida, probably your biggest concern is going to be hurricanes versus earthquakes. You know, here in California, I like to stay here in California, we're like in natural disaster theme park. You know, we get it off. We don't necessarily get hurricanes but you know, we get winter storms. We get floods, we get fires, we get earthquakes. I don't have the stats. Now back in the day. I remember saying every county in the state of California has declared emergency within the last you know X number of years, whether it's a plane crash, fire, flood, earthquake, terrorist attack, you name it, all kinds of stuff can happen. So you need to think about that. And realistically take a good look at what could be happening going on with you. And you need clear goals and objectives. You know, everybody kind of has to be you need to be rowing in the same direction. And I like to say you know, you can't get anywhere if you don't know where you're going. You know, and syndicate axiom city. Can you help me out my eyes are my glasses aren't thick enough can tell the bumper sticker on that car one more time, please.

Unknown Speaker 32:34

The bumper sticker says I don't know where I'm going, but I'm making record time.

Unknown Speaker 32:45

So that's the deal. But again, I can't emphasize enough having a collaborative planning team having everybody involved in that process. So you take a look at and say this is what this is what we need to focus on. This is what could potentially happened to us. And he looked at all the possibilities. You know, something may sound far fetched, but down the line, it could happen. So look at all the possibilities, and that will help you determine your goals and objectives for how you're going to deal with that particular situation. And that again leads to a good emergency operations plan. All right.

Unknown Speaker 33:18

I'm curious if anyone on this call has a collaborative planning team?

Unknown Speaker 33:28

Anyone, no hands.

Unknown Speaker 33:30

Sort of Chorus guide is sort of one.

Unknown Speaker 33:33

Okay. How many of you are writing it? Or if you're given the task of writing it and you think you have to do it all by yourself?

Unknown Speaker 33:46

Like, can I raise my hand because I've been there?

Unknown Speaker 33:49

No, I have to and so will I want to one of the strategies is go ahead and write it and make some assumptions about how you think things are going to work and then present it to the leadership and they'll tear it apart. Or they'll go okay, either way, you're gonna have a better plan. Than you started with. But sometimes it's just not possible, especially early on if, if they haven't been in a planning process for a while. It's just not possible to get them to call themselves a team. But you can go go to individuals that have expertise and make your make your team that way. Or the connection.

Unknown Speaker 34:34

Good. And I'll follow up on that. You know, sometimes it's easier. You probably know, sometimes it's easier to edit something than it is to write it. So, you know, like Marsha said, if you get it down on paper, people can take a look at it, and I'll get my DSA Well, that was good. But let's change this. Let's take that part out. Let's put this part in. But ultimately, it takes a team to put this together. It really does.

Unknown Speaker 34:57

When I write emergency plans for jurisdictions, I write things into those plans that that management needs to approve or disapprove things like management recognizes this as the plan that will be used in a disaster. And if they don't say anything, or do anything about that, when the disaster comes, they've they signed on to this plan. If they're, you know, no, no response is a response in that case, you know, so write those wild things that you really think should be in the plan. And then let them edit them out if they want to, but if they don't, you've got those wild things in there.

Unknown Speaker 35:47

Yep, money is no object. Yeah. Because if you if you wrote it in the plan, you've identified it as something that needs you need to have an answer on how to address it. And so it either is, you know, the Cadillac were with a lot of money or you all sit down and you truly talk about, well, how are we going to address this because this is something that we need to talk about.

Unknown Speaker 36:16

Yeah. And again, you know, look at the situation that just popped in, I was looking at the paper this morning, they had a big story about snow up in the Tahoe area, you know, in the Sierra, there's a there's you know, a ton of snow this year. And so if your jurisdiction there, you think about snow, you know, how are you gonna get it off your property, how you're gonna deal with traffic, all that kind of thing. So not something we have to worry about a lot down here in Santa Clara Valley, or, you know, around this area, but you know, there are things that happen. So think about all the possibilities and get everybody involved and be sure you've covered all your bases when that plan comes. Because one of my other jobs back in the day when I was working was also a public information officer. And you know, the media are relentless. They are going to be there and you Okay, didn't you didn't expect this? Don't you have a plan for that? That's gonna be when the first questions they're gonna ask you. You know, so you better be ready. And the more planning you do, the better you're able to point to the plan. We anticipated this. We plan for it. And we carry it out our plant that will help you get there. All right, next slide, please.

Unknown Speaker 37:17

This made me think of something else. We'll just camp this slide forever. Yeah. But the thing is, you know, everyone, there is a lot of, you know, the mindset that well, this is not, this may not happen, and we just don't have the time to do it. And so you may have to appeal to the organization's public relations reputation, and say, What do you want the newspaper to say the day after? This happens that you had a plan and that you you acted on it to the best of your ability and something unfortunate that happened, or something unfortunate happened and you hadn't planned for it? It's a totally different way people are going to look at the organization and so if you sit down and focus on writing it, it doesn't take that long. And then it doesn't need to be changed very often. And so it's it's really important for the leadership to understand that it's not just busy work for you. It's critical to make sure that things go well and that people don't get hurt and that you come out of it. Looking like you have your act together. Because we've seen a lot of organizations that don't look like that after a disaster and we don't we don't want anybody to have to have to be embarrassed and but what do we always see when the plan isn't in place before? What do you see the elected officials immediately after saying we're going to do this? We're going to implement this new plan. It's like yeah, and why wasn't that there before? You knew that was a hazard before? Yeah, so I get off that soapbox now, but it is. It's like we're this we're not inventing anything. We know exactly what we need to be planning for and why.

Unknown Speaker 39:07

Okay, and I have one more cliche for this slide than just one more cliche. Failure to plan is a plan for failure. That's what that's the bottom line on that. If you don't plan for it, you're gonna fail. Okay. All right. So how do we develop the Emergency Operations Plan? So as we said early draft the plan, you know, go ahead get something on paper now team is, you know, awesome. That's the best way to do it. You know, write something everybody take a look at it, edit it, but get something on paper. Get it? Down, get an electronic form, so everyone can take a look at it. And then you're gonna have the stakeholder review. everybody that's involved, needs to take a look at it. Again, this will depend on the size of your organization is just a few people, is it a bunch of people, you have a big management team, you have just a lot of workers that's going to the plant, but again, everybody's to kind of take a look at it, put their word on it, and then test it. You know, the thing is, you know, you play like you practice it's, you know, I'm full of cliches today. But you need to plan ahead. And the example I'll give you there, you know, we just had the Super Bowl. And you know, they're the best teams in the league. They played all season. They've been doing the same stuff. The day before the Super Bowl, they practice the team gets together, they talk about here's our plan, here's what we're going to do. Here's where we're trying to achieve it, and they walk through that. So they test it, and that is a big chunk that we're going to talk about exercises in a few minutes. But that's a big part of it. So getting that plan getting something down so everyone can look at it. Give everybody a chance to review it, kind of take a look at it, see what they think about it, get their input into it, and then test it. And we'll again, I don't want to get ahead. But Cindy, I think Cindy will do that part. We're going to talk about how you can actually put that to the test and see how things work out but remember, you play like you practice you know if you haven't practiced, you're not going to play very well. If it's your very first time you're cracking open that, you know if you do have a plan, you're looking at it for the first time. Oh my goodness, where do we go from there versus being familiar with and if you help develop it, you're gonna be very familiar with it. So that's a good thing.

Unknown Speaker 41:02

And we're gonna give you some content to kind of help you along that path, also.

Unknown Speaker 41:08

Yep. Okay, next up. All right. So what are some of the things that actually go into the emergency operations plan? You know, if you're looking at the table of contents, you know, for example, we're going to run through some of those things do so first off, of course, an introduction you know, when a call to action by the organization leader who's in charge, you know, like a lot of things you'll actually write it and then the leader will take credit for it, you know, but that's, that's what they need to say. You'll put in the correct words. You know, here's, here's, here's what we're looking at. Here's what we're gonna do, and the purpose and the scope, you know, why are we doing this? And how big or how small is it? So purpose is a big the purpose, how are we going to handle these situations? We've detailed in our plane in our plan, and what's the scope, just how big is their thing called mission creep, where you set out to do one thing and then something else happens and something else happens. So you really need to set that set that scale in your emergency plan, how big a deal is this? What are you going to try to accomplish? You know, What's your concept of operations? How are you going to operate? What's the specific environment you're going to be dealing with? You know, that's a big part of it. And it's sometimes you know, my background is in City Emergency Management i I'll admit it straight up. I have a hard time, sometimes between CBOs and nonprofits versus what the city had to do back in the day. I'm coming along. I'm learning more about it. But you'd have to think about your organization and what you need to accomplish and how can you be better prepared? And that comes with planning assumptions. So you need to set out on a basis of okay, what you know what's going to happen? What's the best thing that can happen? What's the worst thing that could happen? And what's kind of in between, what can we what can we deal with from here? Okay. And finally, as I mentioned earlier, roles and responsibilities if it's just a big, you know, it's just a big free for all. That's not going to be very well, the plan and the way another way to think about the plan is helping to bring some order to the chaos because things will be chaotic. And the plan is kind of, you know, a way to get everybody on board say okay, here's what we're going to do. We don't have to run around trying to to ad lib this. We got a plan that tells us what we need to do. And my specific role is this. And my responsibility is that I know what I'm going to accomplish, I know how to get there. So that's the contents of your emergency operations plan. I think we have some more on the next slide. Okay, once again, direction and control and coordination, who's in charge? Who's telling people what to do? How are you keeping track of people? How do you coordinate all these efforts? And again, in a small organization, this may not be a big deal in larger large organization. It's a very big deal. And it all ties in together. I know you know, we go through this and it looks like a lot, but it really makes sense. If you stop and think about it. You need to have some kind of plan, some kind of organization, you know who's in charge, who's second in command on down the line. How are you going to collect information, you know, how do you gather information? How do you analyze that and get it back out to the rest of your team? You know, everyone needs to know what's going on. It's a big thing to have everybody on the same page. If people are operating from different assumptions, and different viewpoints, that's not going to go well in a disaster or emergency. And there's whole seminars on leadership styles. And you have collaborative and authoritarian and generally an emergency somebody's gotta be in charge and delegate and tell people, here's what you need to do. That is not the time to sit around and have a long discussion forum, a blue ribbon panel, and we're going to talk about it and we'll come up with something next week. You have to have it there right now. So we can get moving, communications kind of ties into that communications and coordination. How do you get everybody on the same page? You know, what are your communication types? Do you have radios, can you use phones, you know, phones may or may not be working depend on the size of the event. You know? So that's the kind of things and then finally training and exercise and I mentioned earlier, you know, it's not if it's one thing to write the plan, then you need to train people so they have some idea what's in the plan. As I said earlier, you don't want to be opening for the very first time when you're you know, like to say you're draining the alley, you know, draining the swamp. It's hard when you have to button alligators. So you don't want the alligators all around you when you open up that plan for the first time. If you had some training, people are somewhat familiar with that plan. And then you exercise you could go through exercises, and we'll talk more about those in a few minutes. And that gets you on board. So it looks like a lot of stuff but it's really kind of a logical flow of the things you would have in your plan and the more you do it, the better you'll be.

Unknown Speaker 45:38

So, just asking a question. Oh, sure. We need specific training in order to write an emergency operations plan and Is there specific OSHA requirements that need to be included in the EOP?

Unknown Speaker 45:52

That is an excellent question. I'll admit I'm not familiar with OSHA requirements. I wouldn't doubt that. We'll have to take a look at that and get back to you.

Unknown Speaker 46:02

I think that really depends on what your agency is

Unknown Speaker 46:04

and true. Yeah. I mean, if you're dealing with hazardous materials, obviously there's going to be OSHA requirements in that you really have to have a good plan. I'd refer you back also to the Themis stuff. If you go to fema.gov. A lot of information there. The community preparedness guide has a lot of stuff. And you know, CADRE provides some info you know, unfortunately I can't give you a one on one class how to write an emergency plan. But we do stuff like this. And Marsha just put something up.

Unknown Speaker 46:33

Just I just Googled this because I've wrote a plan for a water company and I I looked at this a while back because their their emergency plan was actually an emergency action plan and the emergency action plan and how we talk are the checklists, or the annexes that are specific to a function. So it's a little bit different terminology, but it's this it's very similar. It says you have to have procedures for reporting a fire or another emergency you have to have procedures that are followed by employees to two that have to remain and operate equipment procedures for employee evacuation procedures for rescue and medical duties. So so in the in the basic plan you're going to just talk about you can say we have procedures for this, and you can reference them in the attachment so that you don't have bogged down your document with a bunch of procedures. So you just want to state in the basic plan that you have these and maybe there's a critical bullet that you want. To put in the basic plan so that all staff know about it. But that that's kind of the art of writing the plan is how how much information to covet, convey in that basic document enough for them to really understand what's available. And where to get more information. that's specific to

Unknown Speaker 48:04

it. Another good tip is take a look at other organizations that are similar to yours and see if they have a plan and see if you can take a look at that. I used to say I used to think there was only been one plan written in the history that you know, of it, and everybody just copied off and change a little bit to fit their organization. Yeah. And that's good way to go. Take a look around. There's other organizations, there's plans out there that are templates. And, and something it's still you know, I'm showing my age here, Cindy talking about 100 years is that, you know, the internet is an amazing resource. You know, back in the day you had to go to the library, or you had to go somewhere and dig stuff up and take a look at it now get online. And if you Google stuff up, a lot of organizations have their plans online. And you can take a look at those and take out you know, take the pieces you like take out the pieces you don't and there are commonalities, the most plans, if not all plans, but then there's very specific things that you need just for your plan. So that's a good way to get the information needed to help actually write a plan for the first time. And you know, again, don't start from scratch. You know, don't get a blank sheet and start from there. Take a look around. There's stuff out there that you can work from and adapt.

Unknown Speaker 49:08

At the very least take that CPG 101 and use that the content tab sections that we're talking about in these last two slides, put those in and then try and fill in some of those blanks. Yeah,

Unknown Speaker 49:22

if something specifically helped you, there's a thing called a crosswalk where you can take a link say does your plan reference this you know what page where specifically dimension this particular activity? Where do you mention that procedure? So a lot of good information out there. And you know, it's not the most fun in the world, but it's very important to ask

Unknown Speaker 49:39

now that the state of California has a crosswalk but it's for writing government plan so it'd be overkill, but we can put that in our resources as a guide, but be careful when you are using someone else's plan that you truly read it and think about how completed is because I have seen the same plan in different organizations and they're all not good. I

Unknown Speaker 50:07

certainly we're available if you if you find a plan that you want to try and use and you have questions you can contact any one of the three of us by just going to our first name Lynn, Cindy, or Marsha at CADRE. sv.org

Unknown Speaker 50:28

Yep. Yep. And there are you know, companies will write a plan for you but I've also seen kind of fill in the blank plans. My favorite is I was talking to a friend about this the other day. We did a request for a proposal from a company we you know, we're going to do a county wide camera which was, you know, a county wide plan for some stuff. And several vendors, you know, applied and they gave us examples of plans. And one had said, you know, they sent it in and this is for Santa Clara County, and it was like okay, and you know, if you use this plant Washoe County will be prepared for a disaster like, Ah, you forgot to do you need to search and replace, you know, because they had just left when they've written a plan for another county. They love to that that counties name on the proposal to this county, so that's not a good thing. So take a look. Be sure you know that you have your specific plan. That's a good thing. All right, what's next? That's content.

Unknown Speaker 51:22

I mean, we're it has this communication there and what's not specifically called out and should be as public information, or client information and how, how and when you will communicate with the outside world. Yeah. So that

Unknown Speaker 51:40

internal and external, you know, and sometimes not good. Well, basically public information. It's not enough to do a good job. You have to tell people what a good job you're doing. Yeah. So something to think about. Okay, next one, please send me

Unknown Speaker 51:59

Did I go too far? Did I skip one?

Unknown Speaker 52:01

No, no, we're good. Yeah, that was content. Okay. So let's, let's talk a little bit annexes. So you have a basic plan, and that's your policies, some of your p&l your annexes. That's where you have checklists. And that's kind of what to do, and how to do it. So when x happens, here's what you do. I mentioned this is where I mentioned earlier, you know, the pilots on the airplane, when engine goes out, they whip out that checklist. So you know how many how many degrees of flaps, do we you know, what do we need to do? You know, do we turn off the air conditioning there's various things they can do and that checklist tells them exactly what to do. And there may be hazard specific emergency procedures. And again, there's a list of their active shooter may or may not apply to your well. You know, workplace violence, communications failure, a long list of you know, evacuation we very different than you know, flooding, although we might evacuate in a flood, but a long list of power outages sheltering in place, extreme weather, very hot or very cold. If you're, you know, you provide food to people, how are you going to do it and build the emergency plan so there's, you know, if you have multiple sites, each site will need their own plan. But the idea is in your basic plan, you have policies and then your annexes give you these checklists, and you could have, you know, a dozen annexes or more but it just depends. Now, if you're you know, up on the mountain, you probably not you may not need flooding planning. But take a look you know, it's kind of a it's like a buffet if you think about it. So look at the buffet and decide which items you like, which items would apply to your organization. And those are the kinds of you need an annex specifically for that. And again, the planning team is going to look at and say what could possibly happen to our to us in our location. And that's how you come up with your annexes that very specific these are these are not generic. These are very specific emergency procedures for how to handle that particular situation.

Unknown Speaker 53:50

And these are essentially separate documents that refer back to the policy document which is your emergency operations plan. So your active shooter plan or annex is actually a separate document. If you don't have to repeat everything that you said in your emergency operations plan. But you you probably want to cross reference that emergency operations plan and vice versa. Your your ELP may say we've got an active shooter plan. And you know, refer to that in in this specific hazard.

Unknown Speaker 54:32

Yep. And there's a lot of stuff out there. So there's kind of a list there's a place to start and you say this one doesn't apply to us, but maybe this one does. So you'll take a look at it again. There's resources available

Unknown Speaker 54:42

and prioritize them because I'll tell you there are no there's no government that has all of these annexes written in Santa Clara. County, they're moving toward that but prioritize them and we we should have them all but no one has enough staff to do that. Immediately. And so prioritize the you know what's most important to you to have first and then they could be one page long. If you can convey what needs to be done in one page. Do not write a long narrative about it in our world. Now, the more that you can use bullet points and less paragraphs, the more likely people are going to actually comprehend the information. So it does not have to look like a book. It doesn't have to. It doesn't have to all be you know, grammatically correct and it's a working document. So you want people to be able to reference it and learn from it in advance of an emergency to help them be more prepared and so make it make it as user friendly as you possibly can and put them right here

Unknown Speaker 55:59

up front. But the most important stuff up front because it three o'clock in the morning if I if I have a situation where there's a fire in the building, and I've been notified that they need to evacuate the knights, Knights staff, and I reach for the evacuation plant annex. I want I don't want to have to read through a whole bunch of gobbledygook to get to the meat of what's what I need to do, make it a checklist kind of thing and make it right up front so that when I open that cover, the most important information that I need to know is right up front.

Unknown Speaker 56:37

Yeah, think Reader's Digest not Warren Piece. Yeah. Okay. All right. There we go. Okay. Yeah. So again, dependencies. This is some of the kind of stuff you might have in those dependencies, again, authorities and references if you're doing saying you know, here's the Y here's the authority, we have to do that. You can reference your documents, your government code. If there's if you use a lot of acronyms, and I don't know if nonprofits and SeaBIOS yak love acronyms as much as the government folks do. If you have a lot of acronyms have a glossary, you know, so everybody knows, you know, look at the top of that page EOP, you unit emergency operations plan, that's a good thing to have their contact lists, keeping those things up to date, you know, but that wouldn't be in your plan, but we'll be in Appendix something and keep up to date. And that is, back in my career. One of the hardest things to do keeping contact lists straight because people change jobs, they, they leave, they come they go keeping that up to date is really almost a daily function. Weekly, at least, but you got to keep that stuff up. I mentioned earlier the org chart. Here's your line of responsibility, who's in charge who's on top, who's report you know, what are your reports? How does all that stuff line out? If you use forums, that's a good place to have the templates. Here's how to set up an action plan. Here's well that's another course. But forms and templates and the training and testing schedule, you know, we're going to you know, set up a quarterly, weekly, monthly, whatever your training, whatever you can get, the more often the better. I think that having that in there and then supply lists, you know, what, what kind of stuff do we have? Where's it stored? How can you access it? All those kinds of things would go into your emergency operations plan appendix, so it's could be a large document could be small, but if you haven't organized correctly, it's a lot easier to delete a lot easier to read. And as Cindy said, don't have a lot of gobbledygook try to keep it as clear and straightforward as possible. Plain English you know, very easy. When I when I remember when I wrote mine, I had a little box on there, so you could actually check it. I actually had laminated so you could pull it out of the plan. Have a laminated you can take a Sharpie a grease pen, and check that off. Yes, I've accomplished that task. So those are some things that you might have in your appendix

Unknown Speaker 58:52

and may make your life easy too. If you have a contact list for the organization that someone is maintaining had if there are additional people that need to be added to that contact list. You can just reference that contact list. You don't have to make a new one and make it you know manage it yourself. If if you can get other people involved involved in the process of keeping things up to date than that do it that way. Because it is hard to keep the contact lists up to date.

Unknown Speaker 59:29

David says also recommend laminated cards with things like call list of people and phone numbers, slash emails, how to turn off gas how to turn off certain circuit breakers etc.

Unknown Speaker 59:44

Yep, yeah. That would all be in the in the action. Well, what OSHA calls the action plans but for for earthquake, you would do that. All right,

Unknown Speaker 1:00:01

that's indexes. Are we okay? Yeah. questions. Any questions so far?

Unknown Speaker 1:00:06

So yeah, I would like for us to then unmute if you're if you have a question or if you have a comment because like Marsha said earlier, I know a lot of you have written plans and are looking to just revise your plan maybe you know, if you if you've got information that you want to share at this point, as well as questions, now's a good time. Open it up anybody.

Unknown Speaker 1:00:35

I'll just look at this. Because he's so cute.

Unknown Speaker 1:00:40

I see your hand up. Gin.

Unknown Speaker 1:00:44

So one of the struggles that many communities have are how when by whom their cert volunteers will be deployed and and our emergency plan just as we exist. So I would love to know, strategies to get them to commit because I don't think they could actually open the ERC without us. I mean, the the actual city employees that would open it. They need us to do it. But but we're just listed on a page of community volunteers. So yeah, so the reality of the practice is the they need us they used us we know how to operate and it says nothing about us other than we exist in the in the AFC EOP.

Unknown Speaker 1:01:42

So I I wrote a whole well for the Los Altos Hills emergency plan I wrote in a whole section on cert and how they can be audit. In the plan. It says if there's an earthquake and things fall over and off the shelves, they're automatically deployed because we don't know if we can communicate with them. And then it lists some very specific things that they're authorized to do prior to to establishing communication. I'm happy to share that. In fact, I'll put the I'll put the webs now I'll just share it that piece because you don't want to read through a whole plan to find that but yeah, we we we've had in Cupertino, too. I actually wrote it in Cupertino and edited it for Los Altos Hills because very strong CERT teams, very smart people and we just worked it out together on how it would work and then we got the buy in from the city staff. And so then it became part of the plan because it needs to be in there or it's not official.

Unknown Speaker 1:02:49

Yeah, it does. Yeah. Thank you. Not the bloody thing. I suggest a multi prong. I hopefully have a good relationship with the emergency manager in your jurisdiction. You know, and that works. And something as a citizen, you can always talk to your council members. And if counsel asked the question, it tends to be answered. You know, if your doctor council member they might talk to city manager, the city manager will might talk to you know, the police chief fire chief who would talk to the emergency manager that that's just a route you can go again, I don't blow it up. But that is something as a citizen you can do. It helps. Also, at one time when I worked in Mountain View, I had a majority of council members who were cert trained. So you know, that's if you can get council members to take cert it helps them understand the importance of that program. And that tends to get you some, some some action as well.

Unknown Speaker 1:03:38

And I will tell you also from you know, from my experience, sometimes the local government is tangled up in in, is it going to be a staff person, or is it going to be a volunteer, and if it is a volunteer, how do we pay them and what do we do to protect them with worker's comp and all of those kinds of questions and it becomes so much of a sticky wicket I remember when now I'm going to date myself when when h one n one happened. And we the county stood up a whole bunch of vaccination centers for people to come and get vaccinated. And we needed people to be at the at the door of the fairgrounds or whatever the facility was just handling the paperwork just giving people their questionnaires to fill out and taking those back in. And it became with HR a huge issue. To determine whether or not we could use cert volunteers to do that, because we didn't have them covered under workers comp yet. And we weren't sure what and county employees the unions were getting involved because some county employees were salaried and some were not non exempt and and so you know, they they argued about will how you're going to get paid and you're gonna get overtime the all of those things became such an issue that we called the Red Cross who had vetted volunteers that had already been through background checks and all that stuff, and could actually come and sit at the beginning of at the end, pass out the papers. And it was such an issue that county really started looking at, how are we really going to do this in a disaster so sometimes, you know, when asked, and hopefully it's not a big thing when a small thing happens, you know, the eyes get open to those kind of questions, but you can ask those questions in advance, you know, and help that process along.

Unknown Speaker 1:05:56

Yeah, and I'm thinking we've we've actually all of us have had a lot of these issues come up and come up with solutions and the over the years I won't I won't say the years anymore. Listen, I know that you're having PTSD but I think we need to do I using cert or other volunteers during disasters, because there are a lot of ways to work around that that exist. And we could maybe we can help.

Unknown Speaker 1:06:26

Emergency managers know that but HR doesn't necessarily know that.

Unknown Speaker 1:06:31

Yep. Okay, any other questions? Here Hearing none, why don't we move on to disaster mission disaster mission statements?

Unknown Speaker 1:06:43

mean I just want to give you a timing thing you're halfway through. Okay, halfway through our time right now. All right.

Unknown Speaker 1:06:50

You're in when

Unknown Speaker 1:06:53

you're on your own. Oh, okay. So what is the mission statement? A clear, concise and meaningful statement of what your agency's role will be to your clients and community during a disaster. You're gonna emergency. So, as we said earlier, it's kind of hard to get somewhere if you don't know where you're going. And that's what a mission statement does it lays it out and says, This is our role. This is what we're going to do and what we're going to do for everybody, and we'll share an example in a minute, but it's a pretty basic thing. So you need that mission statement, to really kind of clarify things and lay it out for you. You know, we can't be all things to all people. So again, I know I'm being repetitious here. It's gonna require a group discussion. You know, obviously organization leadership is going to have to be there, but everybody needs to have a say in that just like the you know, just like setting up your basic plan. So think you know, kind of your your disaster mission statement is really kind of a building block. You can build your plan upon. You know what are we trying to accomplish? What are we trying to do? This is where we're going to start. And of course, it's probably going to take more than one meeting. It's going to take a few to get this thing ironed out. You can jot something down very quickly, but it needs to be vetted. Everybody needs to take a look at it and say is this what we really want to say? Is this what we really want to do? So again, it's a process it's not a project, everybody be involved and come up with a clear mission disaster mission statement. And I say it's the next slide the one There we go. Here's an example this from the ABC food bank. So you know, obviously they their food bank, they supply food, their mission statement, to continue ABC Food Bank's mission to alleviate hunger by providing nutritious food and nutrition education to people in need to recover any or all of the food banks business units after any type of disruption, disaster or any other break in operations. So very to me very clearly laid that out and say, Hey, here's what we're going to do. We're gonna provide food. And we're going to recover you know, all of our business units after a disruption of some kind. And I think we have dessert. Yeah, so Let's soak up questions. Is it clear what the food bank does? Anybody disagree with that? Do you think that was pretty clear? I'm not here in disagreement. Does their mission statement lead back to the everyday mission statement? You know, it ties it back very clearly say, hey, we provide food. So that's what we're going to do during disaster. We're not gonna go out and start building bridges are, you know, rescuing people, we're going to provide food. And it's clear, I think, what their role would be during an after a disaster. You're trying to help as much as they can. They're recovering their assets and they're providing food as best as they can. I think it's pretty good mission statement. So you know, you can use that as a model. For example, for your mission statement. Any questions on that? Everybody good.

Unknown Speaker 1:09:41

One thing about mission statements, disaster mission statements is that if you're planning to help a different group of people than you normally do, so maybe you normally help underserved but in a disaster like COVID And you're a food bank, all of a sudden you're not. They're not underserved people. They're people that are not no longer working and can't afford food, but they're there in a different demographic. You want to make sure that your disaster statement or your emergency plan highlights the change, because it can impact disaster funding. If you're doing things that your mission statement doesn't say that you do.

Unknown Speaker 1:10:29

It also could impact your potential state or federal reimbursement if you don't have a disaster mission statement. If you just went out and started providing food in a disaster that's very great action to take. However, if you're expecting to get reimbursed in any way, shape, or form, having a disastrous mission statement will help you in the in the justification for getting reimbursement.

Unknown Speaker 1:11:04

And that just made me think of one other statement that you never want to say in your plan is that we will do this if we know we're going to get reimbursed for it. Yes, if if there is reimbursement and you have that statement, they won't reimburse you because that's a contingent policy and there are no contingent policies if it's your policy, you're doing it whether or not you get the money back. So just caution there.

Unknown Speaker 1:11:35

Okay, so yeah, here's so here's some questions you can ask yourself as you're gonna get a disaster mission Samia, how will you support your clients? And will you support some or all of your clients it may be you can't support everyone like you normally do, you may have to cut back will emerge, increased demand for your services. You know, just the example she just gave you know, during during COVID Things change for a lot of people became very different and will your support your neighborhood, your community, city or county? Where do you fit into the big picture? Are you stand alone? Or do you have to work closely with them? And it again, it just depends on what your organization is, where you find yourself, but these are some questions you can take a look at, and that'll help you come up with your actual disaster mission statement.

Unknown Speaker 1:12:17

Does anyone have fun they want to share

Unknown Speaker 1:12:21

that does anyone have a disaster mission statement already? That they'd like to share?

Unknown Speaker 1:12:32

Okay, the words on that get a starting spot. Yep. Okay, and that is disaster mission statement. Any any questions or comments on that? Dog? That's a good look now yeah.

Unknown Speaker 1:12:50

Okay, well, okay. And I guess I will take the next part and talk about succession planning. And the two components of this and you will in in the, the listing that we're putting on the preparedness page under the webinars, we will add these documents that I'm talking about, but we have an emergency planning guide, and we're updating it right now. So we're pulled it into pieces, and we're sharing the pieces that that are currently updated. So our leadership and succession planning. You want to have the backup people and you and you probably do have, who would be in charge if the CEO is not there. Or, or other key positions like that and you they need to understand that they have a disaster roll and know what their responsibility is in the disaster, as well as the CEO does. And you may or may not have had conversations in the past and whether or not all of those people can be out of the office. At the same time. For like corporate businesses, those those folks are not allowed to fly on the same plane. Because they they want to make sure that there is a true leadership and the board officers is the same thing. So you want to have a discussion on who should be in charge and maybe make it a little bit deeper. Because usually you might have three, but you may be you need to add a couple more people to to your existing succession plan. document. And then we'll keep them reference that document that repeat them in the basic plan because that should be there the positions that are going to be filling those roles. And then make sure that there are checklists so that the backups when that when they suddenly realize that they're in charge, like this little poor Meerkat. It's like, what what I'm what? That they have something that they can look at and start to follow. And then of course, they're going to have you the writer of the plan that knows everything. They're to whisper in their ear. And help them do what they need to do. So in addition to the leadership you want to have, not necessarily succession planning but backup to key positions in your disaster response and again, probably three and if you're a small organization, I get that you can't do that. But think about who you might be able to call to come and help you maybe from a different organization that you work with as a as a mutual assistance type of event because you can do that for each other to come and help. And you want to make sure that everyone is cross trained, because if you can't go three deep you might have two people might have to serve multiple functions which according to Incident Command System can become a problem, depending on the size of the event, so make sure you know our goal is to have at least three people for each key responsibility so that there's always someone there that can fulfill that role and then for your, your electeds and you're CEOs make sure that those those folks also have experienced backup. So you can't you can't some put somebody in the position of they don't know what that position does. So that's a discussion that you'll have to have to see how how to do that. Any questions about pretty simple. I might have I don't remember five a second slide. Oh, yeah. Yeah, three. Yeah. Then the other part is identifying your response team. So here's the whole team and they're all looking up to that guy on the other slide. Find their alternates. They all need checklists, each role needs its own checklist, because they each have a different responsibility and a different role, which we've identified in the plan and in the plan. You're not going to list who they are, but you can, you could list a table that says a job position. And what what it is that that person is responsible for doing so that they don't have to think that they need to read all the checklists, they just need to read the checklists that's specific to what they have to do. That's a pretty good looking team. They're all paying attention. Nobody's on their phone, like it

Unknown Speaker 1:17:50

was this goes up goes without saying but I'm gonna say it anyway. In your plan, you want to write those positions, by title, not by name. You don't want to put Jen schmuck is in charge of you know, you want to put whatever her title is so that if she retires and Susie schmuck causing, you know, it's in by title and she you know, so you can pick up that that piece of information. But that title, also let you know that that also gives you an opportunity to write into their job description for that title, that they have these responsibilities of six in the succession planning, part of the Emergency Operations Plan.

Unknown Speaker 1:18:33

Yeah, and sometimes that's a problem if you have a union. Yeah, that if if it's not in the plan right now, some I've heard of some unions recently asking for more guidance on what what the roles are in a disaster, which then hopefully would mean that they're willing to write holes into the job descriptions because they should be there. We're kind of beyond the days where we can pretend that we're not going to have a disaster role. Everybody gets to have a disaster role at some point. And so just as far as the reference documents if you have if you have documents like board bylaws or things that say who's in charge, you can reference that from the succession planning, just keep your emergency plan policy document short. If there are other legal documents that talk about the what happens if they're not available. You know, do you have an agreement with another organization that can take over for you which is kind of now going into continuity of operations planning, but just looking look at the legal documents that you may not read off often enough to see if there is anything critical that you need to mention? And reference in this plan as well.

Unknown Speaker 1:20:07

Any questions? All right. Yep. Did I hear something? Okay, training and exercise. I love training and exercise. That's my favorite part because

Unknown Speaker 1:20:25

read reading a plan does not make you prepared. Doing the plan is what makes you prepared. And every time I've ever done training or an exercise. We learned something that we just assumed was going to work just fine and then realize that it doesn't in real life. So it's really important to practice every piece of it and I put that picture down there of the you know, this planning team, right? It's like yay, we love this and training is so good. We should do training all the time. And yes, let's have more exercises. And then you try to coordinate something and they all disappear. And it's all down to you again. So you need to have some buy in real buy in from your management on what the commitment is to training. And my I might be going out of order my slides, but if you don't have commitment that the management the supervisors are going to allow staff to get trained, or to you know, to come and sit in your 30 minute class or your one hour class to brief them on what's in the plan or what their specific role is. You don't have a plan because everybody needs to know what's in the plan, not just you. And so I you know, it you have to get them to buy in so you're going to present them with your training plan and then they can have the conversation with you on whether or not it's doable, and then you can work out compromises or a phase phased, phased approach to get to the place that you want them to be but you can't get there today. So if you are going to hire people to do training, or if you're going to do the training yourself, that's a question to ask yourself. Are there volunteers that need to be trained because that would that adds another layer to it? Or is the training required? Or is it encouraged? If it's encouraged, nobody's going to do it. So you can you can set up a list of the bare minimum and make those required and then if you you will get some people that are excited to learn more. They see it as maybe you know, it'll look really good on your resume. If you go to another job and you already have this kind of training because not very many people do. And so it's going to make you more valuable for promotion for other for other jobs. So you can require the basics and then offer additional training. There's a lot of independent study classes that can be taken so that they can continue to to educate themselves, and then document all that training because you want to make sure that you show and show to each of them. You can have a chart that shows who's taken what classes and use peer pressure as well. And then identify who needs to be trained and it's probably everyone but the like volunteers and the General Staff are probably just having a basic. This is what the organization does in a disaster. Maybe it's an hour long orientation on what to do or what not to do. But then for others that have key roles and it could be multiple hours. And then as you're developing this training plan, look at the some trainings might need to only be offered once or an individual only needs to take it once but maybe there are other things that you think they should be refreshed on annually or or you know, whatever timeframe you decide, will the training be held during work hours? If it's not during work hours, then how are the people being compensated? Or if it's if it's for volunteers, you know, somebody's has to do the training. So there's all of that logistics on? Is everybody happy with the situation that is happening? out of work hours? Are they getting comp time or something for for doing that? Do they get to come in late the next day, if if they're working after hours and who's tracking the training? So this training, although it's not written down anywhere, but if you're if you're looking at what what emergency training is it's a critical role in the organization. It's critical that people know what to do and again, the headlines in the newspaper if, if you know what you're supposed to do, but nobody's learned how to do it. So what there's certain compliance trainings that organizations have to do, right and everybody has to take them, like diversity. Sexual harassment was the only two I can think of right now. But everybody has to do those right. And it's like, it's a priority. Somebody in HR is, is breathing down your neck if you don't if you didn't sign up for the class, but then Emergency Management ends up not being like that. But the reality is, is that your HR person should be keeping track of this training along with all the other training that the employees are taking, and breathe be breathing down their neck if you've given them a roadmap on what classes they're supposed to be taking that they should be telling them you need to take this class, because this training is not second class training. This is the training that's going to make or break you and the disaster and it's going to reduce people's stress and minimize the possibility of heart attacks and all kinds of things that happen when you realize that you didn't take the training and now you're to blame for something happening. You know, we and I'm just saying that because I've seen it happen. And we don't want it to happen. There's no reason for it to happen. What types of training are needed, you know, if there are OSHA classes, obviously those those habits, you know, you can't you can't you're not going to develop that training, but you might be developing a training on how to evacuate your building. You might be developing a training on how to use a fire extinguisher. You might be developing a training on how to activate your alert system or your notification system or sending a text to everybody. You know, they're just certain. It depends on what's in your plan and what do people need to know how to do and who needs to know how to do it, and then identify the resources and we can help you find resources to well, I'm committing us to a lot of stuff we need more staff. Okay, and next. So this is a sample this is a study sample of a training plan. So the on the left of the screen and I know it's really small I'll I'll put the sample in the in the resource resources on the website. This is just a plan for the Logistics Section. In the emergency operations center, you may not ever have an emergency operation center but you have roles and responsibilities and it would look like this. So in the first column are the first classes that they're supposed to take. And the ones in red are they're all online. The ones that are in black in that first column are in house training center taught by the emergency manager. So there's one on here here's the Emergency Operation Center, or maybe for years, it's here's the emergency plan, or here's what your checklist looks like. You're going over the checklists with them. And then the second column is all in house training. These are the forms that we're going to use. There is a document on what employees should do it just employees in general, if there's an earthquake or an active shooter, and I have that document if you want it as a guide, but you have to you know, you have to develop what it is that you need. And then it just goes on the last two are actually you don't have to take these, but there is a credential that the State offers if you take those. So if you if you want the credential, then continue to take those other classes. And then there's a second tab of this spreadsheet that lists all of the the course titles and the description of them and how many hours they take and who's requiring it. Any questions on that? So every piece of that can become an exercise, it only it all should be tested. You want to test the assumptions of who does what or who's who's supposed to be contacting whom. There's, there's so many different ways but a tabletop is can be a single question presented to us with management people over a brown bag lunch, or add a weekly check in meeting that you've asked to have five minutes to ask a question that you want to have clarified to put in the emergency plan. So

Unknown Speaker 1:30:18

it could it could be if you don't have the succession part down yet. It's like if so and so is not here, when the earthquake happens, who's in charge? And so on. So might say well, I'll just call in and you may have to say no, we need someone physically here. Or what if the phones aren't working? So it just becomes a what if what if, and as you get answers to the what if your plan gets stronger because now you've thought through in advance

Unknown Speaker 1:30:50

and if you don't take notes and document that tabletop discussion, you have done it for not because you you lose all of that valuable information. So make sure that you that the tabletop has some kind of follow through that. That at least addresses issues in the plan.

Unknown Speaker 1:31:11

Yeah. And that would be good to just just send it an email to everybody saying this is what we talked about today. You know, these were the things that that we didn't resolve that we should follow up on. And but we all agreed on this. And now you've got it documented. And I used to hate to do this because I got frustrated because there was not a follow up. I couldn't get people to follow up. And so I started sending these memos and at the bottom of them it says that your emergency managers identified this problem that needs to be addressed in your emergency plan failure to do it could cause financial loss or injuries to the organization depending on how serious it is. But it's like you have to cover yourself because emergency managers get pointed out after the disaster. It's their fault that it happened. It's like no, you know what needs to get done, but people need to buy into it. Besides the tabletops where you're just having a little discussion over a topic and keep keep the topic small, keep it painless, or as pain free as possible so that they're willing to talk to you again or they'll start turning around and going the other way when you walk toward them. Then you can go into things like a function based exercise, hey, we're going to do an evacuation drill. Even if you don't have a plan, you can say we're going to we're going to set the fire alarm off. We're going to go outside we're going to do a headcount. See how that works. You could tell one person stay behind. Don't tell anybody that you're staying behind. But see if they've realized that you're missing can tell one person they have a sprained ankle. Go outside and say Oh, I hurt my ankle. See if anybody knows first day and they'll start to problem solve and realize that they could have had a better plan for that. Same thing with communication. If you have any kind of a telephone tree, you can just practice the telephone tree to see if everybody still has the right phone numbers. If you have to warn the building, like for an active shooter, you can always that's important. To practice and the earthquake like the great California ShakeOut is a great way to do an earthquake functional exercise function based exercise people drop cover and hold on. It's a it's a statewide program and so it looks really good. You can register that you're participating in it. And so then you know, your organization's getting some recognition and it gives you a little bit more clout to make everybody drop cover and hold on. It's even though they have a specific date. It's the third Thursday of October at whatever the time of it is, whatever the day is. So if it was on October 13, the exercises at 1013. But they they're they've gotten to the point now where they say if you do an exercise any time that month, we count it because they don't want people to get locked into I have another meeting at that time. And there are a ton of resources on that website, the great California ShakeOut website, little videos and informational flyers and things that you can use to get people excited about what doing earthquake and then you know, and that's drop cover and hold on. And then after that, what should you do? Well, it depends on how how you know what your criteria is for needing to evacuate the building. Do you evacuate every time there's an earthquake Do you evacuate if things fall? Over or off shelves? Because it's not like you don't have to go outside every time there's an earthquake but you see that there's their their incident happens then there's a decision to evacuate and they need to know what that decision point is. questions

Unknown Speaker 1:35:05

if I could add one comment on evacuation drills. A good way to do that kind of in steps. You know if you're gonna do one, tell everybody okay, Tuesday at three o'clock we do an evacuation drill. And then everybody will leave at 130 Say I want to do it. Then the next time you know the next cycle do okay, we're going to evacuate one Thursday. And they don't know what time so it'll catch up and then eventually you can do it just pull the alarm and evacuate everybody kind of build up don't jump in you know big time to heart kind of build up those steps. It'll go better.

Unknown Speaker 1:35:33

And in fact, if you want to do you can do a tabletop if you want to plan it and assign people roles to like go to certain parts of the building and to make sure people are getting out. You can have a table top and just walk through. Okay, the alarm is gonna ring and then what are you going to do and then what are you going to do and so that they can just run through their steps. And then it'll it will go smoother. But sometimes they don't want to have that extra meeting. And the all of the learning happens when they actually do it. But if you can get them to come together and talk about it a minute before that's always a good thing. All right. So it's Cindy's turn now to talk about emergency procedures.

Unknown Speaker 1:36:22

Okay, so do we have any questions to this point? choruses should emergency kits be carried out during drills?

Unknown Speaker 1:36:36

I believe that, yes. You practice like you're going to play, you do the things that you're going to do. And in fact, I of course, I encourage people to have a little bit of supplies in their car. And so if they can produce the supplies out of their car, when they go out to their assembly area, then maybe they're in a raffle for a Starbucks gift card or something fun. But, yes, you take out we take out the tools and equipment that you expect to have out there in the emergency.

Unknown Speaker 1:37:12

Okay, so this is my least favorite kind of training where you have three talking heads just talking at you. And I'm, I hope that you have learned some things or that you have some things that you can take back with you from this class. I was hoping that we would have a little more interaction. But I'm going to move forward kind of quickly through these last few slides since we're running a little we're getting closer to the end. Thank you Adriana. So emergency as far as emergency procedures are concerned and I want to first caveat this with your emergency procedures could be written into an annex could be written as an appendix to your emergency operations plan, or could be some separate checklists. It could be any of those things. Okay. But the real question is, does your staff know what they need to do in an emergency? You know, the bell rings, whatever the bell is, you know, whatever the disaster is. It happens. Does your staff know what to do? And if they don't know what to do, then they're going to do whatever they can refer back to in their minds. That is something similar to this situation in and including, if they don't have anything to refer back to, they may just stay seated in their seat and not take any kind of direction. So you know, it's critical that your staff knows what to do in an emergency, even if it's just, I'm supposed to get up and and get my kit and go outside to this parking spot. You know, does your agency have an emergency? Kit? So, you know, we we encourage individuals to have things at their desk or in their car, you know, little emergency kits, us a flashlight, some extra batteries, those kinds of things. But does your agency have some bigger kids I know sometimes there is an emergency kit that that your ER T team may have, you know, can you use that should you use that? Should you take it outside of the building when you when you evacuate the building? Well, if you're going to use it in reality, then you probably should use the dead in practice as well. But where are those supply kits? Does everyone know where they are? Where are those emergency supplies? Does everyone know where the extra you know you have on the wall? You have a first aid kit that's got band aids, but everybody's taken the band aids out of it and they're empty. Does anybody know where the extra supplies are that are supposed to go into those kits, if we needed those in emergency. Do you have a place where you've kept those important documents? You know, you might need your insurance papers or you might need you know, your evacuation route or your might need your contact list or your your vendors list to help you get something you know, keep something up and running. You all of those important documents need to be at least copied in some direct someplace that you can get access to them once you've had to evacuate the building, if that's the case. So those are things that you might want to consider as part of your emergency procedures and direct them into your emergency operations plan. Probably not in the base plan, but more in an appendix or in an attachment. Next slide please.

Unknown Speaker 1:41:18

So you know some of the things that you might want to discuss in advance of a disaster happening with the particular staff that might be affected by these these questions. So that you have a clearer understanding of how you're going to deal with these situations. Is is going to make it so much easier on everyone information. It doesn't matter what it doesn't matter what the situation is. The information is going to help the situation no matter what. If someone's afraid that there's going to be an earthquake, you know, I always try to tell people, if you're informed about what you're going to do, you're going to be less afraid. So let's go through those processes. If you have people in your building, either clients or staff that are going to need a special accommodations in an evacuation situation, for example, let's talk to them about what they need and how we can help them and let's assign someone to focus on that kind of of help. It's it's going to be critical. We I heard a presentation not too long ago from a person who was in a wheelchair who talked about you know, the the evacuation drill alarm, the fire alarm drill went off and everyone evacuated the building and I was on the second floor of the building and the elevator didn't work. And guess what? Nobody thought about, gosh, we have to make sure that I can get out too. So let's have those conversations. You know, a lot of your organization's you may have workers who are not in the office during the day maybe they're out seeing clients, maybe they're in other areas. What's the procedure? Maybe they've maybe they're, you know flying to another town for a training or for a conference or whatever. What are the procedures that you want? them to do in a disaster? How will that how will they perform those duties that need to be done? If they're out of the office? What is your expectation of them? Do they just go home? Do they come back to the office what what how do they deal with that? And one that I think is is so critical and so often overlooked is can you allow your family and or your pets to come to the come to your office and help in a situation where you where you've got an emergency going on? And you've you're responding to a disaster. I I have children at home, I have pets at home and it's going to be easier for me as an employee. If I know that my family and that my pets are taken care of. Maybe they're maybe they're in a hotel down the street, or maybe my my partner is here helping to take care of the other other staffs children or maybe someone has been assigned to take care of the pets and we let people bring their their pets if they bring crates or what did you know what are the circumstances for those kinds of things

Unknown Speaker 1:44:55

so that you know and then the last one of course is you know, what are the policies about entering a building that might have sustained some structural damage do you have? Are you connected with someone that might be able to do a damage assessment of your building? Is somebody just going to go back in when you can see clearly that the bricks have all fallen off the face of your building? Is that just a facade issue or is there actual structural damage and you know, what is the what is your procedure? What is your policy when it comes to those kinds of things? So those are some of the questions that and I and I know there are more I know there are many, many more that you know, that we probably could go on and on about you know what kind of questions but I would just encourage you to, you know, think about what your agency might need, what kind of things your your staff might need to know. And let's have those conversations on a set of Bluebird day on a day when the sun shining and there isn't an earthquake rooper says would you assign just one person to help someone who needs help or a few people to cover days off, etc. How do you deal with staff who don't want to help others who are in need of special help for their special reasons, fear concerns, etc. Blah, I'll tell you, it'd sure be good to know this in advance, wouldn't it? It'd be sure be good to know in advance who's going to take care of the person that needs special accommodations and if someone can't or is, you know, incapable for whatever reason, that that we know that in advance. I would say to you that it's going to be a circumstantial situation. If you've got someone that has an electric wheelchair that's going to need multiple people to help them get it out of the building or that sort of thing. Then you're probably going to need more than one person to help that person. And you're right, covering days off and those kinds of things because earthquakes don't pick a day when everybody's at the office, or when the person that's going to help that person that has special accommodations is going to need that help. So certainly having some cross training and some backup plan is going to be critical. But I would say you know, we heard it early on Lynn said you know, practice as you would play as it would as as you would be in reality, you know, if your reality is that you need more than one person to help someone with accommodations, then let's assign more than one person. Anybody else have answers about that? Okay, let's go on to the next slide. Oops. Thank you. You know, it. It's always fun to me when I when I work with groups, and it comes to things like figuring out what the staff needs to know or what the procedures are, how many things people just take for granted. You know, like, who has keys to the door? We had, you know, just with COVID Recently, I was working with one of our cities and and the city manager said, Who has access to the website to be able to put a COVID notification up on the website, and everybody kind of looked at each other and when I don't have access to it, maybe somebody in it, you know, but it was like the people that were sitting in the room didn't know who had access to the website to be able to update it. So you know who's got access to the keys to your building? Who has access to those emergency supplies that you might need? Who knows where they are, you know, is there a spare set of keys, some other place? Is there another way to enter the building with some kind of a code that you know, I mean, you know, this is not a time to try and tell somebody, oh, by the way, there's a spare key under the third rock to the left of the door in the back of the parking lot in the corner. You know, that's not a good time to be telling those summon those kinds of things. Let's do that in advance. You know, and just like with your home, you know, you need to know where the gas turn off is in your house or how to turn the water off in case you know that you have water damage happening or water. Water leaking in your building. You know, you need to know those things at home. You also need to know those things at the office. And you know, maybe you're not the one that's going to be turning off the gas or the water. But what if you're the only one that you know you want to know where those things are. You want to know where the breaker box is? And you know, is there a key to get into that breaker box or who's got that key? Or how do you get those things accomplished? You know, I always recommend that you walk through that exercise process that Marsha was talking about. And as a part of that, you recognize that, Oh man, we're gonna need a sign because when people come up to the building after the earthquake has happened, they need to know that we had to move to another location, you know, and what is that location? So we need to have that signage available you know that can direct staff or that can direct our clients or that can tell people you know, where they can get information about us. Maybe you can create that signage in advance and have it close to the front door in the closet or someplace where you could slap it on the door. Really quick as you evacuated the building. You know, does your office have a PA system that you can that you can make an announcement you know there's been an active shooter reported in our building. Everyone take this particular action is there you know, if there is something like that, who knows how to use it? Who knows who knows where it's going to be directed? You know, we had a school not too long ago do a communications drill and the PA system was operational but the person that was operating the PA system didn't know if it was going to every classroom or to just certain classrooms. And so we didn't know whether or not everyone got the information. So having those that kind of information ahead of time is is is and documenting that so that everyone knows that if you don't have a PA system, how are you going to tell people? You know, is there some kind of group text and you all have cell phones? Is there some way that you can communicate information without a PA system? You know, explore those kind of questions and make sure that your staff knows these things that you're not the only one that knows them but that you know that everyone that works there that needs to know those things does know those things. Next and my dog has something really important to say about that, I suppose. Yeah, sorry about that. So keep it you know, some of this stuff is just really very, very obvious to me, but maybe not to everyone you know, staff often have said to me, stop writing. Staff have often said to me, I don't know why HR has to have my my home phone number all the time. Well, this is a really good example of why HR might need that. You know, if there's an earthquake and you've been hurt who is your emergency contact and is the emergency contact on your sheet that HR has 15 years old, and that person no longer lives at that phone number? You know, those kinds of things are really, really critical and really important, you know, simple things like making sure that you've got a charger and a cable for your phone or extra batteries for your radio, making sure that you've got radios that you know if you if you're in a situation where you need to listen to a radio for communication, you know that you've got your laptop and you've got a battery pack or a way to to communicate or you've got a satellite or a hotspot on your phone so that you can get information in and out. Those kinds of things are our discussions that you need to have in advance. Make sure that your training is completed that if someone is expected to do a position or to take an action that they actually know what that is what that action is. I always encourage you to ask your students to put their contact information into whatever notification systems you're using. When you're if your town is using a certain website or if you're using if your city is using Nixle or if the county uses alert sec You can go to alert sec.com and put in your name and your address. When you do that put in the address for your building as well as the address for your home. So that notifications that are localized can be you can receive them for your building as well as for your home. And then encourage your staff to take those classes that we talked about. You know there's there's community emergency response team trainings, there are trainings online from FEMA, there are plenty of different opportunities for your staff to get more prepared by taking online classes or in face classes. There's someone's got something up on the website with

Marsha

just I just posted some resources.

Unknown Speaker 1:55:21

Okay, yeah, Marsha just posted some resources that you can that you can look at for how to do some of this, get some of these resources. Go ahead to the next slide, if you will. And then, you know, we talked a little bit about some of those trainings, there are some trainings available. There's some links here that can help you with personal emergency preparedness, things that you can give to your staff. You know, there's a the first one is a link to one of my very favorite fliers about emergency preparedness in gathering supplies. You know, sometimes people will say to me, Well, I can't gather supplies right now because I can't afford to buy an extra battery. An extra flashlight that I just keep in my emergency pack. I mean, stop. Sorry. I didn't think about when I locked them in the room that they would bark at me Stop it. Riley stop it. But there's a really great flyer. That is a 24 weeks emergency prep, where you go through the first week and it's all prioritized the first week. You take these actions and you buy these supplies and by the time you get through 24 weeks, you have a really well stocked emergency supply kit for your home and your family has a really good idea of all the actions that they may need to take. So I would encourage you to take a look at some of these to share them with your staff as you as you leave this training and to and certainly to call on us if you have questions or if you if there's something more specific that you'd like more information about as it pertains to resources. Next slide please. Cue dog that's not the one that's barking by the way. And my apologies for that I'll I won't let them be in the room with me going forward. But does anybody have questions at this point? Okay, I'm going to turn it back over to Lynn to give us a wrap up today and take us home.

Unknown Speaker 1:57:53

Okay, thank you. Thank you, Sandy. Yeah, so you know, it's all for emergency planning. Remember, it's a process not a project. You can just knock down a few minutes. It's something you have to do you have to take an interest in it and make it work. Definitely Number two are planning wheelhead organization prepare for respond to and recover from an emergency or disaster. So definitely, it's something you want to take a look at. Cindy just said about supplies, don't put it off, go ahead and do it. And the plan is a living document. It's going to be reviewed at least annually if not more often. You know when your agency makes changes. When you exercise when you find something you learned something new update that plan. It's a living document you have to stay on top so often often often is the key. Don't don't just do it and put it on the shelf and forget about it so I'm easy to hang on to and have ready errands. So there's one more slide are we done? I can't remember. Now. That's about it. Thank you very much for coming. out today. And we do have continuity of operations for nonprofits coming up March 20 and 27. same timeframe 10 to 12. And obviously you guys there thank you very much for your time we appreciate it.

Unknown Speaker 1:58:58

So I would just like to add Marsha Yeah, we do have we get to do these trainings for free to you because we get grant funding. And the requirement is that people that participate in these classes, take the survey at the end. That's how the funders know that we actually have life people in our classes. So I would just encourage you please take the survey at the end. And this is how we get these trainings done. Thank you very much this the document that you see there, this the QR code is to get into the CADRE sv.org website to join our network