Emergency Planning for Human Services Organizations

Thursday, April 18, 2019
Wednesday, May 1, 2019

What we did
Session I: Fundamentals

1. Introduction
2. Understanding Hazards and Impacts
3. The World of Disaster
   Readiness, Response, and Recovery
4. Getting Ready
5. Introduction to the Plan Template
6. 10-minute Break
7. The Planning Process
8. Plan Contents
9. Intro to an Emergency Action Plan
10. Primary Business Functions
    and Essential Mission Functions

What we’ll do
Session II: Implementation

1. Introduction
2. Review of Session I
3. Overview of Plan Contents
4. Emergency Action Plan
5. Primary Business Functions
   and Essential Mission Functions
6. Ten-Minute Break
7. Continuity of Operations
8. Plan Maintenance
9. Follow-Up Plan
10. Conclusion

Why we’re doing it

• Your goal and ours is to enable you to return to your organizations with the capability to start and finish a written emergency/disaster plan.
• You will leave today with some tangible material that will help you complete your planning.

How we’re doing it

Our objectives are:
• Know ways to get ready for emergencies; and take action to be more ready.
• Understand how to use a Plan Template.
• Begin the planning process for your organization.
• Know how you can produce a Continuity of Operations Plan (COOP).
• Know how to maintain a completed plan.
• Get started on producing a plan.
Review of Session I: Fundamentals

**Emergency** =

an event (generally unexpected or unpredictable) that threatens life, health, and/or property, such that immediate action is required.

**Disaster** =

an emergency that disrupts community functions and creates needs for individuals and/or communities, such that human services will be required.

**Hazard** =

a “condition with the potential for harm to the community or environment”

**Risk** =

the probability of a specific hazard occurrence

**Vulnerability** =

characteristics of community assets that make them susceptible to damage from a given hazard
Impact = the consequences or effects of a hazard on the community and its assets

Impact = problems that the incident causes

Disaster Cycle

Event

Response

Mitigation

Recovery

Readiness

Disaster Readiness
The Planning Process

Stage 1: Convene a Planning Team
Stage 2. Gather information
Stage 3. Draft the plan
Stage 4. Review, revise, finalize
Stage 5. Distribute and educate

Emergency Action Plan

• addresses emergencies, which may not be disasters, but pose a risk to health and safety.
• outlines immediate action intended to safeguard the lives, safety, and security of staff and others.
• allows the organization to respond in a focused and effective way to emergencies.

Emergency Action Plan

• What are protocols, procedures, and policies that your organization already has?
• What protocols, procedures, and policies have you identified that your organization needs?

Preparation for Session II

2. Gather your organization’s protocols and policies related to emergencies. Complete Worksheet #4.

Continuity of Operations Plan (COOP)
Mission Essential Functions are the directly-related functions that you must perform to achieve your mission.

Primary Business Functions are the functions that are necessary to support the mission essential functions.

You are the expert on your organization.

Acme Social Services
- Program A helps road runners who've experienced trauma
- Program B helps families in crisis
- Program C helps to reintegrate formerly incarcerated coyotes
Mission Essential Functions
Acme Social Services

Program A provides individual counseling and family counseling.
Program B provides individual counseling, family counseling, and parent education.
Program C provides individual counseling and vocational training.
### Mission Essential Functions

**Acme Social Services**

<table>
<thead>
<tr>
<th>Program</th>
<th>Clients</th>
<th>Functions</th>
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<tbody>
<tr>
<td></td>
<td>Individual Counseling</td>
<td>Family Counseling</td>
</tr>
<tr>
<td>Program A</td>
<td>Road runner trauma</td>
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**Functions ≠ Programs**

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**Worksheet #6: Functions**

- How much time is spent on this?
- What are the consequences if this does not happen?
- Are there other organizations that can/do fulfill the function?
- What makes this important?
Worksheet #6: Functions

Everyone at the table: share one Mission Essential Function and why you think it is mission essential. Then discuss:

- How much do you have in common?
- How widespread are the functions in your organizations?
- What happens if you can’t conduct the function after disaster?

**Worksheet #6: Essential Mission Functions**

**Mission Essential?**

<table>
<thead>
<tr>
<th>Function</th>
<th>How mission-related is it?</th>
<th>What are the consequences if it is not done?</th>
<th>Could other organizations do them?</th>
<th>Why does this matter to our Mission?</th>
<th>Is this essential to our Mission?</th>
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10-Minute Break

Continuity of Operations Plan (COOP)

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Continuity of Operations Plan (COOP)

“Interruption of Operations”:
• A situation that prevents the organization from pursuing its normal functions.
• It may or may not occur over an extended period of time and impact multiple functions.

Continuity of Operations Plan (COOP)

A COOP describes how the organization will restore essential functions as soon as possible after an interruption of operations.

Continuity of Operations Plan (COOP)

Three “Phases”:
1. Activation
2. Alternate Site Operations
3. Resumption

Worksheet #7: Continuity of Operations
At your table, pick one question from each Phase and discuss it. Approach the question from the perspective of your own organization as best you can.

Continuity of Operations Plan (COOP)

1. Activation
   • Decision Process
   • Alert, Notification, and Implementation
   • Leadership
   • Planning for Service Changes

Continuity of Operations Plan (COOP)

2. Alternate Site Operations
   • Decision Process
   • Site
   • Alert, Notification, and Implementation
   • Leadership
Continuity of Operations Plan (COOP)

3. Resumption
   Resuming Individual Functions
   • Description
   • Strategies
   • Staffing
   • Time Frame
   • External Stakeholders

Worksheet #8:
Resuming Mission Essential Functions
A. Description
B. Strategies
C. Staffing
D. Time Frame
E. External Stakeholders

Maintaining the Relevance of the Emergency Plan

• Annual Review
• Training, and Exercising
• Documenting

Training and Exercising
• Seminar
• Workshop
• Tabletop
• Game
• Drill
• Functional Exercise
• Full-scale Exercise
What do We Do Now?

Set Milestones

- A task is an action item (verb).
- A milestone is either a tangible (noun) or a state of being (adjective).

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<td>Compile a list of emergency supplies</td>
<td>Supply list</td>
</tr>
<tr>
<td>Order supplies</td>
<td>Supply order</td>
</tr>
<tr>
<td>Identify emergency supply storage space</td>
<td>Storage space identified</td>
</tr>
<tr>
<td>Receive and store supplies</td>
<td>Supplies stored</td>
</tr>
<tr>
<td>Update inventory</td>
<td>Updated inventory</td>
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Worksheet #9: Action Plan

<table>
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<tr>
<th>Milestone</th>
<th>What are the tasks to get from prior milestone to this one?</th>
<th>Who needs to be involved in those tasks?</th>
<th>Target Date</th>
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<tr>
<td>Planning team created</td>
<td></td>
<td></td>
<td></td>
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<td>Mission Essential Functions identified</td>
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My next step to completing an emergency plan is ________.

I will finish that step by ________.
What did we do today?
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Did we accomplish our objectives?

• Do we know ways to get ready for emergencies; and did we take action to be more ready?
• Do we understand how to use a Plan Template?
• Did we begin the planning process for our organizations?
• Do we know how to produce a Continuity of Operations Plan (COOP)?
• Do we know how to maintain a completed plan?
• Did we get started on producing a plan?

"A journey of a thousand miles begins with a single step"
千里之行，始於足下
Qíānlǐ zhī xíng, shǐyú zú xià
Lǎo zǐ, Dào dé jīng
(literally: "A journey of a thousand li starts beneath one’s feet")

YOU are the expert on your organization

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PLEASE!
Be sure to complete the evaluation forms in your packet and leave them on your way out.
THANK YOU!