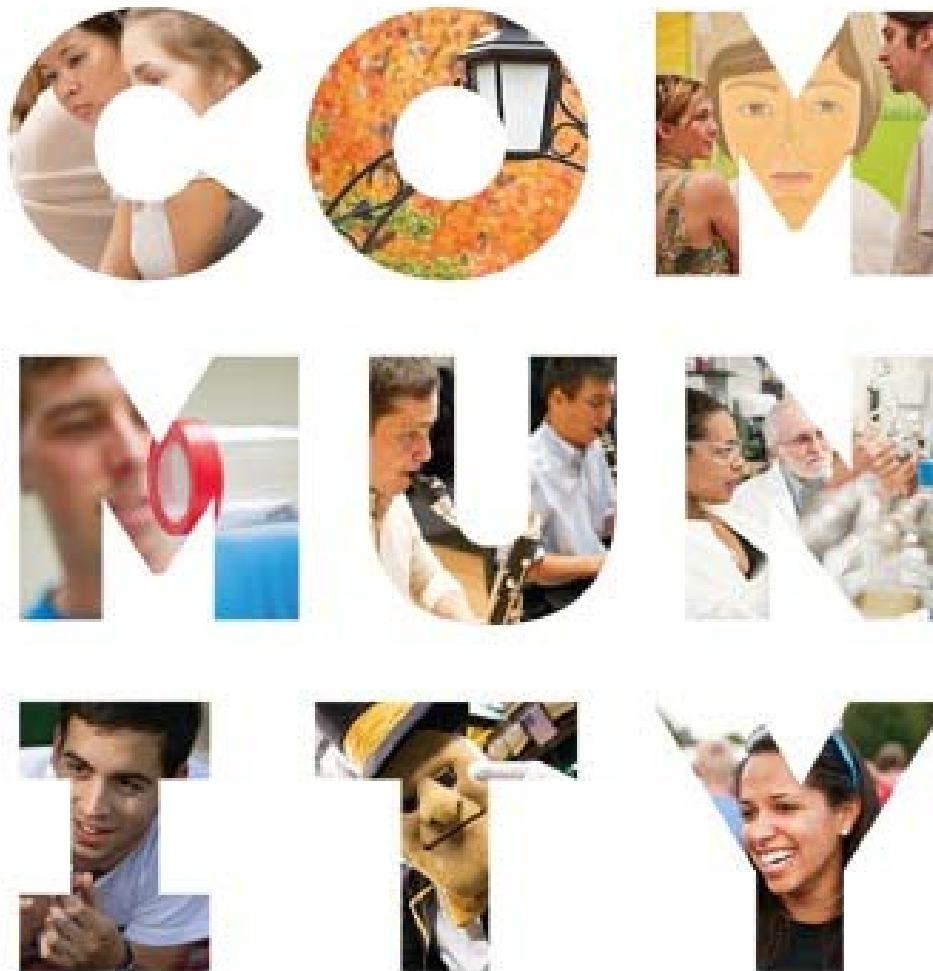


King County Emergency Planning Institute

PREPAREDNESS PLANNING: THE STANDARDS



This training is paid for by the King County Community Outreach Workgroup with Homeland Security funds.

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Standard #1: Essential functions, services

Who are you going to be for your clients and community when disaster strikes?

Organizations that have taken the time to identify which of their functions and services are essential have greater success in handling the disruptions.

1a. The agency has thoroughly assessed their services, client/community needs and internal capabilities.

List and prioritize the most essential services your agency needs to continue during an emergency.

Essential Services: Cannot be interrupted or suspended	Secondary services: Services/that could be decreased or suspended for a short period of time	Non-essential services: Services/ functions that can be suspended for an extended period of time

1b. The agency has defined a disaster mission statement

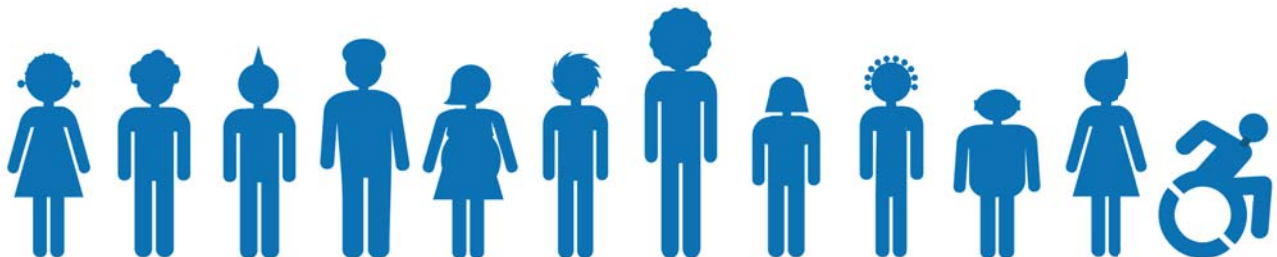
What is the mission of your organization during a disaster and how will the organization serve clients and/or the broader community? What services will you provide and what populations will you serve?

Using information from 1a, define your agencies disaster mission statement.

To do! Socialize your disaster mission statement

- Confirm your disaster mission statement with organizational leadership and/or governing body
- Make sure that staff, clients, partners and other key stakeholders are aware of your disaster mission

Identifying essential services and defining a disaster mission state now, will allow you to more effectively serve the community during and after a disaster



Standard #2: Continuity of Operations

How will you make sure you can maintain essential services after a disaster when resources may be limited? What strategies can you put in place that will allow you to shift resources from non-essential services?

2a. The agency has identified continuity strategies to ensure that essential services can be delivered.

Using the table below and the list of **essential services** you identified in 1a, list what resources will you need to continue providing those services and what strategies can you use to ensure that the services can continue to be delivered even if those resources are not available?

Essential Service	Resources	Strategies

2b. Have a plan for how the agency will cease operations or cutback services.

Who can make decisions about closing operations or cutting back services?

If certain services cannot be offered, are there other agencies identified that could serve the needs of clients?

Tip!

Typically, a particular service will require one or more of the following: staff, buildings/ facilities, third party agencies, equipment/technology. Here are some potential strategies to address resource needs.

Staff

- Cross train staff so that staff can be shifted to support essential services

Buildings/Facilities

- Identify alternate work locations
- Have staff work from home when possible

Equipment/Technology

- Back up data
- Have manual procedures in case systems are not available

Third Parties

- Identify alternative partners that could support your services
- Encourage partners to plan for contingencies

Standard #3: Communication tools & processes

Has your agency created communication processes for informing staff, clients, and other stakeholders on the status of your organization during an emergency? What are the methods for sending these messages, who has the authority to send them, and do you have any messages pre-created?



3a. Methods are in place to communicate with staff, clients and partners.

What methods do you normally use to communicate with staff/clients/partners? Would this change during a disaster? What information would you need to communicate to each group?

Below list each method for the appropriate audience.

	To Staff	To Clients	To Partners
What information would you need to communicate?			
What methods of communication would you use?			

3b. You have emergency, after-hours contact information for all staff.



Where do you keep after-hours contact information for your staff?

Who has access to this information?

3c. There is a process in place for developing messages.

Which messaging topics do you already have prepared?

- Agency operational status
- Damage assessment
- Services offered or changed
- Funds needed
- Volunteers needed
- Other _____

Standard #3: Communication tools & processes

Who has the permission to develop a message and send it out?

	Primary Message Approver	Alternative Message Approver	Primary Message Communicator	Alternative Message Communicator
Contact information				

How will you deliver critical information to people you serve in a language they understand?

A real world example!

Acme Oyster House, famous oyster house centrally located in New Orleans, LA, has disaster preparedness imbedded in its roots. During new employee orientations, new staff members are required provide at least 2 out of state/out of area contacts including phone number and addresses and 2 forms of communication including a local emergency contact. Whether it's the service industry or a community organization, maintaining multiple avenues of contact information on all staff can help alleviate any concerns for personal safety and/or employee whereabouts during an emergency as well as aid in the mobilization of staff continuity of operations.



Standard #4: Vital information & back-up procedures

Is your vital information stored and protected in a secure, accessible location?



4a. Critical documents and contact information are current and stored in more than one location.

Below is a good list to consider, but is not exhaustive. Please determine other documents your agency might need.

Agency emergency plan	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
Lists of Staff and Board members	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
List of suppliers and vendors	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
Info for critical business functions	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
Recovery location information	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
Critical telephone numbers	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
Supplies	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
List of equipment and vehicles	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
Computer equipment and software	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
Voice/Data communications	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
Other _____	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations
Other _____	<input type="checkbox"/> Document is current	<input type="checkbox"/> Document is in multiple locations

4b. Key staff have a copy of the Agency Go-Kit. At least one copy is stored in an off-site location.

Where is your off-site Go-Kit located? _____

4c. Critical client and billing data, if applicable, is backed up in a secure, off-site location; preferably out of state.

How does your agency back up electronic information? (check all that apply)

- External hard drive or disk Backup server Backing up to the web (the cloud)

Who is your remote online backup provider? _____

Where is the backup information stored? _____

How often are you doing backups? _____

Have you practiced a complete restore of records and information? Yes No

Tip!

When your organization adds new staff, take the opportunity to update all staff member's contact information.

Standard #5: Emergency payment & financing

Are you prepared to operate financially if a disaster happens? Organizations need to be able to pay their staff and suppliers on time.

5a. Back-up plans enable key financial procedures and payroll processing to continue.

Do you have electronic payroll and payments? Yes No

Do you have off-site payroll processing? Yes No

Why might this be valuable? _____

How can you shift your policies to create payroll and payment solutions on short notice?

5b. Keep a list of credit cards that your organization maintains.

Credit Card	Location	Limit	Who can sign?	Emergency credit extension

Do you have a line of credit reserved for use in emergencies? Yes No

5c. Your organization is insured for issues that could arise during an emergency?

Type of insurance	Provider Contact information	Notes

Standard #5: Emergency payment & financing



5d. Emergency contact information is identified for key vendors and suppliers.

List your top five vendors and their emergency information.

Vendor/supplier	Key contact name	Phone	Email	After hours contact number

5e. Procedures are in place for emergency procuring and expenditures.

What is your process for procuring emergency resources?

What forms will you need to track expenditures without the use of technology?

How will you keep track of receipts and time-keeping during an emergency?

Do you have "petty cash" for emergencies? Yes No

Who has access to this resource? _____

Standard #6: Facility preparations

6a. Facility has procedures for sheltering in place and lock-downs.

Does your emergency plan explain the procedures for sheltering in place for the following scenarios?



- A severe snow or ice storm Yes No
- Civil activity such as a demonstration or protest Yes No
- A large earthquake Yes No
- Police activity in the immediate area Yes No
- A release of hazardous materials from an accident or terrorist act Yes No

Do all your staff have roles during a shelter-in-place or lock-down? If yes, what are they?

Do all your locations operate independently? If not, what resources/processes would be needed to insure they can?

6b. Facility has food, water, and sanitation supplies that are easily accessible?

Where are your food, water, and sanitation supplies stored?

How are staff made aware of where the supplies are located?

- Training & exercises
- Signs
- New employee tours
- Facility maps
- Other _____

Tip!

Make sure supplies can be reached in case of structural damage, that they are out of areas that are prone to floods, and that they are secured in case of an earthquake.



5c. Facility has made arrangements of a secondary location if there is a need to evacuate.

Where is that location _____

Standard #7: Staff are trained on emergency plan & procedures

How will you ensure that your agency's emergency plan is accessible and familiar to staff and key stakeholders? Staff and key stakeholders should be familiar with the agency emergency plan and regularly exercised on its content.



7a. Training

How will staff learn about your agency's plan? Are there existing platforms for training them?

Does your training include the following elements? (check all that apply)

- A basic introduction about the plan
- Clear identification of the new staff persons' role in a disaster
- Locations where staff can access copies of the emergency plan
- Locations where your emergency supplies are located

7b. The agency emergency plan is accessible to all staff.

Where are your printed plans located?

Does the staff have access to an electronic copy of the emergency plan offsite? Yes No

7c. Exercises and testing

How often will you test your agency emergency plan?

- Yearly
- Quarterly
- Monthly
- Weekly
- Other: _____

Tip!

Use new employee orientations as a mechanism for educating them on the agency's emergency plan. Also don't forget to encourage all staff to create their own family plan and procedures.

Standard #8: Identifying partner organizations

Agencies should identify community assets that can assist their efforts to serve clients during times of disaster and disruption.



8a. The agency has identified and mapped community assets.

What are the possible service gaps during times of disruption?

Write down what extra assistance you might need in the first column. In the second, list agencies or businesses that could support/assist that need.

Extra assistance needed	Agencies/businesses that can help

Write down four assets/services your agency could share with another agency.

- 1.
- 2.
- 3.
- 4.

What steps can you take to collaborate with other agencies to both offer services and receive help?

Standard #9: Local emergency services & responders

Who are the emergency responders in your area and have you established a connection with them?



9a. Contact information of emergency providers is gathered and accessible to staff and volunteers.

Write the organization and contact information that performs the following function near your agency's location.

Emergency management: _____

Police/ law enforcement: _____

Fire department/station: _____

Public Health department: _____

Other organization: _____

Other organization: _____

Other organization: _____

Where is this information posted for staff and volunteers?

9b. Key staff have been identified to develop and maintain a relationships with local emergency management staff.

What staff has the authority to make decisions regarding participation in emergency management activities?

Tip!


Look to other organizations, besides traditional emergency management offices, to find staff that can support your organization in emergency response. Some disciplines, such as transportation or health, have experts in both subjects.

What are ways you can build a relationship with your emergency providers?

Notes

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Notes



*“Preparation through education is
less costly than learning through
tragedy.”*

- Max Mayfield, Former Director of the National Hurricane Center