

Continuity of Operations

*Ensuring your mission essential
functions ...actually FUNCTION
after a disaster*

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*Disaster planning is a process,
not an end product...*

At the end of this session you will **NOT** have all the answers! It's what you do with the questions that leads to a disaster plan.

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General Considerations

People first.

Consider offering to pay staff early.
Allow employees time to make disaster preparations to their homes and for their families.

Watch for signs of abnormal stress.

Your staff and volunteers will be under a lot of pressure. If you or your management team shows concern over individuals, do not 'blow it off'.

Have petty cash available.

Credit means nothing when power is out!

Develop an employee "telephone tree"



General Considerations

Maintain an up-to-date copy of:

Phone numbers,
Computer and Internet logon codes and passwords,
Employee phone numbers
Keep in an accessible location. Store copies at home?

Just as you do for staff

Compile cell phone numbers for your
Key agencies,
Volunteers,
Emergency Management Office.

Update your Board's contact information too.

Again keep copies in a safe off-site area.



Facility Readiness

Make backup copies of all critical records:

- *Insurance policies,*
- *Accounting*
- *Employee data,*
- *Customer lists,*
- *Donors and*
- *inventory.*

Keep a backup copy of your computer's basic operating system, boot files, and critical software.



Facility Readiness

Check your telephone system. (PBX/Digital)

Land Line Phone?

Payphone on site?

Purchase an old rotary phone! (remember when you were a kid and the lights went out but the phone still worked?)

Before the last person leaves the building....

Unplug everything that is not essential...

desk lamps, radios, coffee makers, vending machines, fans, **WHY?**

Unplug any unnecessary modems, cable and phone lines.

Make a list on what you disconnect!



Facilities: Things to consider...

What would you do if your facility were closed for several days, damaged or even totally destroyed?

What if there was a prolonged power outage?

What if key vendors are shut down even though you are not?

What could you absolutely not survive without?

Machinery? Computers? The buildings?

What can be done to assure you never have to live without them?

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Facility Actions

Purchase a backup generator to maintain full operations or critical functions such as refrigeration, lighting, security systems, and computer control in the event of a power failure. Even a small generator to charge cell phone batteries would be helpful!!!

Have back-up vendors and shippers in place in case your primary ones are disabled. Set up relationships in advance and maintain them. Place occasional orders so that they regard you as an active customer when you need them.

Make sure the street or highway department knows that your road needs to get cleared and opened quickly;

Work with law enforcement agencies to understand your business and protect it from possible looting/burglary/theft/etc.

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Facility Actions

Develop contingency plans to remain in operation if your building is unusable.

Could you operate out of a secondary location?

Could you quickly transport critical items such as computers, inventory, and equipment?

Make upgrades now that would prevent possible future damage.

Strengthening exterior walls

Add a retaining wall

Shore up a creek bank

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Critical Information and Communications

What if your payroll, accounting or inventory records were destroyed?

What if your computer or data base was destroyed?

What if the local phone service were disabled?

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Insurance Actions

Review your current insurance coverage.

Is it enough to get your business back in operation? Will it cover the replacement cost of vital facilities? Make it a regular annual procedure to review and update insurance. Also remember that insurance on mortgaged property probably only covers the lender with nothing left over for you.

Be aware of your contents insurance.

Does it cover the replacement cost of critical equipment?



Insurance Actions

Know what your insurance does not cover.

Most general casualty policies do not cover flood damage. Many require additional riders for windstorm, sewer backup, or earth movement. Consider adding coverage for likely perils, especially flood insurance.

Consider business interruption insurance...

that assists you with operating needs during a period of shutdown. It may help you meet payrolls, pay vendors, and purchase inventory until you are in full operation again. Also be prepared for the extraordinary costs of a disaster such as leasing temporary equipment, restoring lost data, and hiring temporary workers.



Let's Talk...

Websites you need know!

www.fema.gov

www.ibhs.com

www.iii.org

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How can I help you?

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