



Crisis & Continuity Management

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Agenda

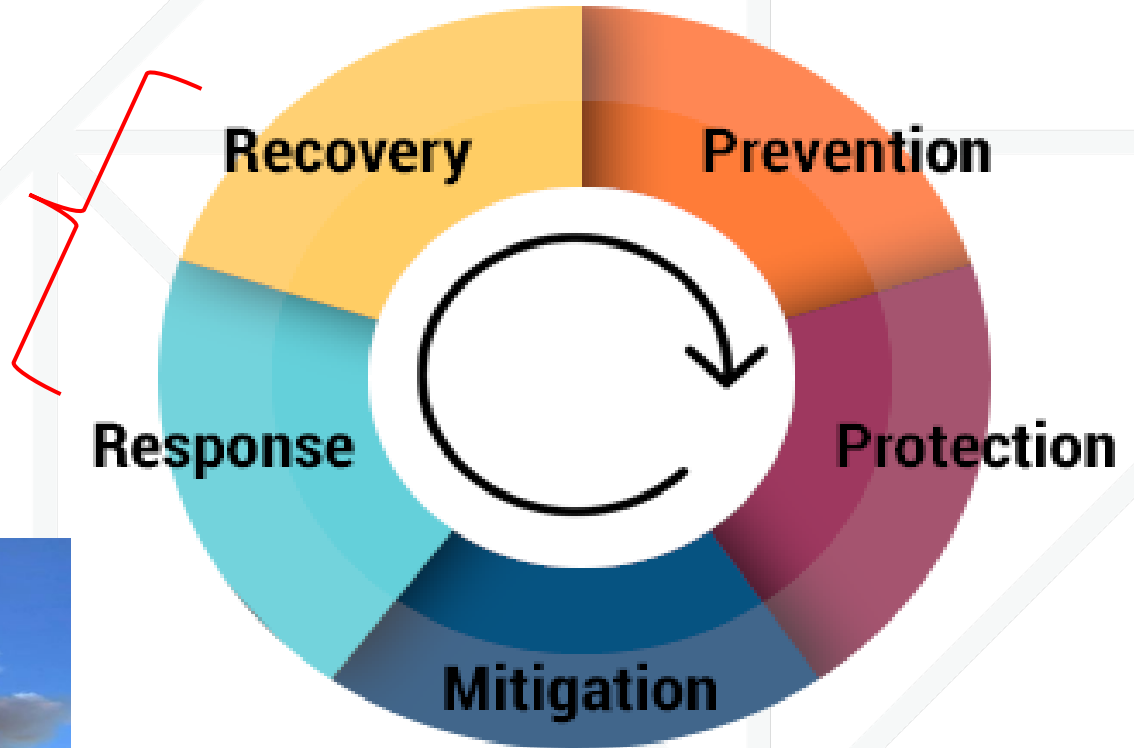
- Emergency Planning (Review)
- Business Continuity (COOP)
- Resiliency
- Planning Considerations
- Scenarios
- Training

- Q & A



Mission Areas of Emergency Management

Business Continuity & Continuity of Operations



Who is in charge during a crisis?

Emergency vs. Disaster – Difference?

Emergency

- Isolated event (generally)
- Smaller scale event
- Local-level Emergency Responders
- Shorter duration event
- Minimal/moderate impact on daily operations.
- Only involves EOP of those involved.

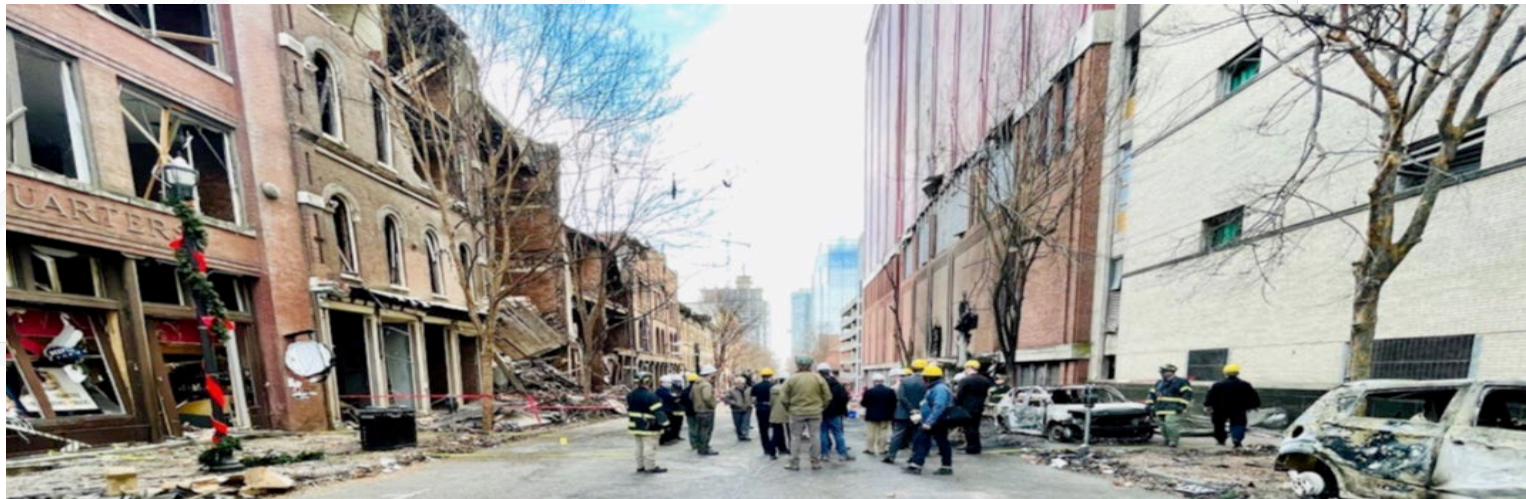
Disaster

- Non-isolated event
- Medium/large-scale event
- Multiple agency/jurisdiction response
- Medium/long duration
- Moderate/high impact on daily operations (“temporarily” slowed/suspended)
- Involves EOP activation by multiple stakeholders or municipalities (ICS).

What Are We Talking About?

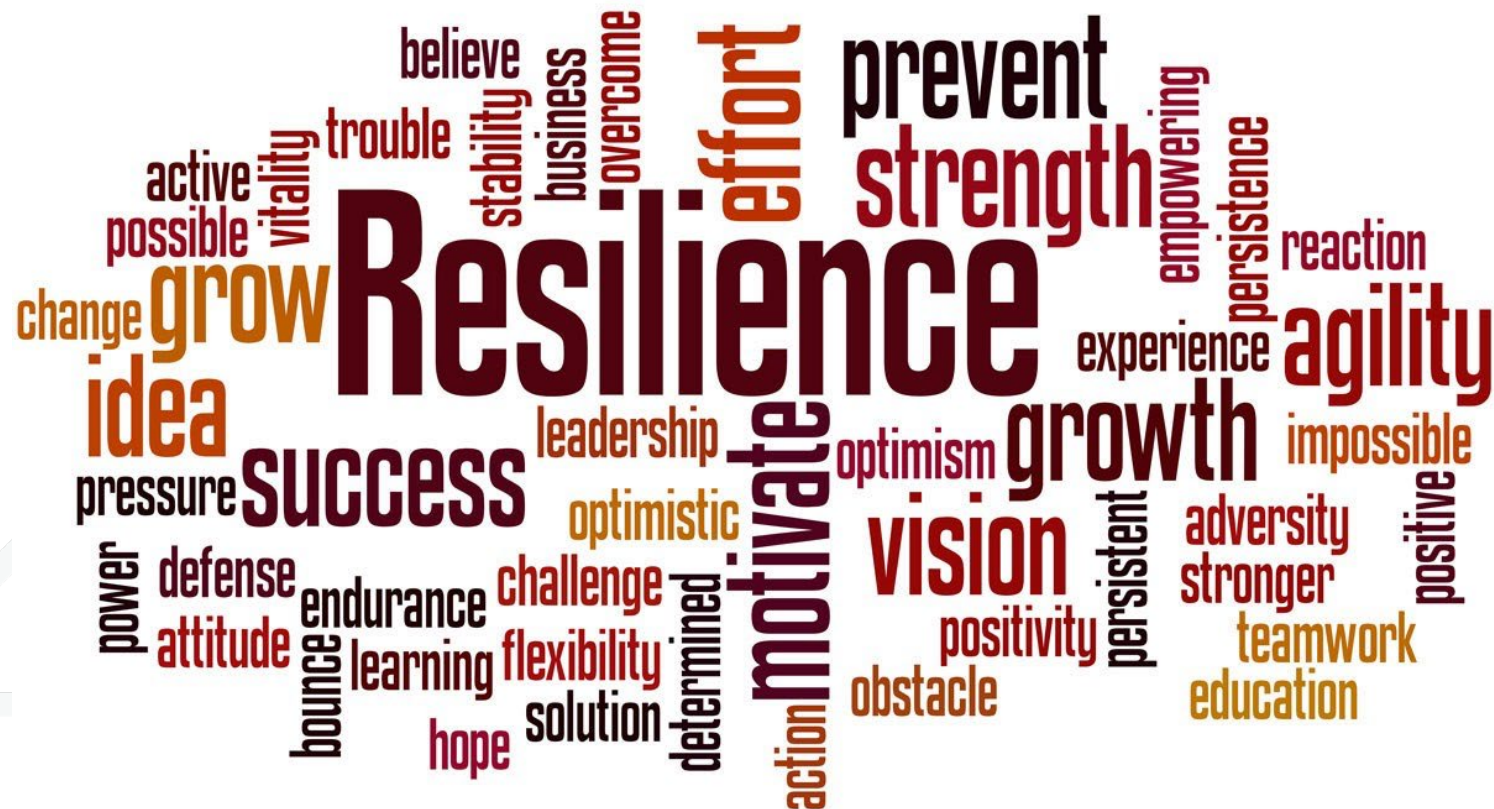
Business Continuity

An on-going, interactive process that serves to assure the continuation of an organization's core activities before, during, and most importantly, after a major crisis event. (ASIS)



What Are We Talking About?

What Does Resiliency Mean To You?



Whole Community Approach



Planning Considerations

- **What assets need to be protected (prioritized)?**
- **What are your critical business functions (prioritized)?**
 - What is your mission/vision statement?
 - Are your critical business functions client or product-based?
- **What kind of communications systems do you have?**
 - Internal (Employees, Emergency/Warning)?
 - External (Clients/Customers, vendors)?
- **Where are your Recovery locations?**
 - Employee/Client Safety locations?
 - Company Re-start?



Planning Considerations

- **Do you have a current organizational chart?**
 - Directory of essential staff?
- **Do you have procedures for Continuity of Authority?**
 - Lines of Succession?
- **Do you have access to critical company information?**
 - Information access and security (I/T)?
 - Building/Facility security and utility access?
- **Do you have contact with external resources?**
 - Emergency service vendors?
 - Supply chain contingencies?
 - Agreements and Contracts



Training Recommendations

Written plans, policies, procedures never practiced are doomed to fail.

- Develop a Continuity Plan as part of your All-Hazards Emergency Operation Plan.
- Train consistently and realistically based on identified hazards.
- Physical and psychological safety during training is vital.
- Table-top and practical exercise training are a good start.
- **Everyone** should receive training (age-appropriate if training K-12 kids)
- Include ADA and communications barriers in all training.

Thank You! Any Questions?

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Contact us for any planning or training questions

Follow Official Sources for Accurate Information

- *FEMA Comprehensive Preparedness Guide 101*
www.fema.gov/emergency-managers/national-preparedness/plan
- *FEMA Continuity Resource Toolkit.*
<https://www.fema.gov/emergency-managers/national-preparedness/continuity/toolkit>
- *FEMA Continuity Guidance Circular (2018).*
www.fema.gov/sites/default/files/2020-10/continuity-guidance-circular-2018.pdf
- *FEMA Independent Study IS-100 Introduction to the Incident Command System (ICS).*
<https://training.fema.gov/is/course/overview.aspx?code=IS-100.c>

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