



Thomas Jefferson
EMS Council

Continuity of Operations Plan

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Any organization can experience a serious incident which can prevent it from continuing normal operations - at any time. The potential causes are many and varied, natural or man-made.

The primary objective of continuity operations planning is to enable an organization to survive a serious incident and to resume normal business operations. In order to recover, the organization must assure that critical operations can be restored during or after the incident.

Objectives

The key objectives of the continuity plan are:

- Provide for the safety and well-being of people on the premises at the time of an incident
- Continue critical business operations
- Minimize the duration of a serious disruption to operations and resources (both information processing and other resources)
- Minimize immediate damage and losses
- Identify critical lines of business and supporting functions
- Establish management succession and emergency powers
- Facilitate effective coordination of recovery tasks
- Reduce the complexity of the recovery effort

Although the probability of a major incident is remote, the consequences of an occurrence could be catastrophic, both in terms of operational impact and public image.

Incident recovery and business resumption planning is a complex and labor intensive program. Because of the small size of the office and staff of the Thomas Jefferson EMS Council (TJEMS), it is not the intent of this document to be "all-inclusive" and cover every contingency. Instead, a broad overview and assessment of Council operations and recovery efforts will be included in this plan. This is considered a living document since both the information processing and the business environments are constantly changing.

Planning

The planning team for TJEMS will consist of the Executive Director, Program Coordinator, and Administrative Assistant. Input will also be provided by the leadership of the Board of Directors.

Authority

The Executive Director shall have final authority over decisions concerning office management. If that person becomes incapacitated then the Program Coordinator shall have final approval, after consultation with the President of the Board.

Internal Plan and Policies – Current Status

Documents to be reviewed shall include:

- Insurance policies
- Finance and purchasing procedures
- Employee manuals
- Media backup policy
- Security & safety risks

Critical Operations (reference forms below)

- Products & services provided by the Council
 - Equipment needed to produce these products & services
- Products & services provided by suppliers
- Lifeline services – electric, telecommunications, water
- Operations, equipment & personnel vital to the continued functioning of the Council

Internal Resources and Capabilities (reference forms below)

- Personnel
- Equipment – communications equipment, first aid supplies, emergency supplies
- Facilities – including off-site facilities
- Backup systems – arrangements for other facilities to take over

External Resources (reference forms below)

- Local emergency management office
- Fire/EMS
- Haz mat response
- Hospitals
- Local & state police
- Utilities
- Community service organizations
- Insurance carriers
- Contractors

Vulnerability Analysis

An assessment of potential threats will include the following:

Emergencies that could occur within the facility or community:

- Fire
- Severe weather, including hurricanes or tornadoes
- Utility outages
- Contamination or hazmat spill
- Terrorism

Geographic Emergencies:

- Not in a flood plain or on a known seismic fault
- Hazmat storage – small amounts stored at local dry cleaning store which is close by
- Major transportation routes – Charlottesville Albemarle Regional Airport within 10 miles. I-64 and Rt. 250 within two miles, railway within 1,000 yards
- Nuclear power plant within 50 miles

Technological Emergencies – system failure:

- Fire, explosion, hazmat incident
- Telecommunications failure
- Computer system failure
- Power failure
- Heating/cooling system failure

Human Error

- Poor training
- Poor maintenance
- Carelessness
- Misconduct
- Substance abuse
- Fatigue

Communications

Communications are essential to any business operations. Current methods of communications include phones in the office, cell phones, internet, fax machine on a separate phone line from office phones, and cable. Should any of these fail for an extended period of time; a decision can be made to move office operations off-site to the homes of the Executive Director, the Program Coordinator and/or the Administrative Assistant. Home offices with internet capabilities and computers already exist at these locations.

Family Communications: In an emergency, personnel will need to know whether their families are safe. The security and wellbeing of family is a first priority of Council staff. Staff members are encouraged to set up a plan on how they would communicate with their families in case they are separated from one another or injured in an emergency. An out of town contacts list will be developed for all staff members. Staff members are encouraged to designate a place to meet family members in case they cannot get home in an emergency.

Notifications: Staff members shall report any emergencies to the Executive Director. If that person cannot be contacted, then the Leadership of the Board shall be contacted. The Council has scanner and weather alert software on computers in the Council office.

Evacuation

Because of the small size of the Council office, there is only one exit door. There is emergency lighting in place. Exits out of windows have a considerable drop to ground level and should only be used as a last resort.

In case of a rapid evacuation - copies of personal information about employees and Council documents are kept off-site at the Executive Director's home.

Property Protection

We are limited as to how much we can change the property layout of our office since we rent the facility. Blinds are in place at all windows to reduce the possibility of glass from shattering onto employees. Fire sprinklers are in place. We are not located in a flood plain and possibly the only chance of flooding would come from the sprinkler system. Facility shutdown would not require extensive operations – just shutting down the computer equipment and locking the doors.

Records preservation includes regular continuous backups of vital documents. Off-site storage at a remote access and at the homes of staff is in place. All historical documents will be scanned and stored electronically.

Recovery and Restoration

It would be assumed that not every key person will be readily available or physically at the office after a large emergency. If the Executive Director is not available, then the Board President will be contacted for advice. It may be necessary to move Council operations to the homes of staff and/or to another Council location.

Employee Support – some range of services to be considered:

- Cash advances
- Salary continuation
- Flexible work hours
- Reduced work hours
- Crisis counseling
- Care packages
- Day care

Resuming Operations – Immediately after an emergency, steps will be taken to resume operations. Priorities include:

- Account for personnel
- Continue to ensure safety of personnel
- Assess remaining hazards
- Maintain security
- Conduct employee debriefing and briefing
- Notify employee's families of status of personnel on site
- Protect undamaged property
- Account for all damage related costs
- Notify off site employees of work status
- Notify insurance carriers
- Notify OEMS of Council status
- Conduct salvage operations
 - Keep damaged goods on hand until insurance adjuster has visited
- Inventory damaged goods
- Restore equipment and property
- Assess value of damaged property and impact on business interruption
- Maintain contact with interested parties and suppliers
- Keep a detailed record of events
- Maintain a record of injuries and follow-up actions

TJ EMS
Employee Information

Personal Information

Full Name: _____
Last *First* *M.I.*

Address: _____
Street Address

_____ *City* _____ *State* _____ *ZIP Code*

Home Phone: () _____ Alternate Phone: () _____

E-mail Address: _____

Social Security Number: _____

Birth Date: _____ Marital Status: _____

Spouse's Name: _____

Spouse's Employer: _____ Spouse's Work Phone: () _____

Job Information

Title: _____

Start Date: _____ Salary: \$ _____

Emergency Contact Information

Full Name: _____
Last *First* *M.I.*

Address: _____
Street Address

_____ *City* _____ *State* _____ *ZIP Code*

Primary Phone: _____ Alternate Phone: _____

Relationship: _____

Secondary Emergency Contact Information

Full Name: _____
Last *First* *M.I.*

Address: _____
Street Address

_____ *City* _____ *State* _____ *Zip*

Primary Phone: _____ Alternate Phone: _____

Relationship: _____

TJEMS
Critical Business Functions

Business Function

High Priority _____ Medium Priority _____ Low Priority _____

Employee In Charge _____

Timeframe or Deadline _____

Who Performs this function?

Employee(s) _____

Vendor(s) _____

Key Contact(s) _____

Who provides input to those who perform the function?

Employee(s) _____

Vendor(s) _____

Key Contact(s) _____

Who uses the output from this function?

Employee(s) _____

Vendor(s) _____

Key Contact(s) _____

Procedures to complete the function _____

Recovery notes _____

TJEMS
Key Contacts

- Accountant
- Bank
- Building Owner
- Building Security
- Electric Company
- Hospital
- Insurance Agent
- Insurance Company

- Local Newspaper
- Local Radio Station
- Local Television Station
- Mental Health/Social Svcs.
- Police - Non/Emergency
- Public Works
- Telephone Company
- Other

Name _____

Account # _____

Street _____

City _____ State _____ Zip _____

Phone _____

Primary Contact _____ Title _____

Website _____

Recovery Notes _____

TJEMS
Supplier/Vendor Information

Company Name _____

Account # _____

Materials/Services Provided _____

Street _____

City _____ State _____ Zip _____

Phone _____

Fax _____

Contact Person _____

Contact Phone _____

Email _____

Website _____

Recovery Notes _____

TJEMS
Recovery Location

Recovery Location _____

Street _____

City _____

Phone _____

Directions to recovery location _____

Business functions to be performed at recovery location _____

Employees who should go to recovery location _____

Recovery Notes _____
