Continuity of Operations (COOP)

for Douglas County Departments

Workshop 2

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Purpose and Goals

Purpose of Sessions

To provide time for collaborative learning about COOP, and time to work on departmental COOP documents.

Goal

First, all Douglas County departments will submit a draft COOP plan(s)* to Administration by March 31, 2018.

Second, Douglas County will develop a county-wide COOP by June 30, 2018.

* Some departments may need a COOP by sub -department

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Sessions

All Sessions in GC204, Unless Noted Otherwise

- March 12, 9AM – 11AM, COOP Consult, Part 2
- March 13, 2PM – 4PM, COOP Consult, Part 2
- March 20, 9AM – 11AM, COOP Consult, Part 2
- March 21, 2PM – 4PM, COOP Consult, Part 2

- No pre-registration is required.
- If no one is present by 15-minuntes into session, session will be canceled.
- If you send another department representative in you place, please send with materials.
- You may attend a session more than once, but the agenda will not change significantly

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What is a COOP?

Continuity of Operations (COOP) is a federal government initiative, required by U.S. Presidential Policy Directive 40 (PPD-40), to ensure that agencies are able to continue performance of essential functions under a broad range of circumstances:

> "Continuity planning facilitates the performance of essential functions during all-hazards emergencies or other situations that may disrupt normal operations. By continuing the performance of essential functions through a catastrophic emergency, the state, territorial, tribal, and local governments, and the private sector support the ability of the Federal Government to perform National Essential Functions (NEFs)."

Douglas County - COOP Planning

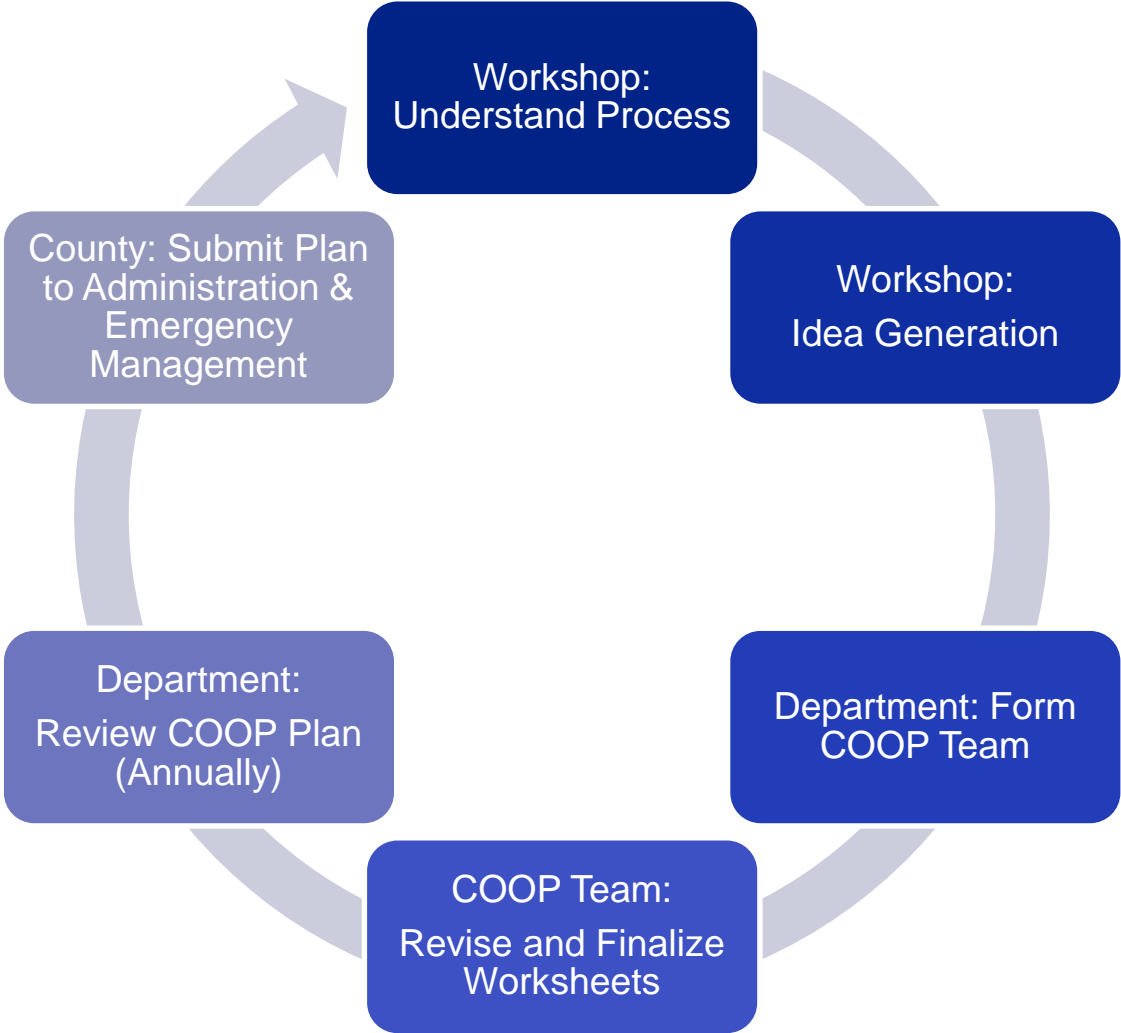COOP planning must be reasonable, practical, and achievable.

You are not planning for every possibility that could cause an interruption. Your plan will guide your performance of essential functions as a result of any interruption.

Douglas County plans for three general scenarios for interruption:
- Departmental resources* are unavailable (damaged, ill, etc.) but the community is intact.
- The community has damage but your resources are intact.
- The facility and community are both damaged.

Remember that as we discuss resources, we are discussing all of the "things" you need to accomplish your critical functions. These may include facilities, staff, data, equipment, supplies...

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COOP Planning Process

Workshop: Understand Process

Workshop: Idea Generation

Department: Form COOP Team

COOP Team: Revise and Finalize Worksheets

Department: Review COOP Plan (Annually)

County: Submit Plan to Administration & Emergency Management

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Any challenges or unanswered questions from *workshop 1*?

Workshop 1:

Worksheet A: Orders of Succession and Delegation

Worksheet B: Determine Essential Functions

Worksheet C: Prioritize Essential Functions

Worksheet D: Essential Functions Staff

Worksheet E: Go Kits

Worksheet F: Vendor Information

Worksheet G: Inventory of Vital Records

To finalize your departmental COOP:

Workshop 2:

Worksheet H & I: Staff Calling Tree (Table & Chart)

Worksheet J: Communications Plan with Partners

Worksheet K: Alternate Work Site Requirements

Worksheet L: Alternate Worksite Options

Worksheet M: COOP Plan Training Program

Worksheet N: COOP Plan Exercise Program

Worksheet H: Staff Calling Tree

CALLER	STAFF TO CALL	HOME PHONE #	CELL PHONE #	ALTERNATE PHONE #	OFFICE PHONE #

The individual who initiates the calling tree is listed in column one, row one, generally the department administrator.

List all of the staff the caller calls including all of their contact information. (Add additional columns if necessary.) If any of the staff the initial caller contacts is responsible for calling others, list them again under the caller column and add who they contact, and so on.

You don't need to use the provided worksheet, but you do need to attach a communication plan.

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Worksheet I: Staff Calling Tree

Alternate example
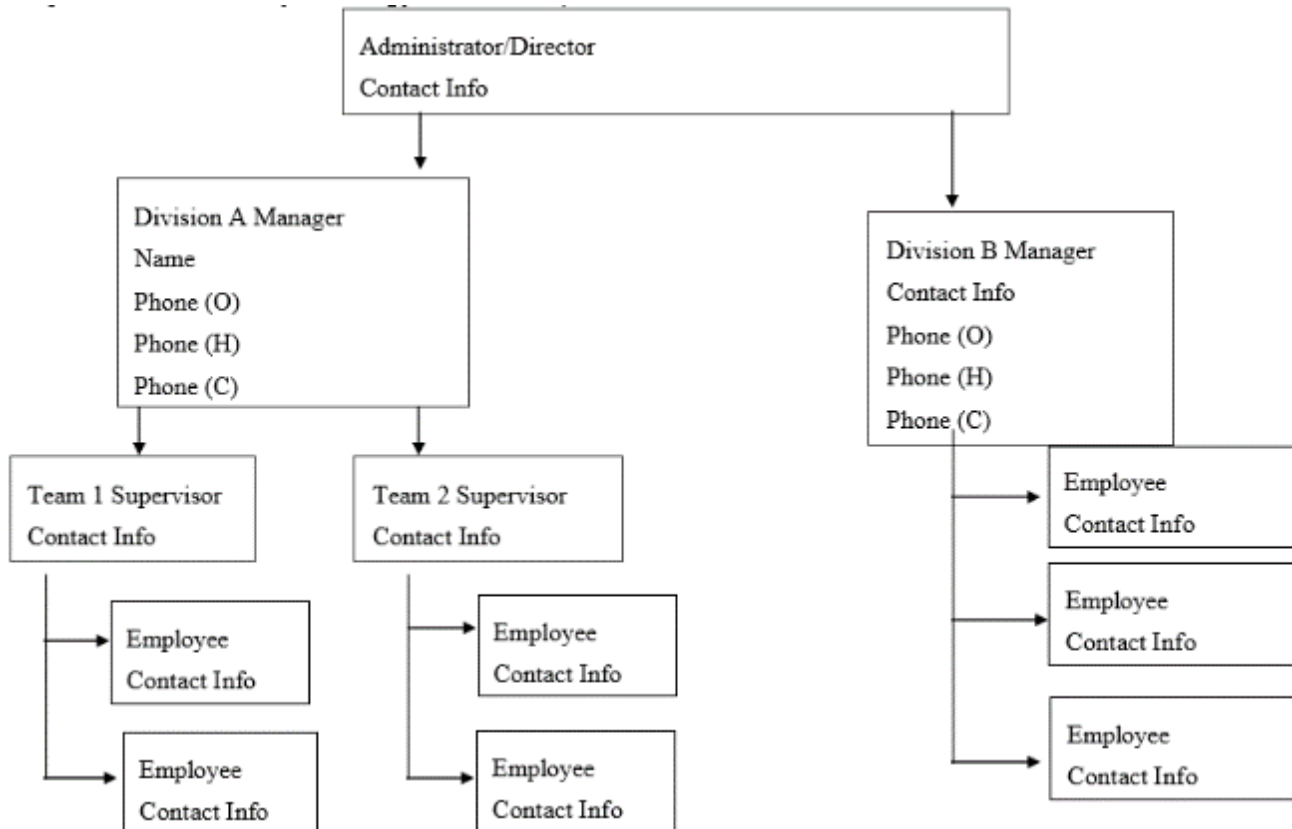
Worksheet J: Communications Plan

Identify the position responsible for coordinating communications during an emergency. In the first column, list all the parties (other than staff) to contact if it is necessary to activate the COOP plan.

In the second column, list several alternative methods for notifying each party. In the third column, identify who notifies each party. In the case of a phone tree, list who initiates the contacts.

In the final column, identify additional information to facilitate communications (e.g., location of contact information). Do not forget to notify the people you serve and the general public.

Worksheet J: Communications Plan

Party to Notify	Methods of Notification	Who Notifies	Comments/Notes
Alternate facility manager	Landline phone Cell phone Email Face-to-face meeting	Department Director	
DHSS, Vendors, Etc.			
General Public	Facebook, Radio, Newspaper, Sign outside of bldg., etc.	Department Director	
WIC Clients	Automated calling system	WIC Program Manager	Modify message accordingly

Worksheet J: Communications Plan

Position designated as information coordinator: <u>Lynn Stringer</u>

Party to Notify	Methods of Notification	Who Notifies	Comments/Notes
Human Development Center	Landline phone (715) 392-8216 Email	MH/AODA Supervisor or Designee	
Superior Treatment Center	Landline phone (715) 302-9300 email	MH/AODA Supervisor or Designee	
Creative Counseling	Landline phone (715) 718-5606 email	MH/AODA Supervisor or Designee	
Encompass	Landline phone (715) 392-2780 email	MH/AODA Supervisor or Designee	
Tradewinds Residence	Landline phone (715) 394-2077 Email	MH/AODA Supervisor or Designee	
St. Lukes Hospital	Landline phone (218) 249-5555	MH/AODA Supervisor or Designee	

Worksheet K: Alternate Worksite

- In the first column, list all the essential functions recorded on Worksheet D.

- In the second column, record the number of essential staff for each function (also on Worksheet D).

- In the third column, note whether each function can be done manually or requires a power source(s);

- In the fourth column, list what types of furniture and office equipment (e.g., desks, chairs, computers, copy and fax machines) are needed; and

- In the fifth column, identify communications needs such as land lines, cell phones, satellite, two-way radios, network access, and internet access. Give an estimate of the floor space needed to accommodate the staff for each function and note in the last column whether telecommuting is an option for accomplishing the function.

Worksheet K: Alternate Worksite Requirements

Essential Function	# of Staff	Power	Furniture Equipment	Communication mode	Floor Space	Telecommute?
Food Service Inspections	2	No	Small workspace	Cell phone	Minimal	Yes

Worksheet K: Alternate Worksite Requirements

Essential Function	# of Staff	Power	Furniture Equipment	Communication mode	Floor Space	Telecommute?
Commitment, APS, WATTS, TCM.	4	yes	Small workspace	Cell phone	Minimal	Yes
Intoxicated Driver Program	3	No	Small confidential workspace	Cell Phone	Minimal	No

Worksheet L: Alternate Worksite Options

Facility Name, Address, and Contact	Specifications and Considerations	Agreements
Community Center 123 Main Street City Manager 555-1234	The community center has two meeting rooms that would be a viable solution for some staff. Plenty of electrical outlets and Wi-Fi is currently available. 12 chairs and 2 large tables in each room, could accommodate up to 12 staff comfortably. No privacy.	Submit request to the Emergency Management Director when space is required.

When visiting the facility, record the following specifications and considerations: (a) the number of staff it can accommodate; (b) what type of power supply it has and the number of accessible outlets; (c) the number of desks, chairs, computers and other types of office equipment and whether there are any private offices available; (d) the types of phone and data lines available; (e) Wi-Fi available; (f) the floor space available and whether it is contiguous or on different floors or in separate wings; (g) how accessible the facility is for staff and public—whether parking is available at the facility; and (h) whether it is vulnerable (e.g., in a flood zone or near hazard materials storage)

Worksheet M: COOP Plan Training

Type of Training	Recipients	Method(s)	Frequency
Orientation	All staff initially, then new employees	In-person training program	Once
Annual Update	All staff	PowerPoint Review	Once per year

Worksheet N: COOP Plan Exercise

Type	Participants	Frequency	Location
Verbal walk-through	*Entire staff*	*Biannual*	*Health Dept.*

Executive Summary

Executive Summary

The mission of the *department* in Continuity of Operations (COOP) planning is to use all available resources to maximize contribution to the overall continuity of operations response effort while assuring essential functions.

Insert a brief statement of department responsibilities.

Following emergencies, disasters, or other events—deliberate, accidental, or resulting from natural events—*department* is responsible to provide specific essential functions recognized in this plan.

_____   _____
Signature of Administrator/Director   Date

Include summary of essential functions, essential personnel, and resources that could be made available to other county recovery operations.

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Putting it All Together

- Cover Sheet, template on page II

- Change History, template on page III

- Executive Summary, template on page 1

- Worksheets A – N, or your customized/modified forms

- Attachments

Next Steps

- Submit plan to (by March 31):
  - Administration
  - Emergency Management, Dave Sletten
- Review with your department (training)
- Assign responsible person for annual updates
- Set a reminder for annual update
- Update annually (or before, if needed)
- Submit updates to Administration and Emergency Management
- Review plan annually with department

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Forms and PDF's of PowerPoints posted at

douglas.uwex.edu

Direct URL:

douglas.uwex.edu/2018/03/09/dcoop/