

Business Name: \_\_\_\_\_  
Name/Title: \_\_\_\_\_  
*Person Managing/ Overseeing Emergency Plan Implementation*

Date Completed: \_\_\_\_\_  
Phone: \_\_\_\_\_

## **Business Disaster Preparedness Plan**

***A TOOL TO ASSIST WITH EMERGENCY and DISASTER PREPARATION***

In a major emergency, such as a tornado, flood, or terrorist event, response systems will be overwhelmed (e.g., police & fire departments, hospitals, utility companies, etc.). Officials tell us we might be virtually on our own for the first 48-72 hours. There are several types of situations that your business may face:

1. A disaster on-site (little to no warning)
2. A pending disaster (defined time window, example hurricane)
3. A nearby disaster affecting local infrastructure and communication
4. A sustained, poorly defined threat to the public

The following outline will help your business plan and prepare to meet the needs of both your staff and the people that you serve during and after a major emergency. At the end of the document you will find additional resources to use to supplement this guide and to enhance your organization's emergency and disaster planning process.

### **A. Emergency Management – the Incident Command System (ICS)**

An emergency will require your response to your employees and customers. The following functions follow the government's Incident Command System (ICS) and can be assumed by the same properly trained staff person (one staff person may take on more than one function).

**Please identify the *current* staff person(s) responsible for the following functions, and identify all relevant training and/or certifications and the date completed:**

1. **Incident Command** – Dealing with an emergency requires constant management. This function requires managing the overall response and recovery to an emergency and overseeing all functions below. This is typically the Business Owner or Manager.

Assigned staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_

Cell phone: \_\_\_\_\_

Alternate staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_

Cell phone: \_\_\_\_\_

2. **Operations** – Manages and assists with daily operations of ICS, including managing the business' response to employee and customer needs during an emergency. Directs the initiation of safety functions listed below, some or all of which may be delegated to other staff.

Assigned staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_

Cell phone: \_\_\_\_\_

a. **Site security:** Responsible for utilities in an emergency (gas, electric, and water). Checks and turns off gas and /or electricity if damage is evident or can smell gas. Turns off water if pipes are broken or leaking.

Assigned staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_  
Cell phone: \_\_\_\_\_

b. **Fire Suppression:** Checks for and suppresses small fires. Notifies fire department.

Assigned staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_  
Cell phone: \_\_\_\_\_

c. **Search and Rescue:** If evacuation is required, ensures everyone has evacuated safely. Quickly and safely searches the facility for people who may be trapped or injured. Helps if possible. Notes and records position for other responders, including name and location.

Assigned staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_  
Cell phone: \_\_\_\_\_

d. **First Aid:** Administers first aid to injured persons. *Note: This may require providing training or making training available for staff persons.*

Assigned staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_  
Cell phone: \_\_\_\_\_

3. **Logistics** – Responsible for obtaining resources necessary for all functions listed to operate safely for staff and clients– may work in cooperation with Finance. Responsible for coordinating donated supplies, materials, or volunteers for community emergency response effort.

Assigned staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_  
Cell phone: \_\_\_\_\_

4. **Finance** – Tracks all financial activities and costs (receipts, etc.). Also must ensure that there are safe back-up copies of the following business documents: articles of incorporation; recent photographs documenting the interior and exterior of your facility; insurance documentation; licensing documentation, if appropriate.

Assigned staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_  
Cell phone: \_\_\_\_\_

5. **Information/ Planning** – Serves as Public Information Officer – responsible for all communication to public. Tracks data, prepares forms for use by staff, manages information, keeps everyone up-to-date on situation, projects short and long term needs for clients and works with Incident Command to develop and implement plans to meet these needs.

Assigned staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_  
Cell phone: \_\_\_\_\_

6. **Other:**

Position Title: \_\_\_\_\_

Responsibilities: \_\_\_\_\_

Assigned staff person: \_\_\_\_\_ Home phone: \_\_\_\_\_  
Cell phone: \_\_\_\_\_

Updates:

Date of most recent fire drill: \_\_\_\_\_

Date of most recent phone list: \_\_\_\_\_

Date of most recent staff training in basic emergency preparedness: \_\_\_\_\_

**B. Facility Preparation**

Date Accomplished

- 1. Prepare all furniture, appliances, computers, and other freestanding objects so that they are adequately secured (what is the goal, is it reasonable, and who has been selected to make this determination?) \_\_\_\_\_
- 2. Move heavy items to lower shelves in closets and cabinets \_\_\_\_\_
- 3. Check cabinet doors to check that they can be closed securely \_\_\_\_\_
- 4. Remove or isolate flammable materials (should implement ongoing policies to address this on a regular basis) \_\_\_\_\_
- 5. Clearly mark gas and water shut-off valves and fuse box. Post legible (laminated, if possible) instructions on how to shut off each one \_\_\_\_\_
- 6. Maintain a conveniently located set of tools (including pipe and crescent wrenches) to facilitate prompt gas shut-off \_\_\_\_\_
- 7. Post locations of water and gas shut-off valve and fuse box in central locations \_\_\_\_\_
- 8. Place a facility evacuation plan in an area accessible to the public (post at entrances and other selected locations such as stairs, elevators, etc.) \_\_\_\_\_

Indicate the location at each site where the following items, in working condition, can be found:

- Portable radio and extra batteries \_\_\_\_\_
- Emergency first aid supplies \_\_\_\_\_
- Flashlight and extra batteries \_\_\_\_\_
- Wrenches and other tools \_\_\_\_\_
- Fire extinguishers \_\_\_\_\_

Assign a staff member the task of maintaining these supplies and making sure that they are in working order: \_\_\_\_\_

**C. Inventory of Neighborhood Resources**

- 1. In an extended power outage, should you rent or borrow a generator? Can you (or someone on your staff) operate and/or maintain a generator? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 2. If phones and/or cell phones at your business are not working, where is the nearest pay phone? (A pay phone may operate sooner than a normal business phone. Are there coins in petty cash? Do you have a stock of prepaid phone cards?) \_\_\_\_\_  
\_\_\_\_\_
- 3. Nearest public health clinic? (name, address, phone): \_\_\_\_\_  
\_\_\_\_\_
- 4. Nearest place to go for help, if phones aren't working? (name and address): \_\_\_\_\_  
\_\_\_\_\_

5. Nearest fire station? (address and phone): \_\_\_\_\_  
 \_\_\_\_\_
6. Nearest police station? (address and phone): \_\_\_\_\_  
 \_\_\_\_\_
7. Evacuation route? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**D. Meeting the Needs of Your Customers**

1. How many customers/clients could be at your site at the time of a disaster? \_\_\_\_\_
2. Is there an off-site location to which they might be sent (if site is too small to accommodate large numbers)? (address and phone) \_\_\_\_\_  
 \_\_\_\_\_
3. If you have multiple locations, how will you find out about the condition of employees and clients at those sites? \_\_\_\_\_  
 \_\_\_\_\_
4. In an emergency, who else needs information about the status of people you serve? Off-site staff? Families of clients? List the most critical contacts that need to be made:
- a. \_\_\_\_\_  
 b. \_\_\_\_\_  
 c. \_\_\_\_\_

*The following assumes an emergency may require you to **provide shelter** to customers at your facility. In order to better prepare for such an eventuality, it is suggested that you contact your local American Red Cross to receive more information on local mass shelter or to receive training in mass shelter management.*

5. Where can you go for additional water? \_\_\_\_\_  
 \_\_\_\_\_
6. Where can you go for additional food? \_\_\_\_\_  
 \_\_\_\_\_
7. What else will be needed (e.g. medicine, first aid kit, special equipment, etc.)?
- a. \_\_\_\_\_  
 b. \_\_\_\_\_  
 c. \_\_\_\_\_

The following assumes an emergency may require you to **evacuate** your location. In order to better prepare for such an eventuality, it is suggested that you contact your local American Red Cross to receive updated information on evacuation plans and potential shelters in your community.

8. How many customers/ clients/ employees may need to evacuate in the event of a disaster? \_\_\_\_\_

9. What is the location of the nearest shelter (address and phone)? \_\_\_\_\_

10. How will those needing to evacuate be transported to the nearest shelter? \_\_\_\_\_

### **E. Preparing Staff for Emergencies**

*(In an emergency, the first concern of staff will be the safety and welfare of family members)*

1. How many personnel could be at your site at the time of a disaster? \_\_\_\_\_

2. The business will want to ensure that all staff members have an opportunity to check on their homes and family members as soon as possible following a disaster. How will this be accomplished? What critical functions must be performed? Who will perform them? \_\_\_\_\_

3. Staff is encouraged to have a family or home emergency plan – resources can be found via your local American Red Cross or at [www.ready.gov](http://www.ready.gov). This increases the likelihood that staff and their families can cope with the disaster without outside help.

4. All staff should be trained in basic emergency preparedness (please contact your local American Red Cross or utilize the resources listed at the end of this document to learn more about basic emergency preparedness). Identify staff with specialized training (CPR, CERT, etc.).

5. How will your business assess the status of staff members and their families following an emergency? \_\_\_\_\_

a. Are staff members trained to call in to a general number following an emergency to provide a status update within a certain amount of time (are they in good health, is their family in good health, is their property damaged)? \_\_\_\_\_

b. Are managers expected to contact those under their direct supervision to assess status? \_\_\_\_\_

c. If so, do managers have a list of emergency contact numbers for each staff member? \_\_\_\_\_

d. How often is this list updated (suggested every 6 months)? \_\_\_\_\_

e. Have managers shared this list with upper management in the event that they are unable to carry out this duty? \_\_\_\_\_

6. Does your business conduct periodic emergency drills (fire, etc.)? \_\_\_\_\_

7. Does your business have copies of plans, emergency contact information, and important legal and financial papers collected in one location in the event that operations must be moved from main facility? Are these papers also stored in a secure location off-site? Are they stored in electronic files? Are regular back-up procedures implemented? Do you have plans for business continuity?

**F. Personnel and Material Resources**

*(Staffing necessary for post disaster response)*

1. Realistically, how many staff will work after a disaster,

a) if it strikes during work? \_\_\_\_\_

b) if it is during a work week, but before the day begins? \_\_\_\_\_

c) if it happens on a weekend? \_\_\_\_\_

2. Which staff should automatically report to work in a disaster? (please reference section D, question 2) Do they know when and where to report and what their responsibilities are? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Develop a list of home/cellular telephone numbers for staff for emergency use. (update every 6 months)

4. In the event of an emergency, would your business be able to provide a team of volunteers

a) In the neighborhood of your business?

b) Within Howard County?

5. What skills or training will they be able to offer? Please describe: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

6. Would your business be able to provide any material/supplies? If so, please describe: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## G. Evacuation/ Transportation

*(Fire or structural damage may require you to evacuate your building in an emergency.)*

1. Are there staff or clients who will need assistance evacuating your facility? Have you assigned staff or other participants to help these individuals?
2. If your facility must be evacuated, which staff person will have responsibility for taking a head count to ensure all staff and customers have exited?

*The following questions anticipate that you must evacuate your building, and that you have responsibility for the care and shelter of the people you serve (including staff).*

3. Temporary shelter to be used (consider churches, nearby community centers, schools, other residential facilities). You may want to develop mutual aid agreements with these sites in order to make sure space is available for your staff and clients, and you will want to have an alternate site prepared.

Temporary Shelter Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

4. Will you need a phone list or system for letting authorities, family and friends know where you are sheltering? Date phone list developed: \_\_\_\_\_

5. Identify and plan for alternative transportation to the shelter, or clients' homes, if necessary.

6. Who is responsible for the care of your clients at the alternate site \_\_\_\_\_  
Name of Staff Person

7. If evacuated, what will your clients need that may not be available in mass shelters? Who will obtain and maintain these resources?

a. \_\_\_\_\_

b. \_\_\_\_\_

## H. Ensuring Business Continuity

*(Building Collaborations – What is needed to continue providing services after a disaster)*

1. List the primary services you will continue to provide following an emergency:

2. What are the critical material resources needed to maintain these operations?

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

3. What neighboring agencies or businesses can join with you to share resources during an emergency, to maintain operations and ensure business continuity? (examples: shared office operation and systems equipment, shared space, etc.)

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

Your organization should clarify what its priorities or mission will be in the aftermath of a major disaster.

Some questions to ask include:

- What are the predictable needs of your employees and customers in emergency situations?
- Will the needs of your customers require you to expand services in a disaster's aftermath?
- Will you need to consider providing new or different services?
- What should employees and customers know about your services, limitations, and expectations after an emergency?

This document is based on one developed by the Bay Area Emergency Preparedness Coalition, the *Creating a Workable Disaster Plan for Your Agency* by VOICE of Contra Costa County, and the *Earthquake Preparedness Guidelines for Large Retirement Complexes and Large Residential Care Facilities* by the Bay Area Regional Earthquake Preparedness project.

**This document is designed to help your business prepare for an emergency or disaster situation. For more information, additional resources, and training opportunities related to emergency and disaster preparedness, please visit the following websites:**

- Federal Emergency Management Agency: [www.fema.gov](http://www.fema.gov)
- Maryland Emergency Management Agency: [www.mema.state.md.us](http://www.mema.state.md.us)
- United States Department of Homeland Security: [www.ready.gov](http://www.ready.gov)
- U.S. Department of Labor Occupational Safety & Health Administration: [www.osha.gov/SLTC/emergencyresponse/index.html](http://www.osha.gov/SLTC/emergencyresponse/index.html)
- American Red Cross: [www.redcross.org](http://www.redcross.org)
- Center for Disease Control and Prevention: [www.bt.cdc.gov](http://www.bt.cdc.gov)
- Howard County Government: [www.co.ho.md.us](http://www.co.ho.md.us)
- Maryland State Government: [www.md.state.us](http://www.md.state.us)

**Important Numbers:****Post near all phones**

911	Use in emergencies, to get medical or public safety assistance
(410) 313-2900	Howard County Emergency Operations Center, operational during an emergency
(410) 313-3700	Howard County Police, Southern District, Non-emergency
(410) 313-3200	Howard County Police, Northern District, Non-emergency
(310) 313-6000	Howard County Fire and Rescue, Non-Emergency
(410) 313-6503	Flu Clinic Information Hotline – Howard County Health Department
(310) 313-2929	Howard County Health Department, after hours
(410) 313-2150	Howard County Sheriff's Office
(410) 313-6400	Howard County Department of Citizen Services
(800) 685-0123	Baltimore Gas & Electric (BGE)
(410) 740-7890	Howard County General Hospital
(410) 313-6682	Howard County Schools – Public Information Office
(800) 492-0618	United Way First Call for Help
(410) 936-1212	Weather
(410) 313-7350	Mental Health Authority
(770) 488-7100	CDC Emergency Operations Center
(800) 311-3435	CDC – Center for Disease Control – Office of Public Inquiries
(410) 715-3172	The Volunteer Center Serving Howard County
(410) 715-3176	Executive Director
(410) 715-3179	Disaster Volunteer Coordinator

***Numbers current as of November 2006, subject to change.***

*Please contact the Volunteer Center Serving Howard County to learn more about emergency and disaster preparedness and response for volunteer agencies, community members, and businesses.*

The Volunteer Center Serving Howard County  
10221 Wincopin Circle, Columbia, MD, 21044  
Phone: (410) 715-3172, Fax: (410) 715-0845  
Website: [www.volunteerhoward.org](http://www.volunteerhoward.org), E-Mail: [info@volunteerhoward.org](mailto:info@volunteerhoward.org)