Continuity of Operations (COOP)

Wendell Dumas
COOP Program Manager
Florida Division of Emergency Management
COOP

Continuity of Operations
COOP is “Good Business Practice”

Ensure that county and state agencies can maintain and continue operations
Objectives

- Ensure safety of personnel
- Continue essential operations
- Protect equipment, records and other assets
- Reduce loss of life/ minimize damage/losses
- Response and recovery
- Continued survival of leadership
Planning Considerations

- Must be maintained at high level of readiness
- Must be capable of implementation with and without warning
- Emergency may require immediate action of Emergency Response Team and relocation of staff
Elements of an Effective COOP

- Essential functions
- Delegations of Authority
- Orders of Succession
- Alternate facilities
- Communication
- Vital Records and Databases
Essential Functions

- Identify all Essential Functions
- Prioritize
- Establish Staffing
- Integrate supporting activities
Delegation of Authority

- Designated Person
- Limitations of Authority
- Identify by Title
- Description of Duration
Orders of Succession

- Director
- Asst. Deputy
- Bureau Chief
- Senior Manager
Alternate Relocation Facility

- Sufficient space
- MOU or MOA
- Billeting
- Transportation
- Communication
- Logistical support and infrastructure systems
Ensure that contact information for employees is up-to-date

Set up a process to account for all employees during an emergency and make sure all employees are aware of the process.
Review Process Recommendations

- Include Notification Cascade
- Complete roster of *all* employees
- Include Delegations of Authority
- Complete *all* annexes
Review Process Recommendations

- Expound on Personnel Accountability
- Include or expand SOP
- Include or expand Site-Support Procedures
In 1918 Florida had a state population around 5% and between mid October and late November the state reported thousands of case deaths.
OUTBREAKS

- A pandemic will last much longer than a seasonal influenza

- Outbreaks can last longer and can include waves of influenza that usually last for 6-8 weeks.
Pandemic

- Develop a Plan
- Identify “essential workers and non-essential workers
- Determine impact on demand for services
Human Capital = All Employees

- High rates of absenteeism because of employee and family illness
- Transportation will be disrupted
Planning Considerations

- Identify sick leave policies
- Address flexible workplace and hours
- Address employee travel to affected areas
- Cross training of mission essential tasks
- Maintain communication with employees
Redefine “essential” and “non-essential”
Cross-train heavily
Anticipate 30% (illness) within IT staff
Assume absenteeism due to closure of schools, day care centers
Education

- Education is vital to prepare for a pandemic
- Communication can be critical during a pandemic response and
Reduce and Identify

- Plan how to reduce contact among staff and between customers
- Special Needs
- Encourage annual flu vaccinations
More Planning

- A Pandemic of influenza will happen in the future
- We are better prepared but we have a lot of planning to do
Future Training---COOP Workshops
Review and Revise Crosswalk/Checklists
Contact Wendell.Dumas@dca.state.fl.us
850-413-9838
ANY ME ????