Business Continuity and Disaster Preparedness Planning

Coalition for the Homeless Coordinating Council
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Plans are useless, planning is invaluable
– Winston Churchill

The perfect is the enemy of the good.
– Voltaire
Disaster Management

- Discipline of dealing with and avoiding risks
- Preparing, supporting, and rebuilding society when natural or human-made disasters occur.
- Continuous process
- Effective emergency management relies on thorough integration of emergency plans at all levels of government, non-government and individual involvement.
- Activities at each level (individual, group, community) affect the other levels.
RISK MANAGEMENT

Preparedness

Mitigation and prevention

Prediction and early warning

Protection

Disaster

Recovery

Reconstruction

Impact assessment

Recovery

Response

CRISIS MANAGEMENT
Basics

- **Mitigation**: Measures that prevent or reduce the impact of disasters.
- **Preparedness**: Planning, training, & educational activities
- **Response**: The immediate aftermath of a disaster, when business is not as usual.
- **Recovery**: The long-term aftermath of a disaster, when restoration efforts are in addition to regular services.
As a homeless service provider, what can you do to make your organization more resilient in times of disasters?
Continuity of Operations Plans

- YOUR plan
- Written plan developed by a business entity
- In the event of an emergency, how will you protect your assets and how will you carry on core operations
- Save lives, company assets and your entire business
What Should be Addressed in a COOP Plan?

- Identifying and prioritizing mission-essential functions and potential risks
- Establish how, when, and who is in charge
- Identifying and training staff to support essential functions
- Acquiring and equipping an alternative facility
Continued....

- Availability and redundancy of communications and technology
- Protecting and sustaining vital records and databases
- Create a schedule to update training, exercises and planning
BASICS

- Evaluate and know your risks
- Determine your response team and who is in charge
- Know and protect what you have
  - What are your most valuable assets?
- Determine multiple ways to communicate with board, staff, clients and volunteers
- Determine what you need to stay in business
What About Your Clients?

- Your Experiences
  - Preventive
  - Organizations Providing Shelter
    - Temporary
    - Transitional
    - Long-Term
  - Street Homeless
What are the Costs?
No Cost

- Meet with your insurance provider to review current coverage
- Engage employees during the planning process
- Create an emergency contact list for all employees (including alternative contact)
- Create a list of key business contacts
- Promote family preparedness among employees
- Make a ‘trunk kit’
Under $500

- Back up your records and critical data. Keep copies off site.
- Buy employees car cell phone charger
- Keep a personal emergency supply kit in your trunk (change of clothes, toothbrush)
- Elevate IT equipment to avoid flooding damage
- Set up telephone tree on company website, or voice mail system
- Create an office emergency supply kit
Over $500

- Consider buying additional insurance
- Purchase and pre-wire a generator
- Send key employees to emergency trainings
- Sprinkler systems, fire safe doors or other structural changes
- Laptops and wireless cards for key staff
No one will come and save your organization. Self-reliance is critical.

What will you need to plan
- Your brain
- Your time
- Your internal and external relationships

It’s not a matter of if, it’s a matter of when!!