Your facility has experienced a COOP incident. The nature of the incident (e.g., fire, flooding, wind damage, etc.) has resulted in your facility being breached in some manner. Subsequent to your agency’s emergency response procedures of evacuating and accounting for all of the building’s occupants, what’s next?

The incident necessitates the need for your agency to initiate your COOP activation procedures (Incident Command Team). The Incident Command Team or other designated team in BC in the Cloud will conduct a physical inspection of the building. It is recommended that the designated team include the agency’s senior executive, safety officer, facility manager or liaison and potentially a representative from the municipality’s Building Code Compliance office. The decision concerning occupancy issued by the municipality’s Building Code compliance official is controlling, even if it is a State-owned building.

The goal of the physical inspection is to determine if the breach has rendered the building, in whole or in part, unable to safely support the resumption of normal office operations.

For illustrative purposes let us assume that the breach of the structure will permit the outside elements to further penetrate the building and potentially inflict additional damage. Also, assume the breach is such that it would allow for unauthorized individuals to enter the building, allowing for possible theft and vandalism. The assumption also includes the presence of stored personally identifiable information (PII) within the building, in written form.

You have already reached out to the Division of Facilities Management (DFM) to determine the structural integrity of the building and if it can be occupied. You now need to avail yourself of their experience and expertise in addressing some of the other challenges that have presented themselves.

* Do any utilities need to be cutoff to prevent potential or further damage to the building?
  1. Electricity
  2. Natural gas
  3. Water
  4. Fuel oil
  5. Voice circuits
  6. TLS (data) circuits
* Do tarps or some other barrier need to be applied to the building to prevent further damage?
* Is the damage to the building such that it would allow for unauthorized access?

1. Does temporary fencing need to be erected, around the building?
2. Do security guards need to be employed, to bolster the deterrence of the fencing?
3. If the building has accessible stored PII, the answer is, YES.

* Has the building sustained water damage, any other type of clean up needed?

1. Have agency documents / records sustained fire and / or water damage?

If you are in leased space, you are calling your landlord or their designated property manager. You are also apprising the DFM of the damage your space sustained. Given the elapse of time often results in further damage; if the landlord or their designated property manager are not acting swiftly to secure the building and correct the damage, you will need to loop in the Delaware Department of Justice.

Below are some contacts and State Contracts that will prove useful within the first hours of a breached building event.

Office of Management and Budget – Division of Facilities Management: (302) 739-5644

Department of Safety and Homeland Security – Delaware Capitol Police:

Chief Michael F. Hertzfeld (302) 744-4380, (302) 744-4382

Department of State - Delaware Public Archives:

Rodney (Kit) Carson (302) 744-5000, (302) 744-5021

Department of Technology and Information – Service Desk: (302) 739-9560

Department of Human Resources - Insurance Coverage

Debra Lawhead (302) 739-3651, (877) 277-4185

Office of Management and Budget – Government Support Services – Messenger Services

(302) 857-4500 [Agency Relocation Request for Mail Service Request](https://gss.omb.delaware.gov/messenger/documents/relocation-request.doc)

Delaware Department of Justice – Civil Division: (302) 577-8400

**Utilities / Vendors:**

Electricity Vendor Emergency Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Natural Gas Vendor Emergency Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Water Vendor Emergency Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fuel Oil Vendor Emergency Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Voice Circuits Vendor Emergency Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TLS (Data) Circuits Vendor Emergency Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Local Fire Department Emergency Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Local Building Code Compliance Office Emergency Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Local Police Department NON-emergency Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Security System Vendor Emergency Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

United States Postal Service – Notification of Change of Address:

**Official USPS® Change of Address:**

<https://moversguide.usps.com/>?

**OR**

<https://easyaddressupdate.com/>

Federal Express – Notification of Change of Address:

**FedEx Delivery Manager®** allows you to request that packages be held for pick up (Hold at Location, option) or redirected to a convenient location.

<https://www.fedex.com/apps/fdmenrollment/>

UPS – Notification of Change of Address:

**UPS My Choice® for Business:**

Learn More: h[ttps://www.ups.com/us/en/services/tracking/my-choice-for- b](ttps://www.ups.com/us/en/services/tracking/my-choice-for-b)usiness.page?

Sign up: <https://www.ups.com/doapp/enrollmcba?loc=en_US>

DHL – Notification of Change of Address:

**DHL On Demand Delivery:**

Learn More: <http://www.dhl-usa.com/en/express/tracking/on_demand_delivery.html> Sign up: <https://delivery.dhl.com/on-demand-delivery.xhtml?ctrycode=US>

**Emergency Management Offices:**

New Castle County Office of Emergency Management:   
(302) 395-2700, Fax: (302) 395-2705

City of Wilmington Emergency Management Office:   
(302) 576-3914, Fax: (302) 571-5491

Kent County Division of Emergency Planning and Operations:   
(302) 736-2222, Fax: (302) 736-2223

Sussex County Emergency Operations Center:   
(302) 855-7801, Fax: (302) 855-7800

**STATE CONTRACTS:**

GSS19363-ARMEDSECUR [Security Officer Services - Armed](http://contracts.delaware.gov/contracts_detail.asp?i=5395)

GSS18208-SECURITY [[Security Officer Services - Unarmed](http://contracts.delaware.gov/contracts_detail.asp?i=4773)](http://contracts.delaware.gov/contracts_detail.asp?i=4773)

GSS17775-DSTR\_RCVRY [Fire and Water Damage Remediation Services](http://contracts.delaware.gov/contracts_detail.asp?i=4350)

**GSS19599-BLDG\_SECURE** [Building Access and Video Surveillance Systems](http://contracts.delaware.gov/contracts_detail.asp?i=5633)

**CONSIDERATIONS & GUIDANCE:**

* The DFM (in most instances, except DOC & DHSS) will be your touchstone contact. They will help immeasurable in determining if the building can be reoccupied quickly and assist in identifying vendors who can temporarily cover any building opening to prevent further damage or theft. DFM can also assist in determining if it is necessary to cutoff certain building utilities to mitigate potential further damage and in finding vendors who can install temporary fencing.
* Photograph what you safely can as soon as you can, smartphones lend themselves to this task. The Insurance Coverage Office requires initial reporting within 24 hours. Reporting forms are available at: [www.inscov.delaware.gov](http://www.inscov.delaware.gov)
* Do not dispose of damaged property indiscriminately, especially if you will be seeking reimbursement from the Insurance Coverage Office.
* The local Fire Department (FD) or the local municipality’s Public Works Department *may* be in a position to pump out any accumulated water, prior to the arrival of a State contract vendor.
* The local Police Department (PD) or Capitol Police *may* be in a position to provide security relative to your building prior to the arrival of a State contract vendor **OR** to when a vendor has physically secured the building.
* The Delaware Public Archives needs to be contacted if any documents / records have been damaged by fire or water.
* Establish contacts with your local FD, PD, utilities, etc.; you do not want your first call to them to be in the mist of your major incident.
* Maintain meticulous records of all funds expended relative to the damaged facility, to include employee time / overtime. Depending on the event‘s causation Federal dollars may be available for reimbursement to the State.
* Should you need to avail yourself of the [Building Access and Video Surveillance Systems](http://contracts.delaware.gov/contracts_detail.asp?i=5633) **contract your** DTI Customer Engagement Specialist **must** be involved.
* It is suggested that you prepare for the Notification of Change of Address to the various entities that deliver mail and packages to your building by completing the registration process required by the respective entities, **now** and that the various registration information be maintained with this guide and in BC in the Cloud.
* If you agency is a criticality Tier 1 agency within the State’s criticality classification regime you should explore the potential benefit of enrolling your agency’s voice and TLS (data) circuits in the U. S. Department of Homeland Security’s [Telecommunications Service Priority](https://www.dhs.gov/cisa/telecommunications-service-priority-tsp) (TSP) program. TSP is a program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services. A TSP assignment ensures that it will receive priority attention by the service vendor before any non-TSP service.