



Minutes for Delaware Continuity Coordinator Council

February 23, 2017

1 p.m. – 3 p.m.

Attendees: Sandra Alexander, Jamie Bethard, Scott Blaier, Dan Cahall, Mark Devore, Robert Dreibelbis, Kevin Eickman, Mike Erixson, Johna Esposito, Shawn Foster, Patricia Gannon, Lori Gorman, Earl Harrington, John Healy, Erich Heintz, Lynn Hooper, Alyssa Huenke, Jackie Keel, Tony Lee, Tim Li, John Mancus, Kim Marsh, Claudette Martin-Wus, Staci Marvel, Faith Mwaura, Catherine Oravez, Sharon Poole, Linda Popels, Jamie Roy, Syd Swann, Karen Sweeney, Doyle Tiller, Heather Volkomer, Amy Woodward, Kevin Wright

➤ **DECCC Updates: PPT attached**

- Survey results
- Emergency Kit Raffle: Sharon Poole winner
- Website updates- new documents added to site and change in meeting headers.
- **LDRPS updates cut-off date: MARCH 31ST!**
- **No Statewide COOP Exercise this year.**

➤ **COOP Plan templates: PPTs attached**

- Department of Public Health- Linda Popels
- Department of Agriculture- Laura Mensch
- Division of Corporations- Lori Gorman

➤ **COOP Plan Discussion Group: PPT attached**

Lori Gorman provided a brief sample report from the new [BC in the Cloud](#) Tool. Members discussed some of the items they were most interested in seeing in the new tool. This includes:

- A quick reference section that allows a high-level view of the plan.
- The ability to sort and combine reports on a team level.
- Approval notices and reminders for plan reviews and approvals.
- The ability to track staffing availability at specific locations.
- Better incorporating of Emergency Response Planning for those Agencies that do not have separate plans.

➤ **Emergency Procedure Guide survey**

DEMA provided information related to their ongoing efforts in creating a more standard set of Emergency Procedure Guidelines for State organizations. They are in the process of forming a task force that will provide guidance on emergency response standards such as Bomb Threats and Earthquakes. Organizations can then choose to adopt these into their existing plans or request a template.

Q: How will call lists be utilized in the new plan?

A: The call list feature in BC in the Cloud (BCIC) is not as robust as in LDRPS but will still be available in the tool. DTI recommends utilizing the Team Reports that will included contact information and the Crisis Communication tool for developing the call list for COOP Plans.

Q: When will BC in the Cloud be available for testing and training?

A: Currently DTI is in the beginning stages of implementation. Data migration to occur in early April. It is our hope that the tool will be available for testing in early May with official training to take place in the summer. No training dates have yet been set. If anyone would like to volunteer to assist in the testing phase, please contact your BCDR liaison.

DECCC Steering Committee members:

Tony Lee – Co-Chair

Lori Gorman – Co-Chair

John Mancus – Disaster Preparedness Officer

Mark Devore– Facilities Officer

Vacant- Vice-Chair

Vacant- Education and Training Officer

Vacant- IT Systems Officer

Vacant- Vital Records Officer

****If interested in either one of the vacant positions, please contact Lori****

**** Copies of the templates will be made available on the DECCC Website under Documents.****



**Delaware Continuity
Coordinator Council
(DECCC)**

February 23, 2017

Agenda

- Welcome/Introductions
- DECCC Updates
 - Survey Results
 - Website updates
 - New Software Status: LDRPS update cut-off March 31st
- COOP Plan Templates
 - Dept. of Public Health
 - Dept. of Agriculture
 - Division of Corporation
- COOP Plan Discussion Group
 - Sneak peak at BC in the Cloud
 - Most useful report discussion
- Emergency Procedure Guide Discussion
- Q&A

2017 Survey- 29

- Are you located in a facility with multiple agencies/organizations? **49% No; 51% yes**
- Do you have a facility wide communications plan (if an event occurs, do you communicate to other organizations in or around your facility)? **55 % Yes; 45% No**
- Does your organization have an Emergency Procedure Plan? **83% Yes; 17% No**
- How does your organization promote Emergency Procedure Awareness Training? **24 % they don't; 76% do**

2017 Survey continued...

- Does your organization have or promote a policy regarding employees maintaining a Family Emergency Plan? **76% No; 24% Yes**
- Topics/Discussion ideas
 - Shared experiences of other state organizations
 - COOP Exercises
 - Coordinate with Human Resources
 - Pandemics/ Devolution/ Reconstitution
 - Work place awareness with Cyber and Security
 - Templates for COOP or Emergency Procedure Plans
 - Roundtable discussions on a single topic
 - Updated training for Administration
 - COOP Expert presenters

Survey lottery- the winner is

**Sharon Poole:
Department of Finance**

Website Updates

- Some changes have been made to the DECCC website- check it out.
 - Addition of PIO information
 - Addition of MIR3 Initiator Guide
 - Sorting of meeting minutes and adding of subject matter titles.
 - Relocating and in process of updating templates.

[DECCC Web Link](#)

New Software

- ▶ BC in the Cloud has been secured and we have begun implementation stages.
- ▶ LDRPS update cut-off has been established as March 31st- Data migration to begin April 1
- ▶ Training estimated to begin May or early June.
- ▶ NO Statewide COOP Exercise to occur this year- focusing on implementation.

COOP Plan Templates

- ▶ Dept. of Public Health-
 - Linda Popels
- ▶ Dept. of Agriculture-
 - Laura Mensch
- ▶ Division of Corporations-
 - Lori Gorman

COOP Plan Discussion Group

- Sneak Peak: BC in the Cloud
- What do you want in a Published Plan?
- What reports do you want to run on demand?
- Favorite formatting?

Emergency Procedure Guides

- Do you have one?
- What is in it?
- What format is it in?
- How do you keep employees aware?

Q&A



Emergency Medical Services and Preparedness Section, Division of Public Health

CONTINUITY OF OPERATIONS PLANNING
LINDA POPELS, PH.D.
2/23/17

- ## Developing a Division-Wide COOP Plan
- Developing the EMSPS COOP Plan and Template Plan
 - Working with all the Sections on their COOP Plan
 - Compiling information across the Sections
 - EMSPS Training and Tabletop Exercise

- ## The EMSPS COOP Plan
- Developed using
 - *Federal Emergency Management Agency (FEMA) Continuity of Operations (COOP) Plan Template*
 - *State of Alaska Division of Homeland Security and Emergency Management*
 - *Virginia Department of Emergency Management COOP SOG*

- ## Table of Contents
- Situation Overview and Assumptions
 - Concept of Operations
 - Phase I: Preparedness
 - Delegation of Authority and Order of Succession
 - Phase II: Activation and Notification
 - Activation and Notification Decision Matrices
 - Phase III: COOP Operations
 - Relocation
 - Phase IV: Recovery
 - Roles and Responsibilities

- Roles and Responsibilities
- COOP SOG Maintenance Schedule
- Training, Exercise, Evaluation
- Appendices
 - Personnel Roster
 - Vendor List
 - Alternate Facility Locations
 - Disaster Recovery (Software & Systems)
 - Equipment & Supplies
 - Essential Records
 - Acronyms and Definitions

Phase I: Preparedness Delegation of Authority

Task	Position Holding Authority	Delegation to Position (Alternate)	Delegation to Position (Primary)	Position has the Authority to:	Triggering Conditions	Limitations
Provide complete oversight, direction and control of [redacted] branches during day-to-day operations, COOP events and public health emergencies	Chief	[redacted]	[redacted]	Act in the capacity of Chief of [redacted] during [redacted] day-to-day operations, COOP events and public health emergencies	Upon request of the Chief of [redacted] if the Chief of [redacted] is incapacitated or unavailable	Upon return of incumbent
[redacted]	[redacted]	[redacted]	[redacted]	Assure regulatory compliance for [redacted] emergency medical care delivery system; Promulgate laws and regulations pertaining to [redacted]	Upon request of the [redacted] if the [redacted] is incapacitated or unavailable	Upon return of incumbent

Order of Succession

Order of Succession		Notification Method
1.	Chief, [redacted]	Email or Cell Phone
2.	Director, [redacted]	
3.	Director, [redacted]	
4.	[redacted]	
5.	[redacted]	
6.	[redacted]	
7.	[redacted]	
8.	[redacted]	
9.	[redacted]	

Phase II: Activation and Notification

Category	Potential Event	Decisions	Potential SHOC Level
Alert	An event with notice, such as a severe weather forecast to impact area	No COOP SOG implementation required	N/A
Stand-by	Coastal storm approaching the coastline where agencies and facilities are located Possible public health emergency reported with minimal impact to staff	Limited COOP SOG implementation (depending on section requirement)	1
Implementation	Small localized fire to one wing or floor of building Public Health Emergency declared with moderate impact to staff Gas line explosion has caused extensive structural damage to the facility	Implementation of the COOP SOG approved by EMSPS leadership	2 or 3

Notification Matrix

Category	EMSPS Chief Notifies:	EMSPS Leadership Notifies:	Potential SHOC Level
Alert	EMSPS directors	Designated Office of Preparedness Staff member who notifies EMSPS staff and partners e.g. via weather briefing email	N/A
Stand-by	Deputy Division Director of situation	Same as above and other key DPH personnel using SERV DE, telephone, intercom or other means	1
Implementation	Deputy Director of situation and requests assistance as applicable Logistics Branch as needed	Same as above and may coordinate with the following agencies: Human Resources OHRC Facility Management Security Management Others as appropriate	2 or 3

Alternate Locations

- Each section lists their preferred alternate locations
- Compiled a list of available space across the Division of Public Health
 - Includes number of computers, phone lines, etc.
- Keep a COOP Kit at Primary and Secondary Alternate Locations

COOP Kits

- COOP SOG (hard copy)
- Current contact list of personnel, external partners and vendors
- General office supplies
- Backup communication devices, if available
- Manual work-around procedures for performing MEFS
- Compact discs
- Encrypted flash drives preloaded with essential documents
- Critical equipment inventory
- Directions to the alternate facility and a current floor plan
- Alternate facility contact information
- Technical information as needed for individuals' duties

Mission Essential Functions

Mission Essential Function	Impact Analysis	Priority	Recovery Time Objective
A	Critical	High	0 Hours
A	Critical	High	0 Hours
A	Critical	High	0 Hours
A	Critical	High	0 Hours
A	Critical	Medium	0 Hours
A	Moderate	Medium	6-12 Hours
A	Moderate	Medium	Within 48 Hours
A	Moderate	Medium	Within 48 Hours
A	Limited	Low	Within 30 Days
A	Minimal	Low	Within 30 Days
A	Minimal	Low	Within 30 Days

DPH COOP Plan

- Mission Essential Functions by
 - Impact Category
 - DPH Sections
- List of Alternate Locations by
 - Section
 - Location
- Easy for Division Leadership to see priorities across the Division and determine the space available to meet needs

EMSPS COOP Training and Tabletop Exercise

- Sent COOP Plan out in advance for review
- Detailed presentation and discussion of the COOP Plan
- Tabletop Exercise
 - Discuss scenarios and what would happen based on our plan
- Plans to follow up with a functional exercise in the future

Delaware Department of Agriculture

FEBRUARY 23RD DECCC MEETING
LAURA MENSCH, HYDROLOGIST III

Document Development

- ▶ Two separate initiatives
 - ▶ COOP Easy Reference Guide
 - ▶ Emergency Action Plan

COOP Easy Reference Guide

- ▶ Past COOP Drill revealed need for COOP "Reader's Digest"
 - ▶ Short, concise document
 - ▶ Better organized
 - ▶ Key information pulled out
 - ▶ Tailored for wider audience (not just those with experience in COOP)
- ▶ Goal: to develop a more useful product than what LDRPS software provides

COOP Easy Reference Guide

- ▶ First steps:
 - ▶ Identify key information needed
 - ▶ Identify target audience (to tailor document for their needs and level of experience)
 - ▶ Decide how to organize information – what would be most useful
 - ▶ Decide on the format(s) to be used (how and when will people access information)

COOP Easy Reference Guide

- ▶ DDA's approach:
 - ▶ Key information:
 - ▶ Essential functions, points of contact
 - ▶ Target audience:
 - ▶ Management, COOP team
 - ▶ Organization:
 - ▶ Essential functions by criticality and also by section
 - ▶ Format:
 - ▶ Print-out for inclusion into small binder

COOP Easy Reference Guide

CRITICAL RATING - CRITICAL (LEVEL 1)			
FOOD PRODUCTS INSPECTION		DDS 65-01-03	
Contact	Desk Phone	Work Cell	
xxxxxxxx	xxxxxxxx	xxxxxxxx	
Identify and Remove Unsafe Products		Critical Rating: 1-Critical	
Control adulterated, misbranded, unsafe, or potentially violative products			
PESTICIDE SECTION		DDS 65-01-06	
Contact	Work Phone	Work Cell	
xxxxxxxx	xxxxxxxx	xxxxxxxx	
Respond to Pesticide Exposure Incidents		Critical Rating: 1-Critical	
Respond to drift complaints, pesticide spills or misuse incidents or other incidents in which humans may have been injuriously exposed to pesticides			
POULTRY AND ANIMAL HEALTH		DDS 65-01-09	
Contact	Desk Phone	Work Cell	
xxxxxxxx	xxxxxxxx	xxxxxxxx	
Tablet Tissue Sample Collections		Critical Rating: 1-Critical	
Collect and prepare tablet sample for testing			

- ▶ DDA's approach:
 - ▶ Essential Functions by criticality level
 - ▶ Then tasks broken out by section
 - ▶ Include essential staff and their contact information
 - ▶ Organized by criticality on separate excel worksheets

COOP Easy Reference Guide

CRITICAL RATING - SIGNIFICANT (LEVEL 2)				
AGRICULTURAL COMPLIANCE		DDS 65-01-02		
Contact	Desk Phone			
xxxxxxx	xxxxxxx			
Review Manufacturer Product Registrations Critical Rating: 2-Significant				
Review registration applications from manufacturers for various products regulated by the Department, which involves label review to determine acceptance or denial or the product for use in the state.				
COMMUNICATIONS AND MARKETING SECTION		DDS 65-01-01		
Contact	Desk Phone	Work Call	Personal Call	
xxxxxxx	xxxxxxx	xxxxxxx	xxxxxxx	
Crisis Incident Communication Critical Rating: 2-Significant				
Communicate with affected parties during a crisis in order to provide information and support.				
Facilitate communication and coordination between different groups during a crisis incident.				
Provide updates to the general public and interested parties through traditional media, social media and website updates.				
FINANCE SECTION		DDS 65-01-01		
Contact	Desk Phone	Personal Call	Home Phone	
xxxxxxx	xxxxxxx	xxxxxxx	xxxxxxx	
Product Department of Agriculture Budget Critical Rating: 2-Significant				
Establish funds and create budget with Joint Finance Committee and DDA Senior Management				

1 2 3 4 5

COOP Easy Reference Guide

CRITICAL RATING - SIGNIFICANT (LEVEL 2)				
AGRICULTURAL COMPLIANCE		DDS 65-01-02		
Contact	Desk Phone			
xxxxxxx	xxxxxxx			
Review Manufacturer Product Registrations Critical Rating: 2-Significant				
Review registration applications from manufacturers for various products regulated by the Department, which involves label review to determine acceptance or denial or the product for use in the state.				
COMMUNICATIONS AND MARKETING SECTION		DDS 65-01-01		
Contact	Desk Phone	Work Call	Personal Call	
xxxxxxx	xxxxxxx	xxxxxxx	xxxxxxx	
Crisis Incident Communication Critical Rating: 2-Significant				
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1 2 3 4 5

COOP Easy Reference Guide

- ▶ Format:
 - ▶ Printed out for inclusion into binder
 - ▶ Binder also includes:
 - ▶ Orders of Succession
 - ▶ Information on remote locations
 - ▶ Definitions of all the criticality levels
 - ▶ DDA's Emergency Action Plan (EAP)
 - ▶ Definitions of EAP vs. COOP

Emergency Action Plan (EAP)

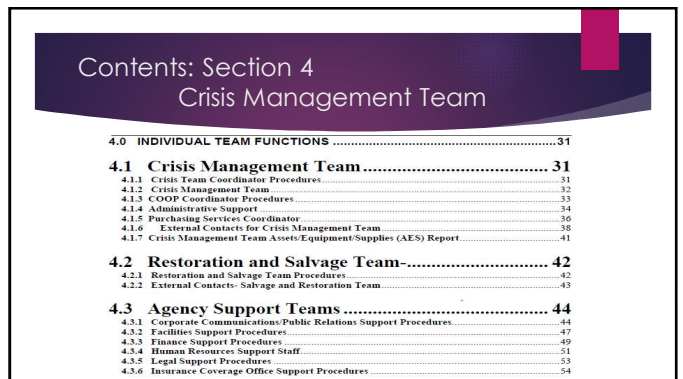
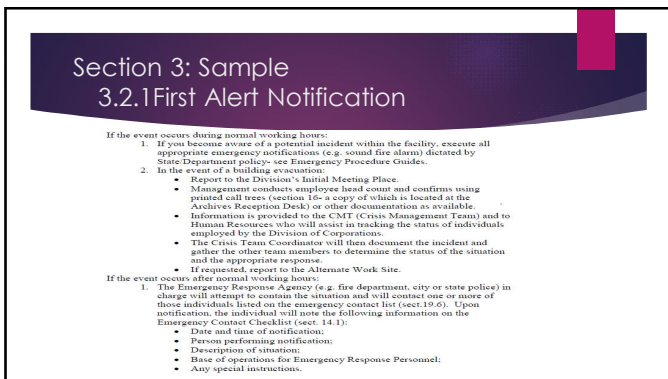
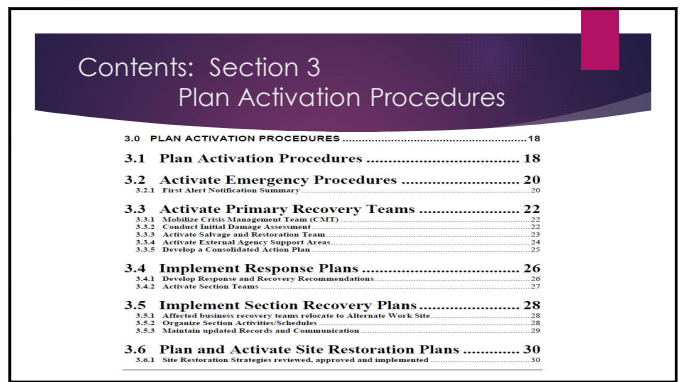
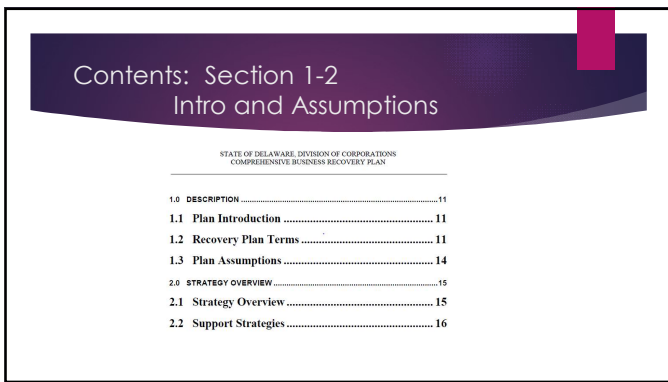
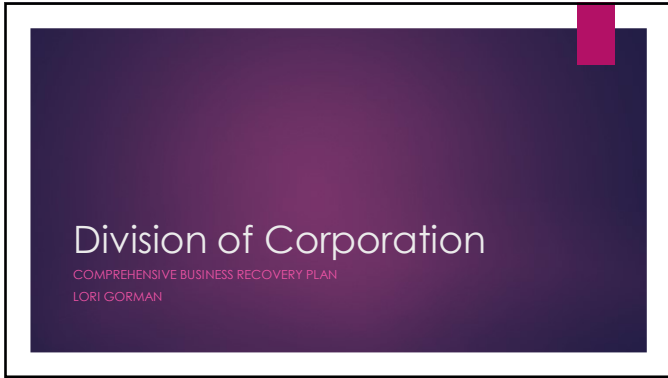
- ▶ DDA's COOP Team realized our need for an EAP at last spring's drill
- ▶ Idea to cover events beyond fire evacuations
- ▶ Address:
 - ▶ Active shooter
 - ▶ Chemical spills (DDA has two analytical laboratories)
 - ▶ Medical emergencies
 - ▶ Evacuations
 - ▶ Suspicious objects
 - ▶ Automated External Defibrillator (AED) location
 - ▶ Important phone numbers

Emergency Action Plan (EAP)

- ▶ Created a one-page EAP guide
- ▶ Ideal for staff at front entry desk – first to deal with public
- ▶ Easy to refer to
- ▶ People can place at their desks

Emergency Action Plan (EAP)

- ▶ Contact Information:
 - Laura Mensch, Hydrologist III
 - Delaware Department of Agriculture
 - laura.mensch@state.de.us
 - (302) 698-4573



BC in the Cloud

Sneak Peak

BC Planner Home Page

• User Screens and Menus are customized by role ensuring easy navigation

Dynamic Menus alert users to action required

Automated Tasking remind Users of upcoming and past due tasks

BC Planner BIA Dependencies & Gaps

Live Graphical Dependency Mapping

Real-time Gap Analysis

Application	Hours	Application ID	Relationship	Relationship ID	Relationship	Relationship ID	Relationship	Relationship ID
HRSystem	2000hrs	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem
HRSystem	2000hrs	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem
HRSystem	2000hrs	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem
HRSystem	2000hrs	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem	HRSystem

Managing and Printing Plans

• Data Captured in the BIA dynamic flows into the related recovery plan(s)

Easy to Publish/Print and store Plan copies

Data dynamically flows into plan table of contents

Sample BCIC COOP Plan

• BCIC Sample Plan