

Agenda for Delaware Continuity Coordinator Council



**November 20, 2014
1 p.m. – 3 p.m.**

Live Meeting Logon:

<https://meeting.delaware.gov/meeting/26906295>

Password: DECCCNov

*Audio Portion: Call into (302)526-5475; Conference ID 89450#
Mute Your Line, but **DO NOT** Put Your Line on Hold*

Once logged in, please send a message through the chat box with your full name so we can more easily take attendance. Your line must be muted, but you can use the chat box to communicate

Connection can be established beginning at 12:50pm.

Physical Meeting Location:

Brandywine Zoo, Education Building, 1001 N. Park Drive, Wilmington, 19802

Only attend the physical meeting if you have responded to the email by 10/24/14 confirming your physical attendance as passes are limited to those attendees' only

➤ **Attendees:** Sandra Alexander, Dan Cahall, Mark Devore, Carolyn Dunch, Judy Everett, Lori Gorman, Earl Harrington, John Healy, Erich Heintz, Robert Kacperski, Jackie Keel, Alex Krajewski, Tim Li, John Mancus, Tony Manson, Claudette Martin-Wus, Faith Mwaura, Paul Nicholson, Peggy Mitchell, Karen Smith, Kevin Wright

➤ **DECCC Updates**

2015 Meetings

- February 26 – OMB's HR & COOP Presentation: The Sequel (Dover)
- May 28 – Hurricane Preparedness Presentation (DEMA) & Contracts and Emergency Purchases Presentation (GSS & DTI)
- August 27 – Realism for COOP Drills & September is National Preparedness Month (FEMA)
- November 19 – Disaster Preparedness Presentation (Citizens Corp)

2015 Statewide COOP Exercise – Spring – more details to be announced soon

2015 DEMA Training Calendar – January Trainings are now posted at
http://dema.delaware.gov/services/calendar/Trng_Cal.shtml

DEMA Full-Scale Exercise (details included in Powerpoint slides below)

➤ **Brandywine Zoo Emergency Response and COOP Planning** (additional details included in Powerpoint slides below)

Q. How does the Zoo protect its records?

A. The Zoo uses a Database System for some records and others are backed up on 2 separate hard drives and are stored off-site in 2 different locations. All paper copies are scanned and stored on a shared drive.

Q. Are all Zoo employees considered Essential Staff?

A. No. Only Management and some Zoo Keepers are considered Essential.

Q. How do employees respond to after-hours alarms?

A. Employees are always expected to respond to alarms unless called to *not* report.

Q. How does the Zoo's staff deal with driving bans?

A. For planned events, i.e. hurricanes, winter storms, selected staff are prepared to stay at the zoo overnight. Several staff members live within walking distance to the Zoo and can report. The Zoo also has access to DNREC Rangers and since they are exempt for the bans, the Rangers would provide transportation to the Zoo, if necessary.

Q. Does the Zoo have to submit emergency plans to the City of Wilmington?

A. No. The only plan that is submitted is the Dangerous Animals Plan that is submitted to Police, Fire Departments, and the State.

➤ **Q&A Session**

No additional questions were asked.

DECCC Steering Committee members:

Claudette Martin-Wus – Co-Chair

Kevin Kille – Co-Chair

Vacant – Vice-Chair

Monica Fisher – Education and Training Officer

Carolyn Dunch – IT Systems Officer

John Mancus – Disaster Preparedness Officer

Mark Devore – Facilities Officer

Lori Gorman – Vital Records Officer

****If interested in the vacant position(s), please contact any one of the Steering Committee members****



**Delaware Continuity
Coordinator Council
(DECCC)**

November 20, 2014

Agenda

- **Welcome/Introductions**
- **DECCC Updates**
- **Zoo Emergency Response and COOP Planning**
(Brandywine Zoo)
- **Zoo Tour**
- **Q&A**

DECCC Updates

- **Lineup for 2015 Meetings**
 - ❑ February 26 - HR & COOP: The Sequel (Dover)
 - ❑ May 28 - Hurricane Preparedness Presentation & Contracts and Emergency Purchases Presentation
 - ❑ August 27 - FEMA presents Realism for COOP Drills & September is National Preparedness Month
 - ❑ November 19 - Citizens Corp Preparedness Presentation
- **Statewide COOP Exercise 2015 - Spring**
- **DEMA Training Calendar 2015 - January trainings posted**

DEMA Full-Scale Exercise Update

- ▶ **November Exercise**
- ▶ **Exercise involved the following agencies:**
 - DEMA
 - DPH/SHOC Unit
 - DivCom
 - DE Chapter of American Red Cross
 - DE Housing Authority
 - Government Support Services
 - Insurance Commissioner's Office
 - Office of the State Attorney General
 - FEMA
 - DIAC

Exercise Details

- ▶ **Hurricane Scenario**
- ▶ **2-day Exercise**
- ▶ **Objectives:**
 - Build on Lessons Learned by State and Local entities from past hurricane events & exercises
 - Evaluate damage assessment for residences and infrastructure and debris management operations
 - Evaluate long-term housing operations
 - Evaluate mass care and feeding operations
 - Evaluate individual and public assistance operations
 - Assess public information activities during short and long-term recovery phases

- ▶ **Focus:**
 - Statewide recovery Operations
 - Long-term housing
 - Public Information
 - Debris Management
 - Restoration of Infrastructure
- ▶ **Day 1 Activities:**
 - Players tasked with gathering information and developing strategies for long-term recovery and communicating this information to DEMA
 - Agencies developed talking points for press conference and prepared paperwork for meetings for long-term processes

- ▶ Day 2 Activities:
 - Field Operations
 - Debris Management
 - Deployment/Demobilization of resources

- ▶ Exercise enlightened participants to the complexity of operations, amount of resources needed and available, and the time needed for coordination that actually makes events, projects, and programs occur during a disaster

Zoo Emergency Response and COOP Planning

Presented by:

- Gene Peacock, Director
- Lynn Klein, General Curator
- Donna Evernham, Assistant Curator

Q&A



Happy Holidays!
See you in 2015!

EMERGENCY PREPAREDNESS AT THE BRANDYWINE ZOO

Gene Peacock



INTRODUCTION TO THE ZOO



- The Brandywine Zoo, Delaware's only zoo was founded in 1905.
- Today it is approximately 12 acres and has a collection of 100 plus animals representing species from all over the world.
- It is one of only 222 zoos in the country accredited by the American Zoological Association (AZA) and is fully licensed by the USDA.
- In order to maintain the licenses and accreditation, the zoo must adhere to and maintain high a level of accountability through rules and regulations as well as periodic inspections and an accreditation process that takes place every 5 years.
- A major component of all of this, is the zoos overall plan for dealing with a wide variety of emergency issues that could occur at the facility.

THEN...



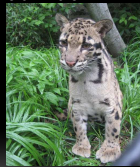
...AND NOW



USDA REQUIREMENTS



- Focuses on care of animals in the collection
- Quality of exhibits
- Provide a safe environment for the animals
- Inspects:
 - animal diets
 - food preparation areas
 - animal housing



- Ensures plans are in place:
 - Provide proper veterinary care
 - Record keeping
 - Animal related emergencies



- Recommends reciprocity agreements with other close by facilities for assistance in emergency situations. This can include additional veterinary care, animal housing or assistance in critical situations.


AZA REQUIREMENTS



- To be an accredited by the AZA, a zoo must undergo a rigorous inspection process every five years. The team of inspectors looks at total zoo operations. This includes animal care and collection, visitor services, education programming, conservation initiatives, exhibits (from the public and animal aspect), the zoos master plan, financing, support groups and more.




AZA EMERGENCY RESPONSES




- The AZA requires zoos to have in place a plan for each of the following situations:
 - Animal Escapes
 - Medical Emergencies (Human and Animal)
 - Natural Disasters
 - Fire Emergencies
- The zoo is required to hold and document a drill on each scenario at least once a year

AZA SYNOPSIS OF SAFETY REQUIREMENTS




(from 2015 AZA Guide to Accreditation)

- Whether the institution is conducting required drills in accordance with standards
- Location of escape procedures protocols throughout the institution
- Files on safety incidents over the past five years (i.e., escapes, accidents, injuries, attacks, public problems)
- Whether staff knows the process of treating an injury to a visitor, and where the nearest first-aid station is located
- Whether exhibits are safe for the animals, the staff, and the public
- Whether walkways, steps, and other public areas are free of debris and in good repair
- Whether work areas are free of clutter and safe work environments for employees



- How flammables and other hazardous solutions are stored
- Whether adequate safety procedures are in place for potentially dangerous animals
- The alarm systems and emergency procedures
- Whether minimum operational safety standards for diving are being met [for institutions using underwater diving with compressed air]
- Whether adequate security is provided for the animals both day and night
- Whether incidents of vandalism have occurred, how prevalent the problem is, and how it is being addressed
- Security personnel routines for nightly rounds, emergencies, etc.
- Firearms storage
- Whether the perimeter fence is of sufficient height and construction, and is separate from all exhibit fencing

BRANDYWINE ZOO INCIDENT RESPONSE PLAN AND CHAIN OF COMMAND



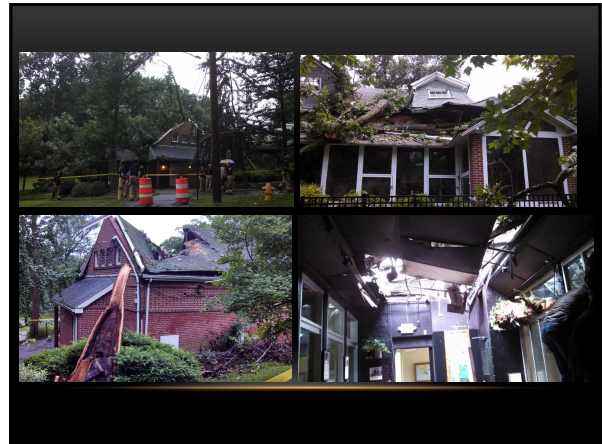
- Staff member is aware of an issue or is notified by the public.
- Staff member notifies the on duty supervisor and Zoo Director.
- The Zoo Director or supervisor (the most senior staff on site) assesses the situation and puts a response plan into operation.
- Animal keepers are quickly assigned roles based on the situation. Other zoo staff assumes predetermined duties depending on incident.
- Office staff is notified to summon proper outside agencies as warrants.
- Situation is addressed and appropriate action takes place.
- Incident is documented once cleared.
- Incident and response is evaluated and suggest improvements in response as well as cause.

RECENT INCIDENTS AT THE ZOO WHERE PRACTICE PAID OFF!

- In June of 2013, a large tree fell into our zoo commissary. This occurred after-hours during a severe storm. Response by zoo security and staff was fast and effective. Animal diet materials were relocated to a safe dry area, utilities were addressed to make sure the facility was safe and all operations continued uninterrupted.



MONKEY HOUSE DESTROYED



- In July 2013, a 36,000lb tree fell onto the zoo exotic animal house in the middle of the day. Approximately 25 monkeys lived in the building at the time and one zoo employee was inside. Wilmington Police and Fire responded to the incident. Zoo staff put the plans of action into place and all monkeys were captured inside the building and relocated to temporary housing. The incident showed how teamwork and preparation by the zoo staff pays off as no monkeys or people were injured during the disaster.



ANIMAL HOSPITAL FIRE

- In August 2013 a dryer vent in our animal hospital caught fire causing a large amount of smoke to accumulate in the building and destroying the appliances in the room. Zoo staff entered the building along with the Fire Dept. and caught and moved all of the animals housed there to other locations in the zoo. Some animals and staff suffered minor smoke inhalation but all recovered. The zoo continued to operate as normal during the incident due to the preparedness of the staff.

Due to the nature of the zoo being a public facility with close to 100,000 visitors annually we also practice for weather and medical emergencies. There have been several cases where this practice has been put into action, in particular for severe weather that approaches suddenly and what is usually the minor visitor injury. To prepare for this the zoo has two state certified first responders and the staff is CPR/AED trained.

