



## Agenda for Delaware Continuity Coordinator Council

**February 23, 2023**

**1 p.m. – 2:30 p.m.**

**Attendees:** Sandra Alexander, Mindy Anthony, Karen Babiarz, Michael Bacu, Edward Bamberger, Andrea Bayline, Alexis Bryan-Dorsey, Dan Cahall, Lester Carlisle, Karen Carson, Gemini Cornish, Jen Coverdale, Sam Cucinotta, Cynthia Diaz, Cheri Dodge Biron, Sean Dooley, Mark Dworkin, Melanie Edwards, Johna Esposito, Judy Everett, Karin Faulhaber, Shawn Foster, Sheeron Fuller, Christine Gannon, Kimberly Gould, Linda Graves-Crocker, Lisa Greene, Christopher Hall, Isaac Harris, Robin Hartnett-Sterner, Kristin Harvey, John Healy, Erich Heintz, Tomi Helojoki, Beth Hermansader, Robert Hill, Benjamin Horstmann, Christopher Horton, Robert Hudson, Katherine Hughes, Paul Hyland, Brenda James-Roberts, Samara Kaminski, Kelly L, Peter Korolyk, Stacey Lassiter-Watson, Edward Lee, Tim Li, Andrea Maucher, Sharon Maurer, Chris McGonigle, Jerome Passon, Rachael Phillos, Danka Prilepkova, Layokat Rasulova, Janet Roberson, Lois Rogers, John Rudd, Elmer Setting, Robert Sisk, Tamara Stock, Andrew Sumner, Rachel Surratte, Tesha Quial, Victor Ting, Mickie Troubetaris, Rebecca Voshell, James Wagner, Lorri Wall, Sherine White, Dana Wise, Jessica Wurzel, Claudette Wus, Margaret Zimmerman

### AGENDA

- **DECCC Updates- see ppt attached**
  - NEW Plan Builders
  - Upcoming opportunities
  - COOP News
  - COOPS Giving- see ppt attachment

#### **Notes:**

##### **DHSS pipe burst- Benjamin Horstman**

- **Q: How were you notified about the burst pipe?** Security/Facility personnel are onsite 24/7 and notified leadership when situation was identified.
- **Q: Were there issues with switching to remote work?** Not really, there was still sufficient space within the building to accommodate those employees who are not able to work remotely and no IT issues were particularly identified at this time.
- **Q: How did you access/ use your plan during the event?** The plan was accessible remotely. It was not referred to directly very much as leadership was able to make necessary decisions without it. This was due in part to the timing of the event over Christmas holiday allowing for several days for clean-up and COOP planning prior to a need to return to work.
- **Q: How did you address personal items that were in the damaged zone?** A security team blocked off location until it was deemed safe. At that time, staff were given designated times to come collect any personal items from the area.
- **Q: What would you was the biggest issue you encountered for COOP?** Communications- the crisis communication tool was not utilized, and insufficient initiators and training was in place prior to the event.

- **Q: Are you performing, or will you have After Action Conferences?** Yes, absolutely. Meetings are ongoing and an analysis of events and lessons learned will take place.
- **Q: Were Vital Records impacted?** No, for DHSS paper files were all backed up with electronic copies.

#### **Townsend Building Leak- Jennifer Coverdale**

- Good that alarms were in place to alert staff of situation before damage increased.
- Make sure you are in contact with your facilities representative(s)/landlord and that they in turn have sufficient contact data to reach necessary individuals even on holidays.
- Were able to make good use of Call Trees and communications to alert impacted agencies
- Situation didn't impact primary work offices and could be addressed prior to necessary return to work.

#### **DOL Department Level Drill- Erich Heintz**

- Biggest hurdle was adjusting to a Dept Level Incident Command and addressing Delegation of Authority in the event that critical personnel were unavailable (Secretary and Deputy Secretary were not present).
- Ensure that a Crisis Communication is in place and can address various issues (dept. level vs. division level communications, who can activate, who has to approve messages, are contractors included, etc.)
- It is necessary to evaluate roles and responsibilities from a recovery standpoint to ensure you are not over-burdening a single individual (example: IT person serving as Incident Commander, IT lead, and liaison with DEMA all for the same incident)

#### ➤ **The Plan is Nothing; Planning is Everything- see ppt attached**

What happens when you DON'T actually open your COOP plan during a live event? Discussed experiences during an event on when/ if the COOP plan is actually used and how it can provide benefit during an event.

#### **Notes:**

- In many cases, during a COOP event, the COOP plan itself is not pulled down and opened. Instead, the information gained during the planning phase is often enough to allow Organizations to respond to events.
- The act of planning and exercising often provides more immediate value than the finished product. The "what if" conversations teach employees and leadership to think through actions while exercises and discussions build institutional knowledge and relationships allowing for swift recovery actions without the need to re-read a plan during an event.
- The COOP plan is not designed to provide precise instruction on all actions needed for all events. It is an all-hazards plan designed to ensure information is available to assist leadership to make decisions. To that end many plans can be quite large and only some sections may be referenced during an event.

- Section 4 – Incident Command Team Tasks are a great resource for a quick action plan. Recommend having a copy of this section easily available for leadership.
- Strongly recommend conducting at least partially functional drills to identify facility and IT related issues and to familiarize your agency with recovery options. The best time to identify problems is during “blue sky” times.
- The plan is a foundation- and it must be updated with After Action and lessons learned annually.

➤ **COOP Exercise Platform- see ppt attached**

Reviewed the BCIC exercise tab- how to create an exercise, run an exercise in the tool and the resulting After-Action Report.

**Notes:**

- The Exercise Module is open in BCIC for all organizations to utilize. We recommend adding your annual exercises into the application to assist in consistent documentation as well as to assist with after action tasks
- The BCDR Team would welcome any suggested revisions to the After-Action template or changes to the module functionality. Please email [Lori.gorman@delaware.gov](mailto:Lori.gorman@delaware.gov) any suggestions or issues you may experience with this module.

**DECCC Steering Committee members:**

Tony Lee – Co-Chair

Cherie Dodge Biron- Vice-Chair

Lori Gorman – Co-Chair

Vanessa Briddel- Education and Training Officer

Benjamin Horstman – Disaster Preparedness Officer    Dan Cahall- IT Systems Officer

Jennifer Coverdale– Facilities Officer

***Vacant-*** Vital Records Officer

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



Delaware Continuity Coordinator  
Council (DECCC)  
**1<sup>st</sup> Quarter Meeting**  
**February 23, 2023**

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## Agenda

- **Welcome/Introductions**
- **DECC Updates**
  - New plan builders
  - Upcoming Opportunities
  - COOP News
  - COOPS Giving
- **The Plan is Nothing; Planning is Everything**
  - Tony Lee, DEMA
- **COOP Exercise Platform**
  - Lori Gorman, Disaster Recovery Specialist, DTI

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## DECCC Updates

- ▶ **Roll Call – New COOP Coordinators**
  - Jessica Tartt– DHSS Public Health
  - Kenneth Cool– DOS Archives
  - Hannah Morgan– DOS Archives

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## DEMA Trainings

- ▶ **G-191: Incident Command System (ICS) and Emergency Operations (EOC) Interface**  
March 2, 2023 0830 – 1630, DEMA
- ▶ **G557 Rapid Needs Assessment**  
March 16, 2023 0830–1630, DEMA
- ▶ **ICS\_200: Basic Incident Command System (ICS) for Initial Response**  
March 22–23, 2023 0830–1630, DEMA
- ▶ **E/L-964 Situation Unit Leader (SITL)**  
March 27–31, 2023 0830–1700, DEMA

See page for prerequisites

<https://dema.delaware.gov/training/dema/index.shtml?dc=demaTrainingCalendar#tabsBox3>

<https://training.fema.gov/is/crslst.aspx>

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## COOP News

- ▶ **2023 Goals**
  - Provide One role specific presentation each quarter
  - Support Statewide COOP Exercise– **August 17<sup>th</sup>**
  - Present revised Charter/By-Laws to membership– **Still pending**

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## COOP News

- ▶ **2023 Meeting Schedule:**
  - **1<sup>st</sup> Quarter:** February 23, 2023
  - **2<sup>nd</sup> Quarter:** May 18, 2023
  - **3<sup>rd</sup> Quarter:** August 17, 2023
  - **4<sup>th</sup> Quarter:** November 16, 2023

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## COOPS Giving

- ▶ DHSS Outage– Benjamin Horstmann
  - On Dec. 24<sup>th</sup> a pipe burst in the DHSS Main Building impacting the Secretary wing, attic, and 1<sup>st</sup> & 2<sup>nd</sup> floors. Significant impact occurred to offices, hallways, and work areas.
- ▶ Townsend Building– Jennifer Coverdale
  - During the Christmas holidays, an alerted facilities of a supply line leak in the HVAC system for the Townsend building resulting in some damages to conference rooms and a few individual offices.
- ▶ DOL Dept Drill– Erich Heintz

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The Plan is Nothing;  
Planning is  
Everything

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COOP Exercise  
Platform

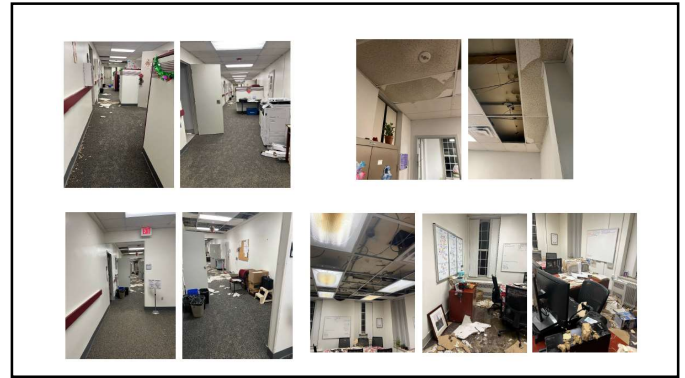
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Thank you and  
see you at the Next Meeting!

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## DHSS Main Building

- Office of the Secretary (OSEC)
- Chief of Public Safety
- Several Other Department/Division Heads

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## COOP in Action

- Staff notified via email regarding office closure
- Maintenance has begun recovery and restoration
- Staff currently working remotely
- Affected carpeting, ceiling tiles, sheetrock all removed and disposed.
- Office furniture removed
- Long road to completion

DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH

**DSAMH Disaster Preparedness**

**DSAMH Emergency Operations Plan**  
June 1, 2014

Author: Joseph Hughes  
DSAMH Director of Planning  
 DSAMH Disaster Coordinator  
 DHSI Disaster Preparedness Committee Chairperson  
 SAMHSA Designated State Disaster Coordinator  
 Statewide Behavioral Health Disaster Coordinator  
 State Health Operations Center Behavioral Health Unit Leader

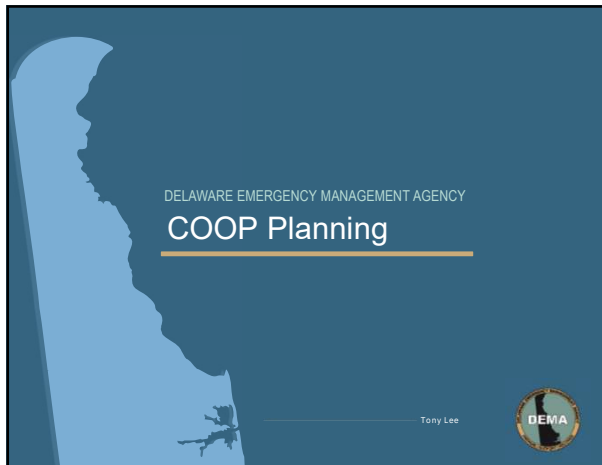
Prepared by Parity Professional Services

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## What Happened?

- Dec. 24, 2022 @ approx. 10:30pm
  - Pipe burst in Attic
  - Water traveled through building, going down to basement
  - Secretary wing, attic, 2<sup>nd</sup> floor, and 1<sup>st</sup> floor affected

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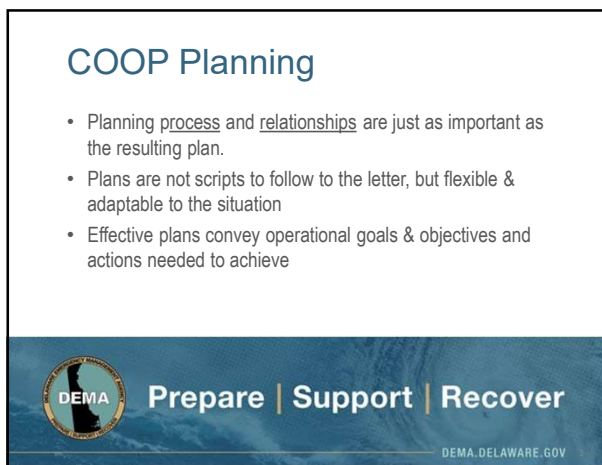
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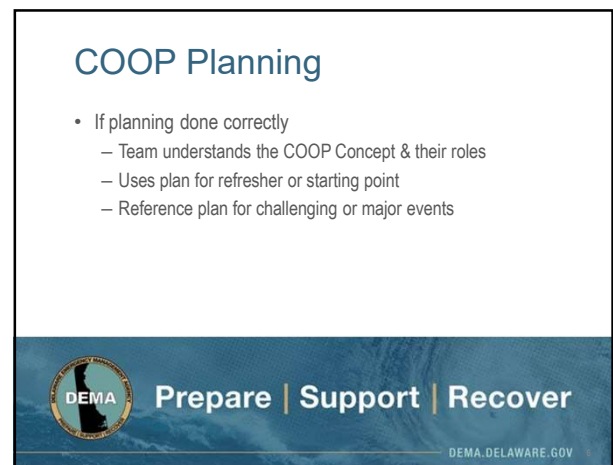
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## COOP Planning

Now you can see why Planning is Everything  
Explore & understand your processes  
Make your plan a living document



Prepare | Support | Recover

[DEMA.DELAWARE.GOV](http://DEMA.DELAWARE.GOV)

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[DEMA.DELAWARE.GOV](http://DEMA.DELAWARE.GOV)

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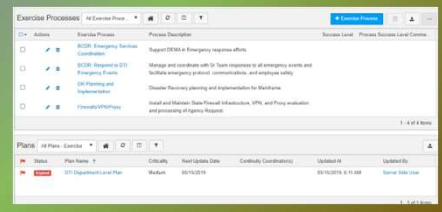
# BCIC Exercises

Lori Gorman  
Sr. Disaster Recovery Specialist  
Dept. of Technology and Information

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## Tested Components

- Add any additional Processes. This is where individual processes will be identified as successfully met and identify any process level comments.



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## BCIC: Exercise DEMO

Benefits of using Exercise Feature

- Allows you to link Processes and specific Applications to the exercise.
- Allows you to assign specific exercise teams and tasks relative to the exercise.
- Tracks timeline for exercise tasks and allows you to track issues related to individual exercise tasks.
- Allows you to identify over-all exercise issues including document attachments.
- Creates an auto-generated Exercise Report including After Action Updates (after action tasks with assignments).


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## Teams and Tasks

- Plan team tasks will come over based on the plan team linked to the exercise. Create additional Exercise Tasks that should be conducted during the exercise.
  - Task Name
  - Task Description
  - Assign Exercise Team responsible (Create if not present)
  - Add expected start date/time
  - Add expected end date/time

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## Creating a New COOP Exercise

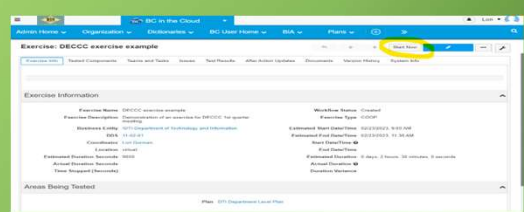


- Add Event Information- name, description, business entity, DDS, location, coordinator, start date/time and end date/time, and Exercise type-COOP.
- Areas Being Tested
  - Plans
  - Processes
- COOP Exercise Information
  - Participating Business Units
  - Exercise Participants (plan builders)
  - Format
  - COOP objectives (text field)
  - Plan Teams
  - Exercise Scenario

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## Start Exercise

To Start exercise select the Start Now Button.



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### Log Exercise Task and Issues during the exercise

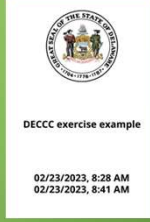
During the exercise you can update the status of tasks. Start the task using the Mark in Progress button. This allows the system to track expected time vs. actual time.

Log any issues that occur during the completion of the tasks. These are task issues. You can also add general Exercise issues on the Issues Tab.

Documents/ screen shots are able to be linked directly to the tasks or issues.

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### Publish Exercise Report



DECC exercise example

02/23/2023, 8:28 AM  
02/23/2023, 8:41 AM

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### Complete Exercise

When the Exercise is done- Use the Complete Exercise to mark it complete. Make sure all tasks are also marked as complete. You are able to edit the tasks to update start and end dates/times- but the exercise start and end times are NOT able to be edited.

Once the Exercise is complete, Update the Tested Components to reflect the success level and comments for those Exercise Processes that were a part of the drill.

Update the Test Results tab to assign an overall success level to the Exercise and add any comments.

Add any Exercise Related To-Do's for your After-Action Report. Example: Update Incident Command Tasks to include contacting Insurance Coverage Office.

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### Quick Demo in BCIC

- Log into BCIC
- Click on Manage Exercises/Test from the BC User Home Page

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### Documents

Load any Documents related to the exercise under this tab. This may include things such as the Incident Command Chart, Crisis Communication Reports, Alternate site diagrams, Email correspondence created as a part of the exercise, etc.

These will be included in the After-Action Report.

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### Questions



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