



## Agenda for Delaware Continuity Coordinator Council

**February 25, 2021**

**1 p.m. – 3 p.m.**

Attendees: Sandra Alexander, Mindy Anthony, Nikko Brady, Dan Cahall, Dawn Coffman-Hollinger, Lisa Collins, Jennifer Coverdale, Sarah Denison, Cherie Dodge-Biron, Bob Dreibelbis, Mark Dworkin, Ebony Edwards, Marcella England, Johna Esposito, Shawn Facen-Simmons, Chip Finch, Traci Fraley, Christine Gannon, Kimberly Gould, Lisa Green, Jay Harter, Kristin Harvey, John Healy, Eric Heintz, Mark Hogan, Carrie Hyla, Mei Johnson, Samara Kaminski, Andy Kloepfer, Stavey Lassiter-Watson, Debra Lawhead, Tony Lee, Tim Li, Theora Lowe-Staton, John Mancus, Tony Manson, Bryan Manubay, Claudette Martin-Wus, Sharon Maurer, Brenda Mayrack, Jessica McIntire, Eric Mease, Sharon Miller, Dawn Minor, Stephanie Parker, Kimberly Pawlyk, Lou Pettigrew, Leslie Poland, Janet Roberson, Antoinette Russum-Hane, Syd Swann, Doyle Tiller, Victor Ting, Mickie Troubetaris, Heather Volkomer, James Wagner, Jennifer Walls, Paul Weagraff, Sherine White, Arielle Winston, Dana Wise, Jessica Wurzel, Deborah Yancey, Denise Zielinski

### **Agenda:**

- **Welcome/Introductions (see attached pdf)**
- **DECCC Updates**
  - ❖ New Plan Builders & Kudos
  - ❖ Upcoming Opportunities
  - ❖ COOP News
    - 2021 Topics
    - COOP's Giving- Banking Commission (see attached pdf)
- **ADA Accommodations during a COOP Event (see attached pdf)**

Debra Yancy, Statewide ADA Coordinator  
We all know that COVID-19 has created a variety of adjustments in our working environments. But how many of us have considered the adjustments needed to accommodate special needs both when returning to the office as well as during telework?
- **Insurance Coverage Office- What do they do and why they should be in your COOP plan? (see attached pdf)**

Debra Lawhead, Insurance Coverage office  
Debra Lawhead will be sharing information on what their office does and how it can serve other agencies during COOP events.

### **DECCC Steering Committee members:**

Tony Lee: Co-Chair	Lori Gorman: Co-Chair	Cherie Dodge-Biron: <b>Vice-Chair</b>
Dawn Hollinger: Education & Training	John Mancus: Disaster Preparedness Officer	
Dan Cahall: IT Systems Officer	Tim Li: Vital Records Officer	
Vanessa Briddell: Member		



Delaware Continuity Coordinator  
Council (DECCC)

## 1st Quarter Meeting

February 25, 2021

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## Agenda

- **Welcome/Introductions**
- **DECC Updates**
  - New plan builders
  - Upcoming Opportunities
  - COOP News
  - COOPs Giving
- **ADA Accommodations during a COOP Event**
  - Debra Yancy, Statewide ADA Coordinator
- **Insurance Coverage Office– What do they do and why they should be in your COOP plan.**
  - Debra Lawhead, Insurance Coverage Office

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## DECCC Updates

- ▶ **Roll Call – COOP Coordinator**
  - Jennifer Coverdale, OMB/DFM
  - Emily Wilson, DOS Office of the Secretary
  - Rebecca Argo, Sussex County Elections
  - Marcella England, DMMA
  - Mei Johnson, DMMA

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## DEMA Trainings

- ▶ **MGT-433V Isolation and Quarantine for Rural Communities** on 30-31 Mar 2021. This is an 8 hour course delivered in two 4 hour sessions from 0830-1230  
<https://ruraltraining.org/course/MGT-433-V/?scheduled=true&id=2390>
- ▶ **MGT-381V Business Continuity Planning** on 8-9 Apr 2021. This is an 8 hour course delivered in two 4 hour sessions from 0830-1230  
<https://ruraltraining.org/course/MGT-381-V/?scheduled=true&id=2391>
- ▶ **MGT-416V Introduction to Continuity of Government Planning for Rural Jurisdictions** on 19-20 Apr 2021. This is an 8 hour course delivered in two 4 hour sessions from 0830-1230  
<https://ruraltraining.org/course/MGT-416-V/?scheduled=true&id=2389>
- ▶ FEMA Training (online)  
<https://training.fema.gov/>

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## (Cyber)start!

- ▶ This event is open to any **young woman or man that is 13-18 years old and in grades 9-12** can participate in this **FREE** event! With a free opportunity to learn skills in relation to cyber security, participate in workshops and challenges, **AND** be able to win scholarships too, why are you waiting to get started? Register here at <https://www.cyberstartamerica.org/> by **February 28.**

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## COOP News

- ▶ 2021 Goals
  - **Provide One** role specific presentation each quarter
  - **Support Statewide COOP Exercise**
  - **Present revised Charter/By-Laws** to membership
  - **Explore additional outreach options** for DECCC information

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## COOP News

- ▶ 2021 Topics Ideas
  - ▶ Presenting updated charter to membership
  - ▶ Personnel impacts of all virtual meetings
  - ▶ Building out Incident Command Team tasks
  - ▶ Connecting DR to COOP- bring your IT/ CES people with you to the meeting- discuss COOP IT issues-
    - Cleaning up applications and software
    - How to pull a report of just applications linked to your plans
    - What do you rely on DTI/ Vendor/ internal expectations?
    - How often to do you back up information?
  - ▶ Human Resources feedback
  - ▶ Invite other state representative to speak- either play webinar or get live speaker? either CO cyber event, PA/VA COOP plan builders
  - ▶ Alternate Locations- MOU (from Bank Commission), Facilities (invite person who sets up contracts for this)
  - ▶ DEMA forms that need to be done for events/ follow-up with Statewide GAPS
  - ▶ How to engage Sr. Leadership in the COOP process and how to keep plan builders engaged when an event happens.

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## COOP News

- ▶ Statewide COOP Exercise-
  - Summer 2021
  - Virtual Event
- ▶ Question to the Community-
  - How is your agency handling non-crisis communications? Blackboard, state email, any other tools

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## COOP News: COOPS Giving

[Working Remotely During the COVID-19 Pandemic](#)

Lisa W. Collison,  
Deputy Bank Commissioner

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- ▶ [ADA Accommodations during a COOP Event](#)
- ▶ [Insurance Coverage Office](#)

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## Questions/Comments

- ▶ **How is your agency handling COVID exposure notifications?**
  - Emails to staff from the Director indicating a person was has tested positive, when they were in the building and recommending testing.
  - DOL utilizes state email and an additional tool for sending text notifications on a per location (county or office) basis. Simpletexting.com which is a self register system.

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## Questions/Comments: Banking Commission-Remote working

- ▶ Discussion highlighted how Weekly meetings allowed staff to stay connected and maintain a team environment during an isolating time.
- ▶ Use of new form allows employees to have a clear set of expected work performance and timelines to assist with accountability.
- ▶ Working with various agencies calls for exposure to multiple virtual platform
- ▶ The DLC has several tips and tricks trainings that can assist in remote work such as Working Effectively from Home, and How to Lead a Remote Team

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**Questions/Comments:**  
**ADA Accommodations**

- ▶ What are some examples of accommodations that relate to telecommuting and COVID?
  - Special chair from work has been signed out
  - Technology needs for hot spot/wifi
  - More concerns have been expressed about accommodations for when returning to work.
- ▶ How do I know who our ADA Coordinator is and if there are any currently existing accommodation considerations that should be considered for our Alternate Facilities or other recovery?
  - Contact your HR representative to see who your representative is.
- ▶ Where can I find more information concerning this topic and what considerations for ADA should be considered when COOP planning?
  - DLC- ADA Made Simple: <https://stateofdelaware.csod.com/ui/lms-learning-details/app/course/2c9bd54d-1c3e-4d8d-84ca-1e62c84c5475>
- ▶ What changes to my COOP plan should be made in relation to this topic?
  - **Be sure to link your HR and ADA coordinator to your Incident Command Teams and include them in COOP conversations/drills.**

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**Questions/Comments:**  
**Insurance Coverage Office**

- ▶ If using personal vehicle for work related activities, do I need to get more coverage?
  - It is not recommended that you use a personal vehicle for work related travel. Contact Fleet services to request a vehicle for travel if needed for work purposes. If you choose to use your personal vehicle for work, it is recommended you notify your Insurance Agent. The state does not cover personal vehicles.
- ▶ What impact does working from home have on coverage of state resources (I.E. if my work PC, phone, phone, etc. are damaged while at my private residence)?
  - The state does not cover resources in your personal home. In most cases this is spelled out in the Telecommute policy and in the check out process when you take home work resources. It is important that you take all reasonable care to protect any state resources that you are using in your home during telework.

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**Questions/Comments:**  
**Insurance Coverage Office**

- ▶ Is there any difference in coverage between state facilities? What about leased facilities?
  - All state facilities are covered equally. Leased facilities are handled by Facilities Management when the lease is signed. Although the property owner will handle liability related to the building, state resources within the building are still covered by the ICO.
- ▶ What updates should I make to my COOP plan related to this topic?
  - **ALL plans should include the following task for the Incident Command Team.**

Contact Insurance Coverage Office to report any incidents that impact state resources. 302-739-3651 or 1-51104944 08/12/2020, Lori Gorman

877-277-4185; inscov@delaware.gov 1:51 PM


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**Thank you and see you at the Next Meeting!**

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# WORKING REMOTELY DURING THE COVID-19 PANDEMIC

DELAWARE OFFICE OF THE STATE  
BANK COMMISSIONER



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1. STATE TELECOMMUTING POLICY
2. NECESSARY EQUIPMENT
3. ACCOUNTABILITY
4. WEEKLY CHECK IN MEETINGS
5. IMPACT ON BUSINESS CONTINUITY

DELAWARE OFFICE OF THE STATE  
BANK COMMISSIONER

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17 examination/field staff members

- all transitioned to telecommuting status


17 office staff members

- 10 transitioned to a hybrid schedule

## BACKGROUND

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Updated March 16, 2020




Distributed to all employees  
prior to transitioning to  
telecommuting

## STATE TELECOMMUTING POLICY

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### Examination/Field Staff

- ▶ State issued laptop and cell phone  
Make calls, retrieve emails  
Provide internet hot spot
- ▶ Laptop only, they do not VPN into a Desktop
- ▶ Shared Drive on the network to access when working remotely



## NECESSARY EQUIPMENT

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### Office Staff

- ▶ Did not have issued laptops or cell phones  
Acquired equipment May-June 2020
- ▶ They do have Desktops to access by VPN
- ▶ Full access to all Drives and applications when  
working remotely



## NECESSARY EQUIPMENT

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## ACCOUNTABILITY

Very important when working remotely, but difficult to monitor

1. Remote Examination Plan (REP) form
2. All laptops equipped with Skype for Business
3. Weekly check in meetings

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Every Monday

- ▶ Discuss any IT issues and troubleshoot for solutions
- ▶ Discuss assignments/examinations
- ▶ Notify of updates from office, State, or regulatory partners
- ▶ Provides opportunity to see each other and socialize


## WEEKLY CHECK IN MEETINGS

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## IMPACT ON BUSINESS CONTINUITY



REQUIRES MORE COORDINATING AND COLLABORATION WITH EMPLOYEES, EXAMINEES, AND REGULATORY PARTNERS



IMPACT ON NEW EMPLOYEE TRAINING


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## CONTACT INFORMATION:


DELAWARE OFFICE  
OF THE STATE  
BANK COMMISSIONER

**LISA W. COLLISON**  
DEPUTY BANK COMMISSIONER FOR EXAMINATIONS

[LISA.COLLISON@DELAWARE.GOV](mailto:LISA.COLLISON@DELAWARE.GOV)  
302-739-4235




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# ADA: Reasonable Accommodations And the Continuity of Operations Plan

Presented by  
Deborah Yancey

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## The Role of the Statewide ADA Coordinator


**Title I - Employment**

- Employees have equal access and the opportunity to participate in employment in a full and meaningful way
- Prevent or Remedy ADA violations
- Primary point of contact for ADA compliance for the agencies

**Title II - State & Local Government**

- Consult with and refer citizens of Delaware to appropriate agency on issues of disability discrimination or barriers to activities and services.


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## ADA Amendment Act of 2008 (ADA)

- Federal law (original ADA signed into law July 1990)
- Prohibits discrimination by employers
- Protects "Qualified" individuals with "disabilities"
- No minimum hour or number of years worked for employee
- Includes terms, conditions, and benefits of employment.
- Amendment of 2008 favors broader coverage of the definition of a disability and shall not require extensive analysis.


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## Collaboration between DHR and Agency Leadership

- Continuity of Operations Plan Coordinator - Works with the Agency ADA Coordinator (typically member of DHR)
- Agency ADA Coordinator facilitates requests for reasonable accommodations
- Coordinator collaborates with the employee and the appropriate members of leadership during confidential interactive process
- Each request should be handled on a case-by-case basis


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## Telecommuting/Alternative Work Location

- Suggest to include in Continuity of Operations Plan
- Interactive Dialogue: Refer to ADA Policy, Alternative Work Schedule and Telecommuting Policy
- Considered a reasonable accommodation
- May be permanent or temporary
- May be result of an emergency relocation


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## Reasonable Accommodation through the Interactive Process

- Refer to the essential functions of the job
- Enable employee to meet & maintain satisfactory job performance and productivity
- Communication must continue between Employer and Employee
- Make reasonable efforts, exercise good faith effort
- Assess employee's needs with open mind and respond

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### Who Pays for Accommodation

- Employer provides most effective accommodation—not necessarily the one employee wants or most expensive
- Consider employee's preferred accommodation providing it would not impose an "undue hardship"
- Most accommodations cost less than \$500
- Undue hardship is very high bar to reach

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### Related Policies/Contact Information


Americans with Disability Act Policy (ADA)  
<https://dhr.delaware.gov/policies/documents/ada-policy.pdf?ver=0831>

Telecommuting Policy  
<https://dhr.delaware.gov/policies/documents/telecomm-policy.pdf?ver=0620>

Alternative Work Schedule  
<https://dhr.delaware.gov/policies/alternative-schedule.shtml>

Statewide ADA Coordinator  
Deborah Yancey  
[Deborah.Yancey@Delaware.gov](mailto:Deborah.Yancey@Delaware.gov)

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### ANY QUESTIONS?

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**INSURANCE COVERAGE OFFICE**

Presentation to  
**DECCC**

Presented by  
**Debra Lawhead**  
Insurance Coverage Administrator  
February 25, 2021

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**ICO OVERVIEW**

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**Insurance Coverages Provided by the State of Delaware Insurance Coverage Office**

1. Property Coverage is provided by the State of DE for Buildings & Personal Property with Named Perils Coverage up to a limit of \$2.5M under a Self-Insured Program. The deductibles are \$500 for Any One Loss Except for Theft & Vandalism and for Flood which is excluded. The State purchases Excess Insurance Coverage with Broader Perils Excess of the \$2.5M Primary Limit.
2. Auto Liability & Physical Damage Coverage is provided for State owned vehicles only under a Self-Insured Program. No Hired or Non-Owned Coverage is provided. Limit of Liability is \$1M. Physical Damage Deductibles are \$500 for Comprehensive and Collision.
3. Workers Compensation Coverage is provided to all State of Delaware, School District, Higher Education and some quasi agencies Employees under a Self-Insured Program. PMA is the TPA who services all WC claims. Employers Liability Coverage is not provided.
4. Crime Coverage is provided for \$200,000 for Employee Dishonesty

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**The State of Delaware Insurance Coverage Office 739-3651 or 1-877-277-4185**

The importance of timely claims reporting (within 24 hours of any incident) cannot be over emphasized. In reporting incidents the reports should include the date, time, specific location(s), names of injured parties, description of property damaged, (if it involves a building please include the rooms or portions of building(s) involved), the extent of the damage or injuries and as complete a description as possible of the cause of loss or injury.

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**FAQs regarding Insurance Coverages Provided by the State of Delaware Insurance Coverage Office (ICO)**

- What Can ICO do for you in the case of an emergency situation?
- At what point in the process should ICO be notified and involved in the emergency response process? What reporting guidelines does the agency need to follow?
- What is the maximum period of time an agency can wait to report damages?
- What level of reporting as to extent of damage must the agency do (ie: how specific must the reporting be)?
- Do agencies look to ICO regarding contents as well as structural damages?
- What can you expect in terms of ICO actions? (adjusters/funds availability/reimbursement)

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**Insurance Coverages Provided by the State of Delaware Insurance Coverage Office**

**Email address for ICO:**  
[inscov@Delaware.gov](mailto:inscov@Delaware.gov)

**Website:**  
<https://dhr.delaware.gov/inscov/>

**Telephone numbers:**  
**(302) 739-3651**  
**1-877-277-4185**

**Fax # (302) 739-5345**

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