



## **Agenda for Delaware Continuity Coordinator Council**

**November 18, 2021**

**1 p.m. – 3 p.m.**


**Attendance:** Mindy Anthony, Jillian Austin, Karen Barbiarz, Christine Beste, Gwen Bray, Nikko Brady, Sheri Brown, Dan Cahall, Brian Calio, Lester Carlisle, Cathleen Carter, Chris, Timothy Collins, Katherine Collison, Sam Cucinotta, Amanda Davis, Cherie Dodge Biron, Sean Dooley, Mark Dworkin, Ebony Edwards, Beth Emerson, Macella England, Johna Esposito, Judy Everett, Yushu Fu, Sheeron Fuller, Alfred Finch, Christine Gannon, Lori Gorman, Kimberly Gould, Jay Harter, Robin Hartnett-Sterner, Kristin Harvey, John Healy, Erich Heintz, Beth Hermansader, Sandra Hitchens, Mark Hogan, Arshon Howard, Robert Hudson, Katie Hughes, Carrie Hyla, Paul Hyland, Mei Johnson, Jamie Johnstone, Cheryl Jones, Samara Kaminski, Griffin Kanich, Stacey Lassiter-Watson, Debra Lawhead, Tim Li, Theora Lowe-Staton, John Mancus, Sharon Maurer, Brenda Mayrack, Dawn Minor, Ramona Monsen, Alanna Mozeik, Lori Murray, Kim Newell, John Rudd, Judi Schock, Jennifer Simpson, Robert Sisk, Elizabeth, Danielle Stevenson, Syd Swann, Karin Sweeney, Terri Thomas, Doyle Tiller, Al Tunnell, Heather Volkomer, James Wagner, Lorri Wall, Matthew Whitman, Arielle Winston, Dana Wise, Brian Wishnow, Sonja Wood, Jessica Wurzel, Denise Zielinski

### **Agenda:**

- **Welcome/Introductions**
- **DECCC Updates- see ppt.**
  - ❖ New Plan Builders & Kudos
  - ❖ Upcoming Opportunities
  - ❖ COOP News
    - Application Clean Up
    - BCIC Dictionary Clean up
    - COOP's Giving- Division of Corporations
- **Updating Emergency Procedure Guides- See ppt.**
- **Preparing for the next Disaster/ Crisis Communications- See ppt.**
- **Mitigation Steps for the Homeowner: - see link**  
<https://fema.connectsolutions.com/pxl6y0wao5sq/>

### **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)  
4th Quarter Meeting  
November 18, 2021

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## Agenda

- **Welcome/Introductions**
- **DECC Updates**
  - New plan builders
  - Upcoming Opportunities
  - COOP News
- **Updating Emergency Procedure Guides**
  - Lori Gorman, Sr. Disaster Recovery Specialist, DTI
- **Preparing for the next Disaster**
  - Lori Gorman, Sr. Disaster Recovery Specialist, DTI
- **Mitigation Steps for Homeowners**
  - <https://fema.connectsolutions.com/pxl6y0wao5sq/>

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## DECCC Updates

- ▶ **Roll Call – Leaving COOP Coordinator(s)**
  - Christina Rojas, Revenue
  - Shawn Facen–Simmons– Judicial
  - Karen Painter– DHSS
  - Kimberly Pawlyk– Corporations
  - Wayne Osborn– Elections
  - Lori Reeder– DOL Employment and Training
  - Kevin Urso– Banking Commissioner

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## DECCC Updates

- ▶ **Roll Call – New COOP Coordinator**
  - Christopher Hall, State Banking Commission
  - Francine Oates, DOL Administration
  - Erich Heintz, DOL Administration
  - Margaret Zimmerman, DHSS
  - Gwen Bray, DHSS
  - Denise Elliott, DHSS
  - Cheryl Jones, DHSS
  - Lora Nacrelli, Corporations
  - Nicholas Conte, DHSS
  - Sheeron Fuller, DNREC
  - Kimberly McGhee–Gould, DNREC
  - Katherine Collision, DHSS Public Health
  - Daniel Isom, DHSS Public Health

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## DECCC Updates

- ▶ **Roll Call – New COOP Coordinator**
  - Andrew Summer, DHSS Public Health
  - Jennifer Donovan, DHSS Public Health
  - Tabatha Offutt–Powell, DHSS Public Health

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## DEMA Trainings

- ▶ **G-2300: Intermediate Emergency Operations Center Functions** on Dec 7–9 from 0830–1630 Daily. See page for prerequisites. <https://dema.delaware.gov/training/dema/index.shtml?dc=demaTrainingCalendar#tabsBox2>
- ▶ **NIMC-700-ICS 100 Combined: Introduction to the National Incident Management Systems and ICS** on Jan. 5<sup>th</sup> 2022 from 0900–1630 at DEMA. <https://dema.delaware.gov/training/dema/index.shtml?dc=demaTrainingCalendar#tabsBox3>
- ▶ **ICS-200 Basic ICS: Single Resources and Initial Action Incidents** on Jan 11–12, 2022 from 0830 – 1630 at DEMA. See page for prerequisites. <https://dema.delaware.gov/training/dema/index.shtml?dc=demaTrainingCalendar#tabsBox3>
- ▶ **D-201: Damage Assessments General Course** on Feb. 16, 2022 from 0900 – 1630 at DEMA. See page for prerequisites. <https://dema.delaware.gov/training/dema/index.shtml?dc=demaTrainingCalendar#tabsBox3>

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## COOP News

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

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## COOP News: Application Clean up

We are working to make ServiceNow the gold source for application data. Your liaison is working to compare ServiceNow with BCIC and will be scheduling meetings with each Division/Dept staff to review data.

- Applications in BCIC not in ServiceNow will be added;
- Applications in ServiceNow that are no longer valid will be deleted
- Applications in ServiceNow that are valid will be added to BCIC and need to be linked to the respective business processes.

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## COOP News: BCIC Dictionary Clean Up

Liaisons are working to clean up BCIC dictionaries of any items not linked to any plans

- Contractors
- Tasks
- Plan/Process Team Positions
- Call Trees
- Processes
- Assets/Equipment
- Supplies

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## COOP News: COOP's Giving- Corporations

- Received the bomb threat
- Only a select few staff were in office due to Covid
- This results in sporadic communications
- Evacuations did occur but not as timely as needed.
- Did not address staff from other agencies in the office

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[Time to Update Your  
Emergency Procedure Guides \(EPG\)](#)

[Preparing for the Next Disaster/ Crisis  
Communications](#)

[Mitigation Steps for the Homeowner](#)

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## Questions/Comments

- ▶ Q:
- ▶ A:

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# Updating Emergency Procedure Guides (EPG)

Lori Gorman, Sr. Disaster Recovery Specialist  
Department of Technology and Information

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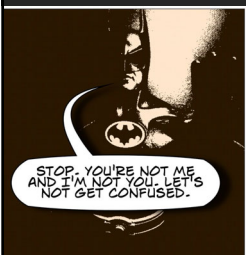
## Why do we need to update them?

- Who is working in the building today?
- What other agencies are in the building with you?
- Do they know is working and who to tell if there is an event?
- What happens to those people working remotely?
- What data/in house vital records could be lost?



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## Who should manage EPG's?




- Facilities personnel
- Leadership
- Communications Lead
- Safety Personnel
- And yes- COOP Coordinators

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## Do you have an Emergency Procedure Guide?

Sample available on Extranet:

<https://extranet.coop.state.de.us/contentFolder/pdf/EmergencyProcedureGuideQuickReferenceTemplate.pdf>



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## What needs to be in them?

<h3>Evacuation</h3> <ul style="list-style-type: none"> <li>• How to activate evacuations (fire alarm, intercoms, word-of-mouth, MIR3)</li> <li>• Where should employees gather (distance, coverage, accessibility)</li> <li>• Who is in charge- Incident Command</li> <li>• Communications</li> </ul>	<h3>Shelter in place</h3> <ul style="list-style-type: none"> <li>• When would you activate this option</li> <li>• How to activate</li> <li>• Building Security- door locks</li> <li>• Safety Considerations (where to gather, shutting outside ventilation, cover all food, etc.)</li> <li>• Who is in charge</li> <li>• Communications</li> </ul>	<h3>Communications</h3> <ul style="list-style-type: none"> <li>• Who approves or has authority to send out messages?</li> <li>• How are they being sent?</li> <li>• Are they going to everyone or just certain employees?</li> <li>• What about customers/ external partners?</li> </ul>
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## Considerations...

- Make sure you have communications for other agencies three deep;
- Create a communications plan and test it regularly;
- Ensure all staff receive a copy and are clearly informed of the updated plan;
- Hold a drill for each major response option to ensure staff know and are familiar with the expected actions.

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Encourage your Employees to have their own Plans as well.

<https://www.prepared.org/make-a-plan/>

PrepareDEI.org Home Newsroom Evacuation Info Search CL

## Make a Plan

To help reduce the impacts of disasters, start by creating a plan with your household to discuss what you will do if a disaster occurs. Talking through and planning for different scenarios is important. For example, members of your household may not be together when disaster strikes, so it is important to plan in advance how you will contact one another, how you will get back together, and what you will do in different situations.

FEMA provides numerous types of plans that you can download, fill out, and print for your family. Emergency plan templates include:

- > [Communication plans for parents](#)
- > [Communication plans for kids](#)
- > [Emergency plan for pets](#)
- > [Emergency plan for commuters](#)
- > [Evacuation planning](#)

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# PREPARING FOR THE NEXT DISASTER

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## SO WHAT DOES THIS MEAN FOR DELAWARE COOP PLANS?

**Update areas**  
**BC User Home Dropdown:**  
 - **Employees** - (1) ensure Employee Contact Information is current; (2) SSL VPN and Telecommute Status fields are documented appropriately; (3) Employee COOP Essential Status is documented; (4) Emergency Contact information is current; and (5) Compare Crisis Communications dynamic group against your organization chart, as missing employees require BCDR liaison assistance.  
 - **Process/Plan Teams** - review and update (1) Normal Staffing and Telecommute Level fields; (2) Team Names and Positions; and (3) update Employees assigned to Team Positions

**Plan Dropdown** (click on Plan Name to open):  
 - **Plan Info** - review and update any necessary changes including (1) Plan Owner; (2) Location; and (3) Floor Number  
 - **Processes** - review and update any (1) Process Details and Tasks; (2) if applicable, Process Teams, Positions, and Employees assigned to positions; (3) Dependencies on Applications along with associated Business RTO and Maximum Tolerable Data Loss; and (4) Vital Records ensuring all applicable fields are complete  
 - **Customers/Partners/Vendors** - add or remove (1) both State and non-State Customer/Partners; (2) make applicable changes to Customer/Partners Representatives; and (3) make any necessary changes to Vendors and Vendor Representatives  
 - **Resources** - review and update (1) Software; (2) Equipment/Assets; and (3) Supplies ensuring the 30-day Quantity and Packaging fields are complete  
 - **Documents** - review, add, and remove documents as needed  
 - **Recovery Planning** - review and make necessary changes to (1) Alternate Facilities including any special notes, relocating business entities, and resources at those facilities; (2) Delegation of Authority/Orders of Succession tables; (3) MOU triggers; and (4) Call Trees  
 - **Plan Sections** - review and update any customized information for the various sections, as needed

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## MITIGATION

- Are you in a flood zone?
- Where are you located in the building?
- Evaluate what items (vital records, printers, etc.) are stored on the floor and can they be raised?

The image shows a flooded road with two signs: a yellow diamond sign that says "HIGH WATER" and a white rectangular sign that says "ROAD CLOSED". The water is murky and reflects the surrounding trees.

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## FACILITY IMPACTS

Wetter North area means a greater risk for flooding and storms (power or structural issues)

- Structural damage
- Connectivity (remote desktop work)
- What servers are in house that may be impacted
- Roads around facility
- Employee's homes

The image shows a flooded interior space, likely a server room or data center, with water reaching up to the lower parts of the walls and equipment racks.

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## INCIDENT COMMAND TEAM

- Who has authority to make decisions concerning operations?
- Communications
- Tasks to perform

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Damage Assessment Team				
Normal Staff Level				Telecommute
Position and Employee Name	Work Phone	Company Cell	Personal Cell	Work Email
<b>Position: Information System Support Specialist</b>				
Harry Potter	311313-1111	311313-1111		harry.potter@gmail.com
<b>Position: Single Session Director</b>				
Alison Dumbleton	313333-3333	302362-4122	313333-4444	Alison.dumbleton@gmail.com
Stephanie Sanders				stephanie.sanders@kconhscubd.com
<b>Position: Facility Manager</b>				
Ronald Weasley	222222-2222		222222-2222	ronald.weasley@gmail.com
Task Name/Subtask	Task Description	Task Order		
<input type="checkbox"/> Assess building safety/practices	Establish if building is safe to access and determine damaged areas. Evaluate for building occupancy. Provide recommendation to Incident Command Team related to relocation of staff.	1		
<input type="checkbox"/> Inventory resources	Inventory viable equipment/records/supplies to be moved to alternate facility.	2		
<input type="checkbox"/> Secure facility	Work with facilities management and alternate vendors to secure facility.	3		
<input type="checkbox"/> Evaluate and protect vital records	Work with Dept. of Archives to restore damaged paper records; work with IT staff or OIT for restoration of electronic records.	4		
Team Vendor and Vendor Dept.	Work Phone	Cell Phone	Email Address	
Vendor: VERIZON - DELAWARE				
Vendor Notes:		Vendor Website: http://verizon.com		
Lady Ginny	304344-4444			

## Review Plan Teams and Tasks

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## ALTERNATE FACILITIES

- Have identified an alternate facility?
- When did you last review your agreement/ contacts for the alternate facility?
- How many staff will the alternate facility house?
- How will you access your alternate facility?
- Consider that if your primary facility is impacted, how many of your employees may also be impacted.

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## WHERE ARE YOUR EMPLOYEES

Onsite Essential

This Photo by Unknown Author is licensed under CC BY-SA

Offsite Essential

This Photo by Unknown Author is licensed under CC BY-SA

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## TRAIN STAFF ON EXPECTATIONS

- Provide brief update on expected actions
- Notification Alerts
  - <https://twitter.com/DelawareEM>
  - <https://www.google.com/camp/5Eserp%7Ctwer%5Eauthor>
  - <https://dhr.delaware.gov/closings/>
- Review Crisis Communications plans

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## CRISIS COMMUNICATIONS PLANS

Have a Plan on how you are sending notices

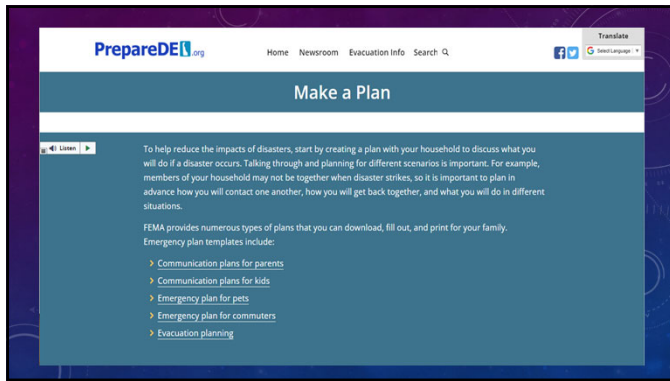
- Crisis Communications Tool
  - Review contact numbers with staff
  - Run test of Crisis Communications
  - Conduct follow-up for invalid numbers/responses
- Blackboard/other communication method
- Call Trees
  - Review the call trees
  - Check the numbers

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## EMPLOYEE PREPAREDNESS

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The screenshot shows the 'Make a Plan' page on the PrepareDE.org website. The page has a dark blue header with the PrepareDE.org logo on the left and navigation links for Home, Newsroom, and Evacuation Info, along with a search bar. On the right side of the header, there are social media icons for Facebook and Twitter, and a 'Translate' button with a dropdown menu for 'Select Language'. The main content area is white and features a 'List All' button on the left. The text explains that creating a plan with your household can help reduce the impacts of disasters and lists several types of FEMA-provided emergency plan templates.

**PrepareDE.org** Home Newsroom Evacuation Info Search Q

Translate  
Select Language

## Make a Plan

List All

To help reduce the impacts of disasters, start by creating a plan with your household to discuss what you will do if a disaster occurs. Talking through and planning for different scenarios is important. For example, members of your household may not be together when disaster strikes, so it is important to plan in advance how you will contact one another, how you will get back together, and what you will do in different situations.

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