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TAKING CARE OF BUSINESS

UPHILL SIDE OF AN EMERGENCY

DOWNHILL SIDE OF AN EMERGENCY

WAKE UP CALL
Nearly 60% of all small businesses never reopen their doors following a disaster.

WHAT IS YOUR PLAN FOR A DISASTER?

WHAT IS YOUR PLAN?

LOOKING FOR A SIGN THAT YOU NEED ONE?
OK GREAT.....BUT WHERE DO I START?

Where do your customers go for guidance when they are looking to buy something?

What NFPA standard to buy a fire truck?

What NFPA standard for turnout gear?

What NFPA standard for firefighter qualifications?

What NFPA standard for disaster planning?

BUILD YOUR OWN PLAN

CHAPTER 1 ADMINISTRATION

1.1* Scope. This standard shall establish a common set of criteria for all hazards disaster/emergency management and business continuity programs, hereinafter referred to as "the program."

1.2* Purpose. This standard provides the fundamental criteria to develop, implement, assess, and maintain the program for prevention, mitigation, preparedness, response, continuity, and recovery.

1.3* Application. This document shall apply to public, not-for-profit, and nongovernmental organizations (NGOs) and to private entities.

CHAPTER 4 PROGRAM MANAGEMENT

4.1* Leadership and Commitment.

4.1.1 The entity leadership shall demonstrate commitment to the program to prevent, mitigate the consequences of, prepare for, respond to, maintain continuity during, and recover from incidents.

4.1.2 The leadership commitment shall include the following: (1) Support the development, implementation, and maintenance of the program (2) Provide necessary resources to support the program (3) Ensure the program is reviewed and evaluated as needed to ensure program effectiveness (4) Support corrective action to address program deficiencies.

4.1.3 The entity shall adhere to policies, execute plans, and follow procedures developed to support the program.

WHO ARE THE PLAYERS?

4.3.1 A program committee shall be established by the entity in accordance with its policy.

4.3.2 The program committee shall provide input and assist in the coordination of the preparation, development, implementation, evaluation, and maintenance of the program.

WHO SHOULD HELP DEVELOP YOUR PLAN?

Include workers from all levels of your operation

FOCUS ON EXPERTISE IN DAILY FUNCTIONS
TECHNICAL SKILLS ARE IMPORTANT

Information technology is key

IDENTIFY PARTNERS AND RESOURCES

Local emergency responders
Local emergency manager
Local infrastructure representatives

HOW DO WE PAY FOR IT?

4.6.3 Procedures shall be created and maintained for expediting fiscal decisions in accordance with established authorization levels, accounting principles, governance requirements, and fiscal policy.

NFPA 1600 - RECORDS MANAGEMENT

4.7.1 The entity shall develop, implement, and manage a records management program to ensure that records are available to the entity following an incident.

4.7.2 The program shall include the following:
1. Identification of records (hard copy or electronic) vital to continue the operations of the entity
2. Backup of records on a frequency necessary to meet program goals and objectives
3. Validation of the integrity of records backup
4. Implementation of procedures to store, retrieve, and recover records onsite or offsite
5. Protection of records
6. Implementation of a record review process
7. Procedure coordinating records access

BACK UP THE BUS

Backup methods:
- Tapes and discs
- External hard drive
- Cloud services

HOW AND WHERE ARE ITEMS BACKED UP?

HOW DO I USE A BACKUP?

Computer
Software
Do I have the license?
Is it the proper version?
Is anything else required?
Are there passwords?

NFPA 1600 CHAPTER 5 PLANNING

5.1.1* The program shall follow a planning process that develops strategies, plans, and required capabilities to execute the program.

5.1.2 Strategic planning shall define the entity's vision, mission, and goals of the program.

5.1.3 A risk assessment and a business impact analysis (BIA) shall develop information to prepare prevention and mitigation strategies.

5.1.4 A risk assessment, a BIA, and a resource needs assessment shall develop information to prepare emergency operations/ response, crisis communications, continuity, and recovery plans.

5.1.5 Crisis management planning shall address issues that threaten the strategic, reputational, and intangible elements of the entity

5.1.6 The entity shall include key stakeholders in the planning process.

CAREFULLY ASSESS HOW YOUR COMPANY FUNCTIONS
IDENTIFY CRITICAL OPERATIONS

DETERMINING CRITICAL BUSINESS FUNCTIONS
Identify the critical functions
Break these functions into categories
High (Most Severe)
Medium
Low (Least Severe)

CONSIDERATIONS FOR DETERMINING HOW CRITICAL A FUNCTION IS
What business objective/goal does the function support?
How does the function occur?
How many business units (departments) perform this function?
Does the completion of this function depend on another function?
Are other functions dependent on the completion of this function?

HOW DO WE COMMUNICATE?
CREATE CONTACT INFORMATION

WHAT COULD INTERRUPT MY BUSINESS

WHAT DOES THAT INTERRUPTION MEAN?

NFPA 1600 5.2 RISK ASSESSMENT
5.2.1 The entity shall conduct a risk assessment to develop required strategies and plans.
5.2.2 The entity shall identify hazards and monitor those hazards and the likelihood of their occurrence.
5.2.2.1 Hazards to be evaluated shall include the following:
(1) Natural hazards (geologic, meteorologic, and biological)
(2) Human-caused events (accidental and intentional)
(3) Technology-caused events (accidental and intentional)
WHAT DOES HISTORY TELL US?

IMPACT ANALYSIS

5.2.3 The entity shall conduct an analysis of the impacts of the hazards identified in 5.2.2 on the following:

1. Health and safety of persons in the affected area
2. Health and safety of personnel responding to the incident
3. Continuity of operations
4. Property, facilities, assets, and critical infrastructure
5. Delivery of the entity’s services
6. Supply chain
7. Environment
8. Economic and financial conditions
9. Regulatory and contractual obligations
10. Reputation of or confidence in the entity

HOW BIG IS IT?

5.2.4 The analysis shall evaluate the potential effects of regional, national, or international incidents that could have cascading impacts.

WHAT DOES THAT HAVE TO DO WITH ME?

GLOBAL ECONOMY

Impediments

It’s fascinating seeing the impacts of the global economy shift and flow due to a natural disaster on the other side of the world. 10 years ago, we would have been a flooded disaster. In today’s world, we all feel it every time. There are good and bad points with everything, but there are lessons to be learned. Do you own your business? OR have you always been?

5.3 BUSINESS IMPACT ANALYSIS.

5.3.1 The entity shall conduct a BIA.
5.3.2 The BIA shall evaluate the potential impact resulting from interruption or disruption of individual functions, processes, and applications.
5.3.3 The BIA shall identify those functions, processes, infrastructure, systems, and applications that are critical to the entity and the point in time (recovery time objective [RTO]) when the impact of the interruption or disruption becomes unacceptable to the entity.

WHERE CAN I RUN MY BUSINESS FROM?

Another building
Rented office space
Home
PLAN WITH OTHERS
Suppliers
Shippers
Other business partners

REVIEW YOUR PLAN ANNUALLY

TESTING AND EXERCISE
Test and evaluate your plan
Define different types of exercises
Learn how to conduct exercises
Use exercise results to evaluate the efficiency of the plan

PROGRAM IMPROVEMENT
Utilize the review to make changes and improvements

RISK ASSESSMENT

VENDOR ASSESSMENT

EMERGENCY COMMUNICATIONS
THANK YOU!