

Welcome to the Webinar!

We will be getting started promptly at the top of the hour, and until then, you will not be hearing any audio. Feel free to reach out via the Chat function with any questions you may have.

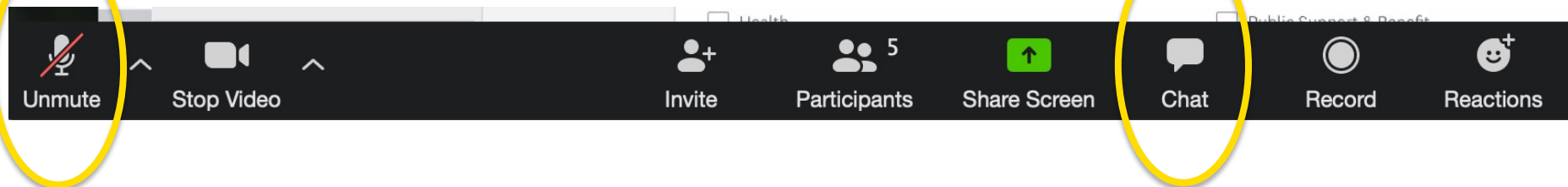
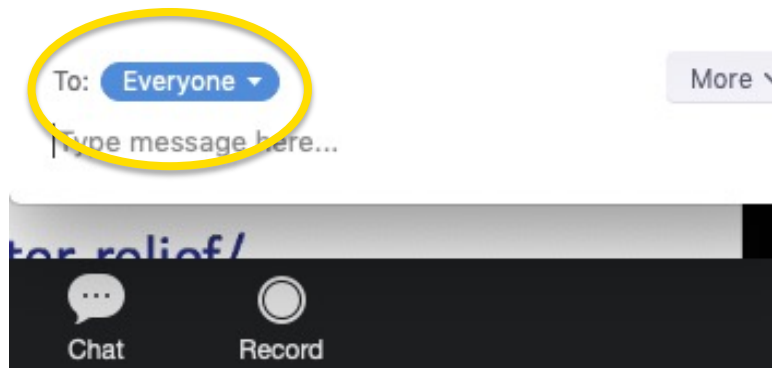
While you're waiting, please type into the Chat ...

- Your name and organization/company
- What you are most interested in learning today



Housekeeping: The Redux

- Getting comfortable with Zoom guide at nonprofitctr.org/zoom-guide
- Throughout the session, use the Chat feature at any time – you can chat privately to an individual (such as your host) or to Everyone.





Preparing Your Organization for Disaster

August 17, 2020
Nonprofit Center of Northeast Florida
JAX Chamber
Duval COAD

Your Hosts



**Issis
Alvarez**
Nonprofit
Center



**Deirdre
Conner**
Nonprofit
Center



**John
Sapora**
Duval
COAD



**Raelyn
Means**
Duval
COAD

About Us

The **Nonprofit Center** connects, strengthens and advocates for a strong nonprofit community.

The **JAX Chamber** helps members to make connections, grow their businesses and prosper in our community.

The **Duval COAD (Community Organizations Active in Disaster)** brings together nonprofit organizations, businesses, and governmental agencies to deliver hope and foster more effective preparedness, mitigation, response and recovery for the people of Duval County as needed in times of disaster.

Duval COAD (Community Organizations Active in Disaster)

The purpose of the COAD is to bring together nonprofit organizations, businesses and governmental agencies to deliver hope and foster more effective preparedness, mitigation, response and recovery for the people of Duval County as needed in times of disaster.

National VOAD Four C's:

Communication – Coordination – Collaboration – Cooperation

www.duvaldisasterrecovery.org/Duval-COAD

[Facebook.com/DuvalCOAD](https://www.facebook.com/DuvalCOAD)

coad@duvaldisasterrecovery.org

Agenda

- Welcome and Introductions
- Expert Advice:
 - Noah Ray, City of Jacksonville Emergency Preparedness
 - Business continuity planning and mitigation
 - Tom Hill, American Red Cross
 - Countdown to a storm: What to do at each phase
 - Doug Lowenthal, TruTech
 - Have a plan to prepare and secure your IT before a disaster
 - Brian Baer, The Elevated Studio
 - Planning and operations for small organizations
- Questions and Answers with the Panel
- Next Steps, Resources, and Getting Connected



Business Continuity Planning and Mitigation

*Noah Ray, City of Jacksonville Emergency
Preparedness*

Business Continuity Planning Basics

Step 1: Risk Assessment / Business Impact Analysis (BIA)

Step 2: Identify Your Essential Operations

- *Functions, Services, etc.*

Step 3: Create a Business Continuity Plan that addresses:

- *Staff, Surroundings, Space, Systems, Structure, Services*

Step 4: Train, Test, and Maintain Plan Going Forward



Step 1: Identify Your Risks

Hazard/Threat Identification

$$\text{Risk} = \text{Threat} \times \text{Vulnerability} \times \text{Cost}$$

Natural	Man-Made	Technological
<ul style="list-style-type: none">• Tropical Cyclones<ul style="list-style-type: none">○ Storm Surge○ Wind• Severe Weather• Floods• Epidemic/ Pandemic• Wildfire• Extreme Temperatures	<ul style="list-style-type: none">• Theft• Accidental Fire/Arson• Bomb Threats• Targeted/Workplace Violence• Loss of Key Personnel• Loss of Transportation Infrastructure• Utility Outages	<ul style="list-style-type: none">• Communications System Failure• Software/Hardware Malfunctions• Cyber-Attacks

Asset Identification and Vulnerability Assessment

Identify assets and prioritize based on importance to maintaining essential functions, and assess their vulnerabilities.

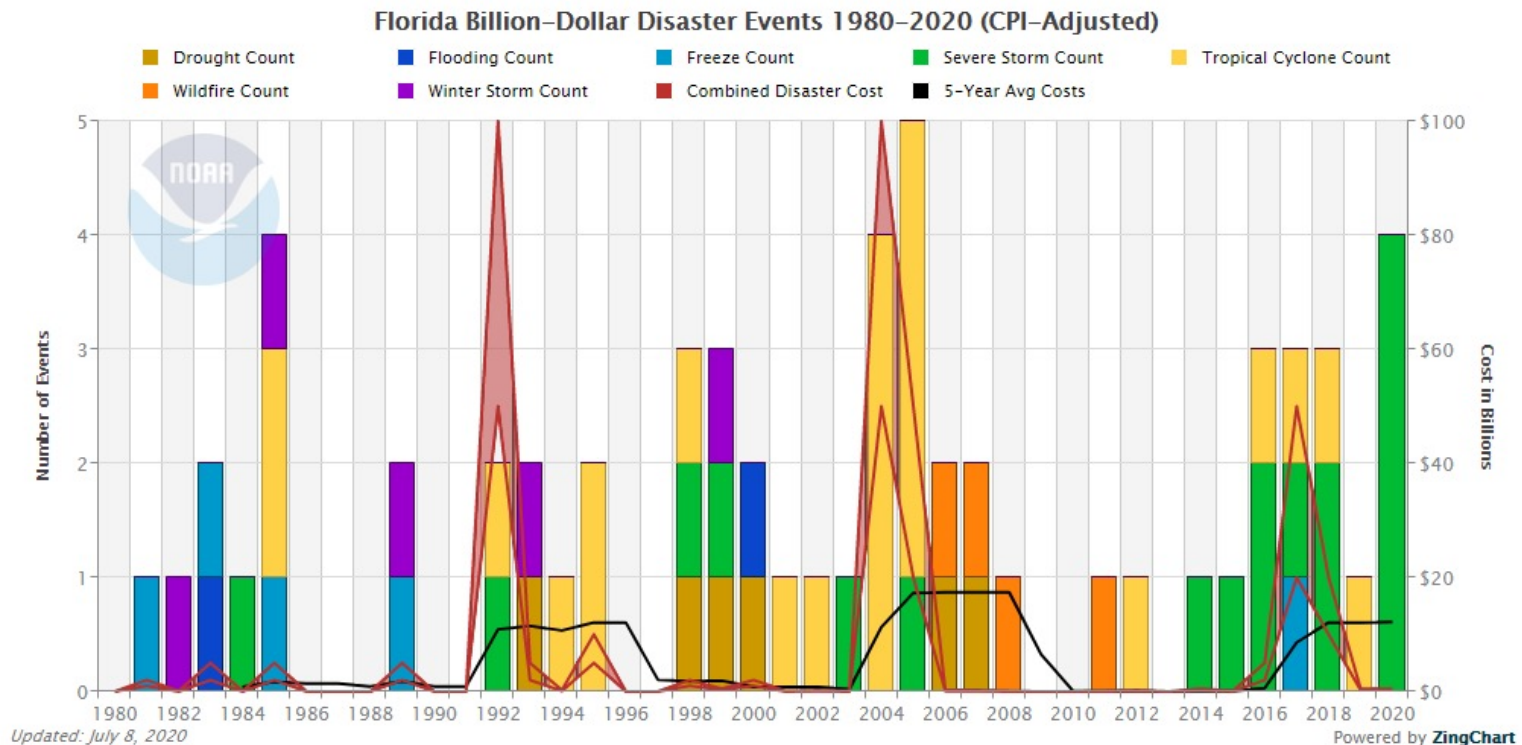
- Agency Personnel
- The primary facility and its power, water, heating, air conditioning
- The alternate facility and its power, water, heating, air conditioning
- Communications systems such as phone lines, fax lines, cellular, etc.
- Computers and IT systems
- Other resources that support essential functions



Step 1: Identify Your Risks

$$\text{Risk} = \text{Threat} \times \text{Vulnerability} \times \text{Cost}$$

Severe weather, tropical cyclones, and flooding are frequent and costly occurrences in Florida.



Step 2: Identify Your Essential Operations

Essential Operations, Services, and/or Functions

The limited set of functions that must be continued throughout, or resumed rapidly after, a disruption of normal operations. An agency can begin identifying its MEFs by asking:

- What is our mission?
- What is our purpose?
- Which public goods or services do we provide, and to whom?
- Which of these goods and services absolutely cannot be deferred during an emergency?
- What is the agency required to do by law, executive order, or directive?

Consider supporting functions that may not be mission essential, but enable performance of essential operations (think payroll, IT, etc.)

List of National Primary Mission Essential Functions (PMEFs) by Department

https://www.dhs.gov/sites/default/files/publications/list_of_validated_pmefts_by_department_v2_fema.pdf



Step 3: Business Continuity Plan

Mitigating Risks and Implementing Recovery Strategies

Following an incident that disrupts business operations, resources will be needed to carry out recovery strategies and to restore normal business operations. Continuity plans address at least these basic elements:

- **Staff** includes planning and preparedness activities for the protection of your staff.
- **Surroundings** that potentially pose a threat during an event, such as fences, flagpoles, and trees.
- **Space** includes the contents of your workspace, such as inventory, filing cabinets, shelving, and other furniture.
- **Systems** includes utility systems that support the operation of the building, and IT or other electronic systems that are essential to your operation.
- **Structure** includes architectural and structural elements of the building, especially construction types that may be vulnerable to damage or failure during an event.
- **Service** includes your own operations and opportunities for your organization to engage and serve the community following an event.

Ready.Gov *Ready Business Hurricane Toolkit*

https://www.fema.gov/media-library-data/1510690297358-1e6c4874b251c3022ac4b57b0369e2da/Hurricane_Ready_Business_Toolkit_Interactive_Final_508.pdf



Step 4: Train, Test, and Maintain Plan

Be prepared to implement the Continuity Plan

Conduct testing and exercises to evaluate the effectiveness of your preparedness program, make sure employees know what to do and find any missing parts.

- Train personnel; clarify roles and responsibilities.
- Reinforce knowledge of procedures, facilities, systems and equipment.
- Improve individual performance and organizational coordination and communications.
- Evaluate policies, plans, procedures and the knowledge and skills of team members.
- Reveal weaknesses and resource gaps.
- Comply with local laws, codes and regulations.

Walkthroughs, workshops, and orientation seminars are basic training for team members.





Countdown to a Storm: What to Do At Each Phase

Tom Hill, American Red Cross

Before the Storm

Complete Your COOP – NOW

- 5 – 3 Days (120 – 72 hours)
 - Be Informed – Know Evac Zone and Routes
 - Check Your COOP
 - Start Prep Early
 - You and your employees will need time to prep families
Who is planning on evacuating, where are they going, how to contact them?
(will determine how long you have to prepare)
 - Organize employee teams – Know their functions, HR resources
 - Review contact rosters
 - Review alternate business location
 - Review insurance coverage
 - Hard copy business records for evacuation (Write it down)!

Before the Storm

- 5 – 3 Days (120 – 72 hours)
 - Check your structure and facilities
 - Roof and perimeter flashing
 - Roof mounted equipment
 - Skylights
 - Signs and accessories
 - Packed terminal air conditioners
 - Lightning Protection Systems
 - Back-up Power
 - Commercial doors, windows and shutters
 - Communications – Electronic and manual work arounds

Take pictures of you property, equipment and supplies for insurance purposes

During the Storm - Hurricane Watch

(Hurricane conditions threaten within 48 hrs)



- Re-Check your disaster plan and get evacuation documents ready
- Fill your tanks
- Get cash
- Prepare windows, reinforce doors, and secure outside items

During the Storm - Hurricane Warning

(Hurricane conditions expected within 36 hrs)

- If evacuating, LEAVE EARLY!
- Turn the refrigerators and freezers to the coldest setting and keep them closed as much as possible so that food will last longer if the power goes out.
- Turn off propane tanks and unplug small appliances.
- Stay informed – Listen to the radio for critical information.

After the Storm - Reconstitution

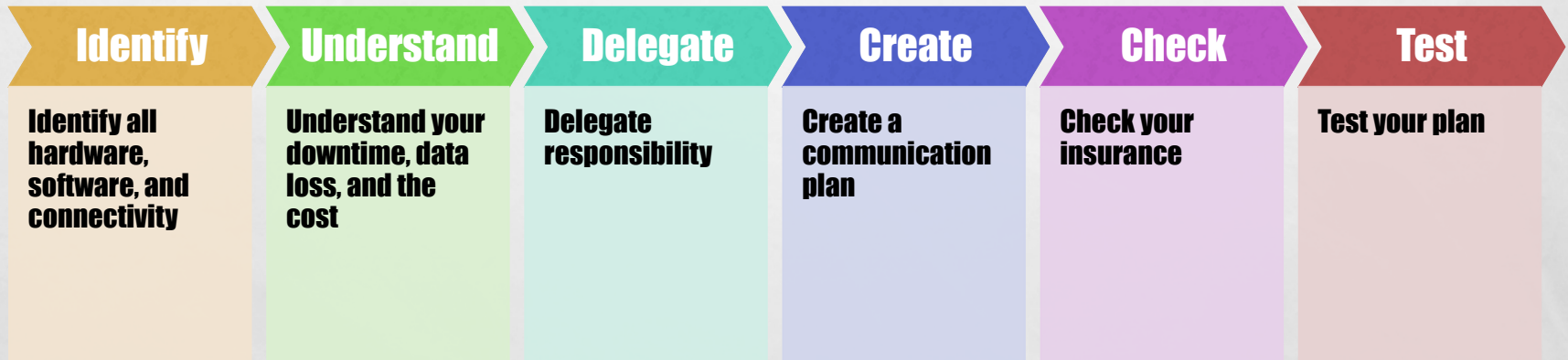
- Return to business only when officials say it is safe.
- Keep away from loose or dangling power lines and report them immediately to the power company.
- Stay out of any building that has water around it.
- Inspect your business for damage. Take pictures of damage, both of the building and its contents, for insurance purposes.
- Avoid drinking or preparing food with tap water until you are sure it's not contaminated.
- Check refrigerated food for spoilage. If in doubt, throw it out.



Have a Plan to Prepare and Secure Your IT Before a Disaster

Doug Lowenthal, TruTech

IT DISASTER PREPAREDNESS





Planning and Operations for Small Organizations

Brian Baer, The Elevated Studio

Questions?



Resources

- **Nonprofit Center Disaster Preparedness Resources:**
nonprofitctr.org/research-resources/resources-for-disaster-and-emergency-planning/
- **TruTechnology IT Hurricane Prep Site:**
service.trutech.com/trutech-hurricane
- **American Red Cross Resources and Training:**
redcross.org
- **Duval Community Organizations Active in Disaster:**
duvaldisasterrecovery.org/duval-coad/

Call to Action and Next Steps

- Make a disaster plan or COOP today!
- Check your insurance coverage and flood/evacuation zone
- Distribute preparedness information to your employees and customers/clients
- Share and discuss your organization's disaster plan with staff and/or board
- Understand how your organization can and/or will help the community in case of disaster
- Consider joining the Duval COAD, duvaldisasterrecovery.org
- Schedule a Hurricane Prep Technology Review, <https://service.trutech.com/trutech-hurricane>

Upcoming Events

Nonprofit Center Events

Financial Strategy

- August 18, 9AM – 12PM

Essentials: Organizational Culture

- August 20, 9 – 10:30AM

Racial Equity Summit

- September 3, 8:30AM – 12:30PM

More information and registration at <https://nonprofitctr.org>

JAX Chamber Events

The Moving Forward Together Webinar Series

New webinar series every Tuesday at 2 PM. Regional industry leaders discuss current challenges and how to plan for what comes next.

More information at registration at jaxchamber.com/coronavirusbusinessresources/

Thank you!

