

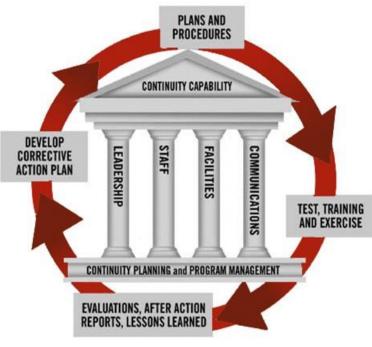
# CONTINUITY OF OPERATIONS (COOP) OVERVIEW FOR NONPROFITS

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### WHAT IS Continuity of Operations Plan (COOP)?

A COOP Plan is a document that outlines what an agency must do to assure it has the capability to continue essential agency functions.

Ensures capability to continue essential component functions across wide range of potential emergencies including localized acts of nature, accidents, technological or attack-related emergencies.



### WHY COOP PLANNING?

- ➤ Without COOP organizations cannot function after a disaster
- Organizational Reliability
- > Consistency of Services
- Minimization of chaos
- Public relations

#### **COOP GOALS**

- > Ensure timely and orderly continuous performance of essential functions during and after an emergency.
- Protect facilities, equipment, records and other assets that support essential functions.
- Reduce or mitigate disruptions to operations.
- Minimize loss of life, injury and property damage.
- Provide family support planning for agency personnel during an emergency.
- Should be capable of execution both with and without warning.
- Should be operational no later than 12 hours after activation.
- > Should maintain sustained operations for up to 30 days.

### PHASES OF CONTINUITY

Continuity planning ensures the continuation or rapid resumption of essential functions during a continuity event.

➤ The continuity plan prepares agencies and their personnel for the possibility of relocating and being operational within 12 hours of continuity activation.

Continuity plan implementation takes place in five phases: Identifying, Analyzing,

Designing, Executing and Measuring.



## CONTINUITY PROGRAM MANAGEMENT FOUNDATION

- ➤ Leadership is critical to provide support for continuity planning and ensure continuity of essential functions.
- Staff must be sufficiently trained and cross-trained to perform their duties in a continuity environment.
- Facilities must be adequate, separate locations to ensure execution of essential functions.
- Communication systems and technology must be interoperable, robust, and reliable.

### **ORDER OF SUCCESSION**

- Is critical in the event that an organization's leadership is unavailable, debilitated, or incapable of performing their legally authorized duties, roles, and responsibilities.
- Orders of succession are not merely a continuity function. They should be developed to support day-to-day operations.

### DELEGATION OF AUTHORITY AND CONTINUITY OF COMMUNICATION

Delegations of Authority document - the legal authority for officials to make key policy decisions.

#### **Continuity of Communications**

➤ How do you ensure you can communicate with staff, clients, stakeholders, partner agencies in short term and long term situations?

### **VITAL RECORDS**

- Every organization has documents, files, and other materials vital to the organization and its operations.
- These assets depend on a vital records program to support essential functions during a continuity situation.

### **HUMAN CAPITAL**

- Human capital is what people bring to their work in the way of talent, energy, knowledge, and enthusiasm that people invest in their work.
- All tasked Emergency Relocation Group (ERG) personnel need to be adequately trained and cross-trained to enable the performance of all essential functions.

### **FAMILY SUPPORT PLANNING**

- Family Support Planning is a critical piece to your Continuity of Operations Planning.
- A family support plan that ensures family members will be safe and secure during an emergency situation.
- A personal "go kit" that includes the items their families will need if they have to evacuate or shelter in place.



### SO WHAT NOW?

- Evaluate your agency
- > Do a risk assessment
- Do a business impact analysis
- Evaluate your facility
- Develop a Communication Plan
- Determine/train the essential staff
- Back-up vital records

### **THANK YOU!**

For more information or to help with your Continuity of Operations Planning, please contact:

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To find a COOP template, please go to

https://www.volunteeralexandria.org/preparing-your-business

Reference: <u>www.fema.gov</u>