



Volunteer Alexandria  
HANDS ON NETWORK

# 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
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# 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.
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# 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.
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# 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.
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# 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.
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# 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
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# 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: [www.fema.gov](http://www.fema.gov)

