

# Continuity IQ

from  DSPN

February 2007

## Fast Facts for Our Valued Friends and Clients

Dear Paul,

Here are some bullets and brain teasers about current events from your friends at DSPN. In this issue, we feature information about emergency policies. If you'd like to forward this message to your colleagues, just click the "Forward Email" link at the bottom of this page.

## Fast Facts about Emergency Policies

### Did you know....

1. A mature business continuity program should include pre-defined policies that can quickly be implemented in the event of a severe disaster. Although details of these policies vary from one organization to another, one priority is clear—if consistent policies are not pre-defined when the disaster occurs, your executives will be busy defining policies “on the fly” instead of making strategic decisions for your organization. For this reason, it is prudent to pre-define emergency policies so they can be carefully considered when designed and quickly implemented when needed.
2. *Key People:* Personal issues of key people are a primary concern. If people crucial to the execution of your plan cannot quickly deal with their personal issues, you cannot expect them to prioritize the recovery of your business. Here are some areas where pre-defined policies may be appropriate:
3. *Food and Shelter:* If your employees are unable to leave work to go home, will you be providing food and shelter?
4. *Employee Housing:* If you expect key people to report to an alternate work location, will you be providing adequate housing for them close by, or will you expect them to commute? Many strategies failed during Katrina because planners had not pre-reserved housing in Baton Rouge.
5. *Employee Pay:* How long will you pay employees who are not at work? Who will receive overtime pay? If the disaster occurs on pay day, how will the payroll be managed?
6. *Employee Updates:* How will you communicate with employees after the disaster occurs? If they are supposed to call in, where should they look for the telephone number? If they are supposed to go to a website, how do they find the link?
7. *Family Notification:* Who will communicate with the families of injured employees and what will they be told?
8. *Reuniting Families:* Will you be taking any steps to help employees reunite with family members who have been separated due to the disaster?
9. *Child Care/Elder Care:* Assume that child care and elder care facilities are

closed due to the disaster. Will you be helping employees find alternatives for their family members?

10. *Temporary Housing/Emergency Loans*: Assume that some of your key employees have personal housing or financing issues due to the disaster. Will you be providing temporary housing or emergency loans for any of your key people?

## Brain Teasers

### True or False:

1. Florida and Louisiana are considering legislation to regulate emergency preparedness by nursing homes, including a requirement for backup electrical generators.
2. More than half of the Global 2000 companies employ emergency notification systems.
3. Three weeks after Katrina, only 16 children were still reported as missing in Louisiana, Mississippi, and Alabama.
4. A study taken within eight months of the Oklahoma City bombing found that 34% of those directly in the path of the bomb blast suffered post-traumatic stress disorder.
5. A book about saving pets during a disaster won a 2006 National Book Award.

## Check your answers here...

### Answers to the above questions:

1. True. According to *USA Today*, similar legislation is under consideration in at least 10 states.
2. True. A recent report from Gartner speculates that 75 percent will employ an emergency notification system by the end of 2007.
3. False. The National Center for Missing and Exploited Children reported 2,393 cases of missing children three weeks after the event.
4. True. This study was conducted by Carol North, a professor of psychiatry at the Washington University School of Medicine in St. Louis.
5. True. Linda and Allen Anderson co-authored a book entitled [Rescued: Saving Animals from Disaster](#) (New World Library, September 2006). They spent a half year chronicling tales of tragedy and triumph along the Gulf Coast after Katrina and Rita. >

## Readiness Check

### Hard-to-remember details:

1. If your employees are stuck at work during a disaster, have you pre-defined a method to provide food and shelter for them?
2. Have you pre-reserved emergency housing for employees who may need to travel long distances to get to your alternate work location?
3. Does your plan contain the home addresses of key people? If conventional communications methods fail, you may have to send a messenger to look for them.
4. Has someone on your team been assigned to communicate with the families

- of injured employees?
5. Have you alerted your employees with pets to have pet carriers available at home in case a home evacuation is necessary?

## New From DSPN

### Check these out on our website:

1. DSPN's [2007 schedule of public workshops](#) is now available on our website.
2. Developing an exercise for your program? DSPN can help you [design and facilitate it](#).
3. Want to participate in a [mock disaster](#)? DSPN can organize one for your group or professional association.

## Contributors to This Issue

- Paul Klier, DSPN

## Comments and Contributions



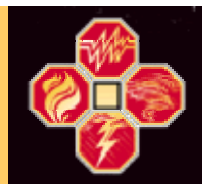
### Tell us what you think...

Thanks to all of you who have sent us comments about this mailing.

In responding to recent incidents, did you discover an interesting detail that you would like to share? If so, send it along and we'll consider it for a future issue. If you want us to print a comment or submission about your company, be sure to give us permission when you write.

*Paul*

## Popular Services from DSPN



- [Tabletop Exercises](#)
- [Functional Exercises](#)
- [Pandemic Workshops](#)
- [Mock Disasters](#)
- [Small Business Workshops](#)

### Contact Information

email: [pklier@dspnetwork.com](mailto:pklier@dspnetwork.com)  
phone: 800-601-3776  
web: <http://www.dspnetwork.com>