

Continuity of Business (CoB) Planning Checklist for EMS Regions and Agencies

Each agency's plan needs to be developed and tailored with the individual agency in mind. However, there are overarching elements that should be included in every plan. These elements include:

Purpose and Scope of the Plan (Why and when you would activate it). This section explains why the department is developing a CoB plan and describes the disruptions it addresses.

1. Identification of disruptions included in the plan (Scope):

- Loss of access to a facility (as in a fire);
 - Procedures developed for continuing essential functions after loss
- Loss of services due to a reduced workforce (as in pandemic influenza);
 - Procedures and personnel guidance for continuing essential operations during reduction
- Loss of services due to equipment or systems failure (as in information technology (IT) systems failure);
 - Procedures developed for continuing essential operations after failure
- Threat assessment coordinated with Health Districts

2. Goals and Objectives

- Plan Objectives
 - Outcome based on activities developed
 - Reduce/mitigate disruptions to operations
 - Minimize damage and loss to property, records, systems, and equipment
 - Development of an Alternate Facilities Plan
 - Development of personnel Rapid Recall List
 - Personnel Safety
 - Protection of Vital Records
 - Ensure completion of mission essential functions under all conditions
 - Orderly and timely recovery from event
 - Validation of planning through training and exercise
- Partial Operations/Full Operations
 - Are there clear functions that are essential to health, welfare, or safety of public, customers or staff?
 - Which functions need to operate at full capacity while the plan is activated?
 - What activities can be suspended?
 - Essential staff identified?
- Recovery timeline developed (for each task identified as essential – all tasks recovered 30 days)
- Plan distributed to all Senior Staff
- Plan shared with local emergency response and management agencies

3. Policies in Effect during Emergency

- Personnel
- Purchasing
- Essential Equipment
- Telework/Alternate work location/Leave
- Other

4. Employee Roles and Responsibilities

- Clear Roles for:
 - Agency Leadership
 - CoB Coordinator
 - Agency Reconstruction Manager
 - All other Personnel

5. Staff/Customer/Vendor/Constituents Communication Plan

- Alternate ways to communicate with staff/customers/vendors/constituents
- Notification of Key Personnel
- Update of Management and involved parties

6. Agency Reconstitution

- Agency has developed general policies and procedures on ceasing alternate facility operations and returning to normal operations
- Agency developed procedures to resume full operational hours and staffing
- Personnel identified who are responsible for conducting an agency “hot wash” and completing the After Action Report or other documents that capture best practices and provide specific solutions to correct any areas of concern during implementation

7. Order of Succession

Needed for key personnel and leadership who perform essential functions- this is for positions not individuals and should be at least three deep. These would be decision approving individuals.

Key Position	Successor 1	Successor 2	Successor 3	Successor 4

8. Delegation of Authority

Delegation of authority for the leadership of the agency or other key personnel that will perform essential functions within the agency with the triggering conditions, procedures and limitations of the delegation - Triggering conditions usually, but not always, involve the principal authority not being available

Authority	Position Holding Authority	Triggering Conditions	Procedures	Limitations

9. Capture lessons learned after incidents or exercises

- Each exercise activity, as well as actual events, should be formally evaluated
- Evaluation will identify systemic weaknesses and suggest corrective actions that will enhance the agency's preparedness
- Best practices, lessons learned, and corrective actions should be incorporated into future planning

If agencies have questions or need help developing a plan they can contact:

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