



Business Partners Disaster Preparedness and Business Continuity Guide

The City of Windsor
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City of Windsor

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Purpose and Overview

This guidebook was developed to assist the City of Windsor government agencies, community support partners and business owners to develop plans and procedures to ensure that their provision of services and businesses are able to withstand the immediate and long-term impacts of a major emergency event. Becoming familiar with the content and the forms included herein will help increase the odds that their business will make it through any type of disaster. The materials enclosed should assist contingency planners working for larger corporations in the development of their individual business and service continuity programs. This guidebook will help to:

- ❑ Outline what actions may be taken to minimize the disruptive effects of a disaster on the operation.
- ❑ Understand the differing roles and responsibilities of government and business owners in private sector disaster recovery.
- ❑ Provide the information needed to develop a comprehensive business disaster continuity plan.

Emergency Management Ontario (EMO), through the Ministry of Community Safety and Correctional Services, is responsible for promoting, developing, implementing and maintaining emergency management programs throughout Ontario.

The Emergency Management and Civil Protection Act is the legislative authority for emergency management in Canada. The Act is supplemented by an Order in Council that sets out which provincial ministers are designated special emergency responsibilities in emergency management.

For additional information about emergency preparedness and management for the City of Windsor, please contact:

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Introduction

The Importance of Continuity Planning

Ask any business owner why they are in business. If not at the top of the list then inevitably close to the top will be the obvious answer - to stay in business and make money. The reasons for this are as obvious as they are age old - to cover mortgage payments, the children's college tuition, to obtain the amenities required not only to live, but to enjoy life. As the name implies, a continuity plan is a pre-mediated strategy for continuing business in the event of a disaster. While never a guarantee that a business affected by disaster will go completely unscathed, preparing a continuity plan will help the business owner minimize potential losses and anticipate the actions they will need to take in the event of a disaster. A continuity plan is not a contingency plan. It does not attempt to spell out in detail who must do what, in the event of a specific incident - such as a store fire, robbery attempt, or power failure - although it may be quite helpful for a business owner to write down step by step procedures for dealing with each of these emergencies. The continuity plan focuses on procedures for minimizing potential losses and ensuring a speedy recovery from disaster.

The Role of Government in Private Sector Disaster Recovery

Public Safety and Emergency Preparedness Canada (PSEPC) is the federal agency charged with ensuring that Canada can recover from disasters. Each province has an emergency management office that is charged with a similar responsibility. In Ontario, Emergency Management Ontario (EMO) is the agency that holds the provincial responsibility to deal with emergencies. As well, each municipality also has an emergency management coordinator (CEMC) responsible for dealing with emergencies in their jurisdictions. As the scale and magnitude of a disaster increases and the capabilities of one level of government to manage the disaster are exceeded, the next higher level of government will provide assistance. A major disaster may include the involvement of PSEPC, EMO, and the local or municipal emergency management office. Most federal and provincial programs focus on restoring community infrastructure and ensuring that housing needs are met. The Ontario Disaster Relief Assistance Program (ODRAP) is intended to alleviate the hardship suffered by private homeowners, farmers, and business owners in the wake of a disaster. Other federal and provincial assistance may be available after a disaster, but they may be informal, and geared to meet the specific needs of the disaster. While local, provincial, and federal disaster recovery employees will work with business owners after a disaster, on the whole, most post-disaster recovery resources are not designed to help business owners get back in business. Even though a business owner may benefit greatly from government sponsored disaster recovery programs, such as ODRAP, business owners are mostly on their own when it comes to remaining in business. This is why it is critical for all business owners to take steps to reduce their vulnerability and understand the steps that must be taken in the aftermath of a disaster - before a disaster strikes. Because

these issues are best covered in the development and maintenance of a Business Continuity Plan, the City of Windsor is committed to providing technical assistance and promoting the development of these continuity plans to ensure that all businesses are better prepared to survive the next disaster.

Emergency Management

The City of Windsor has dedicated resources to assist the Cities' Emergency Management Program Committee with the development, implementation, and ongoing maintenance of emergency management programs in the city. In the event of a major emergency incident occurring in or nearby, the City of Windsor's Emergency Response Plan will be implemented by a team of trained individuals drawn from all emergency response and community support sectors within the city and region. A copy of Windsor's Emergency Response Plan is available on the City of Windsor's Fire & Rescue website www.windsorfire.com, an emergency will require some form of a proportionate response; therefore, it is important to develop, implement, and prepare a plan that will assist your business in surviving any emergency, large or small.

Emergency management is quite simply the business of minimizing the social and economic impacts of natural and technological hazards. Emergency management has five basic phases, described below:



- ❑ **Prevention and Mitigation** – Two near, but separate, phases where actions are taken to eliminate or, if that is not possible, to reduce the effects of an emergency or disaster.
- ❑ **Preparedness** – Actions take prior to an emergency or disaster to ensure an effective response.
- ❑ **Response** – Actions take to respond to an emergency or disaster.

- **Recovery** - Actions taken to recover from an emergency or disaster.

Whether the business is small or large, the prepared business owner should consider what actions they plan to take during each phase of emergency management. The business continuity plan provided herein is organized in four sections to address each phase of emergency management. When completed, this plan will establish an operational framework for managing hazards likely to affect a business. While not exhaustive, the following list outlines the type of emergencies business owners may face:

Accidents: Fire, explosions, power loss, water leaks or plumbing failure, hazardous.

Weather: Severe storms, lightning, tornadoes, Ice, floods, freezes, wildfires.

Civil Disturbances: Criminal incidents, rioting, vandalism.

Terrorism: Bomb threats, computer viruses, sabotage.

The Disaster Resistant & Resilient Business

Disaster recovery is not complete unless economic recovery is complete. History has demonstrated that it is far easier to rebuild roads, public facilities, and houses, than it is to restore economic vitality to a community affected by a disaster. According to U.S. Department of Labor Statistics, over 40% of all companies that experience a disaster never reopen and over 25% of the remaining companies close within two years.

While the business continuity plan is organized around the four phases of emergency management - mitigation, preparedness, response, and recovery - the rationale behind preparing a plan is basic. Businesses invest time and resources into preparing and implementing a plan to stay in business. To stay in business, a business owner must ensure that his or her operation is disaster resistant - able to withstand the effects of whatever hazard may strike, as well as disaster resilient - able to rebound economically from a disaster and to take advantage of post-disaster market opportunities. The continuity plan should include all actions related to protecting the business. Exercises should be conducted regularly to ensure that the plan functions well. The underlying need to develop the continuity plan is the imperative that the business owners protect their facility and operation, their employee base and their clients. Consideration of these issues is provided below:

Facility and Operation Protection - Protection of the facility where business is conducted is essential. A business owner may calculate the cost versus benefit of making structural improvements to his or her facility. Some insurance providers give credit for structural improvements that reduce risk. Business

owners should check with their insurance provider before a disaster strikes. If a business owner is left without a building after a storm, he or she will be unable to conduct business. It is also critical to maintain adequate insurance coverage. While loans may be available from *ODRAP* to help cover disaster related repairs, they may not be enough to cover all losses. Adequate insurance coverage, for wind and flood, will provide assurance that the funds necessary for rebuilding will be available. Finally, business owners should consider whether their suppliers have continuity plans. If a major supplier is affected by a disaster, it may adversely affect the business owner if alternate arrangements have not been considered. Likewise, if a business is forced to interrupt operations due to a disaster, provisions should be in place to ensure that suppliers are able to stop or postpone shipments.

Protecting Employees - A business facility may be as secure as the best protected national treasure, but if the employees' families or homes are threatened, injured, damaged or destroyed, the employer should not necessarily rely upon the assumption that his or her employees will wish or be able to return to their place of employment as quickly as possible. There is however a wide range of activities that a business can take to protect employees - from cost neutral education programs, to investing in employee disaster loss reduction benefits. At little or no extra cost to an employer, articles on Emergency preparedness, the need for shutters or other structural retrofitting, or the importance of purchasing flood insurance may be included in a company newsletter or in a break room. Some companies make available loans to employees to retrofit their homes. All employee assistance programs - both low and moderate cost - help to ensure business continuity after a disaster.

Protecting Clients – Just as it is critical to protect employees, it is important for businesses to consider what state their client base will be in after a disaster. Any business that relies on a large local market has a vested interest in ensuring that the community recovers from a disaster as quickly as possible. While the protection of the general public is the role of government, business can help protect their vital interests by maintaining close links with state and local emergency management offices, marketing disaster loss reduction, and promoting public awareness. Maintaining a close working relationship with regional and local emergency management offices will help ensure that employees will be able to return to work as soon as possible. Disaster needs specific to a business may be directly requested if businesses play a supporting role in a county emergency operations center during a disaster. In addition, the marketing of disaster loss reduction programs is possible for many businesses. Many home repair stores provide a large display of products that homeowners and businesses can use to protect their homes and facilities from storms. Even if direct marketing of products is not an option for the small business owner, promoting public awareness by providing City of Windsor, Canadian Red Cross or other publications free of charge to customers will help to raise awareness of the need to take personal responsibility for disaster loss reduction.

Disaster Mitigation

Mitigation is any action taken to reduce potential for loss of life and property. The most important measure that a business owner can take is to have insurance coverage, including flood insurance. While recovery programs may be available to business owners from the government agencies after a disaster, they are often supplemental or stopgap in nature and are typically provided in the form of loans. Insurance policies are the best means of guaranteeing that funds needed for repairs are available in a timely manner. In addition, some form of “*Business Interruption Services* “ may be available to cover payroll or other expenses should the business remain out of commission for a period of time.

Your insurance agent will be able to provide you with details on compensation from Business Interruption Services. Business owners can also mitigate their facilities by installing impact resistant glass, shutters, or other permanent protective measures. The installation of structural mitigation measures will reduce risk and may also afford insurance premium rate reductions. Business owners may also wish to encourage employees to take similar measures on their residences to ensure that employees will be able to return to work as soon as possible after a disaster. Past mitigation efforts show that the costs of pre-disaster hazard mitigation are far less than the money spent in post disaster reconstruction. By implementing a program of hazard mitigation, a community can significantly reduce the losses that it might otherwise incur, and if mitigation is accepted as a community policy priority, it can be incorporated relatively easily into regular local government functions such as zoning, community planning and building-code enforcement.

- ❑ Have you taken the necessary steps to protect your building and its contents?
- ❑ Has your business conducted a structural/non-structural vulnerability analysis?
- ❑ Have agreements been made with current and alternative vendors/suppliers to assure business continuity?
- ❑ Have you identified essential employees and vital records?
- ❑ Is there an employee or team that has or can be identified to address business continuity and emergency issues, even outside of normal business hours?

Insurance Discussion Form

You may use this form to discuss your insurance coverage with your agent. Having adequate coverage now will help you recover more rapidly from a catastrophe.

Save a blank version of this form to produce additional copies as needed.

Insurance Agent: _____
Address: _____
Phone: _____ **Fax:** _____
Email: _____

Insurance Policy Information

Type of Insurance	Policy No.	Deductibles	Policy Limits	Coverage (General Description)

Do you need Flood Insurance? Yes__ No __

Do you need Earthquake Insurance? Yes__ No __

Do you need Business Income and Extra Expense Insurance? Yes__ No __

Other disaster-related insurance questions:

Insurance Coverage- Part 1

You may want to review the company insurance policy before a disaster. Obtaining answers to the following questions will help your business be better prepared to file insurance claims after a disaster event.

Save a blank version of this form to produce additional copies as needed.

Insurance Company: _____

Agent Information

Name: _____ **Phone:** _____

Fax: _____ **Email:** _____

Primary Policy #: _____

Business Interruption Policy # _____

Flood Insurance Policy # _____

Does the Policy cover the cost required to upgrade the building to code if it is damaged? Yes No

Maximum Cost for upgrade \$ _____

What perils or cause of loss does the primary policy cover?

What exclusions exist and what are the deductibles?

What does my policy require me to do in the events of a loss?

What type of records and documentation will the insurance company want to see?

Insurance Coverage- Part 2

Insurance may be one of the few consolations a business owner may have after a disaster. Here are some tips to make dealing with insurance companies less confusing.

Save a blank version of this form to produce additional copies as needed.

- ❑ Take photographs or videos of your building and its contents.
- ❑ Prepare a list of insured property and items. The list should include a description of the item, date of purchase or age, cost at time of purchase and estimated replacement cost. Keep cancelled cheque's or receipts for those items, to show the adjuster in case you need to file claims.
- ❑ Obtain a detailed estimate for repairs for possible damages before the disaster occurs.
- ❑ Ask your insurance agent about flood insurance. Flood damage caused by rising water is covered under flood insurance, which is required in some areas if you have a mortgage. The federal government underwrites flood insurance, but most insurance adjusters can handle the claims.
- ❑ Check your policies/consult your insurance agent if it will pay for tree removal in case they should fall on/near your business structure.
- ❑ An insurance adjuster will make an appointment to visit your business. It may take days so be patient.
- ❑ Before the adjuster arrives, prepare a list of damaged and destroyed property. The list should include a description of the item, date of purchase or age, cost at time of purchase and estimated replacement cost. If you have cancelled cheques or receipts for those items, collect them to show the adjuster.
- ❑ Follow up with videos or photographs of damaged areas.
- ❑ Only make repairs necessary to prevent further damage to your business.
- ❑ Do not make permanent repairs without first consulting your insurance agent.
- ❑ Keep all receipts for all work done on your business.
- ❑ Be aware of unsolicited and uncertified repair and recovery firms who approach right after an event.

Critical Business Functions

You may use this form to identify what business functions are critical to your survival. The following are some key questions to help you decide what they are:

- What are my most critical and time sensitive business functions?
- How much down time can I tolerate for each business function?
- Which business functions are necessary to fulfill my legal and financial obligations and maintain cash flow?
- What business functions are essential to maintain my market share and reputation, or to strategically adjust to changed circumstances?

Save a blank version of this form to produce additional copies as needed.

Business Function: _____

Priority: High Medium High

Employee in charge: _____

Timeframe or Deadline: _____

Money Lost (or fines imposed) if not done: _____
(if relevant)

Who performs this function? *(List all that apply)*

Employees(s): _____

Vendors(s): _____

Key Contact(s): _____

Who provides the input to those who perform the function? *(List all that apply)*

Employees(s): _____

Vendors(s): _____

Key Contact(s): _____

Who uses the output from this function? *(List all that apply)*

Employees(s): _____

Vendors(s): _____

Key Contact(s): _____

Brief description of procedures to complete function: *(Consider writing procedures for two scenarios, one for a short disruption, and the other for loss of everything).*

Recovery Notes:

Supplier Contact Information

You may use this form to:

1. Keep a list of the major suppliers you need to contact in the event of a disaster, and
2. Know what their disaster plans are in the event that they experience a disaster, make additional copies as needed.

*Keep one copy of this list in a secure place on your premises and another in an off-site location.
Save a blank version of this form to produce additional copies as needed.*

1. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____
Materials/Service Provided: _____

If this company experiences a disaster, we will obtain supplies/materials from the following:

1A. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____
Materials/Service Provided: _____

2. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____
Materials/Service Provided: _____

If this company experiences a disaster, we will obtain supplies/materials from the following:

2A. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____
Materials/Service Provided: _____

3. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____
Materials/Service Provided: _____

If this company experiences a disaster, we will obtain supplies/materials from the following:

3A. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____
Materials/Service Provided: _____

Key Customer Information

List only Key Customers, those who would need and expect personal notification from you. Include those customers who would be offended or take their business elsewhere if they were not contacted. Being proactive in contacting important customers can go a long way in mitigating losses.

You may use this form to:

1. Keep a list of your key customers that you need to contact in the event of a disaster, and
2. Where these customers can obtain alternative resources until you reopen.

*Keep one copy of this list in a secure place on your premises and another in an off-site location.
Save a blank version of this form to produce additional copies as needed.*

KEY CUSTOMERS

1. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

If my company experiences a disaster, my customer will obtain supplies/materials from the following:

1A. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

2. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

If my company experiences a disaster, my customer will obtain supplies/materials from the following:

2A. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

3. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

If my company experiences a disaster, my customer will obtain supplies/materials from the following:

3A. Company Name: _____
Street Address: _____ City: _____
Province/State _____ Country _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

Key Creditor Information

You may use this form to keep a list of the major creditors you need to contact in the event of a disaster.

*Keep one copy of this list in a secure place on your premises and another in an off-site location.
Save a blank version of this form to produce additional copies as needed.*

Creditors

Bank Name: _____
Street Address: _____ City: _____
Country: _____ Province/State _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

Bank Name: _____
Street Address: _____ City: _____
Country: _____ Province/State _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

Bank Name: _____
Street Address: _____ City: _____
Country: _____ Province/State _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

Bank Name: _____
Street Address: _____ City: _____
Country: _____ Province/State _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

Bank Name: _____
Street Address: _____ City: _____
Country: _____ Province/State _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

Bank Name: _____
Street Address: _____ City: _____
Country: _____ Province/State _____ Postal/Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Contact Name: _____ Account Number: _____

Key Contacts

You may use this form to list the key contacts for administration of your business. Key contacts consist of those you rely on for administration of your business, such as your bank, your creditors, your insurance agent, accountant, etc. They also include services in the community you need to help you resume operations, such as utilities, emergency responders, media outlets, business partners and business organizations.

Your key customers are an essential part of this list. If you have more than 20 key customers, you should use the Vital Records form instead of listing each one here to avoid making your business continuity plan too bulky.

Save a blank version of this form to produce additional copies as needed.

Type of Contact:

<input type="checkbox"/> Accountant <input type="checkbox"/> Bank <input type="checkbox"/> Billing/Invoice Service <input type="checkbox"/> Benefits Administration <input type="checkbox"/> Building Manager <input type="checkbox"/> Building Owner <input type="checkbox"/> Building Securing <input type="checkbox"/> Creditor <input type="checkbox"/> Electric Company <input type="checkbox"/> Emergency Management Agency	<input type="checkbox"/> Gas/Heat Company <input type="checkbox"/> Hazardous Material <input type="checkbox"/> Hospital <input type="checkbox"/> Insurance Agent/Broker <input type="checkbox"/> Insurance Company (Claims) <input type="checkbox"/> Key Customer/Client <input type="checkbox"/> Local Newspaper <input type="checkbox"/> Local Radio Station <input type="checkbox"/> Local Television Station <input type="checkbox"/> Mental Health/Social Services	<input type="checkbox"/> Police Department (Non-Emergency) <input type="checkbox"/> Public Works Department <input type="checkbox"/> Small Business Administration Office <input type="checkbox"/> Telephone Company <input type="checkbox"/> Other
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Explain: _____

Name of Business Service: _____
 Account Number (if relevant): _____
 Materials/Service Provided: _____
 Street Address: _____
 City, Province, Postal Code: _____
 Company Phone (Main): _____
 Primary Contact: _____ Title: _____
 Primary Contact Phone: _____ Primary Contact Cell: _____
 Primary Contact Pager: _____ Primary Contact Fax: _____
 Primary Contact Email: _____
 Alt Contact Person: _____ Title: _____
 Alt Contact Phone: _____ Alt Contact Cell: _____
 Alt Contact Pager: _____ Alt Contact Fax: _____
 Alt Contact Email: _____
 Website Address: _____

Recovery Notes: _____

Employee Contact List

You may use this form to gather information on employees (and the business owner) so that each person can be contacted at any time or place. After you have entered all your employees, assign a number to "Call Order" for each employee. You may choose to sort your employee list alphabetically or by call-down order.

Maintain an up-to-date copy of contact information for each employee in an accessible and secure location.

Save a blank version of this form to produce additional copies as needed.

Name: _____

Position: _____

Key Responsibilities: _____

Home Address: _____

City, Province, Postal Code: _____

Home Phone: _____ Cell Phone: _____

Office Phone: _____ Pager/Beeper: _____

Fax: _____

Email: _____ Work Email: _____

Emergency Contact: _____ Relationship: _____

Emergency Contact Phone: _____ Alt. Phone: _____

Notes:

Call Order: _____

Employee Certifications:

- First Aid
- Emergency Medical Technician (EMT)
- CPR
- Ham Radio
- Special Licenses- (*specify*):

Other:

Key Employee Data Collection Form

Name: _____

Title: _____

Address: _____

City/Province/Postal Code: _____

Home Phone: _____ Office Phone: _____

Pager: _____ Email: _____

Alternate Phone: _____

Please return completed form to: _____

Note: The information you provide will be part of the Company's Business Continuity Plan. In the event of a disaster, management may need to contact you away from work to inform you of changes in work hours or locations. Your contact information will only be available within the recovery plan that will have limited distribution.

Employee Mitigation Checklist

It may be beneficial for your company to assist employees in ensuring they and their families are taken care of in an emergency. By doing so, employees will be able to perform their critical duties during an emergency rather than tending to family issues. Employees may take actions to ensure that their homes are protected from the effects of disasters. The following checklist may be duplicated and completed by each employee. It provides a basic list of activities each employee should consider to make their homes more disaster resistant.

Save a blank version of this form to produce additional copies as needed.

Place of Residence

- _____ Homeowners or renters Insurance Policy # _____
- _____ Flood Insurance Policy # _____
- _____ The home or apartment is located within the 100 year floodplain
- _____ The home or apartment has adequate storm protection (storm shutters, 3/4" plywood) for every window and door
- _____ The home has been inspected to determine if it is in need of structural retrofitting
- _____ Developed an inventory of household items and other personal property (include photograph or videotape of the home or apartment and all personal property)

Family and Personal Protection

- _____ Received training or orientation on disaster preparedness and home mitigation
- _____ Developed a home disaster preparedness plan
- _____ Prepared a disaster survival kit (include canned food items, can opener, bottled water, flashlights, battery powered radio, fresh batteries, first aid and sanitary supplies)
- _____ Obtained an Emergency Weather Radio from Weather Radio Canada to monitor severe weather events
- _____ Identified a space for immediate in place sheltering (such as bathroom or closet)
- _____ Considered alternate housing arrangements in the event of an evacuation or damage to home or apartment

Disaster Preparedness

Preparedness involves understanding the effects of disasters, the actions that must be taken to respond to and recover from these events, as well as what can be done to mitigate future losses. Preparing for a disaster includes educating employees about actions they can take to lessen their personal losses, as well as what special actions or emergency duties they will be expected to assume at the workplace.

The safeguarding of data, records, and equipment will ultimately save time, money and aggravation in the event a business suffers damage from a disaster. Regardless of whether the data, records, or equipment is irreplaceable, developing a strategy for protecting and preserving these vital aspects of business is essential. In addition to protecting these critical assets, a business owner should consider establishing a team of employees who will assemble after a disaster to assist in evaluating building damage and inventory loss. The recovery team may require a special orientation or training, but can be very useful in restoring the business to full operation.

- ❑ Have you identified your business vulnerability to disasters and performed risk assessment?
- ❑ Are your employees aware of what their roles will be before, during and after a disaster (emergency procedures check-list)?
- ❑ Have you established methods to protect your facility and back-up your data?
- ❑ Have you established off-site record storage or an alternate business location?

Hazard Identification/Vulnerability Analysis

Fill in the blank rows with other types of hazards (equipment failure, computer virus, etc). Rate each item on the column head on the scale from 1 (Low) to 5 (High).

- 1) Probability (of each hazard occurring)
- 2) Human impact (injuries and/or losses), property impact (physical damage to building structure and contents)
- 3) Business impact (cost to restore damage + profit lost due to business interruption + fixed cost)
- 4) Internal resources are available for immediate access during emergency or business disruption (e.g. designated emergency manager, fire extinguisher, power backup, etc.)
- 5) External resources are available upon request/through contract (e.g. local emergency management office, hazardous materials response, hospitals, utilities, etc). Rank these on the scale from 5 (Weak) to 1 (Strong).

Calculate the total score for each hazard by adding the ratings across the row. **The higher the score, the more vulnerable your business is.**

*Save a blank version of this form to produce additional copies as needed.
Keep one copy of this list in a secure place on your premises and another in an off-site location*

HAZARD	Probability	Human Impact	Property Impact	Business Impact	Internal Resources	External Resources	Total
	High-Low 5-1	High Impact-Low Impact 5-1			Weak Resources	5-1 Strong Resources	
Loss of Funding							
Workplace Violence							
Succession (loss of leadership position)							
Hazardous Spills							
Power Outages							
Flooding							
Out of Business due to road construction or nearby disaster							
Fire							

Building Safety Survey

Protecting your building can be very time consuming and labour intensive. It is important to be proactive and accomplish as much as possible in advance. Maintaining your buildings integrity should be a priority regardless of its location. An effective way to protect a building against a disaster is assess its basic structural integrity to ensure that protective measures have been taken.

This document serves as a guide to business owners in ensuring their business is well prepared for any type of disaster. It also serves as a safety checklist before a disaster and a guide to get back on track after a disaster.

*Save a blank version of this form to produce additional copies as needed.
Make copies of this form for each occupied building.*

Building:	Supervisor:	
Inspected By:	Date Completed:	Contacts:

- Note:**
- **X** in the YES column means that no defect was observed at the time of the inspection.
 - **X** in the NO column means that action is required by the supervisor or FP&M.
 - **X** in the NA column means that the item is not applicable.

General Building

1. 911 Emergency phone number posted at each telephone.
2. Warning signs posted for hazardous areas and operations.
3. Floors free of tripping or slipping hazards.
4. All areas clean and uncluttered.
5. Ladders appropriate for task and in good repair.
6. Department machinery in good repair and switches accessible.
7. Department machinery moving parts and pinch points guarded.
8. Space heaters and unguarded fans absent.
9. Building evacuation routes posted.
10. Municipal Occupational Safety Compliance Notice posted.

YES	NO	NA

Safety Equipment

1. Appropriate first-aid kit is available.
2. Appropriate personal protective equipment provided, stored clean and dry and is in good repair.
3. Respirator users (including disposable masks) are trained and fit tested.

YES	NO	NA

Fire Safety

1. Combustibles absent in corridors, stairways, near heat sources, and in concealed areas.
2. Corridor doors closed or equipped with electromagnetic closures.
3. Exits and aisles unobstructed and free of tripping hazards.
4. All fire extinguishers and fire alarm pull stations unobstructed.
5. Emergency evacuation policy available and known by building occupants.
6. Door closers installed where needed and are in good repair.

YES	No	NA

Chemical Safety

1. Eye wash and safety shower unobstructed.
2. All chemical containers appropriately labeled.
3. Gas cylinders secured, away from heat sources and capped if not in use.
4. Chemical storage areas free of ignition sources.
5. Incompatible chemicals stored separately and all chemicals stored by hazard category.
6. All rooms appropriately placarded.
7. MSDS available for chemicals.

YES	NO	NA

Building Equipment Safety

1. All machines are in good repair.
2. All machinery moving parts and pinch points are guarded.
3. Clearance around floor mounted machinery is at least 24 inches and control switches are easily accessible.
4. Doors in good condition - fire doors latch closed.
5. Exit signs properly illuminated.

YES	NO	NA

Electrical Safety

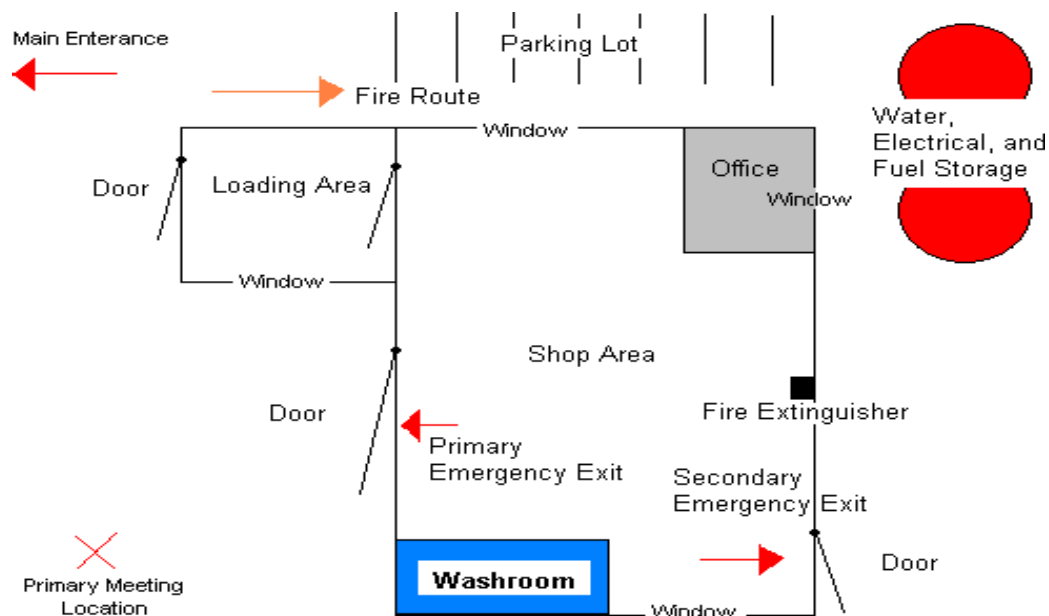
1. Ungrounded 2 pronged electrical plugs (excluding small commercial, UL approved appliances and grounded tools) are absent.
2. Electrical extension cords (excluding temporary use less than 1 day - cord with 3 conductor wires) are absent.
3. Damaged electrical cords and temporary electrical repairs are absent.
4. Electrical cube taps, "cheater" plugs, and unbreakered power strips absent.
5. Circuit breaker panels and disconnects unobstructed and labeled.
6. Adequate lighting for the task.
7. High Wattage Equipment (i.e. refrigerators, copiers, coffee machines) plugged directly into wall outlet.
8. All outlets equipped with 3-pronged socket.

YES	NO	NA

Building Schematics

Save a blank version of your building schematics and evacuation plan to produce additional copies as needed.

You may wish to include a copy of the building schematic/layout when developing your Business Continuity Plan. In doing so, you will provide a visual representation of your building for use in your business recovery. Much of the documents provided in this guide are to be done at the senior management levels, however, ensuring a detailed building schematic is included will allow for all employees to be aware of such things as: emergency exits, alternate exits, danger areas, meeting locations, and fire routes. Posting this information is also recommended and will allow for employees to become familiar with emergency evacuation plans. Having a copy of such documents at a recovery or alternate location will allow for you to assist emergency services in the case of an emergency. As well, it should be available for Health and Safety Committees, First Response Services, and employees at all levels.



This simple building schematic is very basic but includes essential items, locations, and information that should be included in your Business Continuity Plan. Emergency evacuation of the building should be rehearsed on a regular basis so that employees know what their duties are in such an event. A well-rehearsed plan will assist in ensuring the continuity of your business.

Equipment/Machinery/Vehicles

You may wish to identify the key equipment/machinery necessary to perform your essential business functions, i.e. the equipment or machinery that would shut you down or severely curtail production of goods or services if it failed. This could include tools and spare parts vital to operation of equipment. You may also want to list company-owned vehicles.

When there is warning of a natural disaster, you might decide to take some of your equipment or machinery that can easily be moved to a safe place, so that it can be used at your recovery location. In that case, you would want to list equipment or machinery you currently own or lease. Some disasters occur without warning though, so you want to be sure to have alternates available.

Note: Computer equipment should be listed in the Computer Equipment and Software form; telecommunications equipment in the Voice/Data Communications form; and office furniture for your recovery location in the Miscellaneous Resources form.

Save a blank version of this form to produce additional copies as needed.

Item: _____

Model: _____

Status: Currently In use Will Lease/Buy for recovery Location

Primary
Vendor/Supplier: _____

Alternate Vendor/Supplier: _____

Recovery Location for Installation: _____

Related Business function(s): _____

Backup Available: Yes No

Order time for Replacement: _____

Recovery Notes:

Computer Equipment and Software

Use this form to list the computer equipment, hardware and software you will need to fulfill your critical business functions.

If you go to a recovery location, it is likely you will need to lease or purchase computer equipment and replace your software. You may use this form to list what you would order, and in the 'Title & Version or Model No.', write "Unknown," or similar words, if you do not yet have that information. Be sure to explain in Recovery Notes. The important thing is that your final plan includes what you need to perform your critical business functions.

If you plan to order multiple items of the same type- e.g. keyboards or mouse- you can condense the information into one record. You can list relevant details in Recovery Notes.

When there is sufficient warning about an event, you might decide to move some of your computer equipment and software to a safe place, so that it could be utilized at your recovery location. In that case, you would want to list equipment you currently own or lease and/or software that you would take, and in the Status field check "Currently in Use." Some disasters occur without warning though, so be sure you have alternates available.

If you currently own/lease the item, choose the supplier/vendor(s) based on which one(s) you would use to replace the item if it were damaged in a disaster. It is always advisable to have an alternate vendor in case your primary vendor is unavailable.

*Save a blank version of this form to produce additional copies as needed.
Keep one copy of this list in a secure place on your premises and another in an off-site location.*

Item: _____

Type: Computer Hardware Computer Software
Status: Currently in use Will lease/buy for recovery location

Primary Supplier/Vendor: _____ # _____
Alternate Supplier/Vendor: _____ # _____

Title & Version or Model Number:

(Enter Unknown if hardware/software is to be leased/bought for recovery location)

Serial Number: _____ Purchase/Lease Date: _____
Purchase/Lease Price: _____ Recovery Install Location: _____

Quantity (equipment) or No. of Licenses (Software):

License Numbers (enter one per line):

Recovery Notes:

Vital Records

You may use this form to identify records that are vital to perform your critical business functions. Use “Media” to indicate if the record is print version, on CD, or diskette, etc...

*Save a blank version of this form to produce additional copies as needed.
Keep one copy of this list in a secure place on your premises and another in an off-site location.*

Name of Vital Record:

Media:	<input type="checkbox"/> Network <input type="checkbox"/> Hard Drive <input type="checkbox"/> Laptop <input type="checkbox"/> CD <input type="checkbox"/> Diskette	<input type="checkbox"/> USB/Zip Drive <input type="checkbox"/> Print Version <input type="checkbox"/> Internet <input type="checkbox"/> Other Explain:
Is it backed up?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
How often is it backed up?	<input type="checkbox"/> Hourly <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly	<input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Yearly <input type="checkbox"/> Never
Where is it stored?		
Can the Record be recreated?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Business function it supports:

Recovery Notes:

Voice/Data Communications

Use this form to list your voice and data communications needs. Communication with employees, vendors, customers, emergency officials and other key contacts is vital to your ability to resume business operations following a disaster event. This form should be used to determine what telecommunications equipment you need to help you with that communication.

If you go to a recovery location, it is likely you will need to lease or purchase telecommunications equipment. You may use the Voice/Data Communications form to list what you would order, and in the 'Description and Model No.' field, write "unknown" or similar words, if you do not yet have the information. Be sure to explain in the Recovery Notes.

If you plan to purchase or lease multiple items of the same type- e.g. telephones- you can condense the information into one record. List the relevant details in Recovery Notes.

Save a blank version of this form to produce additional copies as needed.

Type of Service:	<input type="checkbox"/> Telephone <input type="checkbox"/> PBX w/ ACD (Private Branch Exchange w/ Automatic Call Distribution) <input type="checkbox"/> PC Data Communications <input type="checkbox"/> Cell Phone	<input type="checkbox"/> Fax Machine <input type="checkbox"/> Two Way Radio & Pager <input type="checkbox"/> Other Explain: _____ _____ _____
-------------------------	--	--

Description & Model Number: _____
(Enter Unknown if telecommunications item is to be leased/bought for recovery location)

Status:	<input type="checkbox"/> Currently In Use	<input type="checkbox"/> Will lease/buy for recovery location
Voice Communications Features:	<input type="checkbox"/> Voice mail <input type="checkbox"/> Speaker <input type="checkbox"/> Conference	<input type="checkbox"/> Conversation Recorder <input type="checkbox"/> Other Explain: _____
Data Communications Features:	<input type="checkbox"/> Cable <input type="checkbox"/> DSL <input type="checkbox"/> T-1	<input type="checkbox"/> Dial-up <input type="checkbox"/> Other Explain: _____

Quantity: _____
 Primary Supplier/Vendor: _____
 Alternate Supplier/Vendor: _____
 Recovery Install Location: _____
 Recovery Notes:

Miscellaneous Resources

You may use this form to list the basics to make your recovery site operational, such as office furniture, safes, mail bins, and other items needed for the recovery location. Consider any unique recommendations for people with special needs.

Save a blank version of this form to produce additional copies as needed.

Item	Quantity	Primary Supplier/Vendor	Alternate Supplier/Vendor	Recovery Install Location
• Chairs				
• Desks				
• Extension/drop cords, surge protectors and power strips				
• File Cabinets				
• Mail Bins				
• Portable Air Conditioners/ Heaters				
• Safes				
• Tables				
• Waste Baskets				
• Others (list):				

Impact (Loss) Reduction

No Cost Alternatives

- Identify 2 or 3 supply sources for emergency plywood window coverings.
- Ask your insurance company or agent about policy coverage and prices.
- Write a short checklist of recovery action items for your company.
- Make an appointment with the local Red Cross Chapter to assist in the development of employee disaster plans.
- Elevate inventory after consulting your local or regional conservational authority Flood Maps.
- Write a check-list for how to stay informed of weather watches and warnings.
- Discuss with your employees how they will communicate with you or report to work in the event of a disaster, especially if there is a loss of power or road closures (back up number/communication system). Also, establish a “rally point” or possible relocation site.

Under \$500 Alternatives

- Purchase a first aid kit and have staff attend Red Cross First Aid/CPR training (Workplace Safety courses).
- Purchase a NOAA Weather Alert Radio.
- Buy emergency supplies for your business, home and vehicle.
- Purchase and maintain a camera and film (property/damage documentation).
- Store valuable contents on shelves above base flood elevation.
- Calculate the cost of business interruptions for one week, one month and six months.
- Purchase a small back-up generator and spare fuel.
- Maintain your sump pump.
- Store duplicate records off-site (small firm).
- Purchase a removable computer storage device; store data off-site.
- Purchase plywood shutters.

Over \$500 Alternatives

- Purchase and install a multi-KV generator, pre-wired to the building’s essential electrical circuits.
- Install permanent shutters, hurricane straps/anchors to enhance your facility’s resistance to wind pressure and wind-borne debris.
- Re-roof with Class A fire-resistant shingles.
- Hire an engineer or consultant to identify structural weak points.
- Conduct a one-hour drill simulating the occurrence of a tornado, bomb threat or other disaster.
- Send the key safety/emergency response employee to several days of training or conferences.
- Purchase additional insurance (business interruption, flood, etc.).
- Store duplicate records off-site (larger firm).
- **Establish a phone voice-mail system and/or a toll free employee disaster hotline.**

Disruptions of Service

Disruptions are handled in 3 steps:

1. response;
2. continuation of critical services; and
3. recovery or restoration.

Incident response involves the deployment of teams, plans, measure and arrangements. The following tasks are accomplished during the response phase:

- incident management;
- communications management; and
- operations management.

Incident Management includes the following measures:

- notifying management, employees, and other stakeholders;
- assuming control of the situation;
- identifying the range and scope of damage;
- implementing plans
- identifying infrastructure outages; and
- coordinating support from internal and external sources.

Communications Management

Communications management is essential to control rumours, maintain contact with the media, emergency services and vendors, and assure employees, the public and other affected stakeholders. Communications management requirements may necessitate building redundancies into communications systems and creating a communications plan to adequately address all requirements.

Operations Management

An Emergency Operations Center (EOC) can be used to manage operations in the event of a disruption. Having a centralized EOC where information and resources can be coordinated, managed and documented helps ensure an effective and efficient response.

Continuation

Ensure that all time-sensitive critical services or products are continuously delivered or not disrupted for longer than permissible.

Recovery and Restoration

The goal of recovery and restoration operation is to, recover the facility or operation and maintain critical service or product delivery. Recovery and restoration includes:

- re-deploying personnel;
- deciding whether to repair the facility, relocate to an alternate site, or build a new facility;
- acquiring the additional resources necessary for restoring business operations;
- re-establishing normal operations; and
- resuming operations at pre-disruption level.

Top 10 Ways to Stay in Business

- 1) Know your vulnerability ahead of time by conducting a risk assessment.
- 2) Take advantage of local resources to provide preparedness information and training for staff.
- 3) Communicate with your employees what their roles will be before, during and after a disaster (emergency procedures check-list).
- 4) Utilize and refine your emergency procedures checklist through drills and disasters.
- 5) Know your insurance policy and what it does and does not cover.
- 6) Designate a staff member or team that will lead the disaster response and recovery effort (site crisis manager, business continuity planner, etc.).
- 7) Identify your key personnel and critical business functions. Prioritize which functions need to come first within 2 hours, 8 hours, 12 hours, 24 hours, 48 hours, 72 hours).
- 8) Have back-up suppliers and vendors.
- 9) Consider the disaster's impact on your clientele.
- 10) **Reduce the impact of the disaster on your business by taking preventative steps NOW.**

City of Windsor Disaster Response and Recovery Events

The City of Windsor has developed, revised, and implemented an emergency response plan to deal with a wide range of disasters, whether natural or man made. The City of Windsor's Emergency Response Plan is a document that outlines in detail, the specific duties, tasks, and responsibilities of both municipal officials, and emergency services. Please refer to the City of Windsor's Emergency Response Plan for details on the events that will occur during the response and recovery phase of an emergency. An electronic copy of the City of Windsor's Emergency Response Plan is available at:

<http://www.windsorfire.com/city-of-windsor-emergency-response-plan/>

City of Windsor Emergency Resources and Services

The City of Windsor has developed a positive relationship with many local services, suppliers, and emergency services. Because of this, the City of Windsor has extensive access to resources to aid in the response to an emergency of any nature. Please refer to the Windsor & County of Essex Emergency Resource Handbook for further details on any of the resources and/or services.

Disaster Response

Response involves handling the emergency as it is impending and occurring. While a business continuity plan does not address the step-by-step procedures for handling specific hazards, a business owner may wish to develop a flip chart or set of standard procedures to follow in the event of an emergency (a sample response checklist is included in this section). It is primarily the role of government to respond to the specific crises and logistical concerns that arise during a disaster event. The most responsible action a business owner can take is to heed all government advice, particularly evacuation orders, and to encourage employees to do the same.

- ❑ Have business evacuation plans been developed and tested; are authorities aware of who has access to your business; who determines safe building re-entry; who begins clean up and recovery?
- ❑ Are there methods to provide continuous communication with employees, even if they are off-site?

Incident Response, Recovery & Restoration Must Knows

Save a blank version of this form to produce additional copies as needed.

- **Move to a safe place**

Leave building

If a partial or complete building evacuation is required, employees will quickly move to their pre-planned meeting points out the door. Conduct a roll call and report missing employees (and visitors).

Shelter in place

A severe thunderstorm, tornado or terrorist incident may dictate that employees seek safety in interior sections of the facility.

- **Determine the type and extent of the incident**
 - ❑ What happened?
 - ❑ When did it happen?
 - ❑ What is suspected cause?
 - ❑ What is the civil authority response?
 - ❑ When can you have access to the building?
 - ❑ What are the security issues?
 - ❑ What can you do to avoid additional damage?

 - ❑ **Alert Employees-** Notify employees of the incident, its impact, and what you want them to do. (It may be as simple as '*stay at home*' until further notice).

 - ❑ **Activate Business Continuity Plan**

- **Manage the Incident**
 - ❑ Gather your resources
 - ❑ Prepare your alternate site (if appropriate)
 - ❑ Activate your critical business functions/procedures

 - ❑ **Restore your business**

When you have resumed business operations- that is, you have recovered your critical business functions- take steps to fully restore your business.

 - ❑ **Debrief**

Learn from the business interruption. If needed, modify your business continuity plan to be better prepared for the next incident.

Disaster Recovery

Recovery involves restoring all aspects of a community damaged by a disaster. This also includes the private sector. It is important to remember that in the aftermath of a disaster, such as a flood, emergency crews will be assessing the damage, performing search and rescue efforts, cleaning up debris and beginning to restore essential services. During this period, travel will be difficult and strictly controlled. Evacuated and damaged areas will be secured by law enforcement until they are considered safe. Local law enforcement authorities will authorize reentry into these areas through the media. Although business owners will be anxious to return to their businesses as soon as possible after the disaster, they must be careful. Immediately after a disaster is a period of extreme danger due to downed power lines, potential traps from water, half downed trees, walls, and hazardous material spills. Even if a few more pieces of furniture or equipment get ruined in the disaster's aftereffects, it is not worth risking human life. Business owners should make no effort to return to their facility until approved by the appropriate authorities. Initially, authorities will begin allowing only limited reentry into evacuated areas. It is possible that reentry will only be allowed during the daylight hours. During this time, property owners may begin to assess the damage to their businesses and homes and begin the cleanup process. To facilitate reentry, business owners and employees should carry two forms of identification, including at least one photo identification to provide identification to authorities, or to alert family members in the event of an injury.

- ❑ Are there plans for conducting initial damage assessments and identifying perilous conditions?
- ❑ Will emergency power be available to supply critical operations, processes and emergency equipment?
- ❑ Do you have quick checklists available to contact emergency personnel, creditors and suppliers?
- ❑ Have you established post-emergency financing and investment strategies to protect assets?
- ❑ Have you planned for business restoration: maintaining essential facilities, establishing temporary facilities, ensuring key personnel report to work sites, restoring damaged utility systems and controlling access to the company? (A sample recovery checklist is included in this section).

Recovery Location

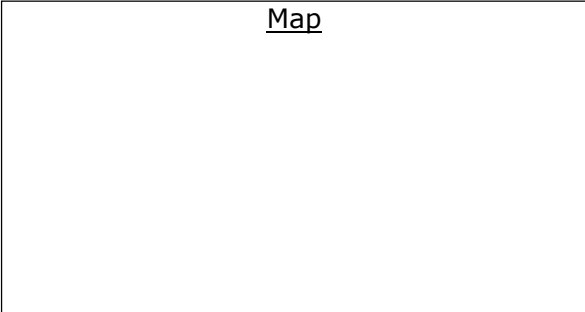
You may use this form to provide information on your recovery location, that is, where you will conduct business operations following a disaster. It could be at an alternate site, at a similar business through a mutual aid agreement, your own home, or if you are location dependant, at your primary place of business.

Note: If you have not secured a recovery location at the time you are starting to develop this business continuity plan, create an imaginary name, address ect., so you can continue with the planning process. You can still select which staff which will be assigned to the recovery location and which business functions will be performed there, and then move on to the following forms. When you have finalized all arrangements for a recovery site, return to the record and enter the actual name and address of the location.

Save a blank version of this form to produce additional copies as needed.

Recovery Location: _____
Street Address: _____ Country: _____
City, Province, Postal/Zip Code: _____
Building Owner/Manager: _____
Phone: _____ Alt Phone: _____
Pager: _____ Email: _____

Directions to Recovery Location:



Business functions to be performed at recovery location:

Employees who should go to Recovery Location:

- | | | |
|----|-----|-----|
| 1) | 7) | 13) |
| 2) | 8) | 14) |
| 3) | 9) | 15) |
| 4) | 10) | 16) |
| 5) | 11) | 17) |
| 6) | 12) | 18) |

Recovery Notes:

Ontario Disaster Assistance Relief Program

1. **Purpose-** the Ontario Disaster Relief Assistance Program (ODRAP) is intended to alleviate the hardship suffered by *private homeowners, farmers, business enterprises and non-profit organizations*, whose essential property has been damaged in a sudden and unexpected natural disaster, such as a severe windstorm, tornado, flood, forest fire or ice storm. ODRAP provides funds to those who have sustained heavy losses for essential items such as shelter and the "necessities of life." **ODRAP does not provide full cost recovery for all damages resulting from a disaster: it helps eligible recipients restore essential furnishings and property only to pre-disaster condition.**

ODRAP provides assistance when damages are so extensive that they exceed the financial resources of the affected individuals, the municipality and community at large. This program does not cover damages to privately-owned, non-essential property, nor to essential property where private insurance is normally available.

In the event of a natural disaster, individuals are expected to bear the initial responsibility for their losses. If the losses are so extensive that individuals cannot cope on their own, the municipality and the community at large are expected to provide support.

If the disaster is of such size and extent that damages are widespread, similar to that experienced during the 1998 Eastern Ontario ice storm, the Province of Ontario, in conjunction with the federal government, would initiate the Disaster Financial Assistance Arrangements (DFAA).

If municipalities have experienced extraordinary damage to public infrastructure due to a natural disaster, they should contact their local Municipal Services Office of the Ministry of Municipal Affairs and Housing to determine if sustained damages may be eligible for assistance.

How ODRAP Works

Disaster Declaration

The Minister of Municipal Affairs and Housing is authorized to declare a "disaster area" for the purposes of the ODRAP program. The municipal council asking for assistance under the ODRAP program must adopt a resolution outlining the following:

- a) the municipality's request for a disaster area declaration;
- b) whether all or a specified portion of the municipality is to be declared a disaster area.

The request for a disaster area declaration must be submitted to the Minister of Municipal Affairs and Housing **within 14 working days** of the date of the disaster.

The council resolution should clearly define/ identify the area which may be declared as the disaster area. Municipal boundaries may not coincide with areas damaged by the disaster. In this regard, municipalities should try to define all areas damaged by the disaster to ensure fair treatment to all affected residents. It is important to note that only damages **within the declared disaster area** are eligible for ODRAP funding.

The following is a list of costs covered by ODRAP:

Eligible Losses and Costs:

- restoration, repairs, or replacement to pre-disaster condition of a principal, year-round residence, farm buildings and principal business enterprise building
- essential furnishing of a private residence including refrigerator, freezer, furnace, stove, clothes washer and dryer
- tools or other items essential to the claimant's livelihood, including farm machinery and equipment
- for farms, replacement cost only of orchard trees
- for business enterprises, replacement of inventory at cost
- livestock fencing
- restoration, repair, or replacement to pre-disaster condition of churches, cemeteries, private schools, private clubs and other associations
- emergency expenses (e. g. evacuation costs, food and shelter, essential clothing)
- perishable food
- heat and light supplies (e. g. fuel for light and heat, heaters)

The following is a list of costs not covered by ODRAP:

Ineligible Losses and Costs:

- losses covered by insurance
- insurance deductible
- secondary residences (e. g. cottages)
- non-essential furniture (e. g. stereos, recreation room furniture)
- landscaping, fencing, driveways and retaining walls
- recreational vehicles (e. g. boats, snowmobiles)
- antiques and collections
- loss of revenue or wages
- losses recoverable at law

For more information on the Ontario Disaster Relief Assistance Program please visit <http://www.mah.gov.on.ca/Page237.aspx>

Requires Help _____ Requires No Help _____ No Answer _____ Date Called _____

MUNICIPAL AND SELF-ADMINISTERED POST DISASTER BUSINESS IMPACT SURVEY

Company Name: _____
Primary Contact: _____
Address: _____
Phone Number: _____

1. You're obviously open, are your hours back to normal? _____ Yes _____ No
 2. Are your facilities usable? _____ Fully usable _____ Partially Usable _____ Not Usable (go to #12)
 3. Damage to Facilities?
_____ Power _____ Phone _____ Water _____ Windows _____ Equipment _____ Roof
_____ Walls _____ Other _____
 4. When do you expect to get back to normal?
_____ 1-2 weeks _____ Within a month _____ 1-2 months _____ Over 2 months
_____ Don't know _____ Indefinite
 5. About how many work there? _____
 6. Are all of your people back to work? _____ Yes _____ No
 7. Other key factors hindering operations? What areas are creating problems for you?
_____ Access to business _____ Debris removal _____ Product supply _____ Financial/Business loans
_____ Short-term capital _____ Long-term capital _____ Legal _____ Water damage
_____ Training/Personnel _____ Customer base _____ Personal problems _____ Insurance settlement
_____ Housing _____ Construction/Contractor needs _____ Employees Transportation
 8. What percent of your normal revenue are you now generating? _____ %
 9. Which of the following can you now support with your current cash reserves?
_____ Payroll _____ Damage Repair _____ Inventory _____ Taxes
 10. Do you have business insurance? _____ Yes _____ No
 11. What kind of business are you in?
_____ Manufacturing _____ Wholesale _____ Service _____ Retail _____ Transportation
_____ Tourism _____ Other _____
 12. If not usable, what type of space is needed?
_____ Office _____ Industrial _____ Flex _____ Retail _____ None
Square footage desired: _____ Length of time _____ Permanent? _____
- Could you benefit from use of office suite(s)? _____ Yes _____ No
If yes, minimum space needed _____ number of phones/phone lines _____ Furniture
_____ Other _____
- How close to your current location must you be? _____

General Information
Public Alerting and Media Sources

Public Alerting in the City of Windsor consists of a variety of systems and approaches, including but not limited to, door-to-door notifications by fire, police or other municipal employees/community support groups, telephone notifications through 311/211 and the media. Future improvements and upgrades to public alerting capabilities will also include Internet notifications and all-channel radio and television alerts.

Local Media Sources

Radio

CBEF 540 AM
 CKWW 580 AM
 CKLW 800 AM
 CBE 1550 AM
 CIMX 88.7 FM
 CJAM 91.5 FM
 CKMR 93.9 FM
 CHYR 96.7 FM

Television

CBET Channel 9 (cable 10)
 CHWI Channel 16 (cable 6)
 COGECO Cable Channel 10 (cable 11)

Highway Information (Winter)

Windsor
 1-800-634-0002
 Southwestern Ontario (MTO)
 1-800-265-5407

Weather Information

<u>Environment Canada’s Atmospheric Environment Service Website</u> http://www.weatheroffice.ec.gc.ca	
<u>Local Recorded Weather Line (24 Hrs)</u> 519-257-7743	<u>Regional Weather Office (Toronto)</u> (Cannot use Cell Phone with number) 1-900-565-5555

Local Hospitals in Essex County

Windsor Regional Hospital

Metropolitan Campus

1995 Lens Ave

N8W 1L9

Emergency #:

519-254-5577

Ext. 52222

Western Campus

1453 Prince Road

N9C 3Z4

Quellette Campus

1030 Quellette Ave.

N9A 1E1

Emergency #:

519-973-4411

Ext. 34401

Community Crisis Center

Emergency Line.....519-973-4435

Amherstburg.....519-736-0255

Essex.....519-776-5757

Leamington... ..519-326-3528

Lakeshore.....519-973-4411 ext.3003

Alive Canada.....519-973-4411 ext. 3265

Emergency Shelters

The City of Windsor has agreements with several agencies throughout the region with regards to use of its facilities during an emergency. In addition to these already agreed upon locations, there are further efforts by municipal representatives to secure locations for use during a disaster. To gain information on the whereabouts of an Emergency Shelter, listen to your local media sources, as they will be advising the public on procedures in occupying the emergency shelters.

Note – alcoholic beverages, pets and weapons are not allowed inside emergency public shelters.

Related Websites for More Information

Public Safety Emergency Preparedness Canada

This site looks into some of the things that the Federal and Provincial governments are doing to help prepare for an emergency.

<http://www.psepc-sppcc.gc.ca/>

Federal Emergency Management Agency (FEMA)

Department of Homeland Security (READY)

These sites provide educational material for all ages. The focus of the site is to learn about emergency preparedness. Included for kids - stories, puzzles, games and quizzes.

<http://www.ready.gov/kids>

Emergency Management Ontario (EMO)

This site provides a glance at what Ontario has been doing in the way of emergency planning. Included in this site are tips for planning ahead in case of a disaster.

<http://www.ontario.ca/EMO>

For updates on current road conditions and border crossing times, please refer to:

www.mto.gov.on.ca/english/traveller

For public weather warning updates and current conditions, please refer to:

http://weather.gc.ca/warnings/index_e.html

www.theweathernetwork.com

Windsor / Essex County Health Unit

This site provides information about all health conditions found in the city and around the county. It covers such topics as air quality, disease prevention and control, water quality and West Nile updates

<http://wechealthunit.org/>

County of Essex

This site provides information on road detours, 211 and reverse 911 for the County. It also provides the links to all of the County municipalities (LaSalle, Tecumseh, Lakeshore, Amherstburg, Essex, Kingsville and Leamington).

www.countyofessex.on.ca

The Red Cross

The Red Cross offers support for communities that have been touched by disasters and emergencies. The site provides information on pre-planning for disasters, children's activities and information on volunteering and training in your community.

www.redcross.ca

Appendices 1.0

Glossary of Common Weather Terms

Advisory- Actual or expected weather conditions may cause general inconvenience or concern but are not expected to pose a serious threat to warrant a warning. May also be issued when conditions show signs of becoming favourable for severe weather.

Watch- Conditions are favourable for the development of severe weather. Caution should be taken. Watch the skies and listen for updates.

Warning- Severe weather condition is occurring or hazardous weather is highly probable. Severe thunderstorms or tornado warnings may be issued less than one hour in advance of the actual event. Other weather warning may be issued six to twelve hours in advance.

Your local radio and television stations are a good source for up-to-date weather warnings. The following warnings are provided to give you an understanding of what they could mean, and some possible precautions.

Severe Thunderstorm Warning- Severe storms, within the area specified, are occurring with one or more of the following conditions: heavy rain, damaging winds, hail at least 20 mm in diameter or intense lightning. A severe thunderstorm may produce tornados. You should take precautions including sheltering indoors, preferably in an interior room away from windows and doors.

Tornado Warning- One or more tornados have occurred or are occurring in the area specified or have been spotted. Take appropriate precautions. Go inside to the basement, if you have one, an interior room with no doors and windows is preferable, away from potential crumbling walls and flying debris. A closet or bathtub can be used as a safe spot as well. If outside, lie flat, in a ditch or low area, and be aware of the potential for flash flooding in these areas.

Freezing Rain Warning- Expect slippery walking and driving conditions. Possible damage to trees and power lines due to rain freezing on contact may occur. Travel will be hazardous. Avoid if possible in such conditions.

Heavy Rain Warning- 50mm of rain in less than one hour or 75 mm of rain in less than three hours, is sufficient to cause local or widespread flooding.

Wind Warning- Steady winds of 60 km/hr or more or gusts of 90km/hr or more for at least one hour. Take precautions by securing or putting away loose objects. Put your car away so that flying objects will not damage it.

Blizzard Warning- Snow and blowing snow, severe wind chill and reduced visibility to less than 1 kilometer. During the winter months be prepared for

blizzard conditions and be prepared to stay at home to wait out the storm. Good time for that survival kit.

Heavy Snowfall Warning- Snowfall accumulations of 15cm or more in 12 hours or less. Travel could be hazardous.

Winter Storm Warning- In Ontario, this warning is issued when two or more winter conditions (wind, snowfall, wind chill) reach warning proportions. Don't travel and do stay indoors. Again, good time for that survival kit.

Wind Chill Warning- Very cold temperatures along with wind create outdoor conditions hazardous to human activity. Stay indoors.

The Environment Canada website was used as a source for the information provided. Environment Canada maintains an Internet weather office at <http://weather.gc.ca/>. The site provides information on current weather conditions, along with weather warnings and special weather statements.

Appendices 1.1

Evacuation – What to do?

In some emergencies, municipal officials may request that you leave your home or place of work. Sometimes, the fire department may be the first emergency response agency to advise you to leave. The police or other municipal employees, as well as the use of 311/211 telephone notification system may assist them, or you may hear information and announcements on your local radio or T.V. stations requesting you to evacuate.

Should any of these situations described above occur and you are asked to leave, the following steps should be taken:

- ❑ Vacate your home or work when municipals officials request you to do so. Ignoring such a request could put you and your family's health or safety at risk.
- ❑ Listen to your local radio stations for information on the location of evacuation/reception centers.
- ❑ Leave a note for your family that you have left and where you have gone. This will also assist emergency workers who may be going door-to-door.
- ❑ Take your survival kit.
- ❑ Shut off utilities before leaving, if requested to do so. As part of your emergency planning, consult your local utilities. They can provide you with advice on the best way to do this.
- ❑ Lock your home and/or business.
- ❑ Leave via any designated evacuation routes.
- ❑ Register with the local reception centers so that you can be contacted and reunited with your family.
- ❑ Notify your family contact of your location and condition.

Suggested Disaster Evacuation Kit

These are some materials and supplies that should come into consideration when preparing your disaster evacuation kit for an evacuation in the wake of a disaster. A disaster evacuation kit should be prepared for your home and/or business.

- ❑ Foods (canned goods & nonperishable foods) that do not need cooling
- ❑ Drinking water in non-breakable containers (2 qt. per person daily)
- ❑ Special dietary food if required
- ❑ Identification, insurance policies, valuable papers & photos in a waterproof container
- ❑ Personal hygiene items such as: soap, deodorant, shampoo, toothbrush, toothpaste, aspirin, antacid, diapers, washcloth, towels, etc.

- ❑ Utensils such as: manual can opener, disposable plates, cups, forks, knives, spoons, napkins, etc.
- ❑ Prescription medications
- ❑ Specific medical information
- ❑ Personal aides such as: eyeglasses, hearing aids, prosthetic devices, etc.
- ❑ Books, magazines, cards, toys & games

- ❑ Infant care items such as: formula, baby food, and disposable diapers
- ❑ Battery-operated radio
- ❑ Flashlight or lantern
- ❑ First aid kit which includes: betadine solution, gauze bandages, adhesive tape, sterile pads, Band-Aids, triangular bandages, safety scissors, non-prescription medication
- ❑ Extra batteries for radio and flashlights

- ❑ Sleeping bag or blanket, sheet & pillow
- ❑ Change of clothing
- ❑ Rainwear
- ❑ Carrying container for items

Note – alcoholic beverages, pets and weapons are not allowed inside emergency public shelters.

Appendices 1.2

Suggested Disaster Supply List

These are items that you may wish to keep in constant supply in case of a disaster. As well, many of the items can be transferred into your disaster evacuation kit if necessary.

Canned goods and non-perishable foods that do not need cooking such as:

- dried fruit
- baby formula and food
- bread, cookies, and crackers
- peanut butter and jelly
- coffee and tea
- canned meats and fish
- canned fruits and vegetables
- canned soups and puddings
- canned fruit juices
- bottled water
- Manual can opener
- Prescription medication (2 week supply)
- Pet food
- Water purification tablets
- Disposable plates, cups, and utensils
- Infant care items such as disposable diapers, baby wipes, formula, and baby food
- First aid supplies
- Masking or duct tape
- Flashlight or lantern and extra batteries
- Battery operated radio and extra batteries
- Watch or battery operated clock
- Ice chest
- Extra flashlight or lantern bulbs
- Matches
- Canned heat (steno)
- Lamp or lantern with fuel supply
- Portable outdoor camping stove or grill with fuel supply
- Plastic trash bags
- Plastic sheeting or drop cloth
- Chlorinated bleach
- Fire extinguisher (ABC type)

Suggested Disaster Supply List Continued

- Other items that may be useful include:
 - work gloves
 - sun block
 - insect repellent
 - hammer
 - screwdriver
 - pliers and wrenches
 - handsaw
 - razor knife
 - ax or chain saw
 - rope and caulking
 - nails and screws
 - wire
 - bucket, mop, broom, scrub brush and rags
 - all-purpose cleaner
 - ladder
 - sandbags
 - portable generator
 - sheets of plywood
 - shovel, rake, and wheelbarrow
 - tree pruner

Appendices 1.3

Hazardous Materials Release

A hazardous material is defined as a substance (gas, liquid or solid) capable of creating harm to people, property and the environment, e.g. materials that are flammable, toxic, etc. A hazardous material emergency is defined as an incident wherein lives or property are threatened by an accidental release of a hazardous material/substance, or other controlled materials, as may be defined by the Environmental Protection Act, R.S.O. 1990.

In the event of a hazardous material emergency you may be requested to take certain precautions such as shelter-in-place or evacuate.

Shelter-in-Place - What to do?

Should you see or hear about a release of hazardous materials (chemical, biological, or radiological) into the environment, it may be accompanied by a request from municipal officials for residents to “shelter-in-place”. Shelter-in-place is the practice of going or remaining in doors during the sudden release of airborne hazardous materials. The following is a checklist of precautions that you should take:

- ❑ Close all windows.
- ❑ Close all outside and inside doors.
- ❑ Seal off cracks around doors and windows using a wide tape such as duct tape and a rolled damp towel.
- ❑ Turn off all fans, heating, air conditioning, any outside vents and/or ventilation systems.
- ❑ Do not use clothes dryer.
- ❑ Close any fireplace/stove dampers. Do not use fireplaces, woodstoves, gas stoves, etc.
- ❑ Go to an interior room, if available, (above ground- some chemicals are heavier than air and will enter at an underground location first).
- ❑ Close and/or lock windows and doors into the room.
- ❑ Take a radio and your emergency supplies/survival kit.
- ❑ Monitor radio or television broadcast for updates until advised it is safe to leave or evacuate.

Shelter-in-place requests are usually provided for short periods (a few hours). Therefore, you should not be concerned that the room you are in will run out of oxygen or that you will suffocate.

Appendices 1.4

Floods

Surrounded on three of four sides by large bodies of water, the Windsor and Essex County region has experienced various flood emergencies in the recent past. Flood damage costs Canadian taxpayers millions of dollars annually and is also a threat to our lives and families. Each of us has a responsibility to protect our families, homes, and businesses to the greatest extent possible. Do you live in a “defined flood zone? Does your home or business insurance policy provide you with coverage in the event of a flood? (Many policies require a specific addition to cover water damage from floods, as opposed to other types of water-related damage such as roof leaks, burst pipes, etc. If unsure of your exact coverage, please review with your insurance representative). By planning ahead and taking sensible precautions, you can minimize the impact of floods and flood damage.

Flood threats to particular areas (flood zones, low lying areas) can usually be forecast in a number of ways including:

- ❑ Constant evaluation of rising water tables that result from heavy rains,
- ❑ Surveys of snow melt and ice conditions in river drainage basins, and
- ❑ Meteorological observations and forecasts.

Flash or sudden flooding, in which warning time is extremely limited, can result from other causes such as earthquakes, tsunamis or tidal waves, hurricanes, violent storms or bursting of dams.

In any flooding or potential flooding event, the following actions should be taken:

- ❑ Listen to designated radio/TV, emergency alert systems for emergency instructions.
- ❑ Stay away from floodwater – do not attempt to swim, walk or drive through the area.
- ❑ Secure/bring in outdoor furniture or other items that might float away and become a potential hazard.
- ❑ If instructed, turn off utilities at main switches and unplug appliances – do not touch electrical equipment if wet.
- ❑ If deep water, allow it to flow freely in the basement – may avoid structural damage.
- ❑ Do not stack sandbags against the outside of the house – avoids direct pressure on the structure.
- ❑ Avoid downed power lines.
- ❑ Do not drink tap water until advised by the Health Unit that the water is safe to drink.

- Move valuable items and papers/documents to upper floors and once flood waters have receded you must not live in your home until the water supply has been declared safe for use, all flood contaminated rooms have been thoroughly cleaned and disinfected, adequate toilet facilities are available, all electrical appliances and heating/cooling systems have been inspected, food, utensils and dishes have been examined, cleaned or disposed of, and floor drains and sumps have been cleaned and disinfected.

After the Storm Has Passed

- If you are in an emergency public shelter, remain there until informed by those in charge that it is safe to leave.
- Stay tuned to your local radio or television station for advice and instructions from local government about medical care, food, housing, and other forms of assistance.
- Stay out of heavily damaged or flooded areas. These areas are dangerous. Your presence could interfere with essential rescue and recovery activities.
- Stay close to home until local hazardous conditions subside. Do not drive unless it is an emergency. Leave roads clear for emergency vehicles.
- Avoid sightseeing and unnecessary travel.
- Watch for and avoid downed power lines, broken glass, and standing water. Stay clear of utility repair crews working in your neighborhood.
- Limit phone calls to emergencies only.
- If electrical power is out, avoid using candles. Candles cause most fires during power outages.
- If water pressure is low or no water is available, drink water you stored before the storm.
- If appliances are damaged, exercise extreme caution when turning them back on.
- **Do not report** interruptions of electricity, water, or phone service during the storm. Service will be restored as soon as possible.
- **Do report** hazards such as downed, live, power lines or broken water mains to appropriate officials.
- If power is off, check refrigerated food for spoilage.
- Be suspicious of water. Boil water for 10 minutes to kill any disease-causing bacteria present.

Business Pandemic Planning Checklist

In the event of pandemic influenza, businesses will play a key role in protecting employees' health and safety as well as limiting the negative impact to the economy and society. Planning for pandemic influenza is critical. To assist you in your efforts, the Department of Health and Human Services (HHS) and the Centers for Disease Control and Prevention (CDC) have developed the following checklist for large businesses. It identifies important, specific activities large businesses can do now to prepare, many of which will also help you in other emergencies. Further information can be found at <http://www.pandemicflu.gov/> and <http://www.cdc.gov/flu/index.htm>.

Completed	In Progress	Not Started	1.2 Plan for the impact of a pandemic on your employees and customers:
			Forecast and allow for employee absences during a pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school and/or business closures, and public transportation closures.
			Implement guidelines to modify the frequency and type of face-to-face contact (e.g. hand-shaking, seating in meetings, office layout, shared workstations) among employees and between employees and customers (refer to CDC recommendations).
			Encourage and track annual influenza vaccination for employees (e.g. raw materials, suppliers, sub-contractor services/
			Evaluate employee access to and availability of healthcare services during a pandemic, and improve services as needed.
			Evaluate employee access to and availability of mental health and social services during a pandemic, including corporate, community, and faith-based resources, and improve services as needed. pandemic.
			Identify employees and key customers with special needs, and incorporate the requirements of such persons into your preparedness plan. retirees).
			increase or decrease in demand for your products and/or services during a pandemic (e.g. effect of restriction on mass gatherings, need for hygiene supplies).
			Determine potential impact of a pandemic on company business financials using multiple possible scenarios that affect different product lines and/or production sites.
			Determine potential impact of a pandemic on business-related domestic and international travel (e.g. quarantines, border closures).
			Find up-to-date, reliable pandemic information from community public health, emergency management, and other sources and make sustainable links.
			Establish an emergency communications plan and revise periodically. This plan includes identification of key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating business and employee status.
			Implement an exercise/drill to test your plan, and revise periodically.

Completed	In Progress	Not Started	1.3 Establish policies to be implemented during a pandemic:
			Establish policies for employee compensation and sick-leave absences unique to a pandemic (e.g. non-punitive, liberal leave), including policies on when a previously ill person is no longer infectious and can return to work after illness.
			Establish policies for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts).
			Establish policies for preventing influenza spread at the worksite (e.g. promoting respiratory hygiene/ cough etiquette, and prompt exclusion of people with influenza symptoms).
			Establish policies for employees who have been exposed to pandemic influenza, are suspected to be ill, or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave).
			Establish policies for restricting travel to affected geographic areas (consider both domestic and international sites), evacuating employees working in or near an affected area when an outbreak begins, and guidance for employees returning from affected areas (refer to CDC travel recommendations).
			Set up authorities, triggers, and procedures for activating and terminating the company's response plan, altering business operations (e.g. shutting down operations in affected areas), and transferring business knowledge to key employees.

Completed	In Progress	Not Started	1.4 Allocate resources to protect your employees and customers during a pandemic:
			Provide sufficient and accessible infection control supplies (e.g. hand-hygiene products, tissues and receptacles for their disposal) in all business locations.
			Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access.
			Ensure availability of medical consultation and advice for emergency response.

Completed	In Progress	Not Started	1.5 Communicate to and educate your employees:
			Develop and disseminate programs and materials covering pandemic fundamentals (e.g. signs and symptoms of influenza, modes of transmission), personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, contingency plans).
			Anticipate employee fear and anxiety, rumors and misinformation and plan communications accordingly.
			Ensure that communications are culturally and linguistically appropriate.
			Disseminate information to employees about your pandemic preparedness and response plan.
			Provide information for the at-home care of ill employees and family members.
			Develop platforms (e.g. hotlines, dedicated websites) for communicating pandemic status and actions to employees, vendors, suppliers, and customers inside and outside the worksite in a consistent and timely way, including redundancies in the emergency contact system.
			Identify community sources for timely and accurate pandemic information (domestic and international) and resources for obtaining counter-measures (e.g. vaccines and antivirals).

Completed	In Progress	Not Started	1.6 Coordinate with external organizations and help your community:
			Collaborate with insurers, health plans, and major local healthcare facilities to share your pandemic plans and understand their capabilities and plans.
			Collaborate with federal, provincial, and local public health agencies and/or emergency responders to participate in their planning processes, share your pandemic plans, and understand their capabilities and plans.
			Communicate with local and/or state public health agencies and/or emergency responders about the assets and/or services your business could contribute to the community.
			Share best practices with other businesses in your communities, chambers of commerce, and associations to improve community response efforts.

Source: <http://www.pandemicflu.gov/plan/pdf/businesschecklist.pdf> retrieved: 31 July 2006.