

BEEP BEEP!!!
Someone just got
run over by a bus!!!

A Review of
Continuity of Operations
Planning for the EMS
agency

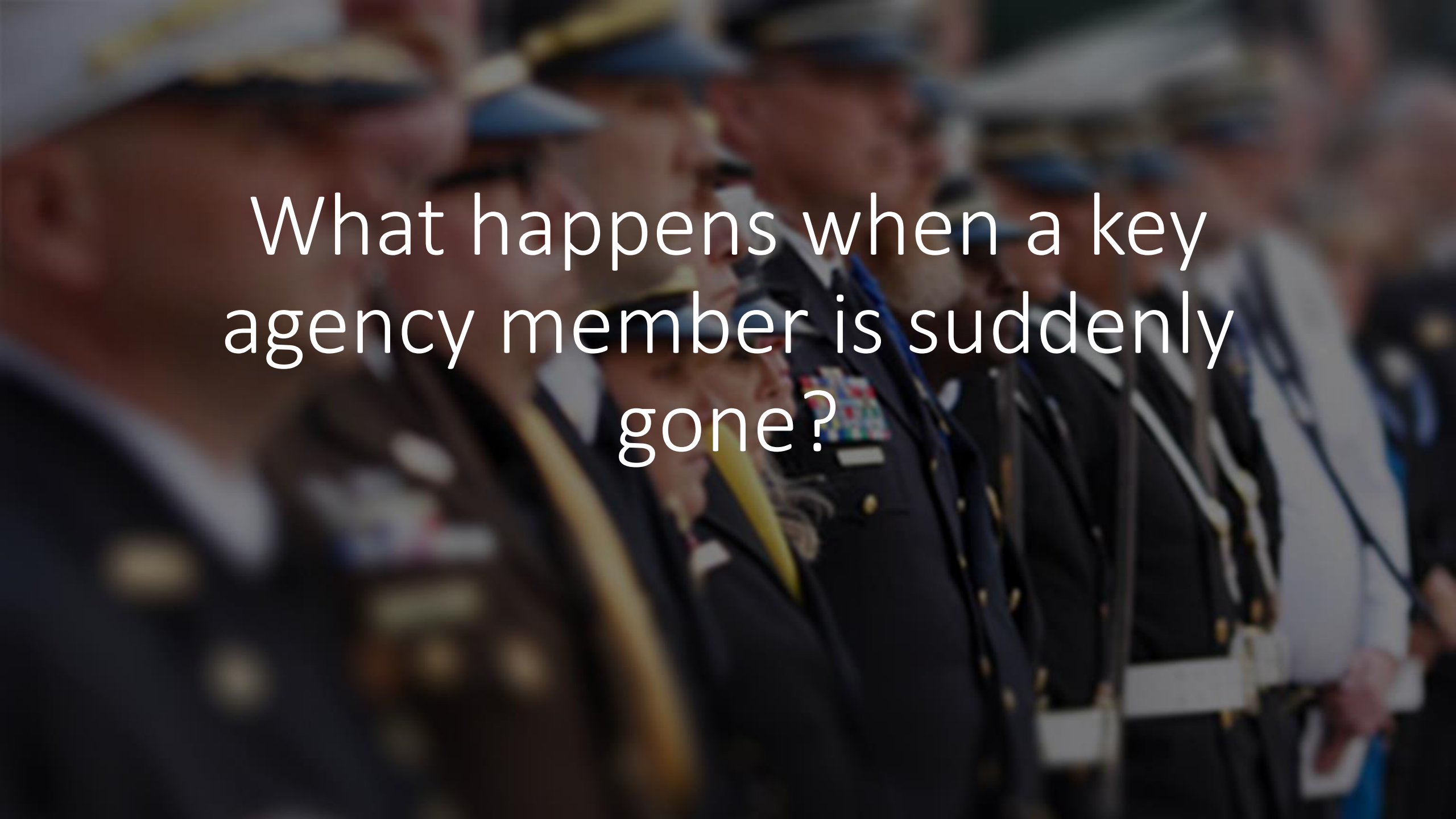


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Paramedic – Wayne County ALS





Thank you for having me!!!



What happens when a key
agency member is suddenly
gone?



What happens is your station
is lost to a disaster?

But it won't happen here...

Ala. ambulance station fully engulfed by fire

Crew was on a call at the time of the fire; station is a total loss

Feb 8, 2015

WAFF

HUNTSVILLE, AL — Monrovia, Harvest and Toney Fire Departments responded to a fire at a HEMSI ambulance station.

The fire happened around 2 a.m. and was located on the 1800 block of Jeff Road.

RELATED ARTICLES

- [Philly ambulance catches fire](#)

The building was fully engulfed in flames when firefighters arrived on the scene.

Read Full Story: [HEMSI ambulance station destroyed by fire](#)

Main Line Ambulance Station Catches Fire

By Dan Stamm

Published Mar 28, 2014 at 5:05 AM | Updated at 5:50 AM EDT on Mar 28, 2014



An overnight fire at the Narberth Ambulance Company left numerous ambulances damaged -- one vehicle gutted. (Published Friday, March 28, 2014)

Fire Guts Indiana Ambulance Station

5-31-13



KNIGHTSTOWN, Ind. (AP) — A paramedic says he saw fire coming from underneath an ambulance just before flames spread and destroyed an emergency services building in a small central Indiana town.

The fire burned through the roof of the Southwest District Ambulance Service building in Knightstown on Tuesday.

Eric McDaniel of the Knightstown Volunteer Fire Department says heavy smoke was coming from the roof when he arrived and firefighters cleared from the roof just before most of it collapsed.

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EMS/Fire Solutions Education

Finding the Ideal MIH Solution
5 Tips for Community Paramedicine



AMBULANCE STATION FIRE IN NJ

📅 February 19, 2018

Crews were on the scene of a Salem County fire early Monday morning.

A fast-moving fire destroyed the American Legion Ambulance Association building in Woodstown, N.J. overnight.

Firefighters were able to safely exit the building before the fire spread.

Fla. FF-paramedic dies at home after shift

Hazmat Firefighter-Paramedic Scott R. Neumann had just returned home after finishing his shift with Martin County Fire Rescue Station 16

Duty Death: Scott R. Neumann - [Stuart, Florida]

End of Service: 09/26/2019

Sep 30, 2019

By News Staff

MARTIN COUNTY, Fla. — Martin County Fire Rescue officials announced the death of Hazmat Firefighter-Paramedic Scott R. Neumann, who had just completed a shift at Station 16.

In a [Facebook post](#), MCFR extended their thoughts and prayers to Neumann's family, according to [Space Coast Daily](#).

RELATED ARTICLES

"While our fire family is hurting, we extend our love and support to Scott's family during this incredibly difficult time," the post read.

2 W. Va. paramedics die in ambulance crash

Paramedics Brittany Young and Ronald Dick II were killed in an ambulance crash after hitting the back of a tractor-trailer

Duty Death: Brittany Young, Ronald Dick II - [West Virginia]

End of Service: 08/10/2019

Aug 12, 2019

Editor's Note:

Understanding the risks inherent in EMS is critical to taking action to prevent death and injury in the line of duty. Learn more with [these EMS1 resources and analysis](#) by EMS1 Editor-in-Chief, Greg Friese.

Our thoughts are with the families and colleagues of Brittany Young and Ronald Dick II.

By EMS1 Staff

NICHOLAS COUNTY, W. Va. — Police are investigating a two-vehicle accident involving an ambulance that left two paramedics dead.

According to [WTAP](#), police responded to a crash on Saturday morning and found that a Jan-Care ambulance struck the back of a tractor-trailer parked in the right lane. Authorities do not know how long the trailer was parked there before the crash.

Nev. FD to honor FF-paramedic who died by suicide

Firefighter-Paramedic Robbie Pettingill battled PTSD from job-related stress

Oct 1, 2019

By News Staff

HENDERSON, Nev. — Officials with the Henderson Fire Department (HFD) announced the death of Firefighter-Paramedic Robbie Pettingill, who died by suicide on Sept. 17. He had been battling PTSD from job-related stress, [3 News Las Vegas reported](#).

The Henderson Fire Department is planning to honor Pettingill in a line-of-duty death memorial ceremony on Oct. 4.



Pettingill was a member of the HFD for 13 years and followed his father's footsteps to become a firefighter himself.

"Robbie was an exceptional firefighter who loved the job and was well-liked by his colleagues throughout the department," Fire Chief Shawn White said. "Firefighters face unique challenges from repeated exposure to traumatic and stressful events and often respond to situations where they can feel helpless, making them more vulnerable to suicidal thoughts. Our hearts go out to the Pettingill family and we urge anyone who is contemplating taking their own life to reach out to family, friends or community resources for help."

Today's Goal:

- To understand Continuity of Operations Planning (COOP) for EMS agencies and its importance upon the organization after a disaster or significant emergency event.



Why is COOP Important to EMS?

A Continuity of Operations Plan (COOP) is a process resulting in a strategy to ensure that essential functions continue during an emergency and its immediate aftermath.

Essential functions include business services (payroll and purchasing), communication (internal and external), computer and systems support, facilities maintenance, safety and security, and continuity of providing EMS service.

What other EMS
functions are considered
“essential”?

The Process Begins



Planning team should consider these in developing goals, objections and action plans:

1

How the COOP team will be designed so that essential functions can be operational no later than 12 hours after activation.

2

How the COOP team will be designed so that it can be sustained for up to 30 days.

3

How the COOP team will set priorities for re-establishing essential functions and maintaining the safety and well-being the community.

4

How the COOP team will ensure the agency has access to all service to continue functioning.

Primary Objectives:

- Ensure the continuous performance of the organization's essential functions during a disruption event.
- Protect essential facilities, equipment, vital records, and other assets.
- Reduce or mitigate disruptions to operations.
- Assess and minimize damage and losses.
- Facilitate decision making during a disruption event.
- Achieve a timely and orderly recovery from a disruption event and resumption of full operations.

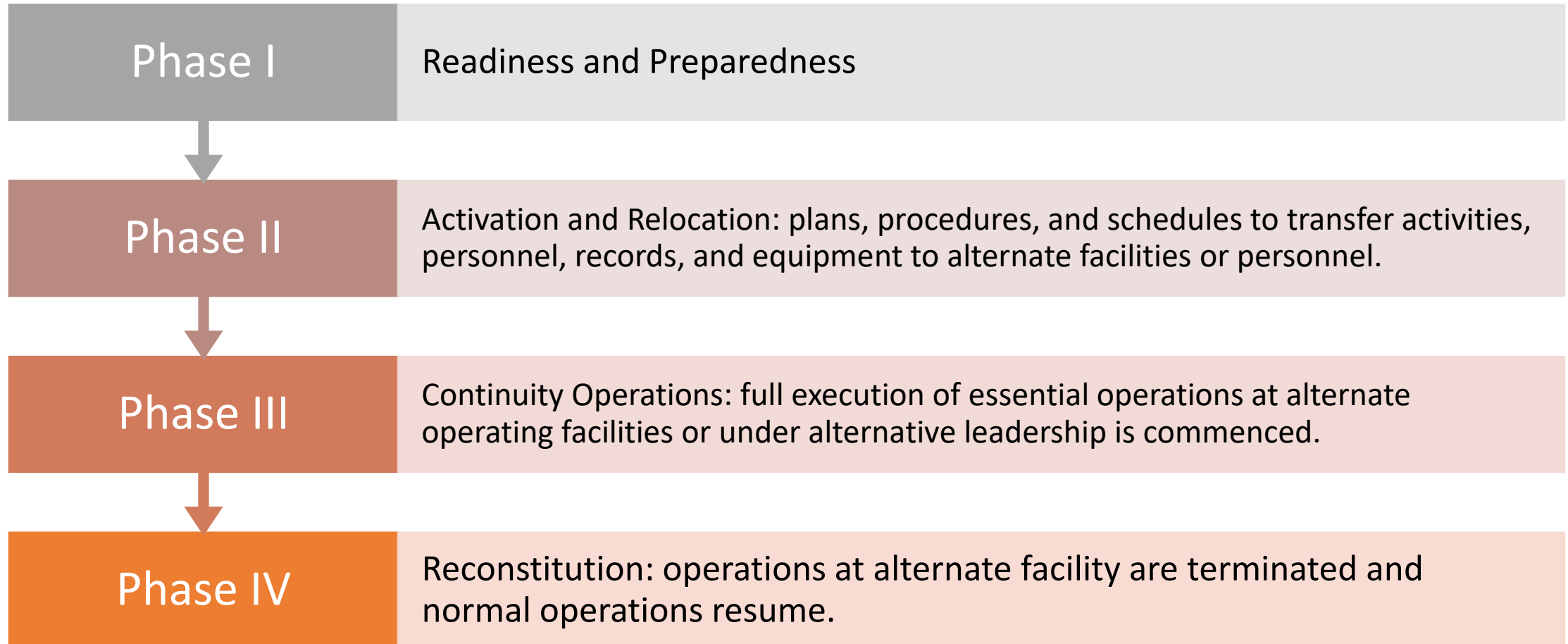


Additional Core Objectives:

- Ensure the safety of employees
- Ensure the continuous performance of a department or agency's critical functions during an emergency
- Protect essential equipment, records and other assets
- Reduce disruptions to operations
- Minimize damage and losses
- Achieve an orderly recovery from emergency operations
- Identify plans to ensure operational and managerial requirements are met before an emergency occurs



Phases of Continuity of Operations Activation:



Continuity of Operations Plan Elements



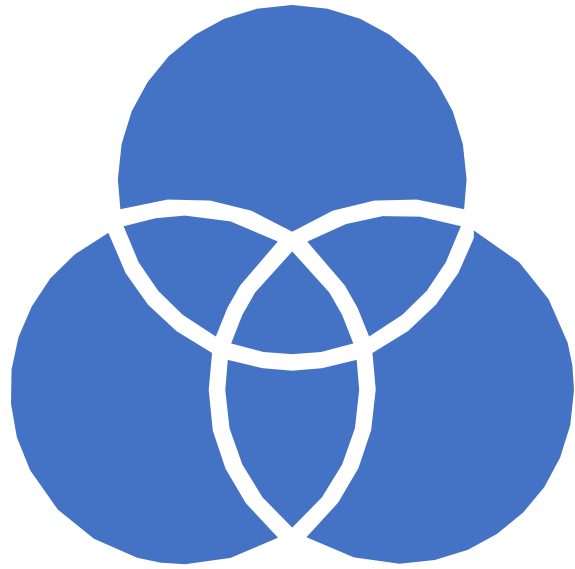
Essential Functions:

- The essential functions section should include a list of the organization or district's prioritized essential functions. Essential functions are those organizational functions and activities that must be continued under any and all circumstances. The essential functions section should include a list of the organization's prioritized essential functions. Essential functions are those organizational functions and activities that must be continued under any and all circumstances.



Orders of Succession:

- This section should identify orders of succession to key positions within the agency during an emergency when the current staff are unable or unavailable to execute their duties. Orders should be of sufficient depth to ensure the organization's ability to manage and direct its essential functions and operations.



Delegations of Authority:

- This section should identify, by position, the authorities for making policy determinations and decisions to act on behalf of the agency head, agency leadership, administrative board members and other key individuals. Delegations should specify at least two alternate authorities and any 6 limitations based on this delegation. *Legal counsel should review these delegations.*



Continuity Facilities:

- This section should explain the significance of identifying an alternate facility, the requirements for determining an alternate facility, and the advantages and disadvantages of each location. Performance of a risk assessment is vital in determining which alternate location will best satisfy an organization's requirements.



Vital Records:

- This section should identify what agency vital records are and how they will be handled. Vital records include electronic and hard copy documents, references and records needed to support essential functions during a COOP situation and to reconstitute normal operations after the emergency ceases.

Two Types of Vital Records:

Emergency operating records, i.e. Emergency operations plans and directives, Orders of succession, Delegations of authority, References for those who perform which essential functions

Legal and financial records, i.e. Personnel Records, Social Security Records, Payroll Records, Retirement Records, Insurance Records, Contract Records, Student Records, and Medical Records





Communications Continuity and Interoperability

- This section should identify available and redundant critical communication systems that are located at the alternate facility. These systems should provide the ability to communicate within the organization and outside the organization.

These communications systems should provide the ability to:



Communicate externally with staff, management, hospitals, medical direction, other agencies and organizations.



Communicate internally with staff.



Ensure connectivity between internal and external parties in the event that primary means of communication fail



Ability to operate at the alternate facility within 12 hours, and for up to 30 days.

Alert, Notification and Implementation Process:

- This section should explain the events following a decision to activate the COOP Plan. This includes employee alert and notification procedures and the COOP Plan implementation process. Consider development of a dark web site with critical emergency information prior to implementation as the result of an event.



Mission Critical Systems:

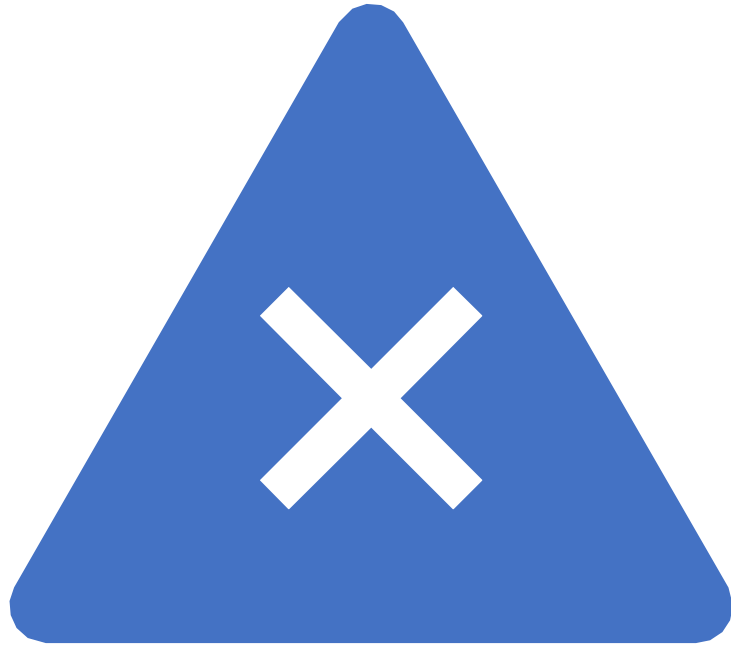
- This section should address the organization's mission critical systems necessary to perform essential functions and activities. Organizations must define these systems and address the method of transferring/replicating them at an alternate site, i.e. any items that an agency cannot do without, that may need to be evacuated with staff or that needs to be purchased for the alternate facility.





Human Capital Management:

- Human capital management is the sum of talent, energy, knowledge, and enthusiasm that people invest in their work. This section might include diagrams or charts that enhance all personnel's understanding of their position and duties during a COOP situation. Including a plan for keeping employees informed as to their status, can be part of this section.



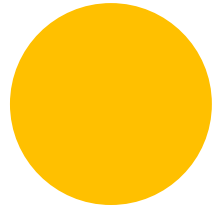
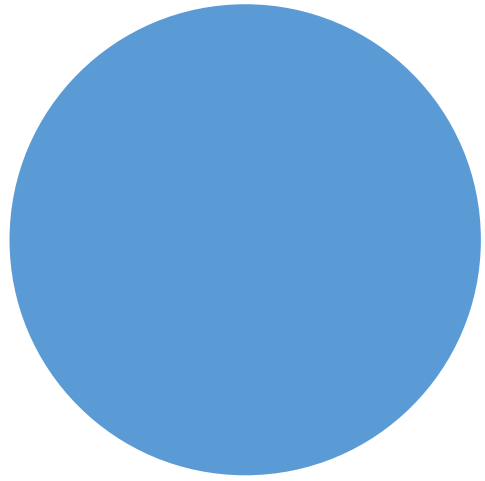
Devolution:

- The devolution section should address how an organization will transfer statutory authority and responsibility for essential functions in the aftermath of a worst-case scenario, one in which the leadership is unable or unavailable for an extended amount of time.



Reconstitution:

- This section should cover the process by which, staff and leadership resume normal operations, from the original (or replacement) primary operating facility.



Creating COOP Annexes

Authorities and References

- This annex should cite a list of authorities and references that mandate the development of this COOP Plan, and provide guidance towards acquiring the requisite information contained in this COOP Plan.

Operational Checklists:

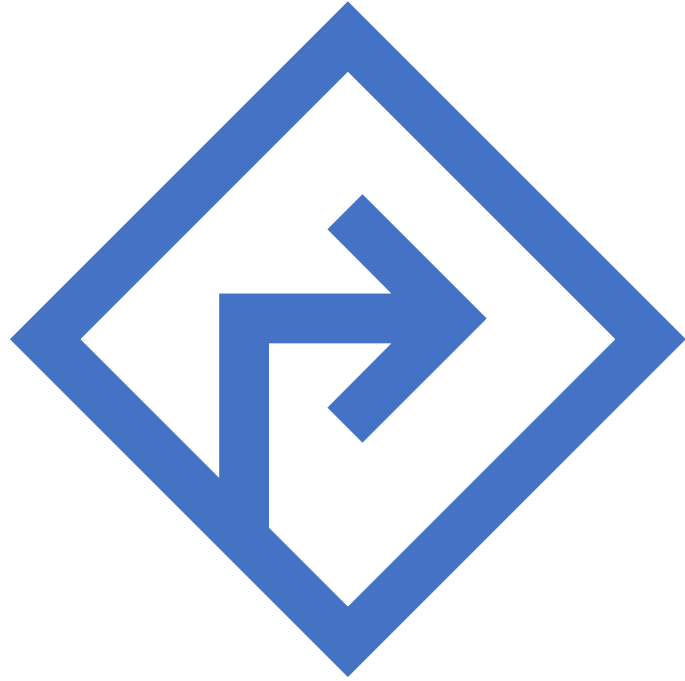


- This annex should contain operational checklists for use during a COOP event. Checklists may be designed to list the responsibilities of a specific position or the steps required to complete a specific task.
 - For example: Emergency Calling Directory, Vendor Contact Information, Key Personnel Roster, Essential Functions Checklist, Alternate Site Acquisition Checklist, Emergency Operating Records and IT Checklist and an Emergency Equipment Checklist.



Alternate Locations:

- This annex should include general information about the alternate location/facility, to include the address, points of contact, and available resources at the alternate location.



Maps and Evacuation Routes:

- This annex should provide maps, driving directions, and available modes of transportation from the primary facility to the alternate location. Evacuation routes from the primary facility should also be included.



Definition and Acronyms:

- This annex should contain a list of key words, phrases, and acronyms used throughout the COOP Plan and within the COOP community. Each key word, phrase and acronym should be clearly defined.



ADD

CLARIFY



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