

EXTENSION

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Logan, UT 84322-4900

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Dairy

August 2006

WELCOME NEW EXTENSION VETERINARIAN

Dr. David J. Wilson has joined the faculty at USU with an appointment as an Extension Veterinarian and also as an epidemiologist at the Utah Veterinary Diagnostic Laboratory.

Dr. Wilson comes with extensive experience in dairy cattle health and will greatly strengthen those efforts at USU. He recently completed a PhD degree at Cornell University in Epidemiology and Immunology. Prior to that, he had served at Cornell as a Senior Extension Associate for several years with special efforts on mastitis but also addressing a variety of problems of dairy cattle. He has also had several years of general veterinary practice experience. He has an extensive publication and speaking record as well as great experience in analysis of dairy records.

Dr. Wilson will be a great resource at USU. Please give him the opportunity to speak at dairy related meetings or to assist in resolving problems on the farm. I will continue to function half time as Extension Veterinarian and half time as Extension Program Leader for Agriculture.

Clell V Bagley, DVM

PLANNING FOR EMERGENCIES IN BUSINESS

Being prepared means being ready for any kind of emergency, be it hurricane, utility disruption or manmade disaster.

(Abstracted from "Ready Business" -
<http://www.ready.gov/business/index.html>)

How quickly your company can get back to business after a terrorist attack, a tornado, a fire, or a flood often depends on emergency planning done today. While the Department of Homeland Security is working hard to prevent terrorist attacks, the

lessons of the 1993 World Trade Center bombing, the 1995 Oklahoma City bombing and the September 11, 2001 terrorist attacks demonstrate the importance of being prepared.

When you also consider that the number of declared major disasters nearly doubled in the 1990's compared to the previous decade, preparedness becomes an even more critical issue. Though each situation is unique, any organization can be better prepared if it plans carefully, puts emergency procedures in place, and practices for emergencies of all kinds.

America's businesses form the backbone of the nation's economy; small businesses alone account for more than 99% of all companies with employees, employ 50% of all private sector workers and provide nearly 45% of the nation's payroll. If businesses are READY to survive and recover, the nation and our economy are more secure. A commitment to planning today will help support employees, customers, the community, the local economy and even the country. It also protects your business investment and gives your company a better chance for survival.

Ready Business outlines commonsense measures business owners and managers can take to start getting ready. It provides practical steps and easy-to-use templates to help you plan for your company's future. It also provides useful links to resources providing more detailed business continuity and disaster preparedness information. Business continuity and crisis management can be complex issues depending on the particular industry, size and scope of your business. However, putting a plan in motion will improve the likelihood that your company will survive and recover. The following information is a good start for small- to mid-sized businesses.

**Preparing makes good business sense.
Get ready now.**

I. Plan to Stay in Business

Business continuity planning must account for all hazards (both man-made and natural disasters). You should plan in advance to manage any emergency situation. Assess the situation, use common sense and available resources to take care of yourself, your co-workers and your business's recovery.

▪ **Be Informed**

Know what kinds of emergencies might affect your company.

▪ **Continuity Planning**

Carefully assess how your company functions, both internally and externally.

▪ **Emergency Planning**

Your employees and co-workers are your business's most important and valuable asset.

▪ **Emergency Supplies**

Think first about the basics of survival: fresh water, food, clean air and warmth.

▪ **Deciding to Stay or Go**

Shelter-in-place or evacuate, plan for both possibilities.

▪ **Fire Safety**

Fire is the most common of all business disasters.

▪ **Medical Emergencies**

Take steps that give you the upper hand in responding to medical emergencies.

A. Be Informed

Know what kinds of emergencies might affect your company.

B. Continuity Planning

How quickly your company can get back to business after a terrorist attack or tornado, fire or flood often depends on emergency planning done today. Start planning now to improve the likelihood that your company will survive and recover.

1. Carefully assess **how your company functions**, both internally and externally, to determine which staff, materials, procedures and equipment are absolutely necessary to keep the business operating.

- Review your **business process flow chart** if one exists.

- Identify **operations critical to survival** and recovery.
- Include **emergency payroll, expedited financial decision-making and accounting systems** to track and document costs in the event of a disaster.
- Establish procedures for **succession of management**. Include at least one person who is not at the company headquarters, if applicable.

2. Identify your **suppliers, shippers, resources and other businesses** you must interact with on a daily basis.

- Develop **professional relationships** with **more than one** company to use in case your primary contractor cannot service your needs. A disaster that shuts down a key supplier can be devastating to your business.
- **Create a contact list** for existing critical business contractors and others you plan to use in an emergency. Keep this list with other important documents on file, in your **emergency supply kit** and at an off-site location.

3. Plan what you will do if your **building, plant or store is not accessible**. This type of planning is often referred to as a continuity of operations plan, or COOP, and includes all facets of your business.

- Consider if you can run the business from a different location or from your home.
- Develop relationships with other companies to use their facilities in case a disaster makes your location unusable.

4. Plan for payroll continuity.

5. Decide **who should participate** in putting together your emergency plan.

- Include co-workers from all levels in planning and as **active members** of the emergency management team.
- Consider a **broad cross-section** of people from throughout your organization, but focus on those with expertise vital to daily **business functions**. These will likely

include people with technical skills as well as managers and executives.

6. Define **crisis management procedures** and **individual responsibilities** in advance.

- Make sure those involved know what they are supposed to do.
- Train others in case you need back-up help.

7. Coordinate with others.

- Meet with **other businesses in your building** or industrial complex.
- Talk with first responders, emergency managers, community organizations and utility providers.
- Plan with your suppliers, shippers and others you regularly do business with.
- Share your plans and encourage other businesses to set in motion their own continuity planning and offer to help others.

8. **Review your emergency plans annually.**

Just as your business changes over time, so do your preparedness needs. When you hire new employees or when there are changes in how your company functions, you should update your plans and inform your people.

C. Emergency Planning for Employees

Your employees and co-workers are your business's most important and valuable asset. There are some procedures you can put in place before a disaster, but you should also learn about what people need to recover after a disaster. It is possible that your staff will need time to ensure the well-being of their family members, but getting back to work is important to the personal recovery of people who have experienced disasters. It is important to re-establish routines, when possible.

1. **Two-way communication is central** before, during and after a disaster.

- Include emergency preparedness information in **newsletters, on company intranet, periodic employee emails** and other **internal communications** tools.
- Consider setting up a telephone calling tree, a **password-protected page** on the

company website, an email alert or a **call-in voice recording** to communicate with employees in an emergency.

- Designate an out-of-town phone number where employees can leave an **"I'm Okay"** message in a catastrophic disaster.
- Provide all co-workers with **wallet cards** detailing instructions on how to get company information in an emergency situation. Include telephone numbers or Internet passwords for easy reference.
- **Maintain** open communications where co-workers are free to bring questions and concerns to company leadership.
- Ensure you have established **staff members who are responsible for communicating** regularly to employees.

2. **Talk to co-workers with disabilities.** If you have employees with disabilities ask about **what assistance is needed.** People with disabilities typically know what assistance they will need in an emergency.

- **Identify** co-workers in your organization with **special needs.**
- Engage **people with disabilities in emergency planning.**
- Ask about communications difficulties, physical limitations, equipment instructions and medication procedures.
- Identify people willing to help co-workers with disabilities and be sure they are able to handle the job. This is particularly important if someone needs to be lifted or carried.
- Plan **how you will alert people who cannot hear** an alarm or instructions.

3. **Frequently review and practice** what you intend to do during and after an emergency with drills and exercises.

D. Emergency Supplies

When preparing for emergency situations, it's best to think first about the basics of survival: **fresh water, food, clean air and warmth.** Encourage everyone to have a **Portable Kit** customized to meet personal needs, such as essential medications.

1. NOAA weather radio

- With tone-alert feature, if possible, that automatically alerts you when a **watch or warning** is issued in your area. Tone-alert is not available in some areas.
- Include extra batteries.
- It is recommended that you have both a battery-powered commercial radio and a NOAA weather radio with an alert function. The NOAA weather radio can alert you to weather emergencies or announcements from the Department of Homeland Security. The commercial radio is a good source for news and information from local authorities.

2. Keep copies of **important records** such as site maps, building plans, insurance policies, employee contact and identification information, bank account records, supplier and shipping contact lists, computer backups, emergency or law enforcement contact information and other priority documents in a waterproof, fireproof portable container. Store a second set of records at an off-site location.

3. Talk to your co-workers about what **emergency supplies** the company can feasibly provide, if any, and which ones individuals should consider keeping on hand. Recommended emergency supplies include the following:

- **Water**, amounts for portable kits will vary. Individuals should determine what amount they are able to both store comfortably and to transport to other locations. If it is feasible, store one gallon of water per person per day, for drinking and sanitation
- **Food**, at least a three-day supply of non-perishable food
- **Battery-powered radio and extra batteries**
- **Flashlight and extra batteries**
- **First Aid kit**
- **Whistle** to signal for help
- Dust or filter masks, readily available in hardware stores, which are rated based on how small a particle they filter
- **Moist towelettes** for sanitation
- **Wrench or pliers** to turn off utilities
- **Can opener** for food (if kit contains canned food)

- **Plastic sheeting and duct tape** to “seal the room”
- **Garbage bags and plastic ties** for personal sanitation

E. Deciding to Stay or Go

Depending on your circumstances and the nature of the disaster, the first important decision after an incident occurs is whether to shelter-in-place or evacuate. Understand and plan for both possibilities in advance by developing clear, well thought out plans.

- Have an **Evacuation Plan** and a **Shelter-in-Place Plan**.
- In any emergency, local authorities may or may not immediately be able to provide information on what is happening and what you should do. However, you should **monitor TV or radio news reports for information or official instructions** as they become available.
- If you are specifically told to evacuate, shelter-in-place or seek medical treatment, do so immediately.
- Use **common sense and available information** to determine if there is immediate danger. For example, if your building is damaged you will typically want to evacuate.

F. Fire Safety

Fire is the most common of all business disasters. Each year fires cause thousands of deaths and injuries and billions of dollars in damage.

1. Have your office, plant or facility **inspected for fire safety**; ensure compliance with **fire codes and regulations**.
2. Install **smoke detectors** and **fire extinguishers** in appropriate locations.
3. Consider an **automatic sprinkler system**, **fire hoses** and **fire-resistant** doors and walls.
4. Establish a **system for warning** your employees. Plan how you will communicate with people with hearing impairments or other disabilities and those who do not speak English.

5. Put a process in place for **alerting the fire department**.

6. Plan and practice how people will **evacuate** in a fire.

G. Medical Emergencies

Workplace medical emergencies vary greatly depending on the disaster, type of job and the worksite. Heavy equipment operators face different safety risks than do office workers or food service personnel. Regardless of the type of work, there are steps which can give you the upper hand in responding to a medical emergency.

- Encourage employees to take basic **First Aid** and **CPR** training. Offer on-site classes for your co-workers.
- Keep First Aid supplies **in stock** and easily accessible.
- Encourage employees to **talk about medical conditions** that may require support or special care in an emergency.
- Keep **employee emergency contact information** on file and up-to-date. Store a copy with other vital records in your emergency kit and another at an off-site location.

II. Talk to Your People

1. Involve Co-Workers

Include people from all levels in emergency planning.

2. Practice the Plan

Drills and exercises will help you prepare.

3. Promote Preparedness

Encourage your employees and their families to: Get a Kit, Make a Plan, Be Informed.

4. Crisis Communication Plan

Detail how you will be in contact with employees, customers and others during and after a disaster.

5. Employee Health

People who have experienced a disaster may have special recovery needs.

III. Protect Your Investment

In addition to emergency planning, there are steps you can take to both safeguard your company and secure your physical assets.

- **Insurance Coverage**
Policies vary, meet with your provider to review current coverage.
- **Utility Disruptions**
Prepare for extended outages during and after a disaster.
- **Facilities, Buildings & Plants**
Take steps to secure physical assets.
- **Equipment**
Conduct a room-by-room walk-through to determine what needs to be secured.
- **Building Air Protection**
Assess the HVAC system to improve indoor air quality.
- **Cyber Security**
Protect your data and information technology systems.

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