

Business Continuity Workshop

August 10, 2016



- Lane Blood Center: business continuity when the heat is on
- Emergency Water Supply Guidebook
- IBHS Open for Business planning toolkit

500 E 4th Avenue EWEB Headquarters North Building Training Center



Bloodworks

Lane Blood
CENTER

EMERGENCY WATER SUPPLY GUIDEBOOK

For Commercial, Industrial and Institutional Facilities



Today's Workshop

- Welcome (Jill Hoyenga, LPC Chair)
- Lane Blood Center: Business continuity when the heat is on (Doug Engel,
- Emergency Water Supply Guide (Jill Hoyenga, LPC Chair)
- Open for Business (Selene Jaramillo, Lane County Public Health)
- New LPC Website Tour (Jill Hoyenga, LPC Chair)
- Next LPC Training November 9, 2016: Annual Winter Weather Briefing & Flu Forecast

Business Continuity When the Heat is On

Lane Preparedness Coalition

10 August 2016

Lane Blood Center

Are You Ready
for the
SMALL ONE?

Lane Preparedness Coalition

10 August 2016

Lane Blood Center

Overview

- Event Chronology
- Thinking Back
 - Advance Preparation
 - Before
 - Priorities
 - During
 - Common sense
 - The Unexpected
 - Dodging Bullets
 - After
 - Lessons learned

Event Chronology

- 23 Dec 2008
 - Neon sign electrical short
 - Center catches fire
 - Many bullets dodged























































Event Chronology (continued)

- 3 Sep 2009
 - Eugene Emeralds play the Salem-Kaiser Volcanoes





Event Chronology

(continued)

- 28 June 2015
 - Civic Stadium in disrepair
 - Blood center in close proximity
- Lessons
 - Maintain facilities
 - Make timely decisions





NEW LIFE CIVIC KIDS SPORTS

AUTHORIZED
PARKING ONLY
CIVIC KIDS SPORTS
140-140-0000

Event Chronology

(continued)

- 29 June 2015
 - Bloodmobile at UO School of Business
 - 1200 – 1600
 - Center regular hours
 - 1000 - 1800









Event Chronology

(continued)

- 1700
 - The unexpected . . .









Event Chronology (continued)

- 1730
 - Notification from passer-by
 - Firefighters called to stadium
 - Eugene Fire Department ordered building evacuation





courtesy: Brayde G



Event Chronology (continued)

- 1745
 - Completed whole blood and apheresis donations
 - Sent donors on their way
 - Secured as many blood products in refrigerated storage as possible
 - Left filtering units in process at room temperature with 30-minute time clock ticking
 - Administrative office building accessible
 - Dismissed non-essential staff
 - Kept staff on call
 - Key personnel remained on site
 - Delegated authority to triage commanders





Event Chronology (continued)

- 1800
 - “We might lose this blood center”
 - Round one of negotiations with on-scene commander
 - One technician allowed to enter the building
 - Placed eight units of blood in refrigerator
 - Exit















Event Chronology

(continued)

- 1845
Firetruck in parking lot



Event Chronology (continued)

- 1830
 - Assessed how much time was needed to complete blood processing

Event Chronology

(continued)

- 1900

- Round two of negotiations
with on-scene commander

- Requested 45 minutes

- Given 60 minutes

- Specific instructions

- Accountability for
personnel



Event Chronology (continued)

- 1915
 - Component techs return to laboratory under supervision
 - Lookout posted









1 2 3 4 5 6 7 8 9 10 TOTALS

Visitors

Home

BALLS STRIKES

HIT ERROR

TOTALS

Event Chronology (continued)

- 2015 (8:15 p.m.)
 - All blood processed and secured in refrigerated storage
 - No blood products lost
 - Kept staff on stand-by

Event Chronology (continued)

- Overnight
 - Courier staff given authorization to enter building
 - Custodial staff given the night off









Event Chronology (continued)

- 30 June 2015
 - Communication
 - Personal concerns
 - Conversations with customers
 - Corporate leadership, facilities and engineering
 - Advisory Council/Board of Directors
 - Customers
 - Community via the media
 - Conventional
 - Social
- Event Chronology (continued)
 - 30 June 2015 (continued)
 - Communication
 - Lane Regional Air Protection Agency
 - Hypersensitive employees
 - Insurance agency
 - Restoration company

Event Chronology (continued)

- 1 July and beyond
 - Communication with restoration contractor
 - Communication about status as appropriate

Advance Preparation

- Insurance
 - Workers' compensation
 - Liability
 - Business continuity

Before the Event

- Emergency Operations Plan (EOP)
- Emergency Exercises

Priorities

- Key elements
 - Donor safety
 - Staff safety
 - Mission (community blood supply)
 - Consistent good decision-making
 - Starts long before the event
 - Facility maintenance
 - Know where major facility controls are located
 - Materials choices
 - Preservation of back-up
 - Relationships
 - Resources
 - Redundancy

During the Event

- Delegate
- Cooperate with emergency responders
- There is no shame in referring to the EOP

Common Sense

- Move mobile, high-value assets whenever possible
 - People
 - Personal possessions
 - Vehicles
- Use people and tools at hand
 - Cell phones
 - “Go with your gifts”
 - Keep people on site
 - Get people off site

The Unexpected

- Heroics on the part of staff members
 - Smoke exposure
 - Possible personal injury
 - Stereotypes fall
- Standard emergency gathering place was inaccessible

Bullets Dodged

- Due to professionalism of emergency responders
 - On-scene commander
 - Cooperation
 - Reality-based, practical decisions and actions
 - Knowledge of situations and possible ramifications
 - Perseverance
 - “A fire truck is a beautiful sight . . .”
- Electrical power, other utilities
- The right people

After the Event

- Resources
 - Lane Regional Air Protection Agency
 - Lane County Public Health
- Communication
 - This job is never-ending

Lessons Learned

- Accountability for staff
 - Sign-in/sign-out system
 - Group texting capability would be great
 - Web-based
 - Phone app
- Identify contingency resources
 - Who else can perform part of your mission?
 - Who else can host some or all of your operation?
 - Hospital blood capacity
- Certify facility prior to entry
 - Make it official
- Have mobile kits prepared for deployment
 - Command post
 - Other

A Major is a Collection of *Minors*

- Weather
- Power interruption
- Internet and other resource interruption
- Critical supply shortage
- Facility unapproachable or uninhabitable
- Illness outbreak locally or elsewhere

- *Keep addressing your weak points*

Are you ready
for several
SMALL ONES?

Questions?



Thank you!

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EMERGENCY WATER SUPPLY GUIDEBOOK

For Commercial, Industrial and Institutional Facilities

- Intro
- Emergency water demand
- Water storage and supply
- Emergency water disinfection
- Emergency water distribution
- Sanitation
- Maintain readiness & appendices
- Exercise: Appendix B: Critical water use inspection form



Open for Business

- Know your risks
- Know your operations
- Know your employees
- Know your key customers, suppliers, vendors
- Know your information technology
- Know your finances
 - Recruit for LPC Economy and Recovery Finance Project Team
- Know when to update and test your plan
- Exercise: Power outage scenario

LPC Economy and Recovery Finance Project Team Scope

SOBERING BUSINESS STATISTICS ...

- ◆ 40% never reopen (FEMA)
- ◆ 25% failure rate within one year (FEMA)
- ◆ 90% failure rate after two years (US SBA)

- Explore how to support financial continuity during disaster
- Make a plan to develop infrastructure to support financial continuity
- Plan may include but not be limited to:
 - Framework for expedited establishment of a post-disaster Business Recovery Center
 - Identify flexible transition spaces for impacted businesses
 - Develop a disaster recovery loan, grant, donation management strategy
 - Why? Because we want Lane County to stay open for business after a disaster
 - Identify funding streams (what)
 - Identify local resources for administration (how, where)
 - Develop relationships for business continuity preparedness (who)
 - Be prepared for the inevitable when...

LPC Economy and Recovery Finance Project Team Schedule

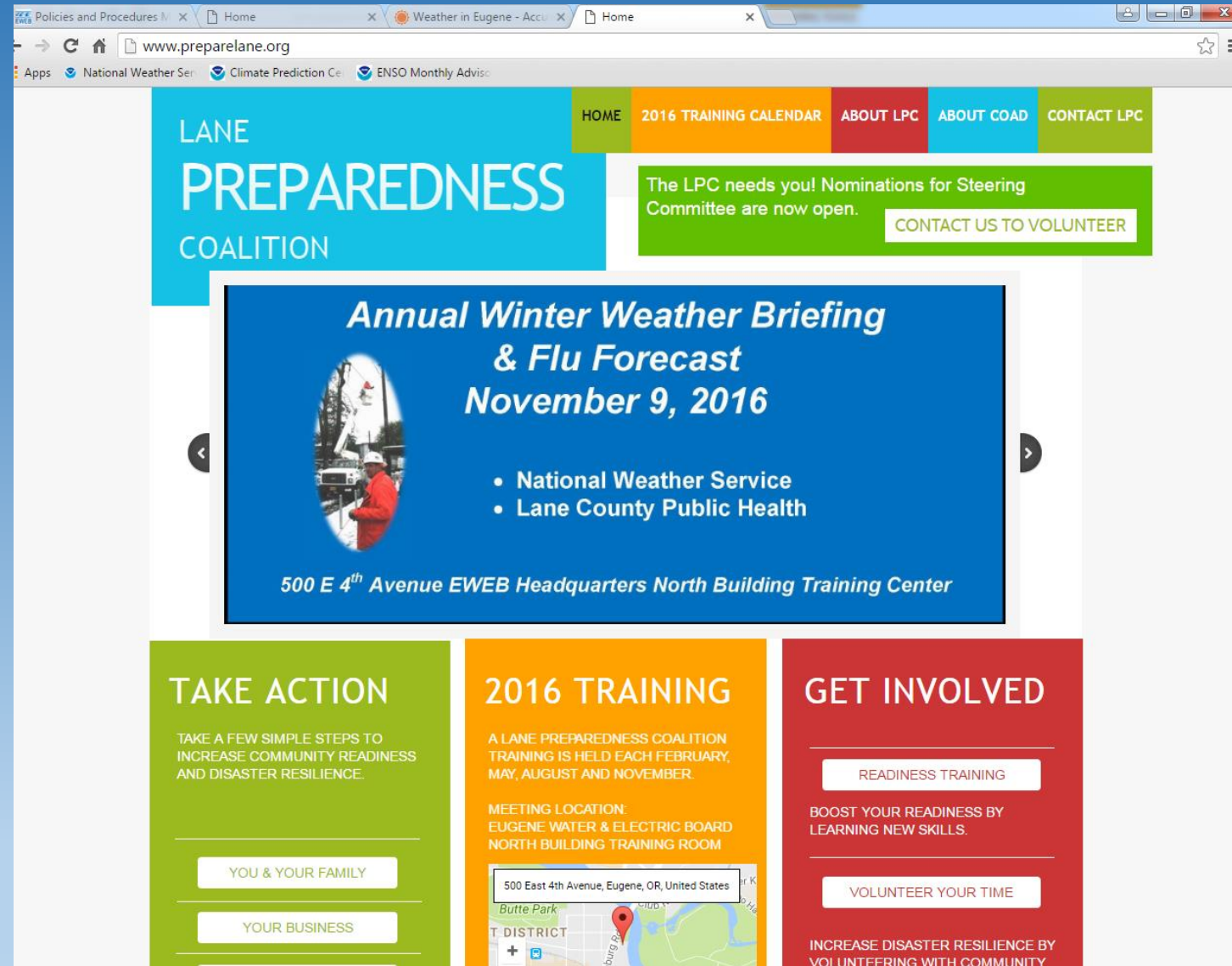
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- Convene and Initial Assignments: January 2017
- Work: 1st Q 2017 meet every two weeks to share assigned work
- Report: April 2017 Natural Hazard Mitigation Sub-Committee Meeting
- Review & Update: May-June 2017
- Deliver: July 2017 LPC Steering Committee
- Present: August 2017 LPC Business Continuity Workshop
- Feedback from LPC Membership: September – October 2017
- Publish: December 2017

New LPC Website Tour

- New look, same great information
- New features and interactivity options
- What's New feature: this month we are calling for volunteers to serve on the Steering Committee
- Form on the Training page to suggest topics for 2017 schedule
- Check out the COAD page



Annual Winter Weather Briefing & Flu Forecast November 9, 2016



- National Weather Service
- Lane County Public Health

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NATIONAL WEATHER SERVICE
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

