
Unit 6: Operating in a Continuity Environment

Objectives

At the end of this unit, you should be able to:

1. List start-up activities for continuity activation.
 2. Determine and plan for the issues faced by ERG and non-ERG personnel during continuity.
 3. Identify continuity site-related issues.
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Scope

- Unit Overview and Objectives
 - Initiating Continuity Site Operations
 - Sustaining Continuity Operations
 - Other Site-Related Issues
 - Summary and Transition
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Time Plan

The suggested time plan for this unit is shown below.

Topic	Time
Unit Overview and Objectives	5 minutes
Initiating Continuity Site Operations	15 minutes
Sustaining Continuity Operations	10 minutes
Other Site-Related Issues	35minutes
Summary and Transition	5 minutes
Total Time	1 hour 10 minutes

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Unit 6: Operating in a Continuity Environment

The Continuity Program Manager must consider certain issues to ensure the performance of essential functions when a department or agency is operating at a continuity facility.

Unit 6 will discuss continuity site operations and other site-related issues. The topics covered in this unit are:

- Initiating continuity operations.
- Sustaining continuity operations.
- Other site-related issues.

Unit Objectives

- List start-up activities for continuity activation.
- Identify and plan for the issues faced by ERG and non-ERG personnel during continuity.
- Identify continuity site-related issues.



6-2

Initiating Continuity Operations

Tasks for transitioning to the continuity facility:

- Notify all involved that the continuity plan has been activated.
- Provide guidance to ERG and non-ERG personnel.
- Account for all personnel.
- Determine ready status to continue operations for up to 30 days.



6-3

Notify All Involved Personnel

The continuity planning process involves determining who needs to be notified both inside and outside the organization.

- All agency personnel
- Suppliers on which the organization relies
- Customers that rely on the organization



6-4

Guidance to ERG Personnel

Clear guidance prepares the ERG staff to perform their work tasks despite the upheaval.

ERG personnel need to know:

- How to get to the continuity location.
- When they are to report.
- What to bring with them.
- What they will do when they get there.



6-5

Guidance to Non-ERG Personnel

Those who are not relocating need to know:

- How to report their status.
- To whom they need to report.
- How often to check in.
- How to get information about the agency's current situation.
- How they will be notified to report back to work.



6-6

Information Non-ERG Staff Need

What are some of the information needs for non-ERG staff?



6-7

Information Non-ERG Staff Need

Non-ERG personnel need to:

- Know how they will be notified and by whom.
- Receive instructions regarding what they will do during a continuity event.
- Receive training on what to do upon notification of Continuity Plan implementation.
- Provide complete contact information.
- Know if they may be called in.
- Know how they will be notified if called in.
- Know how they will be notified to return to work.



6-8

Account for All Personnel

Personnel are an agency's most valuable asset. Be sure to:

- Identify missing personnel.
- Take measures to locate them and ensure their safety.
- Account for personnel who are not immediately essential (non-ERG).



6-9

Account for All Personnel

Non-ERG personnel are an important resource as continuity operations progress. Non-ERG staff may:

- Provide relief for some ERG personnel.
- Increase the number of functions that can be run from the continuity location.



6-10

Determine When Continuity Site is Operational

Tasks to determine site readiness:

- Verify the status of needed resources and requirements.
- Develop a checklist to facilitate a quick inventory of materials, utility functions, and other key items at the continuity facility.



When ERG personnel are ready, and needed resources are in place, operations at the continuity facility can begin.



6-11

Sustaining Continuity Operations

Operations may expand as continuity progresses, so procedures for expansion should be included in the continuity plan.

Consider the personnel needs and stress levels for staff who are:

- Working longer shifts.
- Taking on additional responsibilities.
- Sharing cramped work spaces.
- Functioning with fewer resources.



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Taking Care of Continuity Staff

- The ERG staff needs rest areas, food, recreation opportunities, and other opportunities to relieve stress, especially during sustained operations.
- Critical Incident Stress Debriefings (CISD) may be needed.



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Other Site-Related Issues

The Continuity Plan needs to cover health and safety issues, such as:

- Where needed medications can be obtained.
- What to do if injured on the job.
- Where to get medical attention if needed.



6-14

Site Security

Site security is critical. Check with local law enforcement and the facility's security company to see if any additional security is required.



6-15

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Activity: Identify Site-Related Issues

Purpose: The purpose of this activity is to give you an opportunity to identify site-related issues that need to be addressed in your organization's Continuity Plan.

Instructions: Follow the steps below to complete this activity.

1. Work in your table group to complete this activity.
 2. Using the space below, identify site-related issues that need to be addressed in your organization's Continuity Plan.
 3. You will have 10 minutes to complete this activity.
 4. Be prepared to present and discuss your list of site-related issues with the class.
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Summary and Transition

This unit:

- Described continuity plan implementation and operations at the continuity facility.

Unit 7:

- Will cover developing a Corrective Action Program (CAP).



6-17

Summary and Transition

Questions?



6-18

