Continuity of Operations Planning (COOP)

How to create a COOP for non-profit organizations

STEP 1: Create your Steering Committee

- Your committee should include representation from all relevant departments and sectors
- Choose a single executive to manage all continuity activities
- Designate a senior leader to champion COOP initiatives

Key planning considerations:

- Shelter-in-place guidelines
- Emergency evacuation procedures

STEP 2: Establish Program Scope and Objectives

- COOP priorities and activities should be organization-wide
- Integrate COOP into the existing organizational structure
- Establish protocols for your organization to communicate with relevant response partners and stakeholders during COOP
- Establish alert and notification procedures for COOP activation

Key planning considerations:

- Each agency's essential functions
- Personnel, equipment and policies to support functions
- Priority of essential functions
- Services you provide to other agencies
- System for maintaining provision of those services
- Seasonal/calendar priorities

STEP 3: Conduct a Risk Assessment

- Conduct risk assessments, vulnerability analyses and data assessments for each department
- Include an organization-wide, all-hazard vulnerability analysis
- Determine probability and impact risks, including adverse impact on patient care

Key planning considerations:

- Delegation of authority and chain of command
- Documented order of succession for management positions and key officials
- Briefing and training of personnel designated as successors and holders of emergency responsibilities
- Availability of contingency staffing
- Employee education about family emergency preparedness

STEP 4: Conduct an Impact Assessment

- Event-focused: identify, assess and prioritize hazard
- Process-focused: assess financial impact
- Determine critical activities for each department
- Determine the impact of the disruption in increasing these activities
- Remain sensitive to the time allotted for assessment

Key planning considerations:

- Capability to maintain important documents and records to support administrative functions
- Plan for protecting and restoring vital records
- Plan for protecting and recovering vital systems and equipment
- Communications plan to identify alternate methods and restoration of communication system
- Staff communications plan

STEP 5: Create your Mitigation Strategy & Recovery Objectives

- Develop strategies to lessen or prepare for impacts of the hazards
- Conduct a critical equipment inventory by floor
- Maintain supplies of water and non-perishable foods
- Decipher alternatives for loss of power
- Determine critical recovery activities: capabilities, resources, strategies and pathways
- Develop or update your recovery plan
- Ensure you can respond to and recover from faculty inaccessibility

Key planning considerations:

- Predetermined alternate worksites and appropriate contracts, agreements and understandings
- Alternate worksites capable of supporting essential functions and operations
- Relocation plan that includes the arrangement of transportation, food, security and lodging for essential personnel
- Capability of employees to work from home
- Plan for returning to the primary location

STEP 6: Test your Plan

- Testing should improve your state of readiness
- Integrate COOP into organizational exercises
- Include IT and communication system when testing the plan
- Realize the inefficiencies in your plan
- Train → Test for failure → Identify weak points → Update plan →
- Create a laminated document to inform clients about COOP prior to implementation

Key planning considerations:

- System for training personnel to implement COOP plan
- Training and exercise program to test operations outlines in the COOP plan
- Schedule to review and revise COOP plan

Continuity of Operations Planning (COOP)

Organization:_____

STEP 1: STEERING COMMITTEE MEMBERS AND MEETING SCHEDULE

Name	Position	Phone Number	E-mail
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

EXECUTIVE MANAGER OF CONTINUITY ACTIVITIES

Name:

Position:

Email and Phone Number:

CHAMPION FOR ORGANIZATION COOP INITIATIVES

Name :

Position:

Email and Phone Number:

STEERING COMMITTEE MEETING SCHEDULE

Date	Location	Topic(s)

2. ESTABLISH COOP SERVICES

Agency/Department	Essential Functions	Priority Ranking
1.		
2.		
3.		
4.		
5.		

RESOURCES TO SUPPORT ESSENTIAL FUNCTIONS

Personnel:

Equipment:

Policies:

RELEVANT RESPONSE PARTNERS & STAKEHOLDERS

Name	Organization	Email and Phone Number
1.		
2.		
3.		
4.		

SERVICES YOU PROVIDE TO OTHER AGENCIES

Agency	Service(s)
1.	
2.	
3.	
4.	

SEASONAL/CALENDAR PRIORITIES

1.
2.
3.
4.