

**Standard #2: The agency has a plan for how it will operate during a disaster, and if the agency is unable to operate have a backup plan for how critical services will be addressed.**

**How will your agency operations adapt to the changing needs of your clients in a disaster?**

2a. The agency has determined which services will be provided in a disaster and which ones will be discontinued.

- ☐ Using information from standard 1 indicator a, determine which services on your list are most appropriate to be continued in a disaster.
- ☐ Consider which services you may not be able to continue in a disaster and how this will impact operations.

2b. If the agency is not able to operate, have a plan for how it will close down.

- ☐ Logistically, think about what may be needed to close down agency location (s)

2c. The agency has a process to notify clients if they will not be served at/by the agency.

- ☐ Determine how the people you serve will receive critical information about the status of your organization during an emergency (examples: electronic, verbal, in-person, recorded message, sign on door).
- ☐ Determine how you will find out about the condition of the people you serve.
- ☐ Determine how you will deliver critical information to the people you serve in the languages they understand.

2d. The safety and care of clients and visitors who are at the agency at the time of a disaster are addressed.

- ☐ If feasible, develop a system for knowing who is in your location, including client and visitors, in case there is an emergency.
- ☐ Evacuation plans that assume hearing, comprehension, and mobility mean that a large number of people are excluded.
- ☐ Include information on [assisting people with disabilities in evacuation](#) in planning and training.
- ☐ Plan how to communicate with people who are hearing-impaired and/or visually impaired or have other disabilities and those who have limited English proficiency.

2e. There is a notification process to communicate changes in services to key partners and disaster responders:

- ☐ Things to consider in the messaging:
  - What hours the agency is open, and if it is closed, when it expects to resume services?
  - If the agency is closed, what the reason is for the closure?
  - How and to whom clients are being referred, if services are not being provided?
  - How the agency will notify key partners that services are resumed, if they had been suspended, and under what conditions?
  - How to contact someone at the agency with questions?

- ☐ How will you get the message out?
- ☐ Who within your agency will deliver the message?

#### Key Tools for This Standard

- [Collaborating Agencies Responding to Disaster \(CARD\), Sections K,L, and O](#)
- [Critical Business Functions Worksheet \(IBHS\)](#)
- [Overcoming Communication Challenges \(PDF\)](#)  
This PDF provides practical ideas on alternative methods of communication.
- [ECHO Minnesota](#)  
Provides communication tools in multiple languages to public health and safety agencies during a crisis.
- [Occupational Safety and Health Administration \(OSHA\) Plans and Procedures](#)  
This website provides VERY useful information regarding evacuation plans that encompass staff, clients, and visitors in addition to examples and interactive demonstrations.

[Agency Emergency Planning Contact Info](#)