

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](#)