



Disaster Resilience Kit

-For Businesses-

*Prepare for disaster
Plan to stay in business*

Lincoln County, Oregon

www.co.lincoln.or.us/DisasterPreparation/

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The Disaster Resilience for Lincoln County Businesses Committee
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Produced with grant assistance provided by
Economic Development Administration, US Department of Commerce

February, 2013

PREPARING FOR A DISASTER AT WORK

DID YOU KNOW?

- At least 14,000 earthquakes have occurred in Oregon in the past 160 years
- A landslide closed Hwy 101 for 3 months in 2000
- Heavy rains combined with high tides caused flooding, erosion, and downed trees in 2012

Every year, residents and business owners along the Oregon coast are reminded of the threat of winter storms and natural disasters. In 2007, wind gusts of 125 mph tore off roofs, crinkled signs, and shut power off for days. Although Lincoln County quickly rebounded, the Oregon coast saw tens of millions of dollars in damage. One estimate totals \$70 million.

Windstorms, icy roads, floods, landslides, earthquakes, and tsunamis are continual threats to Lincoln County households, local businesses, and our economy.

Is your business prepared for these threats? This Disaster Resilience Kit includes information that can help all of us better prepare for, and bounce back from, any sort of natural or human-caused disaster. For additional information, you can also access the resources on page 11, which were instrumental in putting this kit together.

6 STEPS TO DISASTER PREPAREDNESS

1. Assess your organizations level of preparedness (www.ReadyRating.org).
2. Talk with your insurance company. Understand your coverage and get duplicate copies of all files to store off-site.
3. Create a business recovery plan. Include key phone numbers, alternative operation sites, and how-to lists for critical functions. Talk about it with your employees.
4. Make an Evacuation "Go-Box" (see page 5).
5. Disaster-proof your building. Bolt down and secure anything you don't want falling down! Think ahead by having plywood or shutters for your windows and doors.
6. Strengthen our local business network. Discuss what resources can be shared and how businesses will work together to protect the local economy when a disaster hits.



TIP:

Have contact info for local utility companies and contractors ready for emergency situations!



TIP:

Communication is key—have information saved in several convenient and safe locations.

CONTINUITY OF OPERATIONS

PLAN TO STAY IN BUSINESS

WHAT IS BUSINESS CONTINUITY PLANNING?

Continuity planning is the process of developing and practicing a logistical plan for how a business will recover and restore critical functions within a certain period of time after an emergency or extended disruption. The primary objective is to reduce the level of risk and cost to the business and the impact on your staff, customers, and suppliers.

KNOW YOUR RISK

- ⇒ Know the major risks facing Lincoln County: earthquakes, tsunamis, wind storms, ice, floods, landslides, & wildfire (See www.oregongeology.org/hazvu/)
- ⇒ Know if your business is in the tsunami inundation zone
- ⇒ Know how to protect your building from wind damage (See www.disastersafety.org)
- ⇒ Every business is at risk of a structure fire

HAVE A PLAN

- ⇒ Prioritize critical business functions and set a timeline for recovering those functions.
- ⇒ Establish a disaster recovery team and assign employees specific responsibilities.
- ⇒ Identify alternative transportation routes for you, employees, customers, and suppliers.
- ⇒ Identify an alternative operations site where employees can work and access critical records & supplies.
- ⇒ Plan for securing, moving, or liquidating your inventory.
- ⇒ Set up mutual help agreements with neighboring businesses. Plan to share resources.
- ⇒ Leave a set of keys and alarm code with a trusted employee or friend close to the site.
- ⇒ Set up and distribute a remote number on your voicemail to record messages for employees during an emergency and give them that emergency number. Learn to use programmable call forwarding for your main business line.



Photo by LC Emergency Management

CONTINUITY OF OPERATIONS

PLAN TO STAY IN BUSINESS

KNOW YOUR INSURANCE COVERAGE

- ⇒ Consult with your insurance agent about special precautions you should take — remember that most policies do not cover earthquake, tsunami or flood damage.
- ⇒ Discuss business continuity insurance with your agent. Have copies of insurance policies in your “Go-Box” and be ready to report damages immediately.

INVENTORY YOUR PROPERTY

- ⇒ Have your business appraised every 5 years.
- ⇒ Inventory, document, and photograph your workplace, equipment, and supplies.
- ⇒ Keep a detailed inventory of computer software and hardware including product names, serial numbers, number of licenses, date purchased, and cost.
- ⇒ Keep similar records for all other major purchases.

SECURE YOUR BUILDING

- ⇒ Secure display cases to wall studs and use metal strapping to secure your hot water heater to wall studs.
- ⇒ Use surge protectors and battery backup systems to protect sensitive equipment during outages.
- ⇒ Consult professionals to install the following: shutters, automatic fire sprinklers and flexible connectors to appliances fueled by natural gas.

BACK UP ELECTRONIC FILES

- ⇒ Always protect your data with backup files and keep a log.
- ⇒ Back up your data at an out of the area location.

TIP:



Secure your property before the storm — see tips at <http://www.disastersafety.org/>

CITIZEN ALERT EMERGENCY NOTIFICATIONS

Receive life-saving emergency information and important public service announcements in minutes. Receive your notification via cell phone, home phone, email, text messaging, fax, pager, PDA, and more.

Sign Up for Emergency Notifications



Lincoln County Emergency Alerts

Please sign up on-line today!

www.lincolncountysheriff.net/

- Select “Divisions” on the left-hand side
- Click on “Emergency Management”

EMERGENCY RESPONSE PLAN

PLAN FOR SAFETY

TRAIN EMPLOYEES TO RESPOND

- ⇒ Find out if employees are trained in first-aid and CPR.
- ⇒ Host trainings at your workplace.
- ⇒ Clearly define employee roles in a disaster.

IDENTIFY EXTERNAL EMERGENCY RESOURCES

- ⇒ Record the contact information for local first responders, emergency management, Red Cross, utility companies, neighboring businesses, and clean-up companies.
- ⇒ Refer to the last page of this guide for local contacts in Lincoln County.

MAINTAIN SAFETY EQUIPMENT

- ⇒ Budget to purchase and maintain safety equipment such as a first-aid kit, Automatic External Defibrillators, fire extinguishers, and emergency supply kits.

WRITE YOUR RESPONSE PLAN

- ⇒ Identify how you will notify employees and clients/customers of an emergency.
- ⇒ Consider the needs of individuals with special needs.
- ⇒ Designate routes and locations for evacuating the business.
- ⇒ Identify procedures for sheltering-in-place.

PRACTICE YOUR PLAN

- ⇒ Practice your continuity of operations and emergency response plans at least once a year.
- ⇒ Involve outside parties, such as community responders and neighboring businesses, if possible.

CREATE A CULTURE OF PREPAREDNESS

- ⇒ Educate and train employees in their roles during a disaster.
- ⇒ Encourage employee personal preparedness at work and home.
- ⇒ Get involved and promote preparedness within the community.

Personal Preparedness

- Be Informed
- Make a Plan
- Build a Kit
- Get Involved

www.Ready.gov



Photo by LC Emergency Management

Checklist: Workplace Disaster Supplies Kit

- Prepared "Go-Box" (see next page)
- Emergency contact lists and copies of disaster planning documents
- All hazards NOAA Weather Radio (NWR) and battery operated or wind-up AM/FM radio
- Working smoke detectors and fire extinguishers
- Flashlights and light sticks
- First aid kit — Include pain relievers, stomach remedies, scissors, tweezers, variety of Band-Aids, gauze pads/roller gauze tape, anti-bacterial wipes, first aid ointment, cold pack, vinyl gloves, first aid book, and any other pertinent items.
- Bottled water and nonperishable food to last 3 days — At least one gallon per person per day in portable sized containers, a variety of nonperishable food, utensils, and a can-opener
- Essential office supplies — Include typical office supplies in your kit such as pens, pencils, pads of paper, duct tape, markers, toilet paper, tissues, paper plates, napkins, and towels
- Essential tools and other supplies — Stock up on supplies to help you protect and clean up your business, including: duct tape, waterproof plastic sheets, shut-off wrench for water and gas, whistle, plastic bucket with tight lid, work gloves, pliers, hammer, plastic garbage bags, zip-ties, rope/wire, pry bar, shovel, dust masks, eye protection, all-weather gear and a push broom for clean-up
- Camera — Have a disposable camera or a camera with extra batteries to record damage
- Cash - Keep enough cash and change for immediate needs to serve customers if ATMs and credit/debit machines are not working. Cash should be in smaller denominations
- Manual credit card backup — A manual credit card machine is a good back-up when the power is out
- Cell phone — Carry a cell phone and store an extra charger at work



Checklist: The Evacuation “Go-Box”

The “Go-Box” goes with a designated person in the case of an evacuation and contains copies of documents and equipment *essential* for business operation. You can also use a USB thumb drive to store electronic backups of documents. These documents will help with insurance and disaster documentation. The “Go-Box” should be a fireproof, waterproof, and secure container stored in the location you will use as you alternate operations location (See page 10). Include the recommended items below and any other items critical for the function of your business.

RECOMMENDED “GO-BOX” CONTENTS:

- Copy of emergency contact list
- Voice mail box numbers, remote password information, and instructions to provide employees, suppliers, and customers with updated information and instructions if they can not reach you by phone
- Copy of insurance policies and company contact information (both in-town and out-of-town)
- Several copies of a memo authorizing employees to enter the premises in the case of a disaster
- Back-up copies of electronic data on a USB thumb drive or hard drive
- Copy of essential policies, emergency procedures, and business continuity plan
- Essential office supplies, including any special forms, used in your business
- Pictures of business, interior and exterior, including home-based businesses



OTHER

- A copy of requirements and contacts for SBA Disaster Loans or other types of assistance
- A copy of your stock inventory and most recent balance sheet
- Sole Proprietorships, Corporations, and Partnerships all need: Copy of current Profit & Loss Statement (within 90 days), Copy of Schedule of Liability, and copies of all required licenses
- Corporations and Partnerships should also keep: Copies of past 3 years tax returns, most recent personal tax return of principles (affiliates with greater than 20% interest), and the most recent tax returns of any affiliated business entities
- Sole Proprietorships should also keep: Copies of past 3 years tax returns with Schedule C



Establish relationships with alternative providers in the case that your regular services are interrupted.

Employee Contact Information

Use this form to record up-to-date contact information for each of your employees so that they can be contacted at home or at work. Use this information to create a phone tree and assign roles during disaster recovery. Keep a copy in a secure and accessible location. An editable version of this document can be downloaded at: <http://www.co.lincoln.or.us/DisasterPreparation/pdf/kitforms/Form-Employee%20Contact.doc>

Employee Name: _____

Call Number: _____

Position: _____

Daily Responsibilities: _____

Home Address: _____

Home Phone: _____ Mobile Phone: _____

Work Phone: _____ Work Mobile Phone: _____

Home Email: _____

Work Email: _____

Training/ Certifications (e.g., First-aid, CPR, EMT): _____

Other Languages Spoken: _____

Emergency Contacts

Local Emergency Contact: _____

Relation: _____

Phone: _____ Alternate Phone: _____

Out-of-Area Contact: _____

Relation: _____

Phone: _____ Alternate Phone: _____

Notes: _____

Vendors, Suppliers & Business Partners

Use this form to record contact information for each of your suppliers and vendors, and to establish back-up suppliers in the case of an emergency. Interruptions in the flow of supplies and services to your business can cause as much damage as the actual disaster itself, so be sure to keep this information up-to-date and in a secure and accessible location! An editable version of this document can be downloaded at: <http://www.co.lincoln.or.us/DisasterPreparation/pdf/kitforms/Form-Vendor%20Supply%20Partners.doc>

Company Name: _____

Primary Vendor/Supplier

Back-up Vendor/Supplier

Account Number : _____

Products/Services Provided: _____

Address: _____

Main Company Phone: _____

Website: _____

Company Contacts

Primary Contact:: _____

Title: _____

Office Phone: _____ Mobile Phone: _____

Email: _____

Alternate Contact: _____

Title: _____

Office Phone: _____ Mobile Phone: _____

Email: _____

Notes: _____

Key Customers & Other Contacts

Use this form to record contact information for key customers, business partners, business organizations, accountants, and others who are important to business operations. Also include those who may be helpful in the recovery process, including contractors, media outlets, janitorial services and others. You may also want to identify an alternative provider that can serve your customers until you reopen. An editable version of this document can be downloaded at:

<http://www.co.lincoln.or.us/DisasterPreparation/pdf/kitforms/Form-Key%20Customers%20and%20Others.doc>

Type of Company/Service: _____

Company Name: _____

Account Number : _____

Products/Services Provided: _____

Address: _____

Main Company Phone: _____

Website: _____

Company Contacts

Primary Contact:: _____

Title: _____

Office Phone: _____ Mobile Phone: _____

Email: _____

Alternate Contact: _____

Title: _____

Office Phone: _____ Mobile Phone: _____

Email: _____

Notes: _____

Critical Business Functions

Use this page to brainstorm and prioritize your most critical business operations and to plan how your business will complete them during an emergency.

Examples include: Payroll, insurance claims, debt obligations, communication internally & with the public, regulatory requirements, accounts receivable, utilities, and inventory.

An editable version of this document can be downloaded at: <http://www.co.lincoln.or.us/DisasterPreparation/pdf/kitforms/Form-Critical%20Business%20Funtions.doc>

Critical Business Function: _____

Priority High Medium Low

Employee in Charge: _____

Time Frame or Deadline: _____

Business Loss if Not Completed: _____

Key Contacts for Function: _____

Basic Functions: _____

Notes: _____

Alternate Operations Site

Identify an emergency operations site where you can conduct business operations following an event. This can be at another business through a mutual aid agreement, from your home, or from an alternative site with access to all of your business's critical resources.

The site should have all resources your business needs to function: power source/generators, computers and software, critical computer data files, phones, TV, radio, equipment, vehicles, digital camera, supplies, and forms unique to your business. An editable version of this document can be downloaded at: <http://www.co.lincoln.or.us/DisasterPreparation/pdf/kitforms/Form-Alternate%20Ops%20Site.doc>

Property Owner/Manager: _____

Alternate Location Address: _____

Primary Phone: _____ Alternate Phone: _____

Email: _____

Directions To Alternate Site: _____

Business Functions To Be Performed at Recovery Location: _____

Employees Who Should Go To Recovery Locations: _____

Notes: _____

Resources

The information in this brochure was drawn from the resources below, which can be accessed for additional assistance in your business continuity & disaster preparedness planning efforts:

Local Emergency Information

Lincoln County Office of Emergency Management (www.lincolncountysheriff.net/emergency/)

Lincoln County Health and Human Services (www.lincolncountyhealth.com/EP/EPPWeb.htm)

Community Emergency Response Team (CERT) (www.citizencorps.gov/cert/)

Lincoln County Transit (www.co.lincoln.or.us/transit/)

Emergency Preparedness

The American Red Cross (www.redcross.org)

American Red Cross Willamette Chapter (<http://www.redcross-salem.org/>)

The Federal Emergency Management Agency
(www.fema.gov/business/guide/index.shtm)

The Department of Homeland Security (www.ready.gov/business/)

Business Resources

The Small Business Administration (SBA) (www.sba.gov/services/disasterassistance)

The Insurance Institute for Business and Home Safety (www.iihs.com)

The National Federation of Independent Business (www.nfib.com/)

Centers for Disease Control and Prevention (CDC) (www.emergency.cdc.gov/planning/)

Prepare My Business (SBA and Agility Recovery) (www.preparemybusiness.org)



Employee safety comes first!
Help your employees to develop household emergency plans and consider how your business can help ensure their safety.

Get Involved with CERT!

(Community Emergency Response Teams)



CERTs are community-based groups building disaster preparedness by training citizens to organize and respond to disasters. Below are several local CERTs - Check to see if there is a CERT in your area.

North Lincoln County CERT (North of Depoe Bay): nlccert@yahoo.com

Central Coast CERT (Newport): c2cert@gmail.com

South Lincoln County CERT (Waldport, Yachats): yrfpd@peak.org

Toledo CERT (Toledo): toledocert@charter.net

Depoe Bay CERT (Depoe Bay): info@DepoeBayCERT.org

Seal Rock CERT (Seal Rock): suebolstad@peak.org

EMERGENCY CONTACTS

Call 911 for all immediate emergencies

Lincoln City

Fire non-emergency: North Lincoln Fire/Rescue (541) 996-2233

Ambulance non-emergency: Pacific West Ambulance (541) 265-3175

Police: Lincoln City Police (541) 994-3636

Water: Lincoln City Public Works (541) 996-2154

Electric: Pacific Power emergency line 1-888-508-5088 **OR** Consumer's Power 541-929-3124

Gas: NW Natural Gas emergency line 1-800-882-3377

Garbage: North Lincoln Sanitary Service (541) 994-5555

Depoe Bay

Fire non-emergency: Depoe Bay FD (541) 765-2202

Ambulance non-emergency: Pacific West Ambulance (541) 265-3175

Police non-emergency: Lincoln County Sheriff (541) 265-4277

Water: Depoe Bay City Hall (541) 765-2361

Electric: Central Lincoln PUD emergency line 1-866-484-3783

Gas: NW Natural Gas emergency line 1-800-882-3377

Garbage: North Lincoln Sanitary Service (541) 994-5555

In Gleneden Beach:

Fire non-emergency: Depoe Bay FD substation (541) 764-2202

Water: Kernville-Gleneden Beach-Lincoln Beach Water District (541) 764-2475

Electric: Pacific Power emergency line 1-800-508-5088

Newport

Fire non-emergency: Newport Fire (541) 265-9461

Ambulance non-emergency: Pacific West Ambulance (541) 265-3175

Police: Newport Police (541) 574-3348

Water: Newport Public Works (541) 574-3366

Electric: Central Lincoln PUD emergencies 1-866-484-3783

Gas: NW Natural Gas emergency line 1-800-882-3377

Garbage: Thompson's Sanitary Service (541) 265-7249

Yachats

Fire/Ambulance non-emergency: Yachats RFPD (541) 547-3266

Police non-emergency: Lincoln County Sheriff (541) 265-4277

Water (24 emergency lines): City of Yachats (541) 547-3565 **OR** Southwest Lincoln County Water District: (541)547-3315

Electric: Central Lincoln PUD emergencies 1-866-484-3783

Garbage: Dahl Disposal (541) 563-3888

Siletz

Fire non-emergency: Siletz Valley FD (541) 444-2043

Ambulance non-emergency: Pacific West Ambulance (541) 265-3175

Police: Toledo Police non-emergency (541) 336-5555

Water: City Hall (541) 444-2521

Electric: Central Lincoln PUD emergencies 1-866-484-3783 **OR** Consumer's Power 541-929-3124

Gas: NW Natural Gas emergency line 1-800-882-3377

Garbage: Dahl Disposal (541)336-2932

Toledo

Fire non-emergency: Toledo Fire (541) 336-3311

Ambulance non-emergency: Pacific West Ambulance (541) 265-3175

Police: Toledo Police (541) 336-5555

Water: Toledo Public Works (541) 336-2247

Electric: Central Lincoln PUD emergencies 1-866-484-3783 **OR** Consumer's Power 1-541-929-3124

Gas: NW Natural Gas emergency line 1-800-882-3377

Garbage: Dahl Disposal (541) 336-2932

Waldport

Fire/Ambulance non-emergency: Central Coast Fire & Rescue (541) 563-3121

Police non-emergency: Lincoln County Sheriff (541) 265-4277

Water: Southwest Lincoln Water District (541) 547-3315

Electric: Central Lincoln PUD emergencies 1-866-484-3783 **OR** Consumer's Power 1-541-929-3124

Garbage: Dahl Disposal (541) 563-3888

Seal Rock

Fire non-emergency: Seal Rock RFPD (541) 563-4441

Ambulance non-emergency: Pacific West Ambulance (541) 265-3175

Police non-emergency: Lincoln County Sheriff (541) 265-4277

Water: Seal Rock Water District (541) 563-3529

Electric: Central Lincoln PUD emergencies 1-866-484-3783 **OR** Consumer's Power 1-541-929-3124

Garbage: Dahl Disposal (541) 563-3888