



2006 Western States Volunteers Conference

Presents

Board' Policies and Procedures... Before, During, and After a Disaster

With

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Introduction

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Session Benefits at a Glance...

We can't totally avoid a disaster so...

We'll learn... to identify, measure, and reduce our vulnerability to natural disasters and terrorist attacks.

We'll review... Disaster Recovery, Business Resumption, Business Continuity, and Contingency Planning fundamentals.

You'll learn... **“Contingency Management,”** and the **Incident Command System**, and your credit union's role in the **Pyramid Road to Recovery.**

Finally: You'll receive guidelines you can use to lead first responders to the rescue, evacuees out of harms way, and victims to full recovery!

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Risk Management... Is a three (3) step process:

- 1. Identify the probability of a disaster..**
 - 2. Measure the potential for loss and damages.**
 - 3. Control or at least reduce your vulnerability.**
- **Go to the R&D section at rmllearningcenter.com**
 - **Avoid, Reduce, Spread, Assume, and Transfer**

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A Review of your... Trauma Management skills

Remember! All victims feel...

- **Guilty! They say...**
 - ***“I should have -- !”***
 - **Fear! They worry...**
 - ***“what next?”***
 - **A sense of being out of control! They ask...**
 - ***“What can we do to feel safe?”***
- ***You’re working with a “universe of victims!”***



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Before disaster strikes... Focus on your primary risks!

Life Safety & Health Risks

Property & Casualty Risks

Fidelity Bond Risks

Burglary – Robbery –

Forgery and Scams (External Fraud)

Embezzlement (Internal Dishonest)

Liability (Director & Officer)

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Before disaster strikes...

“Consistently” Implement all Risk Management Methods!

- **Burglary:** Physical, Alarm, Surveillance, and Access Controls
 - **Integrate security** (Systems & Community)
- **Robbery:** Avoid and reduce exposures, spread, assume, transfer and transport
 - **Maintain “defendable” zones**
- **Forgery & Scams (Staff Training)**
- **Embezzlement** (Internal & Audit Controls)

- **Crime Prevention Through Environmental Design (CPTED)**
- **Create “Controllable Crime Scenes” & traps!**

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Contingency Planning

Has evolved from Disaster Recovery to Business Resumption to today’s “Contingency Planning!”

- **Disaster Recovery (1940s - 1970s)**
 - (Influenced Civil Defense Programs)
 - 1970s NCUA #749 & off-site storage of vital CU records”
- **Business Resumption (1980s – 1990s)**
 - Earthquakes & The New Madred Fault warning,
 - Planning to survive a credit union disaster
 - World trade center bombing 1993
 - Oklahoma city bombing 1995

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Contingency Planning

Has been driven by worse case scenarios!

- **2000 – Y2K Contingency Planning**
- **9/11/01 – terrorist strike the word trade center**
- **The 9/11 impact on Contingency Planning**



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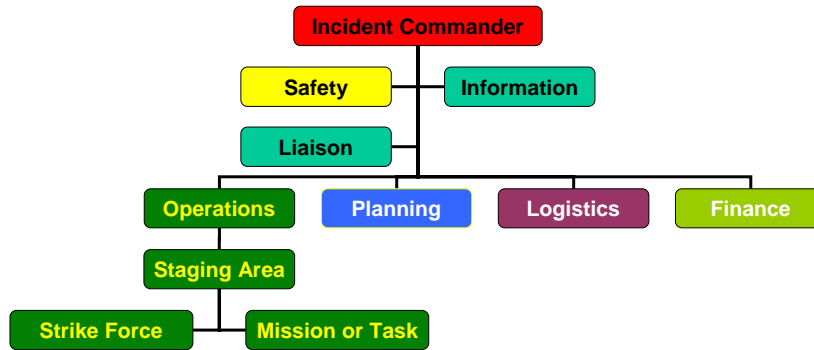
Before disaster strikes... Write, test, and maintain up-to-date contingency plans!

- Planning to survive disasters:
 - Use the “parking lot” approach,
 - Keep your plans simple and easy to use
 - colored & symbol coded
 - Keep them current with updated protocols
 - (Remember lessons from 9-11)
 - Train to do accurate damage assessments!
 - Assessing damages and declaring the scope...

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When disaster strikes... An introduction to the Incident Command System!



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When disaster strikes... The “Virtual” Credit Union’ Incident Command System used when Ivan struck Jamaica!



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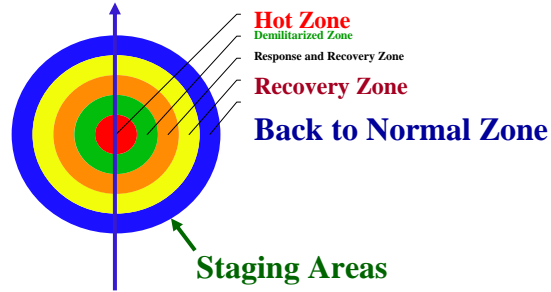
Hurricane Ivan – Credit Union Incident Command System (CUICS)
 Robin Levy – Incident Commander Jamaica Credit Union League (Kingston, Jamaica)
 Rich Woldt – Off Shore “Deputy” Incident Commander (Madison, Wisconsin)



Operations – Staging Area

- A place to assemble, inventory and dispatch response and recovery assets.
- May need several staging areas flexible enough to relocate.
- Staging Area Manager reports to Incident Commander or Operations Section Chief.
- The incident will determine the type, size and staging area design:

Assets enter and are cleared and inventoried on one end and Recovery personnel and resources flow in one end of the site and out the other!



Staging area entry/exit, parking, security, access controls, etc.

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Operations Staging Area – (4) “key” functions:

“Recovery often depends on your focus, immediate action and plans that outline proven response protocols!”

- **Life safety:** First aid, evacuation, & tracking victims through recovery.
- **Protect:** Physical property from fire, vandalism, the elements, etc.
- **Transportation:** From danger to shelter, food, telephones and entertainment.
- **Communications:** Notifying friends, family and fellow employees. Includes proactively handling the media.

❖ It’s your shift to “Critical Incident Management”

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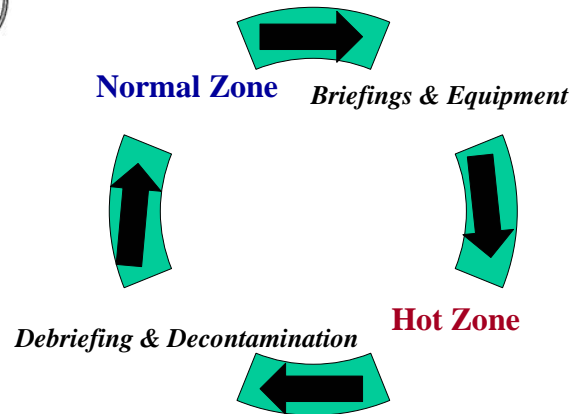
The "Road to Recovery" based on Maslow's Hierarchy of Needs!



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Victim' Support



*"The victim's road to recovery should be as short as possible
And involve all victims as much as possible!" Rich Woldt*

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Contingency Planning - *Fundamentals:*
Building the solid foundation for your future!

- **Set the “tone from the top”**
 - *Or you’ll be pushing a rope uphill!*
- **Select appropriate plan writers and alternates,**
 - *Or you’ll miss important details!*
- **Designate *and* train “Recovery” Teams:**
 - Damage Assessment Team (DAT)
 - Disaster Recovery Team (DRT)
- **Focus on “Your Worst Case Scenarios”**
- **Write plans that will help you survive, recover and grow!**
 - RMLC faculty recommend the “Parking Lot” Approach

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Thank You!

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