



# COOP and Organization Resilience

Eileen Baumgardner  
Center for Collaborative Policy

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# What is COOP?

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- A Continuity of Operations Plan (COOP) provides a framework to allow your organization to continue essential operations under a variety of situations.
- A COOP will help you respond to the consequences of an emergency – from the very local to one that is region-wide.

# How can the COOP help?

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- Provides for succession of key leadership
- Reduces or mitigates disruptions to essential operations
- Protects essential assets (including personnel, data, facilities, equipment)
- Facilitates recovery and resumption of normal operations

# How do we get started?

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- Create a COOP planning team
  - Involve representatives from all parts of your organization
- Identify your organization's essential functions
  - For your day-to-day operations
  - For your disaster mission/operations
- Identify hazards and vulnerabilities

# What's next?

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- Determine what you'll need to carry out each essential function
  - Key personnel/chain of command
  - Decision-making authority
  - Facilities (primary and alternate)
  - Resources and systems
  - Records and data
  - Communications

# Identify alternatives

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- For each thing you need to carry out an essential function, identify the primary and multiple alternative sources for them
- Examples:
  - Identify a primary and at least 2 backups for all essential personnel
  - Identify multiple alternate sources for all supplies needed to perform essential functions

# Develop procedures/checklists

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- For assessing the situation and activating the COOP
- For notifying key staff, management
- For relocation to alternate facilities
- For taking action to carry out essential functions and protecting vital records
- For securing additional resources
- For restoring communication with clients

# Training and Exercises

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- Provide training on the COOP to organization staff
- Exercise the COOP
- Provide awareness training to clients

# Plan options

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- A stand-alone COOP
- A COOP annex to a broader Emergency Operations Plan

# Tools to help you

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- The draft booklet includes
  - Introduction to COOP
  - “Quick-check” form
  - Worksheets to help you gather the data your team will need to develop the plans, procedures, and checklists

# Summary

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- COOP is essential for resilience
- COOP process will help you define what is really necessary to carry out your essential day-to-day and disaster functions
- Documenting findings in procedures and checklists and reinforcing with training is critical
- COOP process dovetails with achieving standards