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CCOC Disaster Preparedness and Recovery Plan

Effective: March 24, 2025

Purpose:

The plan establishes policies and guidance to ensure that the CCOC can continue its essential functions during emergencies in Leon County, Florida. It aims to prepare the CCOC to respond to, recover from, and mitigate the impacts of emergencies.

Objectives:

The plan aims to ensure the CCOC can continue its essential functions during emergencies. The objectives include:

- Minimizing loss of life and injuries.
- Protecting facilities, equipment, records, and assets.
- Reducing disruptions to operations.
- Achieving timely recovery and resumption of services.

Plan Execution:

Scenarios that may trigger plan activation include:

- Closure of the primary facility due to emergency events or threats.
- Widespread utility failure, natural disasters, hazardous incidents, civil disturbances, or attacks.
- Severe incidents interrupting normal operations or necessitating evacuation.

The Executive Director may activate the plan, and staff will work from their **home office** (alternate location).

Planning Considerations and Assumptions:

The plan must ensure a viable capability to continue essential functions during emergencies. Key considerations include:

- **High-Level Readiness:** The plan must be maintained at a high level of readiness to ensure quick and effective response during emergencies.
- **Implementation Flexibility:** The plan must be capable of being implemented both with and without prior warning, ensuring adaptability to various emergency scenarios.
- **Rapid Activation:** The plan must be operational no later than three hours after activation, ensuring minimal disruption to essential functions.

The plan outlines specific roles for personnel to ensure effective execution during emergencies. Here are the key roles:

Executive Director:

- **Activation Authority:** Authorizes activation of the plan.
- **Decision-Making:** Makes critical decisions related to alternate facilities and overall execution.

Emergency Response Team (ERT) – Operations and Administrative Services Directors:

The Emergency Response Team (ERT) has several critical responsibilities to ensure the effective execution of the plan. These include:

- **Maintaining Essential Functions:** Ensures that the mission essential functions of the primary facility are maintained and performed at an alternate location.
- **Coordinating Efforts:** Coordinates efforts to effectively sustain operations and manage the emergency response.
- **Supporting Decision-Making:** Assists the Executive Director in making critical decisions regarding the activation and execution of the plan.
- **Ensuring Readiness:** Ensures that all necessary preparations and readiness measures are in place for a smooth transition to the alternate facility.

The ERT will communicate during emergencies using:

- **Primary Communication Channels:** Utilizes secure and reliable communication systems, such as cellular phones, landline phones, email, and secure messaging apps.
- **Regular Updates:** Provides regular updates to all team members and key stakeholders to ensure everyone is informed about the situation and response efforts.

- **Coordination Meetings:** Conducts virtual or in-person coordination meetings to discuss ongoing operations, challenges, and next steps.
- **Documentation:** Maintains detailed records of all communications and decisions made during the emergency for accountability and future reference.

These communication strategies help the ERT maintain effective coordination and ensure the continuity of essential functions during emergencies.

1. Scenarios for Activation:

- Closure of the primary facility in Leon County, Florida, due to events or credible threats.
- Closure of Leon County or State of Florida offices due to widespread utility failure, natural disasters, hazardous material incidents, civil disturbances, or terrorist/military attacks.

2. Activation Process:

- The Executive Director may activate the plan if normal operations are interrupted or evacuation is prudent.
- The relevant alternate location(s) will be activated if necessary.

3. Emergency Response Team (ERT):

- The ERT will meet in person or virtually.
- They will maintain mission-essential functions until entire operations resume at the primary facility.

4. Relocation and Operations:

- All necessary staff will be contacted and instructed on their roles and locations.

5. Incident Response:

- The plan will be executed for various disasters and emergencies, with or without warning.
- The activation process will vary depending on the warning availability and the incident's severity.

Time-Phased Implementation of the plan:

1. Purpose:

- To maximize the preservation of life and property during natural or man-made disasters.

- Effectiveness depends on the type of emergency, warning received, personnel availability, and facility damage.

2. Disaster Magnitude Classification:

- **Minor Disaster:** Managed by local government with minimal State or federal assistance.
- **Major Disaster:** Exceeds local capabilities, requiring extensive State and federal assistance, with FEMA involvement.
- **Catastrophic Disaster:** Requires massive State and federal assistance, including military involvement.

3. Warning Conditions:

- **With Warning:** Allows for orderly plan activation, alert, and deployment of the ERT.
- **Without Warning:** Depends on emergency severity and personnel survival. Temporary leadership may be other staff designated by the Executive Director if the ERT cannot respond.
 - **Non-Duty Hours:** Staff can be alerted and activated to support operations.
 - **Duty Hours:** The plan activated, and ERT deployed as directed.

4. Direction and Control:

- Maintain lines of succession to ensure continuity of essential functions.
- Pre-delegate authorities for policy decisions, specifying limits and circumstances.
- The Executive Director can order plan activation.

Alert and Notification procedures for the CCOC plan:

1. Alert Procedures:

- Staff may be alerted before plan activation if the situation allows.
- Information and guidance will be communicated via:
 - Emergency notification telephone tree/cascade.
 - Text messages from the Executive Director.
 - CCOC website.

- Internal communication platforms like Microsoft Teams.
- Staff should wait for specific instructions at their office or home.
- The Executive Director will direct plan activation.

2. Notification Procedures:

- The Executive Director will notify the Operations Director and Administrative Services Director about the plan's activation.
- The Operations Director or Administrative Services Director will notify staff using the telephone tree or other communication methods.
 - The Operations Director will initiate the notification cascade and relay information.
 - After initial contact, the Operations Director will report the status to the Executive Director.
 - Staff not initially contacted should confirm receipt of the message with the Operations Director.
 - Notifications may be made through personal contact, telephone, mobile devices, or internal communication systems.
 - The Operations Director will report all unsuccessful contact attempts to the Executive Director.

SECTION III: PROCEDURES for the CCOC plan:

1. Telecommunications and Information Systems Support:

- Alternate site telecommunications capabilities must support essential mission functions.
- Staff must consider unique or critical information system requirements in planning.
- Planning considerations include:
 - Developing telephone trees.
 - Recognizing different needs for short-term and extended emergencies.
 - Creating a plan for when all communication systems are unavailable.

2. Security and Access Controls:

- The Operations Director will secure the primary facility during plan operations.

SECTION IV: Activation of the CCOC plan

PHASE I - Notification

1. General Procedures:

- The plan provides a flexible response to various emergencies, depending on the type and magnitude of the event, warning received, and personnel availability.

2. Alert and Notification Procedures:

- **Notification Process:** Ensures a smooth transition to an alternate location for mission-essential functions.
 - Plan alert for imminent relocation.
 - Announcement directing staff to report to the alternate location.
- **Notification Methods:** The Executive Director or successor alerts the Operations Director, who notifies staff via telephone cascades, personal contact, cell phone, or internal communication platforms.

3. Initial Actions:

- **Updates:** Regular updates from the Operations Director to the Executive Director.
- **Emergency Relocation Notification:** Executive Director informs the CCOC Executive Council about the anticipated or ongoing relocation.
- **Notification Cascade:** The Operations Director initiates the notification cascade and reports results to the Executive Director.
- **Security Procedures:** Personnel implement security measures for vacated areas to ensure the safety of the CCOC office and equipment.

PHASE II - ALTERNATE OPERATIONS for the CCOC plan:

1. Execution of Mission Essential Functions:

- The Operations Director will:
 - Monitor and assess the relocation situation.
 - Monitor the status of personnel and resources.
 - Plan and prepare for the restoration of operations at the CCOC office.

2. Establishment of Communications:

- The Operations Director will ensure that all necessary and preplanned communications systems are established and properly functioning.
- The Administrative Services Director will ensure all IT-related communication functions are operational and functioning correctly.

3. Amplification of Guidance to CCOC Staff:

- The Administrative Services Director will provide information to employees about the following:
 - Duration of alternate operations.
 - Payroll, time and attendance.
 - Duty assignments.
 - Travel authorizations and reimbursements.

RECONSTITUTION AND TERMINATION for the CCOC plan:

1. Overview:

- Within 24 hours of emergency relocation, the Operations Director will start salvage, restoration, and recovery operations after law enforcement and emergency services approval.
- Reconstitution begins once the Executive Director confirms the emergency has ended and is unlikely to recur.
- Options include:
 - Continuing mission essential functions at the alternate location for up to 30 days.
 - Returning to the CCOC office and reconstituting operations.

2. Procedures:

- Upon the decision to reoccupy the CCOC office:
 - The Operations Director oversees the transition of functions, personnel, equipment, and records to the CCOC office.
 - Conduct security, safety, and health assessments before relocating back.

3. After-Action Review and Remedial Action Plan:

- Initiate an After-Action Review process upon return to the CCOC office.

- Collect information from employees involved in the plan activation and review strengths and weaknesses.
- Incorporate findings into a Remedial Action Plan.