



When the Fireworks  
Start, Will You Be Ready?



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## The Family Support Plan: Family Preparedness & Continuity of Operations (COOP)

What the agency can do to assure its  
families are safe



## The Family Support Plan is the government agency's road map to family preparedness

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- The Family Support Plan is part of an agency's COOP plan



## What is a “COOP event or “COOP response?”

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### COOP Event =

- A natural disaster
- Change in Homeland Security Threat level (terrorist incident)
- An emergency situation that affects your ability to operate at normal levels (e.g., loss of power, heat or water)

### COOP Response =

- Emergency response environment
- Issues of recovery (staff, infrastructure, systems)



## Key Elements for an Effective COOP Response

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- The agency COOP plan
  - See FEMA Template & Instructions)
- The agency Family Support Plan
- The employee's Family Emergency Preparedness Plan



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## Why a Family Support Plan?

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FEMA requires a Family Support Plan to be a part of an agency's COOP plan (see Federal Preparedness Circular 65, Appendix H)



## Why a Family Support Plan?

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- A Family Support Plan provides mechanisms to help employees assure family members are safe
- Having a Family Support Plan increases the likelihood these same employees will report to work in a COOP event



## Why a Family Support Plan in COOP?

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- A COOP event will impact staff and their families
- Up to 1/3 of MDCH employees may be activated during a COOP event. What about your agency?



## Agency Family Support Plans should include...

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- Personnel accountability procedures
- A means for keeping employees informed (phone # and/or web site)



## Agency Family Support Plans should include...

- Information and training to all employees so they can develop their own family emergency preparedness plan.
- Information about family support services near the alternate work site.

Food

Lodging

Medicine

Counseling

Daycare



## Personnel Accountability Procedures

- Supervisors must account for all staff if a COOP activation occurs during work hours
- Supervisors must maintain an up-to-date contact list including employee status (e.g., sick, maternity leave, FMLA, etc.)



## Personnel Accountability Procedures

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- It is especially important to make sure these contact lists are updated during holidays, vacations, extended leave, etc.



## Means of Keeping Employees Informed

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- Establish a web site that will keep employees up to date on the agency's status during a COOP event
- Establish an emergency call-in number for employees and families to receive information



## Means of Keeping Employees Informed

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- Two-way communication for employees and their families at the work site used in a COOP event.
- This could be as simple as having a couple of phones in a separate room designated for employee use.



## Information for employee family emergency plans

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- There are several resources available to the public to help employees develop their own family emergency preparedness plan
- See Beverly Sobolewski's presentation & Handout



## Training Resources

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- Use FEMA's Are You Ready? program (VHS or DVD available)
- These Power Point presentations available upon request.
- Develop your own training module



## Support Services – What are we talking about?

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- Counseling
- Daycare
- Food
- Pharmacy
- Medical care
- Etc.



## Putting the pieces together – An Example

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### The Michigan Department of Community Health Emergency Coordination Center (CHECC) Family Preparedness Function



## What it is:

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The CHECC Family Preparedness function was developed as a helping hand to CHECC staff for assuring their family needs are met in the event of a public health emergency



## What it is not:

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The CHECC Family Preparedness function is NOT a substitute for employees and their families planning for an emergency



## Elements of the Family Preparedness Function:

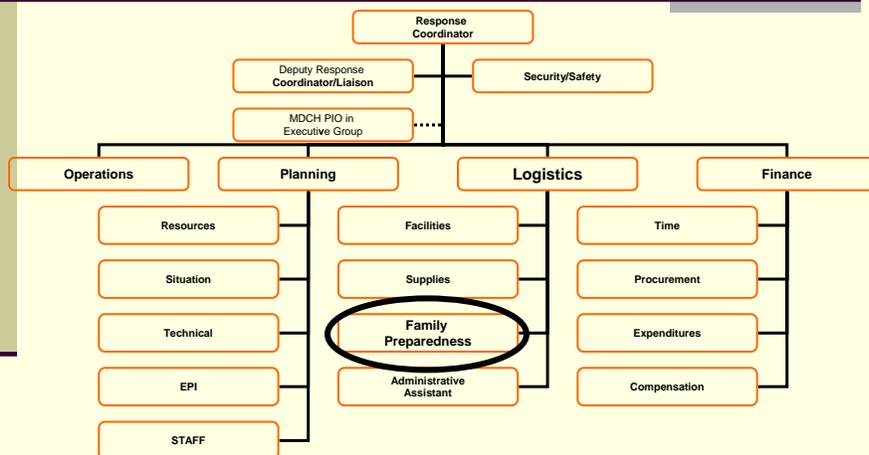
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- The Employee Family Emergency Preparedness Plan
- Employee Family Emergency Contact Information form
- The CHECC Family Support Plan



# The CHECC Family Support Plan

- Establish the Family Preparedness Coordinator as a distinct role in the CHECC



## The CHECC Family Support Plan

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- Each CHECC staff person provides family emergency contact information (kept confidential)
- Establish a Family Hotline telephone number



## Family Hotline

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- The Family Hotline serves as the point of contact between families and CHECC personnel while they are working in the CHECC
- It can also serve as a means of keeping CHECC staff updated regarding CHECC status, etc.



## Family Emergency Contact Information

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- Each CHECC staff member provides the Family Preparedness Coordinator with emergency contact information for their family
- This information is maintained in both electronic and paper files



## Confidentiality of Information

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- All computer files are stored in an encrypted file on a flash drive carried by the FPC & on the OPHP server
- Paper records are stored in a locked file cabinet accessible to the FPC only



## Consent is needed...

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- This initiative is VOLUNTARY.
- Each CHECC staff member signs a consent form giving permission for the FPC to use the information provided by staff during an emergency.



## Q & A

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