



Coalition Member Guide

Contents

Introduction to a Comprehensive Emergency Management Plan (CEMP).....	4
Elements of an CEMP.....	4
Staff Information.....	4
Facility Information.....	5
Department/Positions.....	5
Annex Details & Annex Actions.....	5
Risk Assessment.....	6
Risk-Specific Action List.....	6
Communications.....	6
Platform Access for Your Organization (CEMP Plan Development Guide).....	7
BOLDPLANNING.COM PLANNING PLATFORM.....	7
Minimum Standards for a Viable Comprehensive Emergency Management Plan (CEMP Plan Review Guidelines).....	9
Facilities/Sites.....	9
Contacts Database.....	10
Teams.....	10
Successions/Authorities.....	11
General Information.....	11
Departments/Positions.....	11
Hazards/Risk Assessment.....	12
Annexes.....	12
Incident Command Systems.....	13
Communications.....	13
Annual Maintenance Guidelines.....	14
Training Checklist.....	15
Contact Information:.....	15
Department/Position Information:.....	15
Facility Information:.....	15
Resource Information:.....	15

Hazards/Risks Information15

Introduction to a Comprehensive Emergency Management Plan (CEMP)

A comprehensive emergency management plan is a designed framework to guide an organization's response to emergencies. This plan works to ensure the safety and well-being of individuals, minimize damage to property and facilities, and ensure a coordinated, efficient response to emergencies/disruptions. These emergencies can vary based on the hazards/risks the organization is susceptible to. There are various elements to a comprehensive emergency management plan:

- Risk assessment
- Emergency response procedures
- Communication strategies
- Resource management
- Training and education
- Evaluation mechanisms

Elements of an CEMP

The elements of a comprehensive emergency management plan are easily identified, and the process of developing a base plan is relatively simple. In general, a comprehensive emergency management plan tries to answer the basic questions about people, facilities, departments/positions, roles/responsibilities, risk assessments, and communications.

Staff Information

You first want to identify your key personnel that would be involved in your response. Also consider creating emergency response teams that comprise individuals from various departments within the organization. The following are questions to ask when considering staff information during a response:

- Who are the key people in your organization?
- What are their individual responsibilities?
- If key staff members are unavailable, which individuals are authorized to assume management responsibilities?
- How are these people organized into teams?
 - Each person should have clearly defined roles and responsibilities for emergency response (i.e., communication, medical care, security, logistics, etc.).

Facility Information

When considering facility information, you want to think about all critical facilities that exist within your jurisdiction and the resources available at these facilities.

Consider the following questions:

- Are all critical facilities in the jurisdiction recognized in the plan?
 - Do you have alternate facilities available in case of the need to relocate?
 - Establish agreements with external partners (i.e., neighboring healthcare facilities)
- Are the facility managers identified at each facility?
- Does the plan provide a well-defined list of resources at both primary and alternate facilities that may be used in an activation of this plan?
 - Identify necessary resources for the emergency response.
 - Medical supplies
 - Equipment
 - Personnel

Department/Positions

Within your CEMP, identify your coordinating, primary, and supporting agencies.

These different agencies will play a role in your emergency response. This list may be comprised of federal, state, jurisdiction, municipalities, etc. agencies.

- *Coordinating*: The coordinating agency is the entity with management oversight for that annex. Coordinating is carried out through a “unified command” approach as agreed upon collectively by the designated primary agencies and, as appropriate, support agencies.
- *Primary*: A primary agency is one with significant authorities, roles, resources, or capabilities for a particular function within an annex.
- *Support*: support agencies are those entities with specific capabilities or resources that support the primary agency in executing the mission of the annex.

Annex Details & Annex Actions

Within your different annexes, develop specific actions/procedures for responding to different types of emergencies (i.e., evacuation procedures, shelter-in-place protocols, medical response plans, etc.). Consider the following questions for each annex:

- Are all details completed in annex details?
- Are coordinating, primary, and supporting agencies assigned in each annex?

- Are there actions across all phases (preparedness, response, recovery, mitigation), and are all actions assigned to department/positions?

Risk Assessment

Within the comprehensive emergency management plan, identify potential hazards and risks specific to your organization. Consider the following:

- Does the plan identify several types of hazards/risks, e.g., natural, man-made, technological, etc.?
- Has each risk/hazard type been identified?
- Is there a description listed for each hazard/risk?
- Does the plan identify the potential impact of each event, including financial costs?
- Have the hazards/risks been sorted by their risk rating?

Risk-Specific Action List

- Does the plan have preparedness actions for each hazard/risk?
- Does the plan have response actions for each hazard/risk?
- Does the plan have recovery actions for each hazard/risk?
- Does the plan have mitigation actions for each hazard/risk?

Communications

First, create a list of communication equipment and consider the following:

- Does the plan identify several types of communication: phones, fax, internet, etc.?
- Does the plan state whether each is internal use, external use, mobile capable, and/or secure?
- Have the needed quantities been determined?

Also, consider developing a communication plan that outlines how information will be disseminated internally to staff, patients, visitors, etc. as well as emergency responders, local authorities, the public, etc. Your organization needs to establish several different methods about how it could send notifications to its personnel regarding:

- What has happened / What the extent of the events are?
- Where to go (or not to go) / When to go
- Where to check-in and with what personal equipment (stethoscopes, spare scrubs, manual patient charting)
- Who to check-in with if not contacted or notified.
- Limited / Redefined access to specific tools needed to perform their job (oxygen, lab equipment, PPE, etc.)

Some of the methods that you might consider using within your Notification Procedures might include:

- Call trees.
- Publishing information on the organization's website
- Automated phone notification systems or pagers.
- Email notifications (work email and/or personnel email)

Platform Access for Your Organization (CEMP Plan Development Guide)

The department will have an CEMP manager who will act as the primary point of contact for the entire process. Password access will be granted to the CEMP manager, who can then grant platform access to other planning team members.

BOLDPLANNING.COM PLANNING PLATFORM

The centerpiece of your organization's comprehensive emergency management planning strategy is the BOLDplanning.com platform. This platform can be accessed through any internet browser and uses the latest internet security protocols to safeguard all your organization's data. You can access your plan through the internet. Your organization's branded web address will use the BOLDplanning.com platform address (e.g., state.boldplanning.com or county.boldplanning.com).

All platform URLs are unique and will be based on your organization's name. The name of your organization's comprehensive emergency management plan website is:

To Log onto the Platform:

1. Go to your unique website and find the login window in the top left corner.
2. Username: Enter the username provided by your project manager.
3. Password: Enter the provided password. This is CASE SENSITIVE.
4. Enter the security code shown in the login window of your computer.
5. Click the login button to begin plan development.

First-time users must enter some basic data for security purposes. The platform will prompt you to manage your contact information, customize your username and password, and answer two security questions that will be used to verify your identity should you lose or forget your access information in the future.

Login to demo.BOLDplanning.com


Username or Email Address


Password (Case-Sensitive)

Login Clear

[Forgot Username/Password?](#)

Development





Welcome to the BOLDplanning.com System!

The Premiere Web-based Planning Solution

BOLDplanning, Inc. is a leading provider of web-based emergency planning tools and services and is the solution of choice for more than 7,500 clients globally. Our company's extensive background in emergency planning combined with the powerfully equipped planning system is what allows us to streamline the planning process and deliver superior planning guidance and services.

- **Continuity of Operations Planning (COOP)** - Continuity Planning Module
- **Business Continuity Planning (BCP)** - Business Continuity Planning Module
- **Emergency Operations Planning (EOP)** - Emergency Operations Planning Module
- **Hazard Mitigation Planning (HMP)** - Multi-Hazard Mitigation Planning Module

Our web-based planning system and modules are specifically designed to address the key requirements, best-practices, and necessary planning elements of their respective industry sectors. Our system intuitively lead users through the process of each step in developing their plans and provides a guided pathway which ensures that all facets of their plan are highlighted, addressed, and compliant.

Our **"BOLD"** approach provides an unparalleled planning solution to our clients that makes the plan development process easy to understand and highly efficient to maintain.

For more information or to request a live demonstration / trial password, please contact us at info@BOLDplanning.com.

Version: 21.03.164
Copyright © 2004 - 2021, BOLDplanning, Inc., All rights reserved.
[Privacy Policy](#) [Terms of Use](#)

Figure: Login Page

Minimum Standards for a Viable Comprehensive Emergency Management Plan (CEMP Plan Review Guidelines)

BOLDplanning's subject matter experts conduct a qualitative and quantitative review of each organization or department's comprehensive emergency management plan and provide feedback on how they can improve each planning element in their CEMP. By following this feedback and incorporating these improvements, planners can be assured to have a complete and compliant emergency operation plan that is useful and understandable. If a plan annex receives an "incomplete" grade, the stoplight on the report for this section will be **red**. If a section needs improvement, the report will show a **yellow** light. If the section meets the minimal requirements for satisfactory, the section will show an "excellent" grade which will show a **green** light.



Incomplete



Needs Improvement



Excellent

Facilities/Sites

All facilities where staff works on regular basis, but also those where emergency response actions take place, or alternate locations used for supplies, medical treatment and triage, or information distribution and coordination should be identified. These types of facilities can include hospitals, fire stations, salt and sand highway depots, or other critical resource hubs.

Your emergency operations center and its alternate location should be included. To choose a facility type, use the facility type drop-down menu. For example, a facility type can be as simple as a "shelter location" or as detailed as a "strategic stockpile distribution point." Fill out the facility information as completely as possible. This will include filling in zip codes, so it will provide an accurate hot link to a Google map of your site in the list of facilities. Comments about the facility can also be added through the dialogue box. You may also give latitude-longitude, as well if you live in a rural, obscured area.

Minimum Standards:

- All critical facilities have a well-defined list of resources.
- Facility managers are identified at each facility.
- Resources are identified at each facility.

Contacts Database

Contact information for those who play a role in or are mentioned in your CEMP should be added. Contact information for personnel within the organization as well as contacts who are outside the organization should also be added (e.g., vendors). All key staff involved in the CEMP planning process and associated with annex actions or activation responsibilities should be included in the Contacts section. The primary resource for contact information is the human resource coordinator. When choosing a member type, most are considered key staff. Remember to include the contact's title and at least three different ways to get in touch with this individual (e.g., cellphone, work phone, work email, personal email). Department and divisions should also be developed by using the drop-down boxes in the top-right corner. These entries should match the current organizational structure/chart.

Minimum Standards:

- A complete list of personnel who are involved during the organization's comprehensive emergency management plan planning process is provided.
- A satisfactory amount of contact information for personnel and contacts is entered. This includes work and alternate addresses, telephone numbers, and emails.
- Non-staff contacts are included in case they are needed to assist (e.g., IT personnel and/or facility maintenance contacts).
- Vendors are included in the contact list (in case they are needed to assist during an emergency event).
- A contacts list of at least 10 contacts is provided.

Teams

The CEMP should include teams. You have the option of creating new teams, for any purpose you wish, and you can give the new team(s) any name you wish to call them. Teams may be used to organize and break down roles/responsibilities for each individual and fulfill certain tasks or objectives listed in your plan.

Minimum Standards:

- Personnel have been designated to perform roles on each of the teams within the plan.
- The number of personnel on each team is comparable to the size of the department.
- A clear description of each team member's responsibilities is provided, and descriptions for each responsibility is complete.
- At least two people have been defined and placed on critical teams, and each team member has tasks/responsibilities assigned.

Successions/Authorities

In the event that the normal staff or an authority is not available, specific individuals should be designated to fulfill obligations. You need to recognize specific department or jurisdictional roles that must be always staffed, and then specify who will succeed the primary individual.

Minimum Standards:

- Orders of succession for critical staff or authorities are identified in the plan.
- Successions/authorities are thoroughly completed.
- Each succession/authority are at least three deep (three alternates listed for the primary).

General Information

A supersession statement should be drafted in this section and acknowledgements for individuals who have been integral to the implementation or done extensive proofing and coordination work should be listed. You will also list individuals and entities from information you enter in your contacts database, departments, and facilities portions of the tool. The main point of contact (usually the CEMP project manager) and specific departments which function as your EOC or EMA's office will be identified in this section.

Minimum Standards:

- The name of the organization is identified.
- The organization the plan covers is identified.
- All required location and organization selections are included.
- A supersession statement is provided.
- The plan identifies an expiration date.

Departments/Positions

Departments and positions describe how your organization is put together. Names of every department associated with day to day, and emergency operations are identified. These are also the key players for your annex actions and their drafting process. Entities like EMS services, administration, critical vendors/long term contractors, and other stakeholders who help you complete daily actions and respond to extraordinary events should be included. Try not to use abbreviations and acronyms. Try to include everyone involved with your organization (inside and outside). Once you have created a department/position, select whether it is federal, state, local, municipality, private sector, non-profit, or other. This will help organize these departments in a list under the entities they are responsible to and is important when you choose a department/position that is responsible for specific

annex actions.

Minimum Standards:

- All department/positions have been created and their names have been spelled out with no abbreviations and acronyms.
- All department/positions have been organized under federal, state, local, etc.

Hazards/Risk Assessment

Major hazards and threats should be defined so actionable response guides and annex lists can be developed. These actions will be listed in conjunction with annex/incident response actions but are placed in a separate list for that specific hazard alone, not for the annex or a department. Planners should rank their probability, severity, duration, and warning time for each hazard. These rankings will order them in a list to prioritize them for planners and reviewers. After getting hazards in a desired order based on their risk rating, specific actions that are taken to respond to these hazards can be created.

Minimum Standards:

- The plan identifies several types of hazards/risks.
- Each hazard/risk type has been identified.
- A description is listed for each hazard/risk.
- Potential impacts of each hazard, including financial costs, is identified.
- Hazards/risks have been sorted by their risk rating.

Annexes

For a response plan, annexes are the backbone. They outline key responsibilities within your organization. Each annex includes an action check list which must be carried out during activation. The action lists are dependent on a strong conceptual framework that lays out the rules and limits a specific type of response or emergency. This framework organized around distinct chapters in the annex details and allows you to bring over your organization's pre-existing material or formatting into each annex. The annex details section contains the departments and positions outlined in the department/positions section. You can select three operational categories for these agencies. There are three operational categories for each agency, and they are: coordinating, primary, and support. For annex actions, there are five phases (preparedness, protection, response, recovery, and mitigation). Each category will have a check list of actions which fall under it, and they will appear in your annex chapter under responsibilities.

Minimum Standards:

- All required annexes contain a base plan.
- All required annexes have coordinating, primary, and support agencies assigned.
- All annexes have actions across all phases.
- All actions assigned to departments/positions.

Incident Command Systems

This tool in the platform outlines general, but critical roles all individuals may assume during an event, per NIMS guidance. These roles and responsibilities are then included in the base plan for regulatory compliance, but also in the form of a checklist to ensure that all those participating in an incident action plan or working under ICS understand the ways in which staff interact and the chain of command functions. This ICS section is organized into command staff, operations, planning, logistics, finance/administration, recovery, and intelligence/investigations. Summaries of the responsibilities for each incident stage and NIMS-compliant org charting are included in the ICS section.

Minimum Standards:

- All ICS Sections are described in detail in ICS details.
- All actions in the ICS sections have been assigned a department/position, phase(s), and risks/hazards.

Communications

Emergency communications methods and tools are listed here. These methods can include cellphones, 800 MHz radios, email, pagers, etc. Less conventional mechanisms can be included, as well such as social media, SMS or text alerts, subscription services, etc. When entering a communication method, remember to assign the priority and define the type of communication method being listed. Also, provide a description of how the communication method is being used and who has access to it.

Minimum Standards:

- The plan identifies several types of communication methods: phone, fax, internet, etc.
- The plan states whether is each internal use, external use, mobile capable, and/or secure.
- The needed quantities have been determined.

Annual Maintenance Guidelines

BOLDplanning recommends 6 months as a good interval to catch changes in personnel, updates to MOUs/MOAs, etc.

According to FEMA, to evaluate the effectiveness of a plan, a combination of training events, exercises, and real-world incidents should be conducted to determine whether goals, objectives, decisions, actions, and timing outlined in the plan is successful. A recurring process for reviewing and revising the plan should be established by the Planning Teams. A plan and its components should be reviewed and revised at a minimum of once every two years. Teams should also consider reviewing and updating the plan after the following events:

- A change in operational resources
- A formal update of planning guidance or standards
- A change in elected or appointed officials
- A plan activation or major exercise
- A change in the jurisdiction's demographics or hazard or threat profile
- The enactment of new or amended laws or ordinances.

Training Checklist

You will need the following items for the comprehensive emergency management plan training session:

Contact Information:

Before you arrive, organize your contacts into the key staff, staff, non-staff, vendor, and facilities contacts as identified in the Data Collection section of this document.

- Name (first, last)
- Department/division
- Job title
- Primary work location address
- Work, home, cellphone, pager, and fax numbers
- Email address (if possible, also a personal email address)
- Comments: You can add details to the individual's contact information e.g., "Nurse, CPR trainer, lives across the street from the main office," or other details that may be helpful to know at all times of an emergency or during the recovery process.

Department/Position Information:

- Name of department/position
- The type of department/position (federal, state, county, etc.)

Facility Information:

- Building address and number of your department's employees working there
- Facility manager's contact information
- Facility resources aka business equipment needs (for example, two computers, copy and fax machine, landline phone, etc.)

Resource Information:

- Required equipment and resources

Hazards/Risks Information (Can Be Found in Local Hazard Mitigation Plan):

- Risk name
- Risk type (man-made, natural, biological, etc.)
- Risk description
- Potential impact of the event (including financial costs)

- Probability
- Magnitude/severity
- Warning time
- Duration