

# Yale Business Continuity Program

# Emergency Response Guide

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## Introduction

This guide has been written to help you respond to a disaster or emergency that interrupts your business operations and delays or prevents you from continuing your normal day-to-day operations. The guide will walk you through steps to take as you assess the damage and determine a plan of action. Some of the information in this guide may not be applicable, depending on the situation. Additional help is available from the Yale Office of Emergency Management and the Business Continuity Program Manager.

## Immediate Actions

### Safety Precautions

- Always consider your personal safety and the safety of others first
- Do not enter a building or work space if there has been significant damage
- Do not walk in flooded areas, especially if there are electrical cords or power strips on the floor
- If you see or smell smoke, or smell gas, evacuate the area and call 911

### Stop further damage and protect your equipment

- Contact the Facilities Operations Customer Service Center (432-6888) or your facilities manager immediately

For water damage (flooding, burst pipe, fire sprinkler activation)

- Cover computers, printers, etc. with plastic sheeting or garbage bags
- Move sensitive equipment if possible
- Collect vital documents such as research notebooks, etc.

Notify department staff and other building or space occupants

Secure confidential information

Work with Facilities to evaluate the need for a clean-up / restoration crew

## Assess the Damage

Determine extent of damage:

- How many offices or work spaces are damaged and how badly?
- How many staff are impacted and to what extent?

Determine if any sensitive documents and/or research are at risk

Contact department ITS support specialist or ITS Help Desk if computers or other network equipment are damaged

### Helpful Hint

Ask each staff person to do a quick assessment of their space. Use the Damage Assessment Worksheet (Attachment 1). Use your staff roster or department directory to conduct a call-down. Ask each staff to report to the office to help with the damage assessment.

## Determine Business Disruption

Work with the Facilities supervisor or superintendent to get an estimate of how long your operations will be disrupted. Ask the following questions:

- How long will clean-up and full restoration take? *This will be a rough estimate.*
- Can you remain in the space (or some of the space) during the clean-up?
- What furniture or equipment will need to be moved?

If offices or work-space need to be evacuated and operations relocated, establish restoration priorities:

- Determine essential and non-essential functions. What must continue and what might be postponed?
- Can anyone work from home? For how long?
- What offices or work-spaces should be repaired first?

## Determine Plan of Action

*If clean-up and restoration will only last for a few days and you can remain in the space:*

- Prioritize usable work-space for essential functions
- Adjust work-space to accommodate cleaning and restoration
- Assign staff to temporarily work from home or other locations, if possible

If clean-up and restoration are extensive and you cannot remain in the space:

- Activate your business continuity plan, if created
- See Relocation Checklist below

## Relocation Checklist

Determine who is moving and how much total space you need:

- Who can work from home?
- Who needs to be relocated?
- How many work-stations will you need?
- How many individual private offices will you need?

### Helpful Hint

Use your staff roster or department directory to determine who needs to move and what support they will need (furniture, computer, desk phone, etc.). Complete the Staff Relocation Worksheet (Attachment 3).

Determine where you can move to:

- Do you have another office or work-space immediately available?
- Is there space in the same building?
- Contact your lead administrator or business operations manager for help locating temporary space.

Determine support needs:

- Furniture / equipment. Can any be moved from current location?
- IT / Telecom equipment needs? Computers, printers, desk phones, etc.
- Specialized equipment needs? Lab equipment?
- Access to essential documents or files?
- Security access to new location?

## Key Contacts to help you relocate:

Department	Name	Phone #	How they can help
Department Director			Help set priorities
Lead Administrator			Help with finance
Facilities			Help find space
ITS / Telecom			Set up computers, printers, network, phones, etc.,
TR&S			Help with moving, boxes, storage options, etc.
HR			Update staff work locations
Security			Building access, security patrols
Yale Mail Service			Forward or hold mail delivery
Custodial Staff			Help with cleaning of new space, garbage pick-up
Safety Advisor (EHS)			Safety and environmental monitoring
University Properties			For leased space

## Other People to Contact

- Staff / students / clients - anyone who regularly comes to your site
- Vendors that deliver



Attachment 1

## Individual Damage Assessment Worksheet

*Instructions: Complete one form for each office or work space that was affected.*

<b>Employee Name:</b>	<b>Title:</b>
<b>Address of Damage:</b>	<b>Room Number:</b>
<b>Date of Incident:</b>	<b>Date Completing Form:</b>

### Incident Summary

**Burst Water Pipe** ▶ 
  Fire System 
  Heat/AC System 
  Waste 
  Other: \_\_\_\_\_  
 **Fire**  
 **Flooding**  
 **Other:** \_\_\_\_\_

### Space Affected

Individual office 
  Shared office > Shared with: \_\_\_\_\_  
 Cubicle 
  Lab / Research  
 Storage 
  Library / Museum 
  Other: \_\_\_\_\_

### Overall Damage Assessment

Brief description of damage: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Itemized Damage Assessment

Item	Destroyed	Major	Minor	Comments / Damage Caused By
Computer				
Monitor				
Printer				
Phone				
Files, Documents				
Desk				
Chair				
File Cabinet (not files)				
Bookshelf				
Rugs				
Other Furniture				
Specialized Equipment				

## Attachment 2

**Recovery Contacts Worksheet***Instructions: Use this worksheet to help keep track of the different people you are working with*

<b>Department</b>	<b>Services</b>	<b>Dept. Phone #</b>	<b>Contact Name</b>	<b>Contact Phone #</b>
<b>Environmental Health &amp; Safety – Safety Advisor</b>	Containment and clean-up of hazardous materials. Air quality testing.			
<b>Facilities – Custodial Lead</b>	Clean-up, water removal, etc. Supplies (trash bags, etc.)			
<b>Facilities – Project Management</b>	Coordinate restoration and repairs.			
<b>Facilities – Superintendent</b>	Assist with damage assessment and estimating restoration.			
<b>ITS Support Specialist</b>	Move computers and printers. Help replace damaged equipment. Access to network files and backup.	IT Help Desk Yale: 432-9000 YNHH: 688-4357		
<b>Lead Administrator or Business Operations</b>				
<b>Office of Emergency Management – Business Continuity Program Manager</b>	General guidance and support. Assist as needed with relocation and other needs.			
<b>Restoration Contractor</b>				
<b>Risk Management – Claims and Loss Control</b>	Assess insurance coverage and claims payments.			
<b>Security Operations</b>	Notify of change. Patrol new and vacant locations.			
<b>Security Systems</b>	Access control at new site.			
<b>Telecom</b>	Phone services (desk and cell phones)			
<b>TR&amp;S</b>	Help with moving furniture and equipment. Boxes and packing supplies.			
<b>Other:</b>				

