

FOR BUSINESSES

DISASTER RESILIENCE KIT

LINCOLN COUNTY, OREGON

<http://www.co.lincoln.or.us/DisasterPreparation/>

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Prepared by the
*Oregon Cascades West Council of Governments and
The Disaster Resilience for Lincoln County Businesses Committee*

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PREPARING FOR A DISASTER AT WORK

DID YOU KNOW ?

- At least 14,000 earthquakes have occurred in Oregon in the past 160 years
- A landslide closed Hwy 101 for 3 months in 2000
- 9,500 landslides were reported in Oregon during the winter of 1996-1997

Every year, residents and business owners along the Oregon coast are reminded of the threat of winter storms and natural disasters. In 2007, wind gusts of 125 mph tore off roofs, crinkled signs, and shut power off for days. Although Lincoln County quickly rebounded, the Oregon coast saw tens of millions of dollars in damage. One estimate totals \$70 million.

Windstorms, icy roads, floods, landslides, earthquakes, and tsunamis are continual threats to Lincoln County households, local businesses, and our economy.

Is your business prepared for these threats? This Disaster Resilience Kit includes information that can help all of us better prepare for, and bounce back from, any sort of natural or human-caused disaster. For additional information, you can also access the resources on Page 10, which were instrumental in putting this kit together.

5 STEPS TO DISASTER PREPAREDNESS

1. Talk with your insurance company. Understand your coverage and get duplicate copies of all files to store off-site.
2. Create a business recovery plan. Include key phone numbers, alternative operation sites, and how-to lists for critical functions. Talk about it with your employees.
3. Make a Evacuation “Go-Box” (see page 5).
4. Disaster-proof your building. Bolt down and secure anything you don’t want falling down! Think ahead by having plywood or shutters for your windows and doors.
5. Strengthen our local business network. Discuss what resources can be shared and how businesses will work together to protect the local economy when a disaster hits.



TIP:

Have contact info for local utility companies and contractors ready for emergency situations!



TIP:

Communication is key—have information saved in several convenient and safe locations.

CONTINUITY OF OPERATIONS PLANNING

PLAN TO STAY IN BUSINESS

KNOW YOUR RISK

Know the major risks facing Lincoln County: earthquakes, tsunamis, wind storms, ice, floods, landslides, & wildfire

Know if your business is in the tsunami inundation zone

Evaluate how to protect your building from wind damage (see www.disastersafety.org)

HAVE A PLAN

- ⇒ Set up a remote number on your voicemail to record messages for employees during an emergency and give them that emergency number. Learn to use programmable call forwarding for your main business line.
- ⇒ Leave a set of keys and the alarm code with a trusted employee or friend close to the site.
- ⇒ Prioritize critical business functions and set a timeline for recovering those functions.
- ⇒ Establish a disaster recovery team and assign employees specific responsibilities.
- ⇒ Identify alternative transportation routes for yourself, your employees, suppliers and shippers.
- ⇒ Identify an alternative operations site where employees can work and access critical records & supplies.
- ⇒ Set up mutual help agreements with neighboring businesses. Plan to share resources.
- ⇒ Plan for securing, moving or liquidating your inventory. This can be a way to give back to others in need.

BACK UP YOUR ELECTRONIC FILES

Always protect your data with backup files and keep a log. Back up your data at an out of the area location.

KNOW YOUR INSURANCE COVERAGE

Consult with your insurance agent about special precautions you should take — remember that most policies do not cover earthquake, tsunami or flood damage. Discuss business continuity insurance with your agent. Have copies of insurance policies in your “Go-Box” and be ready to report damages immediately.

INVENTORY YOUR PROPERTY

Have your business appraised every 5 years. Inventory, document, and photograph your workplace, equipment, and supplies. Keep a detailed inventory of computer software and hardware including product names, serial numbers, number of licenses, date purchased, and cost. Keep similar records for all other major purchases.

SECURE YOUR BUILDING

Bolt display cases to wall studs and use plumber’s tape to secure your hot water heater to wall studs. Use surge protectors and battery back-up systems to protect sensitive equipment during outages. Consult professionals to: install shutters, automatic fire sprinklers and flexible connectors to appliances fueled by natural gas.

WHAT IS BUSINESS

CONTINUITY PLANNING?

Continuity planning is the process of developing and practicing a logistical plan for how a business will recover and restore critical functions within a certain period of time after an emergency or extended disruption. The primary objective is to reduce the level of risk and cost to the business and the impact on your staff, customers and suppliers.

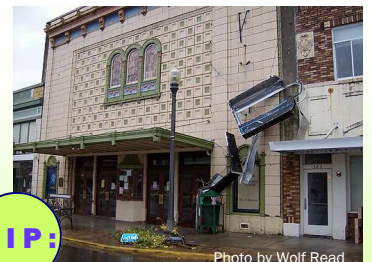
TIP:



Secure your property before the storm — see tips at <http://www.disastersafety.org/>

CHECKLIST: WORKPLACE DISASTER SUPPLIES KIT

- Prepare the “Go-Box” (see next page)
- Emergency contact list and copies of disaster planning documents
- All hazards NOAA Weather Radio (NWR) and battery operated or wind-up AM/FM radio
- Working smoke detectors and fire extinguisher
- First aid kit – Include scissors, tweezers, variety of Band-Aids, gauze pads/roller gauze and tape, anti-bacterial wipes, first aid ointment, cold pack, vinyl gloves, first aid book, and any other essential items. Also include pain relievers, stomach remedies, etc. Consider including a small supply of prescription medications.
- Flashlights and light sticks
- Bottled water and nonperishable food to last 3 days – At least one gallon per person per day in portable sized containers, a variety of nonperishable food, utensils, and a can-opener
- Essential office supplies – Include typical office supplies in your kit such as pens, pencils, pads of paper, duct tape, markers, toilet paper, tissues, paper plates, napkins, and towels.
- Essential tools and other supplies – Stock up on supplies to help you protect and clean up your business, including: duct tape, waterproof plastic sheets, shut-off wrench for water and gas, whistle, plastic bucket with tight lid, work gloves, pliers, hammer, plastic garbage bags, zip-ties, rope and wire. Also have a pry bar, shovel, dust masks, eye protection, all-weather gear and a push broom for clean-up.
- Camera – Have a disposable camera or a camera with extra batteries and film to record damage.
- Cash - Keep enough cash and change for immediate needs and to serve customers if ATMs and credit/debit machines are not working. Cash should be in smaller denominations.
- Manual credit card backup – A manual credit card machine is a good back-up when the power is out
- Cell phone – Carry a cell phone and store an extra charger at work



TIP:

Buy prepared emergency kits at:
www.redcross.org
www.disaster necessities.com
www.homelandpreparedness.com

CHECKLIST: THE EVACUATION “GO-BOX”

The “Go-Box” goes with a designated person in the case of an evacuation and contains copies of documents and equipment essential for business operation. These documents will help with insurance and disaster documentation. The “Go-Box” should be a fire-proof, waterproof, and secure container stored in an alternate location. Include the recommended items below and any other items critical for the function of your business.

RECOMMENDED “GO-BOX” CONTENTS:

- Copy of emergency contact list
- Voice mail box numbers, remote password information, and instructions so you can provide employees, suppliers, and customers with updated information and instructions if they can not reach you by phone
- Copy of insurance policies and company contact information (both in-town and out-of-town).
- Several copies of a memo authorizing employees to enter the premises in the case of a disaster
- Back-up copies of electronic data—on a usb or hard drive
- Copy of essential policies, emergency procedures, and a business continuity plan
- Essential office supplies, including any special forms, etc. used in your business
- Pictures of business, inside and out, including home-based businesses



OTHER

- A copy of requirements and contacts for SBA Disaster Loans or other types of assistance
- A copy of your stock inventory and most recent balance sheet
- Sole Proprietorships, Corporations, and Partnerships all need: Copy of current Profit & Loss Statement (within 90 days), Copy of Schedule of Liability, and copies of all required licenses
- Corporations and Partnerships should also keep: Copies of past 3 years tax returns, most recent personal tax return of principles (affiliates with greater than 20% interest), and the most recent tax returns of any affiliated business entities
- Sole Proprietorships should also keep: Copies of past 3 years tax returns with Schedule C

ESTABLISH EMERGENCY OPERATIONS

WHAT ARE YOUR MOST CRITICAL BUSINESS FUNCTIONS?

Use this page to brainstorm and prioritize your most critical business operations and to plan how your business will complete them during an emergency.

Examples include: Payroll, insurance claims, debt obligations, communication internally & with the public, regulatory requirements, accounts receivable, utilities and inventory.

TIP:



Establish relationships with alternative providers in the case that your regular services are interrupted.

CRITICAL BUSINESS FUNCTION:

Priority (High, Medium or Low):

Employee in Charge:

Time Frame or Deadline:

Business Loss if Function Not Completed:

Key Contacts:

Basic Procedures:

ALTERNATIVE OPERATIONS SITE

Identify an emergency operations site where you can conduct business operations following an event. This can be at another business through a mutual aid agreement, from your home, or from an alternative site with access to all of your business' critical resources.

The site should have all resources your business needs to function: power source/generators, computers and software, critical computer data files, phones/TV/radio, equipment, vehicles, digital camera, common supplies, supplies & forms unique to your business, basic first aid, and sanitary supplies.

Property Owner/Manager:

Phone:

Email:

Street Address/City:

Directions to Alternative Site:

Employees Who Should go to Alternative Site:

Business Functions to be Performed at Site:

EMPLOYEE CONTACT INFORMATION

Use this form to record up-to-date contact information for each of your employees so that they can be contacted at home or at work. Use this information to create a phone tree and assign roles during disaster recovery. Keep a copy in a secure and accessible location. Use additional sheets as needed.

Employee Name:	Title :
Home Phone/Cell:	Work Phone:
Personal Email:	Work Email:
Home Address:	
Role in Emergency Situation:	

Employee Name:	Title :
Home Phone/Cell:	Work Phone:
Personal Email:	Work Email:
Home Address:	
Role in Emergency Situation:	

Employee Name:	Title :
Home Phone/Cell:	Work Phone:
Personal Email:	Work Email
Home Address:	
Role in Emergency Situation:	

Employee Name:	Title :
Home Phone/Cell:	Work Phone:
Personal Email:	Work Email:
Home Address:	
Role in Emergency Situation:	

FINANCIAL INSTITUTIONS

Having access to your financial records during and after a disaster is critical. Use this form to record up-to-date information for each of your financial institutions, banks, or creditors. Store a copy in a secure location!

Bank/Institution Name:

Contact Name:

Phone/Fax:

Email:

Street Address:

Account Number:

Bank/Institution Name:

Contact Name:

Phone/Fax:

Email:

Street Address:

Account Number:

Bank/Institution Name:

Contact Name:

Phone/Fax:

Email:

Street Address:

Account Number:

Bank/Institution Name:

Contact Name:

Phone/Fax:

Email:

Street Address:

Account Number:

Bank/Institution Name:

Contact Name:

Phone/Fax:

Email:

Street Address:

Account Number:

VENDORS, SUPPLIERS & BUSINESS PARTNERS

Use this form to record contact information for each of your suppliers and vendors, and to establish back-up suppliers in the case of an emergency. Interruptions in the flow of supplies and services to your business can cause as much damage as the actual disaster itself, so be sure to keep this information up-to-date and in a secure and accessible location!

Company Name:	Contact Name:
Phone/Fax:	Email:
Street Address:	Account Number:
Products/Services Provided:	Alternate Supplier:

Company Name:	Contact Name:
Phone/Fax:	Email:
Street Address:	Account Number:
Products/Services Provided:	Alternate Supplier:

Company Name:	Contact Name:
Phone/Fax:	Email:
Street Address:	Account Number:
Products/Services Provided:	Alternate Supplier:

Company Name:	Contact Name:
Phone/Fax:	Email:
Street Address:	Account Number:
Products/Services Provided:	Alternate Supplier:

KEY CUSTOMERS & OTHER CONTACTS

Use this form to record contact information for key customers, business partners, business organizations, accountants and others who are important to business operations. Also include those who may be helpful in the recovery process, including contractors, media outlets, janitorial services and others. You may also want to identify an alternative provider that can serve your customers until you reopen.

Type of Contact: Products/Services Provided:

Contact Name: Account Number:

Phone/Fax: Email:

Street Address:

Type of Contact: Products/Services Provided:

Contact Name: Account Number:

Phone/Fax: Email:

Street Address:

Type of Contact: Products/Services Provided:

Contact Name: Account Number:

Phone/Fax: Email:

Street Address:

Type of Contact: Products/Services Provided:

Contact Name: Account Number:

Phone/Fax: Email:

Street Address:

RESOURCES

The information in this brochure was drawn from the resources below, which can be accessed for additional assistance in your business continuity & disaster preparedness planning efforts:

LOCAL EMERGENCY INFORMATION

Lincoln County Office of Emergency Management (<http://www.lincolncoemergencyservices.us/>)
Lincoln County Health and Human Services (<http://www.lincolncountyhealth.com/EP/EPPWeb.htm>)
Lincoln County Environmental Services (<http://www.lincolncountyhealth.com/EH/EHservices.htm>)
Community Emergency Response Team (CERT) (<http://www.citizencorps.gov/cert/>)
Lincoln County Transit (<http://www.co.lincoln.or.us/transit/>)

EMERGENCY PREPAREDNESS

The American Red Cross (www.redcross.org)
American Red Cross Oregon Pacific Chapter (<http://oregonpacific.redcross.org>).
The Federal Emergency Management Agency (www.fema.gov/business/guide/index.shtm)
The Department of Homeland Security (www.ready.gov/business/index.html)
The Institute for Business and Home Safety (<http://www.disastersafety.org/>)

BUSINESS RESOURCES

The Small Business Administration (SBA) (www.sba.gov/services/disasterassistance)
The Institute for Business and Home Safety (www.ibhs.org)
The National Federation of Independent Business (<http://www.nfib.com/>)
Centers for Disease Control and Prevention (CDC) (<http://emergency.cdc.gov/planning/>)



Employee safety comes first!
Help your employees to develop household emergency plans and consider how your business can help ensure their safety.

GET INVOLVED WITH CERT! (COMMUNITY EMERGENCY RESPONSE TEAMS)



CERTS are community-based groups building disaster preparedness by training citizens to organize and respond to disasters. Below are several local CERTs—check to see if there is a CERT in your area.

North Lincoln County CERT (North of Depoe Bay): cocos3cats@charter.net

Central Coast CERT (Newport): Toby Cole, Assistant Chief; Phone 265-9461; tocole@newportfire.net

South Lincoln County CERT (Seal Rock, Waldport, Yachats): Betty Johnson (541) 547-4934 or Frankie Petrick (541) 547-3266

EMERGENCY CONTACTS

CALL 911 FOR ALL IMMEDIATE EMERGENCIES

LINCOLN CITY AREA

Fire non-emergency: North Lincoln Fire/Rescue (541) 996-2233

Ambulance non-emergency: North Lincoln Fire & Rescue: (541) 996-2233 **OR** Pacific West Ambulance (541) 265-6690

Police: Lincoln City Police (541) 994-3636

Water: Lincoln City Public Works (541) 996-2154

Electric: Pacific Power 1-888-221-7070

Gas: NW Natural Gas emergency line 1-800-882-3377 **OR** Consumer's Power 1-541-929-3124

Garbage: North Lincoln Sanitary Service (541) 994-5555

DEPOE BAY AREA

Fire non-emergency: Depoe Bay FD (541) 765-2202

Ambulance non-emergency: Pacific West Amb. (541) 265-6690

Police non-emergency: Lincoln County Sheriff (541) 265-4277

Water: Depoe Bay City Hall (541) 765-2361

Electric: Central Lincoln PUD emergencies 1-866-484-3783

Gas: NW Natural Gas emergency line 1-800-882-3377

Garbage: North Lincoln Sanitary Service (541) 994-5555

IN GLENEDEN BEACH:

Fire non-emergency: Depoe Bay FD substation (541) 764-2208

Water: Kernville-Gleneden Beach-Lincoln Beach Water District (541) 764-2475

Electric: Pacific Power 1-877-LITESOUT (548-3768)

NEWPORT AREA

Fire non-emergency: Newport Fire (541) 265-9461

Ambulance non-emergency: Newport Fire (541) 265-9461 **OR** Pacific West Ambulance (541) 265-3175

Police: Newport Police (541) 265-4231

Water: Newport Public Works (541) 574-0603

Electric: Central Lincoln PUD emergencies 1-866-484-3783

Gas: NW Natural Gas emergency line 1-800-882-3377

Garbage: Thompson's Sanitary Service (541) 265-7249

SILETZ AREA

Fire non-emergency: Siletz Valley FD (541) 444-2043

Ambulance non-emergency: Pacific West Amb. (541) 265-3175

Police: Toledo Police non-emergency (541) 336-5555

Water: City Hall (541) 444-2521

Electric: Central Lincoln PUD emergencies 1-866-484-3783 **OR**

Consumer's Power 1-541-929-3124

Gas: NW Natural Gas emergency line 1-800-882-3377

Garbage: Dahl Disposal (541)336-2932

TOLEDO AREA

Fire non-emergency: Toledo Fire (541) 336-3311

Ambulance non-emergency: Pacific West Amb. (541) 265-3175

Police: Toledo Police (541) 336-5555

Water: Toledo Public Works (541) 336-5555 (water emergency)

Electric: Central Lincoln PUD emergencies 1-866-484-3783 **OR** Consumer's Power 1-541-929-3124

Gas: NW Natural Gas emergency line 1-800-882-3377

Garbage: Dahl Disposal (541) 336-2932

WALDPART AREA

Fire/Ambulance non-emergency: Central Coast Fire & Rescue (541) 563-3121

Police non-emergency: Lincoln County Sheriff (541) 265-4277

Water: Southwest Lincoln Water District (541) 547-3315

Electric: Central Lincoln PUD emergencies 1-866-484-3783 **OR** Consumer's Power 1-541-929-3124

Garbage: Dahl Disposal (541) 563-3888

SEAL ROCK AREA

Fire non-emergency: Seal Rock RFPD (541) 563-4441

Ambulance non-emergency: Central Coast Fire & Rescue (541) 563-3121 **OR** Pacific West Ambulance (541) 265-3175

Police non-emergency: Lincoln County Sheriff (541) 265-4277

Water: Seal Rock Water District (541) 563-3529

Electric: Central Lincoln PUD emergencies 1-866-484-3783 **OR** Consumer's Power 1-541-929-3124

Garbage: Dahl Disposal (541) 563-3888

YACHATS AREA

Fire/Ambulance non-emergency: Yachats RFPD (541) 547-3266

Police non-emergency: Lincoln County Sheriff (541) 265-4277

Water (24 emergency lines): City of Yachats (541) 547-3565 **OR** Southwest Lincoln County Water District: (541)547-3315

Electric: Central Lincoln PUD emergencies 1-866-484-3783

Garbage: Waldport: Dahl Disposal (541) 563-3888