

## Emergency Operations Plan Annotated Outline

This enhanced plan outline is provided as a potential framework for your food bank's Emergency Operations Plan (EOP)<sup>1</sup>. Whether you are starting from scratch or enhancing/reorganizing an existing plan, this outline covers the topics typically found in an emergency operations plan. For each section of the plan a very brief description is included.

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<sup>1</sup> The EOP focuses on *safety procedures and response actions*. A Continuity of Operations (COOP) Plan focused on sustaining or resuming operations may also be developed and attached to the EOP as an Annex.

## I. Introduction

### A. Purpose

Briefly describes purpose of plan, for example, “to provide guidance for managing emergency operations.”

### B. Disaster Mission Statement (Tier Two/Disaster Mission Statement)<sup>2</sup>

Brief, concise statement of the food bank’s disaster mission. Assuming some limitations on its ability to respond, what are the priority services to be provided and priority populations/geographic areas to be served?

### C. Hazards and Risks (Tier One/Hazard and Risk Assessment)

Statement that this plan is designed to cover all types of hazards. May include a brief summary of the types of hazards most likely to occur.

## II. Safety Procedures

### A. Evacuation (Tier One/Emergency Procedures)

Provide summary of evacuation procedures, initial meeting place, evacuation site/s, alternate sites. More detailed information can be provided in an appendix.

### B. Shelter in Place (Tier One/Emergency Procedures)

Summary of general sheltering plans in the event staff/volunteers/clients need to shelter in place for some time. Briefly mention emergency supplies and other resources available to support sheltering. More detailed information can be added as an appendix.

## III. Roles and Responsibilities

### A. Your Food Bank (Tier Two/Essential Services)

Brief summary of your food bank’s role and responsibilities. This section should highlight those services identified as essential and listed in the Disaster Mission Statement as priorities for disaster operations.

### B. Internal Relationships (Tier Three/Coordination with Others)

Briefly describes the organizations such as distribution sites that are integral to the food bank’s operations. Descriptions should focus on their roles and how the food bank coordinates with them. Lists and contact information can be included as an appendix.

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<sup>2</sup> The references to Tiers in this outline are from the Preparedness Hierarchy document and intended to highlight the relationship between the hierarchy and development of the EOP.

**C. External Partners (Tier Three/Coordination with Others and Disaster Specific Agreements/MOUs)**

Describes roles of agencies and organizations the food bank may work with in a disaster and how the food bank coordinates with them, including existence of any contracts or agreements, such as the *Central Coast Food Bank Alliance Mutual Assistance Agreement*. These might include other food banks, CA Association of Food Banks and Feeding America; American Red Cross; VOAD; local government; and funders. Include lists and contact information in an appendix.

**IV. Concept of Operations/Response Actions**

**A. Plan Activation**

Statement that describes who is authorized to activate the plan and under what circumstances.

**B. Incident Organization/Emergency Coordination Team (Tier One/Emergency Coordination Team)**

Brief description of the incident organization model used to manage the organization during emergency situations – the Incident Command System is recommended. Include chart that shows which staff positions are assigned to fill the incident organization leadership positions.

**C. Communications (Tier Two/Communications)**

Brief description of communications during emergency situations. Include general information about who needs to be contacted, for what purpose and by what means. Include lists, contact information and other data in one or more appendices.

**D. Staffing (Tier Two/Staffing and Volunteers)**

Information on what organization expects of staff during disasters – whether everyone is expected to help out, what happens if the emergency occurs during non-working hours, etc. Include staff list and contact information in an appendix.

**E. Volunteers (Tier Two/Staffing and Volunteers)**

Summary of plans for volunteers. Are affiliated volunteer expected to help out? Is the organization prepared for spontaneous volunteers? If appropriate, include list of key volunteers and contact information in an appendix.

**F. Donations (Tier Three/Donations)**

Summary of any plans or procedures for receiving and managing donations, both monetary and in-kind.

**G. Record-keeping (Tier Three/Vital Records and Cost Recovery)**

Brief summary of the kinds of disaster-specific data that will be kept. Consider any contractual obligations, needs of potential funders and other possibilities for cost recovery, as well as the interests of the media and your internal stakeholders.

**H. Transition to Long-term Recovery (Tier Three/Recovery Plan)**

Summary of actions to be taken that help organization return to a “new normal” following an emergency. May include information about opportunities to apply for cost recovery for disaster-related expenses, such as through the State’s Private Nonprofit Assistance Program.

**V. Plan Maintenance**

**A. Updates**

Summary of information about updates to the plan – how often will it be conducted and who (by title) will be responsible for overseeing the updating process.

**B. Plan Testing, Training and Exercises (Tier Three/Training and Exercises)**

Summary of organization’s intent to provide training and exercises to staff and how often, as well as to test the emergency plan through various types of exercises.

**Appendices**

**A. Forms**

Forms used during a disaster.

**B. Site Information**

Information pertinent to disaster operations sites – main facility, other sites, evacuation sites and alternate sites. Include maps, directions, points of contact and procedures for activating use agreements at alternate sites, etc.

**C. Checklists**

Detailed lists of tasks/activities tailored to each emergency coordination team leadership position.

**D. Contacts**

Multiple appendices listing key contacts (staff, volunteers, internal relationships, external partners), plus contact information and other details.

