



# SAN RAFAEL BUSINESS DISASTER PREPAREDNESS WORKSHEET



## City of San Rafael Numbers & Websites

<b>EMERGENCY</b>	<b>9-1-1</b>
<b>PUBLIC EMERGENCY INFORMATION HOTLINE</b>	<b>485-5070</b>
Police Department <a href="http://www.srpd.org">www.srpd.org</a>	485-3000
Fire Department <a href="http://www.srfd.org">www.srfd.org</a>	485-3304
Fire Department Vegetation Mgmt	485-3488
Office of Emergency Services <a href="http://www.sroes.org">www.sroes.org</a>	485-3111
Public Works	485-3355
Community Development	485-3085
Community Services	485-3333
Volunteer Programs <a href="http://www.sanrafaelevc.org">www.sanrafaelevc.org</a>	485-3407
Redevelopment Agency	485-3383

## Other Important Phone Numbers

San Rafael Chamber of Commerce	454-4163
Downtown Business Improvement District	720-5591
Community Services Info & Referral	2-1-1
Transportation Information	5-1-1
American Red Cross (Marin)	721-2365
CalTrans Highway Conditions	800-427-7623
FIRESafe Marin	446-4420
Marin County Fire Dept.	499-6717
Marin County Sheriff	479-2311
Marin County Office of Emergency Services	499-6584
Marin Humane Society	883-4621
Pacific Gas & Electric	800-743-5000
Poison Control	800-222-1222

## Online Business Resources & Training Programs

San Rafael Chamber of Commerce	<a href="http://www.srchamber.com/emergency">www.srchamber.com/emergency</a>
Downtown Business Improvement District	<a href="http://www.downtownsanrafael.org">www.downtownsanrafael.org</a>
Small Business Administration (SBA)	<a href="http://www.sba.gov/services/disasterassistance">www.sba.gov/services/disasterassistance</a>
	<a href="http://www.preparemybusiness.org">www.preparemybusiness.org</a>
Federal Emergency Management Agency	<a href="http://www.ready.gov/business">www.ready.gov/business</a>
Institute for Business and Home Safety	<a href="http://www.ibhs.org">www.ibhs.org</a>
National Federation of Independent Business	<a href="http://www.nfib.com">www.nfib.com</a>
Federal Disaster Assistance	<a href="http://www.disasterassistance.gov">www.disasterassistance.gov</a>
Get Ready Marin, Individual & Home Disaster Preparedness	<a href="http://www.getreadymarin.org">www.getreadymarin.org</a>
Marin County CERT, Hands-on Disaster Skills Training	<a href="http://www.marincountycert.org">www.marincountycert.org</a>
Ready, Set, Go - Wildfire Preparedness Planning	<a href="http://www.readysetgomarin.org">www.readysetgomarin.org</a>

**Call 9-1-1 only in case of a life threatening emergency or fire. Do NOT call 9-1-1 for information.**

For additional copies of this Business Disaster Preparedness Worksheet contact San Rafael Office of Emergency Services at (415) 485-3111 or email [oes@cityofsanrafael.org](mailto:oes@cityofsanrafael.org)

Sign-up for our bi-monthly electronic emergency services newsletter at [www.sroes.org](http://www.sroes.org)  
Follow us on Twitter @SanRafaelOES

## Get Your Business Ready with Continuity of Operations Planning

How quickly your company can get back to business after a fire, flood or earthquake often depends on emergency planning done today. Start planning now to improve the likelihood that your company will survive and recover.

1. Carefully assess how your company functions, both internally and externally, to determine which staff, materials, procedures and equipment are absolutely necessary to keep the business operating.
2. Review your business process flow chart if one exists.
3. Identify operations critical to survival and recovery.
4. Include emergency payroll, expedited financial decision-making and accounting systems to track and document costs in the event of a disaster.
5. Establish procedures for succession of management. Include at least one person who is not at the company headquarters, if applicable.
6. Identify your suppliers, shippers, resources and other businesses you must interact with on a daily basis.
7. Develop professional relationships with more than one company to use in case your primary contractor cannot service your needs.
8. Create a contact list for existing critical business contractors and others you plan to use in an emergency. Keep this list with other important documents on file, in your emergency supply kit and at an off-site location.
9. Plan what you will do if your building, plant or store is not accessible.
10. Consider if you can run the business from a different location or from your home.
11. Develop relationships with other companies to use their facilities in case a disaster makes your location unusable.
12. Plan for payroll continuity.
13. Decide who should participate in putting together your emergency plan.
14. Define crisis management procedures and individual responsibilities in advance.
15. Make sure those involved know what they are supposed to do.

Review your emergency plans annually. Just as your business changes over time, so do your preparedness needs. When you hire new employees or when there are changes in how your company functions, you should update your plans and inform your people.



## Emergency Communications with Staff

Your employees and co-workers are your business's most important and valuable asset. There are some procedures you can put in place before a disaster. It is possible that your staff will need time to ensure the well-being of their family members, but getting back to work is important to the personal recovery of people who have experienced disasters.

**Two-way communication is central** before, during and after a disaster.

1. Include emergency preparedness information in **newsletters, on company intranet, periodic employee emails** and other **internal communications** tools.
2. Consider setting up a telephone calling tree, a **password-protected page** on the company website, an email alert or a **call-in voice recording** to communicate with employees in an emergency.
3. Designate an out-of-town phone number where employees can leave an **"I'm Okay"** message in a catastrophic disaster.
4. Provide all co-workers with **wallet cards** detailing instructions on how to get company information in an emergency situation. Include telephone numbers or Internet passwords for easy reference.
5. **Talk to co-workers with disabilities.** If you have employees with disabilities ask about **what assistance is needed.** People with disabilities typically know what assistance they will need in an emergency.
6. Plan **how you will alert people who cannot hear** an alarm or instructions.

**Frequently review and practice** what you intend to do during and after an emergency with **drills and exercises.**

## Deciding to Stay or Go

Depending on your circumstances and the nature of the disaster, the first important decision after an incident occurs is **whether to shelter-in-place or evacuate.** Understand and plan for both possibilities in advance.

- Have an Evacuation Plan & a Shelter-in-Place Plan.
- In any emergency, local authorities may or may not immediately be able to provide information on what is happening and what you should do. Monitor **TV or radio news reports for information or official instructions** as they become available.
- If you are specifically told to evacuate, shelter-in-place or seek medical treatment, do so immediately.
- Use **common sense and available information** to determine if there is immediate danger.

## Prepare for Medical Emergencies

Workplace medical emergencies vary greatly depending on the disaster, type of job and the worksite.



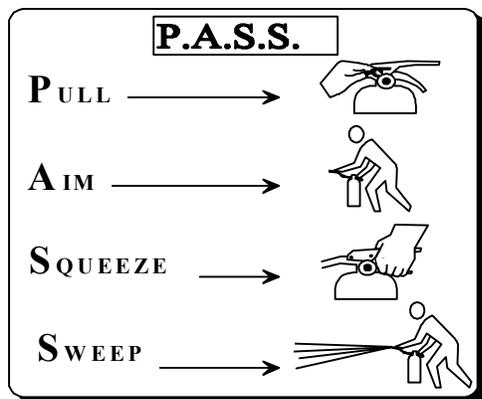
1. Encourage employees to take basic **First Aid** and **CPR** training. Offer on-site classes for your co-workers.
2. Keep First Aid supplies **in stock** & easily accessible.
3. Encourage employees to **talk about medical conditions** that may require support or special care in an emergency.
4. Keep **employee emergency contact information** on file and up-to-date. Store a copy with other vital records in your emergency kit and another at an off-site location.

## Make Fire Safety Part of the Plan

Fire is the most common of all business disasters. Each year fires cause thousands of deaths and injuries and billions of dollars in damage.



1. Have your office or facility **inspected for fire safety**; ensure compliance with **fire codes and regulations**.
2. Install **smoke detectors** and **fire extinguishers** in appropriate locations. Make sure people are trained as how to properly use a fire extinguisher.



3. Consider an **automatic sprinkler system**, fire hoses and **fire-resistant** doors and walls.
4. Establish a **system for warning** your employees. Plan how you will communicate with people with hearing impairments or other disabilities and those who do not speak English.
5. Put a process in place for **alerting the fire department**.
6. Plan and practice how people will **evacuate** in a fire.

## Emergency Supplies

When preparing for emergency situations, it's best to think first about the basics of survival: **fresh water, food, clean air and warmth**. Encourage everyone to have a "**Go Bag**" customized to meet personal needs, such as essential medications.

1. Have a **NOAA weather radio** so you can stay current with news and information about the event (shelters, evacuation routes, etc.)
2. Keep copies of **important records** such as site maps, building plans, insurance policies, employee contact and identification information, bank account records, supplier and shipping contact lists, computer backups, emergency or law enforcement contact information and other priority documents in a waterproof, fireproof portable container. Store a second set of records at an off-site location.
3. Talk to your co-workers about what **emergency supplies** the company can feasibly provide, if any, and which ones individuals should consider keeping on hand.

Recommended emergency supplies include the following:

- **Water**, amounts for portable kits will vary. Individuals should determine what amount they are able to both store comfortably and to transport to other locations. If it is feasible, store one gallon of water per person for each day, for drinking and sanitation
- **Food**, at least a three-day supply of non-perishable food
- **Battery-powered radio and extra batteries**
- **Flashlight and extra batteries**
- **First Aid kit**
- **Whistle** to signal for help
- **Moist towelettes** for sanitation
- **Wrench or pliers** to turn off utilities
- **Can opener** for food (if kit contains canned food)
- **Garbage bags and plastic ties** for personal sanitation



## Protect Your Business. Invest in Developing a Business Continuity Plan.

The following will give you an idea of what it may cost to develop a disaster plan and business continuity plan. Some of what is recommended can be done at little or no cost. Use this list to get started and then consider what else can be done to protect your employees and prepare your business. Additional resources are available on the internet through the links provided on the front page of this worksheet. You may also reference and complete the *Post-Disaster Resilience Kit* developed by the City of San Rafael.

### No Cost

- Meet with your insurance provider to review current coverage.
- Create procedures to quickly evacuate and shelter-in-place. Practice the plans.
- Talk to employees about the company's disaster plans. Two-way communication is central before, during and after a disaster.
- Create an emergency contact list including employee emergency contact information.
- Create a list of critical business contractors and others whom you will use in an emergency.
- Know what kinds of emergencies might affect your company both internally and externally.
- Decide in advance what you will do if your building is unusable.
- Create a list of inventory and equipment, including computer hardware, software and peripherals, for insurance purposes.
- Talk to utility service providers about potential alternatives and identify back-up options.
- Promote family and individual preparedness among your co-workers. Include emergency preparedness information during staff meetings, in newsletters, on company intranet, periodic employee emails and other internal communications tools.

### Under \$500

- Buy a fire extinguisher and smoke alarm.
- Decide which emergency supplies the company can feasibly provide, if any, and talk to your co-workers about what supplies individuals might want to consider keeping in a personal and portable supply kit.
- Set up a telephone call tree, password-protected page on the company website, email alert or call-in voice recording to communicate with employees in an emergency.
- Provide First Aid and CPR training to key employees.
- Use and keep up-to-date computer anti-virus software and firewalls.
- Attach equipment and cabinets to walls or other stable equipment. Place heavy or breakable objects on low shelves.
- Elevate valuable inventory and electric machinery off the floor in case of flooding.
- Make sure your building's HVAC system is working properly and well-maintained.
- Back up your records and critical data. Keep a copy offsite.

### More than \$500

- Consider additional insurance such as business interruption, flood or earthquake.
- Purchase, install and pre-wire a generator to the building's essential electrical circuits. Provide for other utility alternatives and back-up options.
- Install automatic sprinkler systems, fire hoses and fire-resistant doors and walls.
- Make sure your building meets standards and codes. Consider hiring a professional engineer to evaluate the wind, fire or seismic resistance of your building.
- Consider hiring a security professional to evaluate and/or create your disaster preparedness and business continuity plan.
- Upgrade your building's HVAC system to secure outdoor air intakes and increase filter efficiency.
- Send safety and key emergency response employees to trainings or conferences.
- Provide a large group of employees with first aid and CPR training.

**Will your business be open or closed after the next disaster?**

