



EMERGENCY SERVICES SECTOR CONTINUITY PLANNING SUITE WORKSHEET 5 CONTINUITY COMMUNICATIONS



INTRODUCTION

The following worksheet is derived from the Continuity Capability Evaluation for the Emergency Services Sector (CCE) to assist Emergency Services Sector organizations in evaluating and filling gaps in their continuity capability. For more information, visit the [Emergency Services Sector Continuity Planning Suite](#).

Continuity communications are the systems that support full connectivity among the organization’s leadership internal elements and other organizations to perform essential functions during an emergency. The success of continuity programs is dependent on the availability of robust and effective communications to provide internal and external connectivity. An organization’s ability to execute its essential functions at its primary facility and continuity facilities, as well as the ability of the organization’s senior leadership to collaborate, develop policy and recommendations, and act under all-hazards conditions, depend upon the availability of effective communications systems.

INSTRUCTIONS

As one of 11 elements of continuity capability, continuity communications contains objectives supporting the element and practices fulfilling each objective. Review the following objectives and practices. For each practice, select Yes, No, or N/A to represent whether your organization has completed the action described in the practice. Include comments that provide information explaining how the practice is complete or why it is not complete. Tally all selections for the element and record them in the Totals below. For guidance on how to choose between Yes, No, or N/A for each practice of the element, see the Introduction of the CCE.

Total Yes: _____

Total No: _____

Total N/A: _____

To support filling gaps in continuity identified in the initial evaluation, see the Continuity Communications Datasheet below.



Objective 5.1

Identify and acquire effective communications systems that support full connectivity, under all conditions, among key government leadership, internal elements, other agencies, critical customers, and the public.

Practice 5.1.1

The organization has considered and addressed communication services availability needs at primary and continuity facilities.

Yes No N/A

Comments: _____

Practice 5.1.2

The organization has implemented minimum communications requirements for its primary facilities and its alternate and other continuity facilities, as appropriate, that support the continuation of the organization's essential functions.

Yes No N/A

Comments: _____

Practice 5.1.3

The organization possesses interoperable and available communications capabilities in sufficient quantity and mode/media. These communications are commensurate with the organization's responsibilities during conditions of an emergency.

Yes No N/A

Comments: _____

Practice 5.1.4

The organization possesses communications capabilities that support the organization's senior leadership while they are in transit to continuity facilities.

Yes No N/A

Comments: _____

Objective 5.2

Verify that organization communications systems meet all of the organization's needs, including those mandated by applicable directives and regulations, and train the organization's personnel on and test all continuity communications systems that support full connectivity under all conditions.



Practice 5.2.1

The organization has ensured that its communications capabilities are maintained, can be operational as soon as possible following a continuity activation, and are readily available for a period of sustained use (for up to 30 days) or until normal operations are reestablished. Organizations should plan accordingly for essential functions that require uninterrupted communications and information technology (IT) support, if applicable.

Yes No N/A

Comments: _____



CONTINUITY COMMUNICATIONS DATASHEET

The following template datasheet can be used to guide continuity communications in the event of an emergency. The datasheet may be modified as appropriate based on the organization's mission, needs, and other characteristics.

1. Following the onset of an incident, the emergency communications (EC) team leader obtains a situation report from the incident management team.

Date/Time: _____

Assigned To: _____

Date/Time Completed: _____

Notes: _____

2. The EC team leader launches the EC team.

Date/Time: _____

Assigned To: _____

Date/Time Completed: _____

Notes: _____

3. The EC team meets to assess the situation and develop an approach and strategies.

Date/Time: _____

Assigned To: _____

Date/Time Completed: _____

Notes: _____

4. The EC team meets with senior management to determine the response and messages.

Date/Time: _____

Assigned To: _____

Date/Time Completed: _____

Notes: _____



5.The EC team meets with the company spokesperson to discuss responses.

Date/Time:_____

Assigned To:_____

Date/Time Completed:_____

Notes:_____

6.The EC team prepares initial internal and external communications.

Date/Time:_____

Assigned To:_____

Date/Time Completed:_____

Notes:_____

7.The messages and strategy are reviewed and approved by senior management.

Date/Time:_____

Assigned To:_____

Date/Time Completed:_____

Notes:_____

8.The EC team and spokesperson deliver initial internal and external messages.

Date/Time:_____

Assigned To:_____

Date/Time Completed:_____

Notes:_____

9.The EC team updates the company website with information on the emergency.

Date/Time:_____

Assigned To:_____

Date/Time Completed:_____

Notes:_____



10. The EC team coordinates meetings with the media and delivers approved messages.

Date/Time: _____

Assigned To: _____

Date/Time Completed: _____

Notes: _____

11. The EC team obtains regular status reports from business continuity/disaster recovery team and other teams.

Date/Time: _____

Assigned To: _____

Date/Time Completed: _____

Notes: _____

12. The EC team prepares and distributes status reports regularly on the situation.

Date/Time: _____

Assigned To: _____

Date/Time Completed: _____

Notes: _____

13. The EC team prepares and delivers regular updates to stakeholders, government agencies, and other relevant entities.

Date/Time: _____

Assigned To: _____

Date/Time Completed: _____

Notes: _____



14.The EC team prepares and delivers messages on the resolution of the emergency.

Date/Time:_____

Assigned To:_____

Date/Time Completed:_____

Notes:_____

15.The EC team provides ongoing updates to internal and external parties as the situation is resolved.

Date/Time:_____

Assigned To:_____

Date/Time Completed:_____

Notes:_____

16.The EC team is advised by senior management that the emergency is over.

Date/Time:_____

Assigned To:_____

Date/Time Completed:_____

Notes:_____

17.The EC team stands down once the emergency has been resolved.

Date/Time:_____

Assigned To:_____

Date/Time Completed:_____

Notes:_____

18.The EC team prepares and issues post-event reports as needed to internal and external parties.

Date/Time:_____

Assigned To:_____

Date/Time Completed:_____

Notes:_____



19. The EC team conducts post-event review of and revisions to the EC process.

Date/Time: _____

Assigned To: _____

Date/Time Completed: _____

Notes: _____

