

Additional Resources

For more information:

<http://www.ready.gov/business>

<http://www.fema.gov/continuity-operations>

<http://emergency.baltimorecity.gov/Preparedness/ForBusinesses.aspx>

<http://www.bt.cdc.gov/planning/>

<http://www.nvoad.org/>

<https://www.disastersafety.org/open-for-business/>

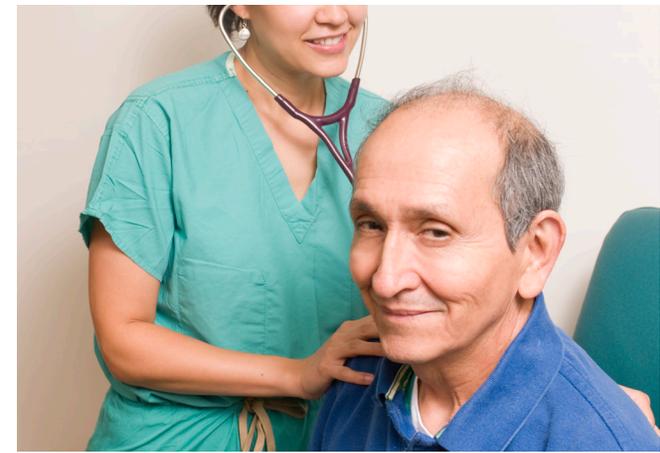
https://www.osha.gov/Publications/influenza_pandemic.html



Office of Public Health Preparedness & Response

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Public Health Considerations for Continuity of Operations (COOP)

Information for Organizations Serving
Populations with Special Needs in
Baltimore City



WHAT IS CONTINUITY OF OPERATIONS (COOP) PLANNING?

COOP planning is planning for what you will need to do to keep your organization open and ready to provide critical services to the community should an emergency occur. Planning considerations for organizations serving populations with special needs are particularly important to ensure community resilience.



PUBLIC HEALTH CONSIDERATIONS FOR COOP PLANNING

PROMOTE HYGIENE PRACTICES

1. Post information on good hygiene practices at entrances, washrooms, hand washing stations, and public areas to prevent the spread of illness. Encourage employees to avoid touching their mouth, nose or eyes.

ENCOURAGE EMPLOYEES TO GET VACCINATED

2. Annual flu vaccinations protect employees' health while helping to reduce losses in productivity, absenteeism, and healthcare expenditures.

INCLUDE STRESS MANAGEMENT/MENTAL HEALTH STRATEGIES IN YOUR PLAN

3. Include opportunities for support, counseling, and mental health assessment and referral for employees in your organization's COOP plan.

DEVELOP RISK/EMERGENCY COMMUNICATIONS PROCEDURES

4. Develop procedures for providing up-to-date information and education to employees and clients. Maintain a forum for addressing employees' concerns.

SET AND MODEL THE EXPECTATION THAT SICK EMPLOYEES STAY HOME

5. Develop policies that encourage ill employees to stay home without fear of reprisals. This will protect employees from getting sick and ensure ill employees recover and return to work as soon as possible.

Your clients depend on you everyday for services, but in an emergency they may need you even more.

- Identify the special needs of your clients. Are these needs of the group or of individuals?
- Consider information sharing and communication needs. In an emergency, who else needs information about the status of your clients? Off site staff? Families of clients? How will you communicate with them?
- Identify special equipment or supplies that will be needed and where you can get them. If possible, stock several weeks to months worth of supplies and/or develop partnerships/MOUs with sister organizations to share supplies in an emergency.
- Consider how transporting clients or supplies may be complicated during an emergency event.

