



Oklahoma Bar Association Disaster Plan

Introduction

An emergency is a condition or situation that requires immediate attention beyond what can be provided in a routine manner. An emergency will exist when there is an unexpected threat to people, property, or equipment. A disaster is a sudden catastrophic event resulting in great damage, loss or destruction. Both may be collectively referred to as "incidents" in this plan.

This plan is focused on incidents occurring at or impacting the Oklahoma Bar Center, but may be applicable to other incidents.

Although this plan will establish a general framework of action that should be followed where possible, the exact nature of an unusual situation may necessitate response differing from that contained herein.

Emergencies

It is much more likely that the Bar Center will have an emergency situation than a disaster. In fact, given the number of people who utilize the Bar Center, it is a virtual certainty that emergencies will occur from time to time. The primary purpose of an emergency preparedness or disaster plan is to provide a vehicle to communicate with impacted persons in advance to increase the likelihood they will behave in the desired way should an incident occur.

Many emergencies, particularly medical emergencies, are best addressed by immediately calling 911. Most OBA staff have now received First Aid training and may provide assistance at their comfort and experience level.

Disaster Response

Should a disaster occur which requires extraordinary response measures, the directors and department heads shall constitute the Emergency Management Team, to be chaired by the OBA Executive Director, or in his or her absence or inability to serve, the OBA General Counsel.

The first priority is to assure the personal safety of all staff and visitors to the Bar Center.

The second priority is to assess any continuing danger and or urgent support that may be needed by members of OBA staff and/or visitors who may have been personally impacted by the incident.

The third priority is to assess damages and prioritize an initial response.

Damage Assessment and Initial Response

1. Contact local emergency operations center to call for help or to register a claim for relief, if appropriate.

2. Contact property/casualty insurer. Review policy and talk with representative about loss and coverage. (Loss of income/extra expense, business interruption coverage, etc.)

3. Assess damage to determine what, if anything, is salvageable and how long recovery efforts will take.

4. Contact OBA Officers and Board of Governors to inform them of our status and enlist their assistance. In appropriate situations, an emergency Board of Governors meeting may be called. It is also feasible that the board or other bar groups may be assembled informally to assist.

4. Establish a temporary workspace for staff. This, too, must be a priority. In the event of destruction or unavailability of the Bar Center, it is likely that multiple temporary locations will be required. Law firms should be contacted to see about donating excess space, particularly if they have unused office space with computer workstations.

4. Contact all staff to inform them of status of things and to establish contact procedures (telephone trees, emergency information hotline) until office space is located and everyone can get under one roof again. In the event the Bar Center cannot be used, arranging for an initial meeting of all staff in one location is advised.

5. Contact Post Office and other delivery services to stop delivery to damaged location and re-route to temporary location.

6. Telephone/Internet Service

- Arrange to have phone calls forwarded to new number or
- Arrange for telephone answering service with prepared message until new system in place, or
- Arrange temporary service with local telephone company at temporary location.
- Additional arrangements may be required for fax, e-mail and Internet access

7. General triage procedures. If the Bar Center is not habitable for more than a short number of days, a meeting of department heads should be called to determine what services should be suspended. Suspension of some services could allow staff to focus on immediate needs such as cleanup. The Executive Director will determine and implement (e.g. an application and order extending time for completion of MCLE requirements might be submitted to the Supreme Court.)

8. In the event of a communications interruption or exclusion from the Bar Center for any significant time, it should be understood that our members will likely look to www.okbar.org for information about how their professional lives are impacted, e.g. meeting cancellations, CLE location rescheduling, temporary facilities. Therefore updating the bar Web site is extremely important as is re-establishing the site from back-ups should the server be damaged. Providing information via the Web will reduce the number of phone calls staff has to handle. The E-news system should also be considered as a method of widely broadcasting information to our members if the OBA database and e-mail service is available.

Security, Safety and Business Continuity

Security and Safety

Evacuation of Bar Center Building

Evacuation- When an incident occurs that requires evacuation of the Bar Center building, it is extremely important to assure that everyone has been evacuated and is counted.

- 1) When the firm alarm sounds, everyone should exit in an orderly manner. Do not open the internal fire doors unless it is required and then only after feeling the door for warmth.
- 2) The assembly point for all staff and visitors is the parking lot to the north of the building in the second row of parking spaces. Staff should group together with others in their department until it is confirmed that everyone in that department is present.
- 3) If the person working the reception desk is able to take the sign-in book as they leave the building, this will provide information on who is out of the building.
- 4) If there is a CLE or other meeting in Emerson Hall, it is important to encourage the attendees to exit from the west side of the building rather than going back into the

main part of the Bar Center. This should be done by entering the room and loudly but calmly announcing the two Emergency Exit locations from Emerson Hall and directing people to them. It should be noted that only the exit in the southwest corner is usable by the disabled. The northwest corner exit opens onto a set of stairs. Direct everyone to the assembly point.

Unspecified threat from others in the Bar Center

In these times we understand that there may be threats from strangers in unforeseeable ways.

We therefore need to have code words or phrases to discretely alert our staff as to these situations.

We have established three code phrases to be announced over the intercom depending on the situation.

- 1) “Paging Marvin Emerson” or “Telephone call for Marvin Emerson” – This means you need to immediately and quietly evacuate the building, taking everyone with you that is in your room or meeting. The assembly point for this evacuation is the steps in front of the Denver Davison building to the west.
- 2) “Bar Staff, Code Blue.” This means there is some security situation, but it is undetermined in nature. This code will be used, for example, if some stranger has entered the building and cannot be located. Take no immediate action, but be vigilant and report any suspicious person you see to the front desk by phone.
- 3) “Bar Staff, Code Red” This means that there is an urgent and serious situation and you should react by locking yourself in the office until the all clear is sounded. Do not panic. The announcement means that help has been called.

Tornado

When the tornado siren sounds, the assembly point for shelter is the LRE workroom downstairs on the east side of the building. There is a television there to monitor the weather. If the number of people in the building exceeds capacity of the workroom, the hall outside the room and the IT dept, space can be utilized for overflow.

Staff communication issues

Bar association staff has already been instructed that our policy for closing in the event of bad weather mirrors the state policy. If the Governor announces “non-essential

state employees” are not to report to work due to weather (or other situation,) then the Bar Center will be closed. If a sudden change in weather necessitates an early closing, this can be quickly communicated within the Bar Center, by e-mail and a building-wide announcement over the phone system.

However, in the event the Bar Center is inaccessible then information as to re-opening or alternative work locations will, of necessity, be made by telephoning the bar staff at home. Therefore each staff member should keep at home a list of all employees, their addresses and other contact information. Such communications will be handled within each department. A department head may decide to make all calls without assistance from others in the department or may decide to split up the calling in some way. But it is important that each employee have the phone numbers and addresses at home in case of intermittent telephone services or other communications problems.

All staff should have their department head’s home number. Department heads should have the emergency contact information for their entire staff at home. Any staff member who does not wish to supply this information or have it distributed to fellow employees should discuss this with the Director of Administration and will assume responsibility for initiating phone calls to obtain this needed information in the event of an emergency.

Department heads are reminded that they should check with their staff about their needs in the event of a wide-ranging incident. One would not want to hurriedly direct by phone that a staff member report to a temporary location for work when that staff member may have lost a home or loved one.

Business Continuity

Business continuity issues for a non-profit organization such as a bar association differ from other entities. A 48 hour window to re-establish business operations after a crisis would not be unreasonable. This would likely not impair critical operations. If a state-wide disaster occurs, the immediate best efforts of the OBA might be better directed to assisting impacted members or the public rather than restoring bar business as usual.

Planning in advance to cope with any foreseeable contingency would require far more documentation and work than is reasonable to expend in preparing a disaster plan. It is recognized that the emergency management team will have to make many ad hoc decisions depending on the nature of any emergency

Disaster Planning

Two potential scenarios do require a documented plan for response.

These are:

- 1) *Exclusion from the Bar Center* - An event which results in the partial or complete destruction of the Bar Center or the prolonged exclusion of general access to the Bar Center.
- 2) *Information Technology Infrastructure* -An event which results in the destruction, loss or inaccessibility of the OBA's information technology (IT) infrastructure. Such infrastructure includes both the internal hardware and software connected to the network and the various Internet resources hosted for the use and benefit of our members and the public.

Disaster Cache Problems associated with exclusion from the Bar Center can be best minimized through the development of a Disaster Cache- a comprehensive set of materials stored off-site and accessible to most of senior management as well as the officers of the association.

This collection should include:

- 1) Insurance policy declaration sheets-- photocopied and kept in two locations off-site
- 2) Phone trees
- 3) Insurance policies
- 4) Emergency staff contact lists
- 5) Complete inventory
- 6) Complete IT inventory
- 7) Website and network documentation
- 8) Copy of off-site data backup (updated at least monthly)
- 9) Each department's additional disaster recovery files
- 10) Duplicate copies of accounting records

It should be noted that not all records can be reasonably protected from disaster. Some voluminous paper records sets would be cost prohibitive to digitize or photocopy, for example, the General Counsel's historical records of past discipline cases. Preservation of these documents may have some value, but if a disaster destroyed them the minimum required information to continue could be obtained from the case files at the Supreme Court or other sources.

Information Technology Infrastructure

The OBA Information Technology Department has developed its own disaster plan for recovery from an information technology system impairment or instruction. This plan is included here.

OBA IT Services Disaster Recovery

Disaster recovery from an IT perspective can be necessary at many different levels for many different reasons. For instance, a natural disaster which destroys the building would initially necessitate a complete rebuild of the IT infrastructure, or at least

the critical parts of it, at a temporary location. Then a move to the permanent location would be required at a later time. However an event such as a fire which destroys the first floor switch closet would impact many staff members but require only part of the network infrastructure to be rebuilt.

The plan for recovery, either partial or complete, depends upon current documentation concerning the layout and content of the OBA internal network being available when necessary. Such documentation is a critical component of recovery as it will describe the details of what is required to recover from a partial or complete disaster.

Documentation is maintained both on site and off site for the following:

- Server
A word processing document is maintained for each server used in production. Each document contains all of the specifications necessary to order a replacement as well as the information necessary to install and configure the services running on that server.
- Network
A Visio diagram is maintained which graphically represents the network and server components necessary to rebuild the network infrastructure. IP address information is documented through regular server backups which include the DNS files used by the DNS servers.
- Inventory
An inventory of the current hardware and software is maintained including specifications necessary to order replacements if necessary.

The following information is maintained both on and off site:

- Contact information
 - Computer hardware vendors
 - Internet service provider
 - Video conferencing equipment vendor
- Server documentation
- Software licensing information
- Backups of data stored on file, database and web servers including source code of internally developed systems
 - Daily backup tapes are retained on site for one week
 - Monthly backup tapes are retained on site for one year
 - A weekly backup tape is rotated offsite every Friday
 - A daily backup tape is taken offsite at the end of each day and returned the next morning
 - Yearly backup tapes are retained off site indefinitely
- Network device configuration files

The process of recovery from a complete disaster such as a completely destroyed building requires the following general steps:

- Select and obtain temporary office space.
- Identify and prioritize critical network and server systems to be replaced immediately.

- Identify critical desktop systems required immediately.
 - Contact hardware and software vendors and order the necessary components.
 - Contact ISP and arrange to have circuits moved to temporary location.
 - Determine the need for temporary staffing and act accordingly.
 - Assign staff personnel to install network components and server systems as they arrive.
 - Assign staff personnel to install desktop systems as they arrive.
 - Plan for additional hardware and software to be replaced as needed.\
- (End of IT Dept Plan)

Annual Action Items for OBA Departments to Implement OBA Disaster Plan

- 1) Prepare for all employees a “Be Prepared” take-home packet, which shall be updated and given to employees during the first month of each year and to new hires. It shall contain the following:
 - a. The Department “Phone Tree.” This is a list of the home address, home and mobile phone numbers and emergency contact information of every employee who agrees that the information can be released arranged by department. Department heads must supply their home phone number. Other employees are encouraged to supply this information.
 - b. Complete Staff Roster
- 2) Determine a schedule for appropriate training and implementation of the Disaster Plan. This can include such items as a meeting with all staff to discuss and outline the elements of the Disaster Plan, scheduling a fire drill and identifying any other appropriate “walk through.”
- 3) Within 60 days, each department should conduct a review to determine what information or materials that it needs stored off-site in addition to the offsite backup of our data and computer network information. For example, Administration Dept. might decide to store some blank checks off-site or any department might decide to burn certain mission critical information to a CD-ROM so that there was no delay in accessing the information while the network was being restored. Department heads should report to the Executive Director on the location this material is stored and an annual review/replenish date should be established for this information. At a minimum this information should include hard copies of equipment inventory, existing vendor contracts for services or supplies, vendor information for replacement purposes, insurance policy declaration sheets, staff contact information, enough information to reconstruct payroll, etc. Some of these items like the insurance policy declaration sheet and contact info may need to be stored in duplicate remote sites.
- 4) While it is probably not useful to maintain and update a list of alternative temporary work space should the Bar Center be inaccessible, it is probably good to keep in the disaster recovery file, the number of offices needed and other general static recovery information.

- 5) The OBA Executive Director should designate someone to be in charge of replenishing our First Aid kit and other emergency supplies. We should consider purchasing additional supplies and equipment such as flashlights, a weather radio, an AM/FM portable radio and extra batteries.

Conclusion

After this plan is finalized, it should be reviewed annually for changes and improvements. Suggestions for change or comments can be communicated to either OBA Management Assistance Program Director Jim Calloway or OBA Executive Director John Morris Williams.

Issued 11/24/2004