

### GLOSSARY

**Administrative Plan Elements** – segments of a plan that provide structure, layout and clarification for the core plan elements

**All-Hazards Planning** – a planning approach that draws out and plans for commonalities across various hazards/risks

**Amendment Record** – a document used for the recording of plan changes

**Assumptions** - statements which are believed to be true and help frame the planning environment

**Base Plan** - an agencies or organizations framework or foundational plan describing general and consistent practices and processes

**Core Plan Elements** – segments of a plan that represent key content

**Function-specific Plans** – plans which provide specific detail and actions related to a unique functional activity

**Guideline-based Planning** – a flexible format for presenting information for a use to apply in different ways to meet the needs of the event

**Hazard, Risk & Vulnerability Analysis** – a systematic process for identifying and prioritizing a communities or organization's risks and vulnerabilities

**Hazard-specific Plans** – plans which provide specific detail and actions related to a unique hazard and its corresponding risks

**Objectives** – measurable statements that define what must be done in order to satisfy the plan purpose

**Procedure-based Planning** – a prescriptive format for presenting information which facilitates a consistent approach to accomplishing a task

**Purpose** – a statement describing the intended outcome of the plan (similar to: mission, aim)

**Scope** – a collection of facts that can limit or further define the planning environment

**Stakeholders** – individuals, departments, agencies or organizations with a direct or indirect interest in the subject matter of the plan

### BENEFITS OF PLANNING

- Defines roles & responsibilities
- Provides measurable outcomes
- Establishes processes
- Addresses risks & vulnerabilities
- Establishes collaborative partnerships
- Identifies resources
- Establishes lines/modes of communication
- Assures continual improvement
- Encourages resilience

### GENERAL TIPS

1. Never attempt to write an emergency plan single-handedly
2. Recognize the inherent value in the planning process
3. Define planning roles/responsibilities for contributors/stakeholders during development
4. Identify champions to help guide the planning process
5. Start with a sound purpose & objectives
6. Identify planning milestones to consult & obtain progress approval from planning committee
7. Keep plan concise & clear – bigger is not always better.
8. Always validate planning through training & exercising
9. Maintain relevancy & accuracy through ongoing maintenance

### CORE PLAN ELEMENTS

- Roles & responsibilities of personnel, departments, agencies and/or organizations
- Lines of authority/accountabilities
- Procedures and/or guidelines for managing emergency activities
- Processes for managing communications & information flow
- Logistical support & resource requirements
- Means for training personnel & exercising plan

### ADMINISTRATIVE ELEMENTS

- Cover Page
- Distribution List
- Amendment Records
- Letter of Authority/Approval
- Table of Contents
- Plan Maintenance Requirements
- Appendices

### DEFINE PLANNING ENVIRONMENT

#### A. DEVELOP PLAN PURPOSE

1. What is the plan being developed to do?
2. Who is the plan being developed for?
3. Where does the plan apply?
4. Why is the plan being developed; what is the expected outcome?

*“The purpose of the City of Denton’s Emergency Plan is to provide a framework for which response and recovery measures will be taken to enhance the health and safety of Denton residents during and following a major emergency or disaster.”*

#### B. DEVELOP PLAN OBJECTIVES

- Objectives define what must be done to satisfy plan purpose
- Knowledge-based objectives should be used when defining all-hazard/high-level/strategic plans
- Operational-based objectives should be used when defining response/recovery outcomes, specific operational procedures/activities or with very tactical plans
- All objectives should be written in a way that is specific, measurable, achievable, realistic & task oriented

#### KNOWLEDGE-BASED OBJECTIVE - EXAMPLES:

*“Describe the roles and responsibilities of each department.”*  
*“List the resource requirements to operate a Reception Centre for 100 people for 3 days.”*

#### OPERATIONAL-BASED OBJECTIVE - EXAMPLES:

*“Evacuate all impacted citizens within 30 minutes.”*  
*“Activate the Emergency Operations Centre within 30 minutes of notification.”*

#### C. IDENTIFY PLAN SCOPE

- Collection of facts that limit the planning environment
- Facts which are not obvious from purpose & objectives should be identified
- “In-scope” and “out-of-scope” items may be listed

#### IN-SCOPE EXAMPLE:

*“Incidents involving the accidental or intentional release of hazardous materials.”*

#### OUT-OF-SCOPE EXAMPLE:

*“Hazardous material incidents that occur outside the City of Denton.”*











#### D. IDENTIFY PLAN ASSUMPTIONS

- Planning considerations that are believed to be true and help to further frame the planning environment
- Assumptions may need to be validated/confirmed during the planning process

#### EXAMPLES:

*“Mutual aid agreements will be usable during a response.”*  
*“A minimum of 70% of all trained response personnel will be available to assist during a major disaster.”*

## 10 STEP PLANNING PROCESS

<p><b>1 DETERMINE PLANNING CONTEXT</b></p>  <ul style="list-style-type: none"> <li>• Review existing plans &amp; related documentation</li> <li>• Confirm plan type; general focus of plan</li> <li>• Identify authority/champion</li> <li>• Align/relate to organizational priorities</li> <li>• Obtain/identify necessary resources</li> </ul>	<p><b>6 CREATE PLAN</b></p>  <ul style="list-style-type: none"> <li>• Determine suitable plan structure &amp; medium</li> <li>• Keep language &amp; format simple to use</li> <li>• Consider procedure &amp; guideline-based elements</li> <li>• Include relevant administrative elements</li> <li>• Validate content based on plan objectives</li> </ul>
<p><b>2 IDENTIFY STAKEHOLDERS &amp; THEIR ROLES</b></p>  <ul style="list-style-type: none"> <li>• Most successful when it is a team effort</li> <li>• Identify those responsible for plan elements</li> <li>• Include those who need to be consulted/informed</li> <li>• Determine best ways to engage stakeholders</li> <li>• Draft terms of reference for a planning committee</li> </ul>	<p><b>7 OBTAIN FEEDBACK &amp; APPROVAL</b></p>  <ul style="list-style-type: none"> <li>• Obtain informal consensus among stakeholders during development</li> <li>• Revisit stakeholder groups &amp; their leadership to ensure information was collected accurately</li> <li>• Obtain official approval/record of acceptance</li> </ul>
<p><b>3 REVIEW HAZARDS, RISKS &amp; VULNERABILITIES</b></p>  <ul style="list-style-type: none"> <li>• Cornerstone of the planning process</li> <li>• If adequate analysis has not been conducted or is out of date, it should be completed now</li> <li>• Provides systematic process to determine types of hazards/risks that require planning</li> </ul>	<p><b>8 CONDUCT ORIENTATIONS &amp; TRAINING</b></p>  <ul style="list-style-type: none"> <li>• Introduce &amp; reinforce plan elements with practitioners</li> <li>• Prepare individuals, departments, organizations for operational activities</li> <li>• Consider various methods for training</li> </ul>
<p><b>4 DETERMINE PURPOSE &amp; SCOPE</b></p>  <ul style="list-style-type: none"> <li>• Helps clearly communicate intended plan outcomes</li> <li>• Assists in focusing planning tasks</li> <li>• Purpose statement will have objectives</li> <li>• Scope may be further expanded by assumptions</li> </ul>	<p><b>9 EXERCISE PLAN</b></p>  <ul style="list-style-type: none"> <li>• Ensures the plan has the potential to succeed</li> <li>• Personnel are exercised to strengthen/validate plan; not test individual performance</li> <li>• Consider using tabletop, drills, functional and full-scale exercises</li> </ul>
<p><b>5 COLLECT DATA</b></p>  <ul style="list-style-type: none"> <li>• Stakeholders in Step 2 are primary source</li> <li>• Data &amp; information collected around roles, responsibilities, accountabilities, procedures, guidelines, processes, resources...</li> <li>• Consider interviews, surveys, focus groups...</li> </ul>	<p><b>10 EVALUATE &amp; MAINTAIN PLAN</b></p>  <ul style="list-style-type: none"> <li>• Planning is a cycle of planning, training, exercising, evaluating &amp; revising</li> <li>• Cycle must be repeated to keep plan current</li> <li>• Training, exercises &amp; post-operational reviews can evaluate plan effectiveness</li> </ul>

### DATA SOURCES

- Hazard, Risk & Vulnerability Analysis
- Current/Old Plans
- After-Action Reports
- Other Organizations/ Jurisdictions
- Subject Matter Experts
- Exercise Feedback
- Existing Policy/ Procedures/Guidelines
- Operational Personnel
- Administrative/Support Personnel
- Government Officials
- Non-Government Organizations
- Suppliers/Vendors
- Demographic Data
- GIS/Mapping Data
- Supporting Plans
- Legislation/Bylaws
- Archives

### PLAN DESIGN CHECKLIST

- Plan name reflects purpose/intent of plan
- Title page has plan date/version & agency name
- Section headings are clear & descriptive
- Sufficient detail is provided in table of contents
- Writing is concise; brief statements or point form used
- Plain language is used & unnecessary acronyms are eliminated
- Charts/tables, checklists, maps, figures & diagrams are used when possible/feasible
- All pages have headers/footers with date & page #
- Blank pages identified - "This page intentionally left blank."
- Plan set-up for double-sided printing to reduce bulk
- Relevant forms/tools included in appendix

### PLAN MAINTENANCE TIPS

- Assign plan maintenance responsibilities
- Review/confirm contact information every six months
- Include only titles of personnel in plan; specific names/contact info should be in appendix for easy updates
- Provide a mechanism/form for plan participants to submit requests for amendments/revisions
- Track all plan editions/revisions through dates or versions numbers
- Track all plan copies so revisions/updates can be provided
- Establish an annual review/updates schedule
- Prepare to make revisions following major training & exercises
- Review/update plans following major agency change
- Track organizational plans & their linkages

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