

allows for quicker notification, a continuing ability to know who has been contacted and who has not--and it is more likely to provide a consistent and accurate description of the event at hand.

In any case, the recall list should contain business, home, pager, and cellular numbers for each individual. Alternate means of communication (email or two-way radios, etc.) should be included as well, in case telephone lines should be incapacitated.

6. Public Communication

The COOP plan should address a method to communicate with the agency's public clients/customers during a disaster. Citizens who depend on the agency on a day-to-day basis will need reassurance and information that will allow them to contact the organization.

F. Risk Assessment

Use Worksheet #39 to complete this task.

A risk assessment is an evaluation of the probability that certain disruptions will occur and the controls in place to reduce organizational exposure to such risk. Agencies should perform a risk assessment as part of COOP planning.

1. Identify Hazards

Use Worksheet # 38 to complete this task.

The first step in the risk assessment process is to identify hazards that may affect the agency. A hazard is anything that can cause harm. An all hazards approach should be taken when completing this phase.

Describe the location or geographic area affected by each specific hazard. Include the hazard's expected extent and magnitude. Describe past events & the probability of future events in or near the planning area. Discuss hazards that were considered but determined to be of low risk. Explain that they will not be addressed any further. Identify and assess all risks that are not common to the entire planning area. Provide sufficient information to identify and prioritize appropriate mitigation actions. Describe the jurisdiction's vulnerability to each identified hazard. Describe the hazard's impact in terms of type and level of damage, monetary expense, percent of damage, days of duration, etc.

The North Carolina Emergency Operations Plan contains a hazards analysis that will be useful to agencies preparing COOP Plans. The North Carolina State Hazard Mitigation Plan also has useful information on hazards.