CONTINUITY OF OPERATIONS PLAN

STATE OF UTAH

Division of Water Rights COOP Plan
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Continuity of Operations Plan

FAST FACTS

Who's in charge?

If members of management are missing or unavailable, refer to the document called Lines of Succession.

Where do we go?

If the building is uninhabitable employees will telecommute, respond to field assignments, and/or report to regional offices as necessary until a more permanent central office location can be established. Copies of Division records and the operational support workflow system used by the agency to conduct work are hosted on the Division website which can be accessed either locally, in regional offices, or from any Internet connection. The Division website servers are hosted offsite by DTS and presumably would not be disrupted by a loss of service at the DNR campus. Managers at the Division have mobile phones, most with both voice and data service, which would allow for flexible communication between key staff and emergency access to agency data. Contact lists for employees which include emergency home phone numbers and cell phone numbers to agency phones distributed to employees are part of the Division's online records accessible from the website. Services that require a physical office presence would continue from regional office locations that currently mirror all services provided out of the Salt Lake Office. For the full details, see Recovery Locations.

How bad is it?

How bad is this emergency? Refer to the General Situation Assessment.

What must we do?

We may not have to perform all of our regular office duties during an emergency, but we must perform our essential functions. To get started, see the list called Key Agency Function Priority.

What tools do we need?

In this plan, you will find information regarding vital records and software needs. Another helpful document includes the Logistics Support and Resources needed to implement the plan.

To find page numbers for these items in the plan, see the Table of Contents (page 3).

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GENERAL INFORMATION

MANAGEMENT AUTHORIZATION

In preparation for unexpected disruptions in service provided to the citizens of Utah, the Utah Division of Water Rights has a clear mandate regarding Continuity of Operations planning.

PURPOSE

The Utah Division of Water Rights (DWRi), led by the State Engineer Teresa Wilhelmsen, P.E., is an agency of Utah State Government within the Department of Natural Resources that administers the appropriation and distribution of the State's valuable water resources. The purpose of this plan is to support the efforts of DWRi to perform its Essential Functions, even during time of emergency or disaster.

AUTHORITIES & REFERENCES

1. State of Utah Continuity Directive, August 1, 2012.
2. State of Utah Public Safety Code, Title 53 and Future Title 53.
3. Emergency Management Act, Utah Code 53-2, 63K-3.
4. Disaster Response Recovery Act, Utah Code 53-2a-2.
5. External Utah AGENCY Policy # 16 (Common Emergency Operations Plan Terminology).
6. External Utah AGENCY Policy # 17 ("State of Emergency," "Emergency," or "Major Disaster" requests for assistance.
7. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, amendments to Public Law 93-288, as amended.
8. Title 44, CFR, Federal Emergency Management Agency Regulations, as amended.
9. Emergency Interim Succession Act, Utah Code 53-2a-8.
10. The State Emergency Operations Plan.

OBJECTIVES/SCOPE OF THE PLAN

Ensure that (Division of Water Rights) DWRi staff are prepared for emergencies. This Continuity of Operations Plan describes in general terms how the DWRi intends to respond to events that disrupt its normal operations. Disruptions may be minor or may include instances where normal agency functions and services cannot be performed and may not be performed for an extended period of time. Continuity of Operations planning minimizes the impact of disruption while maximizing resources available to resume normal operations. The Plan does not focus on what may bring the agency down, but on how to get the agency back up and operational. The Plan provides a road map of predetermined actions which will reduce decision-making during recovery operation, resume critical services quickly, and enable resumption of normal service at the earliest possible time in the most cost-effective manner. The Plan will help in reducing the number and magnitude of decisions that must be made during the period when exposure to error is at a peak. The Plan will help to establish, organize, and document risk assessments, responsibilities, policies and procedures, and agreements and understandings for the Utah's Division of Emergency Management. The ongoing Continuity of Operations planning process will enable the DWRi to identify maximum acceptable down times which can be incurred in the performance of each of its mission related functions, and to identify recovery actions accordingly. Functions and/or services which must be restored within 24-48 hours require significantly different recovery actions than those, which can be delayed a number of days or weeks. Since the Continuity of Operations Plan may affect nearly every part of DWRi, the Director will approve the process for developing and maintaining the Continuity of Operations Plan.

CONTINUITY OF OPERATIONS STRATEGY

Effective and timely recovery from an impact situation requires clear thinking and decisive action to restore systems in order of priority. This continuity strategy is provided to assist management during the recovery period. Resources are likely to be scarce, communication may be disrupted, frustrations will exist and emotions will be strained. Having a clear strategy will help management work together during the crisis period.

Found in the Appendix is a list of the key functions of the agency. They are shown in order of priority and every effort should be made to recover them in this order. This will ensure that limited resources will be applied to recover those systems most critical to this agency's ability to function. Exceptions to this will be made by the (Agency) Director or Designee and will be based on unique and extenuating circumstances of the event.

Service interruptions can be in basically three classes: loss of access to technology and data processing capabilities, loss of facilities, or both.

Loss of the Department of Technology Services Capability

In the event the whole facility housing the agency is destroyed or otherwise unavailable, including the use of the main computer system, management will relocate to the designated alternate site. The computer "hot site" backup system will provide sufficient data communication resources to support management and full agency services from this location until their normal capability is restored. The agency should not expect to have normal data processing services for at least 36 hours after impact.

Loss of the State Agency Facilities (assumes other agency facilities in general vicinity are undamaged)

If the office is lost in an impact situation and the functions of the can be moved, critical functions will be undertaken at another facility. Employees will be reassigned there until the office is restored or new facilities are completed.

SITUATION AND ASSUMPTIONS

The State of Utah and its population are at risk from a variety of threats and potential emergencies, disasters or catastrophic incidents. A detailed list of identified Risks and Hazards can be found in the State Hazard Mitigation Plan, pages 1 - 210. Preparedness efforts in the areas of planning, training, exercises and funding for infrastructure and equipment is ongoing. The occurrence of any of these emergencies may require the activation of extraordinary continuity of operations activities, as detailed in this Continuity of Operations Plan.

a. An unforeseen emergency, disaster or major catastrophe, such as an earthquake or terrorist incident may occur with little or no warning and produce maximum casualties and widespread damage. This COOP plan assumes that the service capabilities of the Division will be quickly overwhelmed.

b. The large number of casualties and/or the significant damage to Utah DWRi buildings, structures and the basic infrastructure will necessitate State and possibly federal government assistance to support the Division in conducting life-saving and life-support efforts.

c. As the result of Utah DWRi personnel being injured and or trapped in damaged or destroyed structures, the likelihood of a significant number of deaths and injuries will require the immediate response of Utah DWRi and DPS officials to continue operations.

d.   Utah DWRi may need to respond on short notice to continue effective and timely services and assistance to local governments to help alleviate suffering and protect property.

FUNCTIONAL ROLES AND RESPONSIBILITIES / CONTINUITY OF OPERATIONS TEAM

Key individuals have been appointed to the Continuity of Operations Team based on their knowledge of the Department's policies and operations and on their authority to act in time of crisis. In the event an impact situation is declared and this plan is put into action, all employees are directed and empowered to take direction from management, if management is unavailable from the Continuity of Operations Team members until the condition is resolved and normal lines of authority have been restored. If a disruption is imminent or should occur, the Continuity of Operations Team members will immediately contact the other members of the team and establish an appropriate communication plan under the circumstances. This will normally entail a meeting at the designated Recovery Control Location. Once a disruption situation is declared, the Continuity of Operations Team is empowered to act in all affairs pertaining to the Department. It is the duty of all team members to respond and participate in the management of the event. If a team member is unable to respond, the remaining team members will function as the Continuity of Operations Team.

LOGISTICS AND SUPPORT RESOURCE REQUIREMENTS

Logistics support and resource requirements for implementation of this plan to carry out essential functions are include staffing, technology, facilities, and office equipment and supplies. If external support or resources are required, such as in a catastrophic earthquake when multiple agencies are impacted, requests for assistance will be forwarded to the State Emergency Operations Center. In turn the EOC will direct the request to an appropriate state agency or to Emergency Support Function 7 (ESF 7), Resource Support.

The Department of Administrative Services and Department of Technology Services (DTS) are key support agencies for ESF 7. Administrative Services' Division of Facilities and Construction Management will assist with handling requests for the securing of alternate facilities. DTS provides support for information technology and communications.

Depending upon the situation, if the Department cannot adequately staff its essential functions it can request assistance from the Department of Human Resources. A request could also be handled by the Emergency Management Assistance Compact (EMAC) desk in the State Emergency Operations Center.

Logistics support and resource requirements include access to the State's financial management systems.

PROTECTION/SAFEGUARDING/RECOVERY OF CRITICAL APPLICATIONS AND DATA

As set forth in Utah Code 63F-1-104, the Department of Technology Services serves as general contractor between the state's information technology users, including the Division, and private sector providers of information technology products and services. It is responsible for all computerized and auxiliary automated information handling, including:
   a.   systems design and analysis;
   b.   acquisition, storage, and conversion of data;
   c.   computer programming;
   d.   information storage and retrieval;
   e.   voice, radio, video, and data communications; and
   f.   requisite systems and controls;

With access to Internet, employees can carry out most essential functions using computers.

Division of Water Rights servers are backed up nightly. Depending on the management class, usually seven versions or five versions, the number of copies are held accordingly. Once, an additional version, going above the number of the management class is saved, the oldest version will be deleted no matter the age. Non-current versions will expire and be deleted after 60 days. A single current version will be held indefinitely as long as it remains on the data source. If deleted, single versions are retained for 90 days (five versions) or 121 days (seven versions). Backup data is replicated nightly to be the Richfield Data Center.   Specifics to the Division of Water Rights have been identified with DTS on behalf of the Division of Water Rights and will be managed with DTS.

Utah faces the threat of Cyber Incidents – Cyber threats are addressed in the Cyber Appendix of this plan.

COMMUNICATIONS RESOURCES

The Division must have the resources to communicate to entities, which are superior, lateral, subordinate and internal. For example, this would include the federal government, other states, counties and our staff. All modes of communications shall be considered, from emails, to phones, radios and runners. DTS is responsible to provide email and phone communications resources. These resources and procedures are listed in detail in the State Emergency Operations Plan, in the Emergency Support Function (ESF) #2 Communications Annex. Specific radio communications resources include ARES, RACES and FNARS and details regarding radio communications can also be found in the ICS Form 205, in the State IAP, during ongoing disasters. For detailed information regarding internal communications with employees during emergencies, please see the Employee Handbook or the Division Staff Reporting Procedures Appendix to this plan.

CONCEPT OF OPERATIONS

Upon the declaration of the COOP plan, management (When management is unavailable, COOP team leaders) and their designated support personnel are to work remotely or relocate to the nearest functioning Recovery Control Location. Once the team has attained a thorough situation awareness, they can begin assessing available facilities to support the critical, essential, and non-essential functions. Depending on the projected duration of the COOP plan, decisions will be made by management or this team to determine which staff will be called back to work, when and where they are to report. Critical Essential Functions are to be recovered as quickly as possible and reasonable notifications to other agencies, vendors, contractors and customers as to the accessibility to these services. All efforts are to minimize the distance and in convenience needed to safely recover critical functions outside of the affected area. Essential and non-essential functions will then be addressed, based on the assumed duration of the disruption and customer service needs, ability for employees to telecommute and the availability of open space, and budget constrains to a locate a long-term, temporary facility.

The ongoing Continuity of Operations planning process will enable the DWRi to identify acceptable down times which can be incurred in the performance of each of its mission related functions, and to identify recovery actions accordingly. Functions and/or services which must be restored within 24-48 hours require significantly different recovery actions than those, which can be delayed a number of days or weeks.

Since the Continuity of Operations Plan may affect nearly every part of DWRi, the Director will approve the process for developing and maintain the Continuity of Operations Plan.

AGENCY FUNCTION IDENTIFICATION (Critical vs. Non-Critical)

The biggest challenge to identifying agency functions lies in knowing how specific to be. By being more specific, you will be able to separate the functions that really must occur from the ones that can be recovered later. For purposes of this Plan, DWRi functions will be classified as either critical or non-critical. Critical Functions are those functions that are essential to the immediate support of the DWRi's primary mission. Non Critical Functions are those agency functions that are not essential to the immediate support of the agency's primary mission. In order to sustain and/or recover DWRi functions during a time of crisis, it is imperative to understand which functions are critical to the DWRi ability to provide services. Priorities must be viewed in a new light in the context of Continuity of Operations. Each function the DWRi performs must be identified and then evaluated in terms of recovery priority.

The following recovery priorities have been established by the DWRi:

> Priority I-Absolutely critical function with must be restored. Communication capabilities with Utah DWRi leadership and management must be reconnected within 48 hours.

> Priority II-Main line communications, as well as public information functions, must be restored within 7 days (hour/days).

> Priority III-Financial functions reestablished and HR/employee needs addressed will be restored as resources and time permit.

CONTINUITY OF OPERATIONS TIMELINE

This timeline is a summary of the situation reaction and subsequent recovery process. It is designed to help DWRi management keep perspective and focus during times when abnormal events and subsequent problems can distort the normal judgment and decision processes. A second goal is to educate staff that is not regularly involved in the planning process. Each action and time frame on the timeline should be reviewed and modified to meet DWRi needs.

Note: Activities occurring within the same time frame will occur simultaneously.

Action	When
Chain of Command	**Before Impact**

When communication is available and DWRi management team members are accessible, the chain of command is not affected. However, this is not always the case and immediate and decisive action is sometimes required to survive a service interruption. Therefore, a clear chain of command is established before a service interruption strikes. Those in the chain of command are prepared to act if called upon. A staff has taken preparedness steps and are encouraged to have a 72-hour kit

Situation Assessment   **Within 3 Hours**

The Continuity of Operations Team is responsible to coordinate an assessment of the situation as quickly as possible. The purpose of this assessment is to identify the scope of the event and to provide the basis for plan implementation. Specific areas that must be evaluated are the condition and availability of staff members, condition and availability of facilities and the condition of key computer and business systems.

Identify Recovery Control Location　　　**Within 3 Hours**

The Continuity of Operations Team leader will review pre-identified Recovery Control Locations and secures the most viable location through procedures and support contacts.

Initiate Call Down of Staff　　　**Within 3 Hours**

Once the Recovery Control Location has been cleared for agency occupancy, the Continuity of Operations Team leader notifies all staff of the situation and probable work assignments.

Plan Implementation　　　**Within 3 Hours**

Based on the results of the situation assessment, the DWRi Director or designee in command may authorize plan implementation. This implementation will authorize individuals on the Continuity of Operations Team to take appropriate actions to minimize the effects of the situation and maintain the highest possible level of Continuity of Operations as quickly as possible. With plan implementation, special policies will go into effect.

Public Relations Communication　　　**Within 3 Hours**

A major roadblock to survival and recovery during an event is uncertainty and indecision. The DWRi will follow its standard operating procedures for working with the media. This may include contacting the DWRi public information officer (PIO) for assistance in providing information to media personnel.

Staffing　　　**Within 24 Hours**

The effect of the service interruption on the staff and the service capability of DWRi will determine short-term staffing needs. A staffing plan will be developed by DWRi and communicated to each staff member.

Computer Operations and Data Recovery　　**Within 48 Hours**

If plan implementation includes computer system recovery, the computer and data backup plan for the DWRi is immediately put into effect. This may include formal notification of the backup provider, acquisition of data backups, establishment of data communications, travel to the backup site, notification of third party vendors, etc.

Facilities Recovery (Temporary)　　　**Within 48 Hours**

Based on the event's circumstances, operations will be moved into the Recovery Control Locations provided for in this plan. Basic supplies and forms will be retrieved.

Critical (Priority I) Functions Within 48 Hours
Priority I functions, as defined in this plan, are reestablished.

Essential (Priority II) Functions Within 7 Days
Less critical services defined in this plan as Priority II functions will be restored.

Non-Essential (Priority III) Functions Within 30 Days

Priority III functions, if any, will be provided. It is understood that some services and controls may not be restored until full recovery has been achieved.

Permanent Repair (Systems and Facilities) Based On Situation
With basic functions restored in the previous actions, resources can now be devoted to repairing damaged systems and rebuilding facilities. The time and effort required will be based on the circumstances.

Long Term Staff Care and Rehabilitation Based On Situation
Some situations may include severe trauma, including the loss of life. The long-term physical and emotional care and rehabilitation of DWRi employees who have suffered losses due to the situation should be provided once the immediate crisis situation has passed.

Resumption of Normal Operations Based On Situation
When facilities have been repaired or rebuilt and systems repaired, operations can be transferred out of temporary facilities, backup computer operations can be terminated and normal operations can be resumed.

Assessment of Continuity of Operations Plan and Modification When Recovered
Upon the resumption of normal operations a final report must be created for the DWRi. This report should be created from actual recovery logs made during the event and include areas of learned exposures and new recommendations to minimize loss in subsequent events. Abnormal costs due to the service interruption should be identified for possible recovery. The Continuity of Operations Plan should then be modified to incorporate the "lessons learned" by those involved in Continuity of Operations efforts.

PLAN MAINTENANCE

1. This plan will be reviewed and revised on an annual basis.

2. During the planning process the DWRi will use an all hazards approach to include all types of emergencies.

3. The Call-Down Lists and Phone Numbers will be updated on an annual basis or as personnel change.

4. The update will be recorded on the Continuity of Operations Plan Update/Review Log.

5. The updated plan is shared with management staff and key stakeholders and external partners.

6. The plan shall be found in the following locations:

    a. The office G drive.

    b. The Division's website at: https://www.waterrights.utah.gov/theFlow.asp.

    c. The Management team shall have a copy on a flash drive.

    d. A printed copy will be available at the front desk

    e. Management will save a copy of the plan on their work computers for easy access as needed.

7. Lessons learned meetings will be used to maintain the plan after any Continuity operations or exercises.

8. The DWRi will perform a table top exercise of the current agency COOP plan annually, in conjunction with the Utah ShakeOut exercise. Lessons Learned from the COOP exercise will be integrated into the plan as it is updated every year during the month of May or within 90 days.

9. Any new, unusual emergency situations that could affect the DWRi in the future would be an opportunity to test the COOP plan.

PHASE 1 – EMERGENCY RESPONSE

This Phase must be completed within 2 to 3 hours from impact.

Purpose: This initial phase outlines the steps or actions that MUST occur immediately after the impact or interruption occurs and is to ensure the life and safety of employees and visitors to the facilities.

Only if there is no immediate threat to life or safety and there is sufficient time, should additional mitigation efforts to secure property and preserve records be completed prior to evacuation of the business facility.

NOTE: An emergency event or situation may be either a loss of information processing capability only, a loss of access to normal facilities while information processing capability remains intact or both. When only information processing is lost, DWRi will most likely not relocate to other facilities but await the restoration of the information processing functions. No potential danger to employees exists.

The following immediate emergency actions must take place when damage to the facilities has occurred and where some danger to employees or visitors can be expected.

TASK	DESCRIPTION
Evacuate and Head Count	Evacuate and take Head-Count as per Facility Evacuation Plan. As part of evacuation, everyone should follow agency specific emergency response plans for specific situations (i.e. Earthquake, Fire, Flood, Weather, Terrorism, etc.)
	Take Continuity of Operations Plan during evacuation to ensure proper responses to all situations.
	Note 1. Employee and visitor safety is the primary criteria for evacuation of Agency facilities. All Agency employees must evacuate and assemble to the West Parking Lot or the alternate location, where a head-count by the senior staff member present will be conducted and employee life/safety condition will be assessed. This head count should include all visitors to the Agency at the time of impact. Upon evacuating, the Agency receptionist will leave the building with the visitor log-in sheet. Communicate relocation decision to employees and visitors. If telephones and mobile phones are not working, the Division will communicate using a variety of tools including the use of GETS cards, texting, emailing, radios and social media. Agency employees shall check all of these modes of communication on a regular basis for information and updates. Agency may ask the Emergency Alert System (EAS) found at 1160 AM NewsRadio to report relocation information. Employees shall tune in to the EAS to follow these reports.

Determine employee status and availability	Identify any injuries to employees and visitors on site. Seek immediate medical assistance if necessary.
Determine overall effect of the immediate impact to transportation and city conditions that may affect employees and their families by contacting UDOT at 801-965-4000 or Utah Highway Patrol at 1-866-511-8824.	Inform employees of overall conditions.
Employee work strategy.	The senior staff person will determine "immediate" employee work strategy.
Complete Evacuation Status Evaluation	Enter status of evacuated employees and visitors on Appendix P1-1, Agency Evacuation Status Log. Identify problems/availability on form.
Inform employees of their immediate work assignments and emergency needs.	Consider releasing employees to go home if service interruption is severe and it has been determined that it is safe to drive home. Take into consideration staff that did not drive to work. How will they get to their destination? Log employee destination and time departed on Appendix P1-1, Agency Evacuation Status Log, when employees leave work or shelter area for other locations.

PHASE 2 – EVENT ASSESSMENT

Purpose: The actions in this phase are designed to assist in accurately determining the damage caused by the impact event and help in estimating the duration of the expected "outage."

TASK	DESCRIPTION
Distribute and maintain agency Continuity of Operations Recovery Logs	Distribute and maintain agency Continuity of Operations Recovery Logs found in Appendix P2-1 to all personnel involved in the recovery. Use this log as a template for logging recovery information. Require log use by all employees during the recovery. Use Appendix P2-2, Undamaged Recoverable Items, to identify those recoverable items and their locations.
When re-entry to the State Building or facility is allowed, identify systems, data, and other items that are reusable and can be relocated.	Gather information observed from all team members about critical systems, communications, facilities and other mission critical components or processes. Use Appendix P2-3, General Situation Assessment form as a guide.
Assess condition of all facilities, workstations, data communications and other computer facilities.	Gather information observed from all team members about critical systems, communications, facilities and other mission critical components or processes.
Determine extent of impact event.	Determine extent of impact event as it relates to the mainframe host and/or PC/LAN computer systems: processing status, completed or incomplete application processing, communications networks, and other facilities using Appendix P2-3, General Situation Assessment form.
Technology impact	If technology is impacted, get Department of Technology Services personnel (DTS Contact List in Appendix) to estimate when the Division portions of the State Office Building and/or processing systems will be accessible. How many HOURS: _____ DAYS: _____ Including estimated outage of critical and essential functions or processes.
Determine "Acceptable Outage Period"	Does the estimated processing or function outage exceed the pre-determined "Acceptable Outage Period" for the agency?
	Yes - Go to Phase 3.

	ACTIVATE Division of Homeland Security CONTINUITY OF OPERATIONS PLAN.
	No - STOP!
	DO NOT declare an emergency situation. Coordinate team activity to restart Division functions.
	Await restoration of the State Office Building and/or technology resources.

PHASE 3 – NOTIFICATION/PLAN IMPLEMANTATION PROCESS

Purpose: This phase includes the action steps and other information needed by the Director or Designee to make proper plan implementation declaration; identifies the declaration authority; includes agency guidelines and responsibilities; and identifies key personnel that must be notified by management on an ongoing basis.

TASK	DESCRIPTION
A. MANAGEMENT NOTIFICATIONS AND COMMAND IDENTIFICATION	The Division Director or designee implements the Continuity of Operations Plan according to pre-defined agency specific criteria. See following tasks for assistance in understanding the criteria used in determining the various types of plan implementation declaration.
B: GUIDELINES FOR IMPLEMENTING EMERGENCY POLICIES AND S.O.G.'s	What is the projected time to restore Division functions without contingency activities?
	Does this time exceed the pre-determined maximum acceptable "outage"?
	Will services to Division customers or the public be unacceptably impacted?
	Who is managing outside restoration efforts and what resources are available to fix the problem?
	Will implementing the Continuity of Operations Plan reduce financial loss implications?
	Do the long-term effects (financial, loss of agency functional services, loss of public or customer confidence, etc.) justify the declaration?
	What is the overall impact on the Division or customer service?
	What will the various media say in their reports?
	Are anticipated media reports acceptable to the Division and the Department of Public Safety?
	AGENCY PIO will be proactive and send information to media regarding damage sustained and alternate locations. When PIO is unavailable or overwhelmed, other State PIOs, or members of the Utah PIO Association may perform these tasks. PIOs shall post signage at the locations to direct visitors to alternate locations.

C: DECLARATION TYPE	Based on the answers to the above and other questions that may be pertinent in the specific situation, the Director or Designee will need to select one of the following options:
	NO DECLARATION The Division will await restoration of the State Office Building and services. Although an incident has occurred, the circumstances do not require special contingency activities. Recovery can best be handled within the normal management structure.
	DECLARATION WITHOUT COMPUTER SYSTEM RECOVERY The Division will relocate to its alternate site and restore its data processing capabilities and functions there. The situation is severe and requires implementation of the contingency plan, but mainframe or host computer systems are operational.
	DECLARATION WITH COMPUTER SYSTEM RECOVERY The Division will relocate to its alternate site and await restoration of essential system communications and mainframe or host system processing capability. The situation is severe and mainframe or host computer services have been disrupted in addition to Division processing and functional capability. This declaration will trigger the mainframe Information Technology Backup Plans as well as the Division Continuity of Operations Plan.
D: SERVICE CONTINUTITY PLAN IMPLEMENTATION GUIDELINES	The following Division management authorization succession order and conditions for authorization should be followed when the Continuity of Operations Plan is to be implemented. A management authorization signature will serve as written documentation for declaring an event large enough to implement the Plan.
	Governor or Designee Large-scale event of such magnitude that plan implementation is inevitable.
	Director or Designee Large-scale event of such magnitude that plan implementation is inevitable.

	Director of Finance Large-scale event of such magnitude that plan implementation is inevitable.
	COOP Team Leader Senior Staff Designee is not available and plan implementation is inevitable
	Other Agency Personnel Management personnel are not available and plan implementation is inevitable.
E: IMPLEMENTING EMERGENCY POLICIES AND S.O.G.s	Following implementation of the Plan, the following form should be used to list and identify Standard Operating Guides (SOG's) that employees will be expected to follow during the recovery process. The Plan may include detailed information regarding these policies or guidelines in Emergency Policies.
F: EMERGENCY POWERS	The Division Director or Designee will act in the best interest of the state constituents during a service interruption. To facilitate these essential actions, Division management approves the following emergency changes to normal policies while the Continuity of Operations plan is active. These emergency powers are rescinded upon return to normal operation.
Title 63G-6a-803 Emergency Procurement	Purchase Authority: The restriction over which purchases must be made by the Utah Division of Purchasing is temporarily removed. The Division Director or Designee can authorize essential purchases to preserve the safety of staff and to protect the threatened assets of the Division. However, judgment must be exercised to ensure that the long-term effects will not outweigh the short-term benefits.
	Cash, personal credit or check capability: The Division Director or Designee may set up emergency purchasing capability by use of approved credit or employee personal check or credit capability in advance. The Division will guarantee and indemnify employees for all such emergency purchases.
	Personnel Issues: The Division Director or Designee is authorized to take any personnel actions deemed necessary to sustain Division operations. This includes hiring of staff, disciplinary action, or termination. All actions must be taken in compliance with applicable employment law.

	Contractual Authority: The Division Director or Designee will temporarily be empowered to act on behalf of the Division in executing emergency contracts when the Utah Division of Purchasing capabilities are exceeded. In the event the Division Director or Designee is not available to act in this capacity, the next in normal Division management succession is temporarily authorized to execute essential contracts. This temporary approval is conditional upon the approval of the Utah Division of Purchasing, recognizing they cannot perform within the required emergency time frames. When emergency conditions justify, the normal bid process is not required and the most important criteria is "performance". However, to ensure that the costs are not excessive, the Director or Designee must exercise caution.
G: DECISION MAKING PRIORITIES	Human Safety: The first priority is the safety of the staff and volunteers. This concern also extends to visitors or others who may be affected by a service interruption at the office. The Director or Designee is directed to act before, during, and after a service interruption to protect and preserve the life and safety of these individuals.
	Meeting Customer and Dependent Agency Needs: Second in priority is to meet the needs of those customers and those agencies that rely on the AGENCY's services. Once human safety concerns and the agency's long term survival is ensured, the AGENCY should do whatever it can to meet the needs of those relying on its services. For an internal service interruption such as a fire, this may mean applying all available resources to quickly restore vital services. In a larger regional service interruption such as an earthquake or tornado, this may mean providing assistance in the form of special government loan programs and national resources.
	Long Term Recovery: Next in priority is the long-term survival of DWRi. Decisions made concerning immediate recovery, reconstruction, or restoration of service must always be made in the context of DWRis long-term recovery. Immediate results must not be achieved at the expense of the long-term capability of the agency.
	Prudence in all actions during a service interruption, the Division Director or Designee, the Continuity of Operations Team, the staff, and volunteers must act with prudence. Every effort should be made to understand the long-term ramifications of decisions. Individual needs must be balanced with the needs of the organization and its staff.

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION	1. Ensure formal management continuity exists. The Director will establish formal, temporary management replacements for those agency managers who are unavailable.
	2. Establish employee contact trees and log employee contacts and status. Have employees travel to other employees' homes if normal communication paths are unavailable. Appendix P3-2.
	3. Notify employees of current status according to Employee Notification List in Appendix P3-2. Follow-up with other agencies. Appendix P#-3.
	4. Establish ongoing "critical customer and agency" contacts using list in Appendix P3-3. Notify customers and others relying on agency functions of current status according to Critical Customer and Agency Notification List in Appendix P3-3.
	Maintain ongoing communication regarding restoring functional capabilities and timeframes.
	5. Ensure that State and Agency PIO's are kept informed of ongoing status.

PHASE 4: CONTINUITY OF OPERATIONS PREPARATIONS

This Phase should be completed within 4 to 12 hours of impact.

Purpose: This phase outlines the preparations the Division will take in preparing for the actual recovery efforts, but before the actual recovery process begins. These steps are taken after a plan implementation declaration has been made.

TASK	DESCRIPTION
A: SELECT AND ACQUIRE HSO RECOVERY CONTROL LOCATIONS	For purposes of this plan, a Recovery Control Location will be identified as a position that is located safely and yet in close proximity to the damaged facility or area. The Recovery Control Location is where Division Management, Continuity of Operations Team members and other Plan implementation decision makers can come together and coordinate recovery activities. The Recovery Control Location may be in another office, building, or complex, but must have communication capabilities.
	1. When moving to the Recovery Control Location, there should be a separate area in the Recovery Control Location where Division management can meet to discuss ongoing conditions and make decisions.
	2. Request the pre-designated Recovery Control Location site from the State Facilities Coordinator. Management will contact the Department of Technology Services (DTS) for the use of a pre-designated Recovery Control Location site. (There should be at least a primary and secondary location identified.)
	3. Perform automatic Recovery Control Location setup procedures.
B: ORGANIZE AND ACTIVATE CONTINUITY OF OPERATIONS TEAMS BY HSO FUNCTION	PURPOSE: The Continuity of Operations Teams will be assigned and responsible for developing and implementing procedures that would allow the Division to begin recovery efforts following an interruption of critical agency functions. See Appendix Continuity of Operations Team Members.
	1. Each Continuity Team will designate a Team Leader and Alternate Team Leader and assign additional staff as needed to assist in their specific recovery responsibilities.

2. Refer to Continuity of Operations Team Members in Appendix. Determine employee availability from employee notification and status list. Identify any employee with personal problems restricting heavy continuity work schedules. |

	3. If needed, access the overall division personnel plan with employee skill levels identified. See Employee Skills List found in Appendix.
	4. Organize and assign additional staff as needed to assist in the Critical Function recovery process.
	5. If service interruption spans multiple agencies, Continuity of Operations Team Leaders will periodically coordinate their assignments and responsibilities with other Division Continuity of Operations Team Leaders and provide ongoing status reports.
	6. Within the Division, hold team meetings for Division management and other Continuity of Operations Team Members as needed.
	7. An authorized individual will notify the off-site storage location and retrieve all necessary vital records according to pre-arranged list for critical functions. Arrange pickup and delivery details with the off-site storage location. This is arranged through DTS.
	8. Identify transportation needs to support Continuity of Operations Team activities.
C: PREPARE THE DIVISION FOR EMERGENCY RELOCATION	PURPOSE: The following steps will be taken to temporarily relocate the Division to a suitable Emergency Relocation Site and prepare for the restoration of critical agency functions. The first items below outline general responsibilities, the next items document steps in completion.
	The Continuity of Operations Team Leader will be responsible for facilitating and coordinating the relocation of essential agency functions to an Emergency Relocation Site. Agency Recovery Logs must be maintained and used to gather accurate data for ongoing reporting.
	1. If the Division is relocated to and preempts another agency's permanent space or shares space with another agency, ensure resident agency functions presently occupying the site are relocated to other facilities.
	2. Order, acquire, deliver and install all essential office supplies identified in Appendix, Emergency Relocation Site Minimum Requirements, to the Emergency Relocation Site where recovery activities take place.
	3. Contact DTS to install all communications lines and workstations for critical work in the relocation site. The 24 hour phone Number is 801-538-3440.

4. Move into Emergency Relocation Site and install whiteboards, desks, etc. according to previously approved layout diagram.

5. Ensure voice and data communication channels are available to State Emergency Operation Center and coordinate with other agencies as necessary. Pass along Division recovery phone numbers by whatever communications are possible to other State agencies. Phone numbers will be the existing phone numbers at the relocation sites.

6. Test all circuits and workstations before starting production work. Use benchmarked functions with test data and strategy to verify correct operation. Repair or correct problems before going into live production status.

PHASE 5: CONTINUITY OF OPERATIONS ACTIVITIES

This Phase should be completed within 12 to 48 hours of impact.

PURPOSE: In this phase, the actual recovery activities are performed in order to resume critical and essential functions leading to a successful recovery and return too normal.

TASK	DESCRIPTION
A: INFORMATION RESOURCE RECOVERY PROCEDURES	The Department of Technology Services will provide both data and the means of delivery of information to support decision-making during routine Division operations, during the planning, response and recovery phases of emergency operations, and during other unexpected interruptions. The primary functions of DTS is as follows:
	1. Manage hardware and software resources. 2. Maintain inventories of all Division fixed assets. 3. Provide automation advisory and trouble-shooting services to Division employees. 4. Coordinate information systems with local and federal agencies.
	Restoration of information technology services is a prerequisite for continuity in the provision of critical functions. It assumes the information technology group has the resources to provide for agency processing of critical applications within predefined periods of "acceptable outage".
	NOTE: Existing plans for Computer System Recovery, Network Recovery, Security Systems Recovery, and Communications Recovery will be utilized. These recovery plans must commence in conjunction with Facilities and Critical Function Recovery Procedures detailed below.
	1. Establish accountability and safety guidelines for everyone involved in the Information Systems recovery process. 2. Ensure Uninterruptible Power Supply (UPS) for designated facility is functional. 3. Ensure that appropriate fire suppression equipment is present in the areas where automation equipment is present. 4. Take actions to protect life and minimize property damage. 5. Contact DTS (contact list attached in appendix) to act in support of the recovery process. Identify and provide support as

needed to ensure that actions/plans are completed within 48 hours.

6. Assist Continuity of Operations Teams in conducting an in depth investigation to determine the extent of the interruption (Appendix G-1). The Management Plan for restart, repair or relocation of DTS systems should consider the following:

10. Can Division critical functions continue from the current facility?

11. Has access to the facility or area been restricted?

12. Are back-up systems for the Division functioning?

13. Will back-up systems sustain prolonged operations?

14. Is the alternate facility available and ready for operations?

15. If necessary, the Division will notify DTS to initiate repairs.

16. If necessary, DTS will enlist the help of FEMA/Army subcontractors to assist in the recovery of databases and rebuild FEMIS administrative files.

17. If the Local-Area-Network (LAN) has incurred damage, DTS enlist the services needed to re-establish the LAN.

7. Level I, Level II or Level III Interruption will be determined based on assessment report of the Continuity of Operations Team.

8. Based on the level of interruption, management will establish a plan for restart, repair or relocation.

9. Determine a starting point for Information Systems recovery.

10. Assist Management in the development of action plans and work schedules that will ensure the continuation of critical agency functions. The action plans and work schedules for Continuity of Operations should be communicated to other State agencies.

11. Determine the availability of employees needed for the recovery process and ensure that family and employee personal needs are considered. Notify and mobilize staff members as needed to continue and support critical functions.

12. Notify all other employees to report to work at the Emergency Operations Center or Emergency Relocation Site when their services are needed, but not until then. (Too many people in the recovery area may cause confusion that will impede the processing of critical functions).

	13. Once assignments have been completed at the State Emergency Operations Center or the Recovery Control Location, move to the Emergency Relocation Site and assist with the resumption of CRITICAL Agency functions. GO TO Critical Function Recovery Procedures.
	14. Regular status reports should be provided to other State agencies through the State Emergency Operations Center.
	15. Other items the agency deems necessary.
	16. The Voice Circuit List support can be found at #1-800-678-3440/538-3440 or email: telecommorderbox@utah.gov or http://its.utah.gov/services
	17. The Data Circuit List support can be found at #538-3440.
B: FACILITIES RECOVERY PROCEDURES	This section deals with the restoration of Division building facilities required for the performance of Priority I (Critical) and Priority II (Essential) functions within pre-defined periods of "acceptable outage".
	Priority I (Critical) Facilities: For purposes of this Plan, a Priority I (Critical) Facility will be identified as any facility, building, or complex utilized by a state agency in the immediate provision of critical agency functions or services. The State Office Building, with those areas associated with the mission critical functions provided, has been designated as a Priority I (Critical) Facility. There are no other facilities utilized that are considered to be a Priority I (Critical) Facility.
	Priority II (Essential) Facilities: For purposes of this Plan, a Priority II (Essential) Facility will be identified as any facility, building, or complex utilized by a state agency that is Essential, but is not critical to the immediate provision of agency functions or services.
	1. Division Management and Continuity of Operations Teams develop action plans and work schedules for facilities recovery and communicates this information to other State agencies through the State Emergency Operations Center. 2. Notify and mobilize essential employees to start and support facilities recovery. Ensure employee needs are considered and that they are available for the recovery process. 3. Within one to two hours, Management will identify a Facility Recovery Control Location that is in a safe location and yet in close proximity to the damaged facility or area.

a. Facility Recovery Control Location may be in another office, building, or complex.

4. Continuity of Operations Teams will be assigned as needed.

5. Determine a starting point for recovery.

6. Compile a Continuity of Operations Recovery Log.

7. Utilize the Continuity of Operations Recovery Log to coordinate activities of the Continuity of Operations Teams.

8. Initiate procedures to protect life and minimize property damage.

9. Establish accountability and safety guidelines for everyone involved in the facilities recovery process.

10. Determine the need for additional professional help or assistance.

11. Determine need for additional equipment or supplies.

12. The Continuity of Operations Team will complete in depth assessment of damaged facilities and equipment.

13. Level I, Level II, or Level III Interruption will be determined based on assessment report of the Continuity of Operations Team.

14. Based on the level of interruption, management will establish a plan for restart, repair, or relocation.

15. The Management Plan for restart, repair or relocation of a facility should consider the following:

a. Can critical Division functions be continued from the current facility?

b. Has access to the facility or area been restricted?

c. Are back-up systems for the facility functioning (generators, communication equipment, heating systems, cooling systems, plumbing systems, etc.)?

d. Will the back-up systems sustain prolonged operations?

e. Can employee comfort and work needs be met in the current facility?

f. Is Risk Management involvement required?

g. Are Department of Facilities Construction and Maintenance procedures for purchasing and repair being followed?

h. Is an alternate facility available and ready for operations?

i. Have arrangements for transportation of personnel and equipment to the alternate facility been made?

	j. Will security for the current facility or the 16. Notify all other employees to report to work at the alternate location when their services are needed, but not until then. (Too many people in the alternate location may cause confusion that can impede the recovery process).
	17. Other continuity activities as agency deems necessary, including security and access control issues, safety and inhabitability concerns, and repairing or rebuilding.
	18. Regular status reports should be made to senior governmental officials as determined by the agency.
C: CRITICAL FUNCTION RECOVERY PROCEDURES	For purposes of this Plan, Division functions will be classified as Priority I (Critical), Priority II Essential), and Priority III (Non-Essential). Priority I, or Critical Functions are those functions that are essential to the immediate support of the Division's primary mission. Priority II or Essential Functions, are those Division functions that are not essential to the immediate support of the Division's primary mission. Priority III or Non-Essential Functions will not be addressed in this Plan.
	Priority I (Critical) Functions for the Division are identified as follows: A. Operations B. Administrative Services C. Human Resources D. Information Technology
	Note: Initial workloads will be substantially heavier than normal until all backlogged work is completed. Resources and personnel will be under severe stress and additional problems should be expected due to processing out of normal sequence.
C: CRITICAL FUNCTION RECOVERY PROCEDURES - OPERATIONS	1. Assist Management in identification of a Recovery Control Location that is in a safe location. 2. Within one to four hours, provide necessary support to the Continuity of Operations Team as needed. 3. With the assistance of management, determine a starting point for recovery. 4. Compile a Continuity of Operations Recovery Log. 5. Utilize the Continuity of Operations Recovery Log to coordinate activities of the Continuity of Operations Team. 6. Initiate procedures to protect life and minimize property damage.

	7. Establish accountability and safety guidelines for everyone involved in the recovery process.
	8. Determine the need for additional professional help or assistance.
	9. Determine the need for additional recovery equipment or supplies.
	10. Provide Continuity of Operations Team assistance with the in depth assessment of damage in order to determine effects on operational capabilities.
	11. After completion of in depth assessment, determine what level of interruption can be expected.
	12. Based on the level of interruption, establish a plan for restart, repair, or relocation.
	13. Initiate an emergency call-down of staff members and members of the State Emergency Response Team and make assignments as needed.
	14. Assist with the dissemination of public information through the PIO.
	15. Coordinate recovery procedures with Information Resource Management personnel to insure data and information technology needs are met.
	16. Ensure notification to Director of current Operations status and initiate Situation Report procedures.
	17. The Management Plan for restart, repair, or relocation of Operations should consider the following:
	a. Can critical operations functions be continued from the current location?
	b. Can employee comfort and work needs be met in the current location?
	c. Have arrangements for transportation of personnel and equipment to the alternate location been made?
	d. Will Security for the current or alternate location be necessary?
C: CRITICAL FUNCTION RECOVERY PROCEDURES - ADMINISTRATIVE SERVICES	1. Assist Management with administrative functions in designated Recovery Control Locations.
	2. As needed, assist the Continuity of Operations Teams
	3. As needed, assist with the Continuity of Operations Recovery Logs.

4. Initiate procedures to protect life and minimize property damage.

5. Establish accountability and safety guidelines for individuals involved in the recovery process.

6. Determine the need for additional professional help or assistance.

7. Determine need for additional equipment or supplies.

8. Assist the Continuity of Operations Teams with a complete in depth assessment of the effects of the interruption on Administrative Services.

9. Continue to provide administrative support in a Level I, Level II or Level III interruption.

10. Assist Division Management in the establishment of a plan for restart, repair, or relocation.

11. Coordinate requests of additional support or assistance from other divisions or agencies through Operations to Division Management.

12. The administration may consider the following when a Management Plan for restart, repair or relocation is being considered:

  a. Can critical administrative functions be continued from the current facility?

  b. Has access to the facility or area been restricted?

  c. Are back-up systems for administrative services functioning (generators, computers, data processing equipment, communication equipment, office equipment etc.)?

  d. Will back-up systems sustain prolonged operations?

  f. Is an alternate facility available and ready for occupancy?

  g. Have arrangements for transportation of personnel and equipment to the alternate facility been made?

  h. As soon as the alternate facility is up and operational, assist in arrangements for restoration of the original facility.

PHASE 6: PUBLIC INFORMATION

This Phase should be continuous throughout the process as deemed necessary by Continuity of Operations Team Leader.

PURPOSE: This phase addresses information dissemination to the media, other agencies and the public during the recovery process. Additional information and guidelines can be found in the Appendix as indicated.

TASK	DESCRIPTION
Addresses information dissemination to the media, other agencies and the public	Should be continuous throughout process as deemed necessary by Continuity of Operations Team Leader.
	PURPOSE: This phase contains basic steps to ensure the dissemination of information to the media, other agencies and the public throughout the course of the recovery process. Refer to Utah State Emergency Plan, ESF #15 as needed where use of the Joint Information System/Joint Information Center is indicated.
	Note: PIO Needs shall be address by the DEM PIO. In the event the PIO is unavailable, a backup PIO, the Governor's Office PIO, or other Utah Department PIOs will be asked to serve as a backup. During large scale disasters, qualified officers or members of the Utah PIO Association may support these efforts if needed.
	During large scale disasters, the DEM PIO or backups must communicate emergency public messaging and manage Joint Information System/ Joint Information Center operations.
	During DEM COOP events, with no large scale disasters, PIO efforts focus on providing alternative contact information and locations to media, the public and DEM customers.
	1. Direct PIO to alert media, public and customers.
	2. When PIO is not available, establish a PIO backup.
	3. During large scale disasters, activate JIS/JIC and follow EOP and Emergency Support Function 15 Annex.
	4. During the course of the service interruption, a Media Inquiry Log, should be kept up-to-date by the assigned Utah DEM Public Information or backup.
	5. As the event evolves, or resolves, the Utah DEM PIO, or backup, shall communicate agency status and information to media and others on an on-going basis, through news releases, website posts, social media and other forms of communication.

	6. Other Continuity Activities as Utah DEM deems necessary regarding Public Information.

PHASE 7: FINAL REPORT ACTIVITY

PURPOSE: After the Division emergency situation is completed and return to normal conditions exist; the Director must develop a comprehensive final or "Situation Report" for the Department of Public Safety.

TASK	DESCRIPTION
Develop a comprehensive final or "Situation Report" for DPS.	1. After the emergency conditions are satisfactorily managed and conditions return to normal, the service interruption declaration should be rescinded with all state agencies. 2. The Director prepares a final complete report of service interruption, recovery events and overall effects. a. Document the cause of the service interruption and the final effects on Division operations. b. Collect final recovery logs from all employees. Use information about major events in recovery from recovery logs, etc. in preparing the final report. c. Document effects to daily operations. d. Identify preventive measures initiated against future interruptions (if any are needed). e. Identify and document costs. f. Develop report for use by the Senior Management and for outside use if directed.

STAFF DIRECTORY

See Updated Directory for the Division of Water Right employees at

https://waterrights.utah.gov/utils/employeeList.asp (You must have credentials as a current employee to access this link – hard copy available in printed plans)

EMERGENCY CALL DOWN LIST

State Engineer/Director
Teresa Wilhelmsen
P: (801) 538-7240 C: (801)879-2716

Finance Manager
Gary Belliston
P:(801) 538-7423 C:(801) 918-6191

Admin. Assistant
Marianne Burbidge
P: (801) 538-7370 C:(801) 867-5488

Assi. State Enginner - Tech Services
Jim Reese
C: (385) 228-6109

DTS Support
Bill Boudreau
P: (801) 538-7244 C: (801) 865-2435

Assi. State Enginner - Dam Safety
Dave Marble
P: (801) 538-7376 C: (801) 580-5128

Assi. State Enginner - Apps & Rec
Blake Binhgam
P: (801) 538- 7345 C: (801) 903-7916

Northern Region
Will Atkin, Regional Engineer
P: (435) 752-4375 C: (435)757-2134

Assi. State Enginner - Distribution
Jared Manning
P: (801) 538-7380 C: (801)244-1747

Weber River/Western Region
Eric Jones, Regional Engineer
C: (801)842-3951

Assi. State Enginner - Adjudication
Mike Drake
P: (801) 538-7397 C: (801) 419-5711

Utah Lake/Jordan River Region
Ross Hansen, Regional Engineer
P: (801) 538-7405 C: (801)842-9294

Deputy Director
James Greer
P: (801) 538-7481 C: (901) 707-1521

Eastern Region
Andrew Dutson, Regional Engineer
P: (435) 247-1511 C: (801) 850-8074

Southeastern Region
Marc Stilson, Regional Engineer
P: (435) 613-3751 C: (435) 820-6290

Sevier River/Southern Region
Kirk Forbush, Regional Engineer
P: (435) 893-2976 C: (435) 979-6960

Southwestern Region
Nathan Moses, Regional Engineer
P: (435) 586-4231 C: (435) 559-6933

AGENCY NOTIFICATION LIST

Govenors Office
- Phone   801-538-1000
- Address   350 State Capitol Building, Suite 200
- City/State/Zip   Salt Lake City, UT.,84114

DFCM
- Phone   801-538-3263
- Address   350 North State Street
- City/State/Zip   Salt Lake City, UT., 84114

Risk Management
- Phone   801-538-9756
- Address   State Office Building
- City/State/Zip   Salt Lake City, UT., 84114

Emergency Managment
- Phone   (801)538-3400
- Address   State Office Building
- City/State/Zip   Salt Lake City, UT., 84114

RECOVERY LOCATIONS

Main
- Phone: 801-538-7240
- Address   1594 West North Temple Suite 220
- City/Zip   Salt Lake City, Utah 84114-6300

Secondary / Richfield
- Phone   (435) 896-2557
- Address   2031 South Industrial Park Road
- City/Zip   Richfield, Utah 84701

Other / Cedar City
- Phone   (435) 586-4231
- Address   646 North Main Street
- City/Zip   Cedar City, Utah 84721-0506

Other / Price
- Phone   (435) 613-3750
- Address   319 North Carbonville Road
- City/Zip   Price, Utah 84501

Other / Vernal
- Phone   (435) 247-1514
- Address   318 North Vernal Avenue
- City/Zip   Vernal, Utah 84078

Other / Logan
- Phone   (435) 752-8755
- Address   1780 North Research Parkway Suite 104
- City/Zip   North Logan, UT 84341

VENDOR COMPANIES

VERIZON WIRELESS, VC0000100729

- Contact   Janet Van Eerden
- Phone   801-641-0400
- Address   2777 S. Corprate Park Dr.
- City, State, Zip   West Valley City, UT. 84120

AGENCY EVACUATION STATUS LOG

Offices

Administration (SLC)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Applications and Records (SLC)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Field Services (SLC)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Dam Safety (SLC)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Adjudication (SLC)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Technical Services (SLC)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Northern Regional Office (LOGAN)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Weber River/Western Regional Office (SLC)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Utah Lake/Jordan River Regional Office (SLC)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Eastern Regional Office (VERNAL)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Southeastern Regional Office (PRICE)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Sevier River/Southern Regional Office (RICHFIELD)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

Southwestern Regional Office (CEDAR CITY)

Name	ACCT'D For (PREMISES LEFT)	TIME	NOTES

CONTINUITY OF OPERATIONS RECOVERY LOG

Each Individual involved in Continuity of Operations recovery process should keep a log. All logs will be integrated prior to creating Final Situation Report.

DATE/TIME	ACTIVITY

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UNDAMAGED RECOVERABLE ITEMS

DESCRIPTION OF ITEM	ACTIVITY	SPECIFIC LOCATION

GENERAL SITUATION ASSESSMENT

Situation (Power Failure, Fire, Flood, Earthquake)	Severity (High, Medium, Low)	Outage Duration Expectation Hours____ Days____	Date/Time of Occurrence

Geographical Scope of Situation (Building, Street, Neighborhood, City, Region, State)

Human Impacts (Include medical, relocation, property destruction, evacuation possibilities, etc. for staff, families, members, surrounding community)

Damage Assessment (Building Integrity, Furniture, Utilities, Other—Include if useable or not)

Impact on System-Wide Computer System

Impact on System-Wide Communications

Key Agency Functions Impacted by this Situation

Other Important Information

AREA/FUNCTION SPECIFIC SITUATION ASSESSMENT

Situation (Power Failure, Fire, Flood, Earthquake)	Severity (High, Medium, Low)	Outage Duration Expectation **Hours____** **Days____**	Date/Time of Occurrence

Geographical Scope of Situation (Building, Street, Neighborhood, City, Region, State)

Human Impacts (Include medical, relocation, property destruction, evacuation possibilities, etc. for staff, families, members, surrounding community of this Site)

Impact to Site (Physical Damage, inhabitability)

Impact on Site's/Function's Computer System

Impact on Site's/Function's Communications

Functions Impacted by this Situation at this Site

Other Important Information

EMERGENCY POLICIES

POLICY	AUTHORIZED BY	DESCRIPTION
See Utah State Code http://le.utah.gov/~code/code.htm	Governor of Utah	

FACILITY ANALYSIS

*(**PROVIDE INFORMATION TO DEPARTMENT OF FACILITIES MANAGEMENT**)*
(Use in Conjunction with Recovery Control Location Decisions)

Name/Type	Function		Recovery Priority
Address			
Phone	Fax	Size	Staffing
Assistance Requested from Department of Facilities Management			
Security Requirements/System			
Power Requirements	Communication Requirements	Telephone Requirements	
Other Requirements & Comments			
Value As An Alternate Facility			
Shutdown Procedures			
Evacuation Instructions			

RECORD PRESERVATION GUIDE

Media	Typical Use	Immediate Action	Purpose	Follow-up Action	Purpose
MAGNETIC MEDIA					
Compact Discs (CDs)	Data Storage Software Programs Computer Room and PC Areas	Keep Dry and away from heat	Maintain integrity of data and programs	Check integrity of information as soon as possible by spot checking information on CD	If any CD is damaged beyond use, obtain backup copy from offsite as soon as possible
Magnetic Tapes Disk Packs Floppy Diskettes Audio and Video Tapes	Magnetic Storage Computer Room and PC Areas	Immediately contact vendor	To obtain professional advice	May include freeze or vacuum drying, special cleaning techniques or professional assistance in retrieving data	To remove all moisture and other contaminants from the media, to access data in case of damaged media
PHOTOGRAPHIC MATERIALS					
Color films Photographs	Slides	If wet, keep wet. Within 48 hours, obtain professional assistance with cleaning, drying and restoring	To avoid further damage and image loss	Freeze if professional help must be delayed longer than 48 hours	To stabilize color dyes
Silver or Emulsion Films & Photographs	Microfilming in Process & Cameras/Stored Rolls	Immediately, immerse totally in water Within 48 hours, a 1% formaldehyde solution may be added to cool, clean water	To avoid further damage To avoid softening or trilling of gelatin layer If materials dry out, they tend to stick to adjacent surfaces causing image loss	Seek professional advice and help with cleaning and drying. Freeze only if necessary	To restore film to original state. Freezing may lead to image damage, but less damage is likely to be caused by freezing than delayed treatment
Diazo or Vesicular (duplicate) Films	Microfiche	If time and staff are available, rinse off and lay out flat to dry; otherwise, leave until last	To prevent water spotting and curling of films or fiche	Wash with liquid detergent and rinse and lay out on absorbent paper to dry	To remove water spots and other contaminants and to restore film
PAPER					
Bond, Rag Duplicating, Other	Executive Files & Storage Room *In fires, paper is least vulnerable media*	Within 48 hours, air dry in well ventilated area If volume of wet records is large, consider freeze or vacuum drying	To prevent further deterioration of paper materials and eruption of mold or fungus	May include freeze or vacuum drying If mold erupts, treat with fungicides	To remove moisture from materials and reduce humidity levels in damaged materials To eradicate mold
Coated or clay papers		Freeze immediately	To hold damaged materials until freeze or vacuum drying can be arranged	Freeze or vacuum drying	Remove all moisture from paper, without damaging or removing coated surface

SAMPLE NEWS RELEASE

[Insert Agency Official Logo]

News Release:
For Immediate Release:
Date:
Contact

DIVISION OF WATER RIGHTS RELOCATES

Salt Lake City, Utah -- Due to the closure at the Department of Natural Resources building in Salt Lake City, the Utah Division of Water Rights has relocated to an alternate facility at XXXXXXXXXX. (Include phone, fax, internet contact information as appropriate.)

A 5.5 earthquake this morning along the Wasatch Front caused structural damage to the Natural Resources Building in Salt Lake City where the state's Division of Water Rights is located. While the damage to the building is considered relatively minor, the building was evacuated as a precaution.

"Our first concern is for the safety of our staff," said Teresa Wilhelmsen, Director of the Division of

The Division will return to the Natural Resources Building after any necessary repairs.

###

KEY AGENCY FUNCTIONS LIST		
Priority	**Responsible Employee**	**Function**
1 Critical	Director and or Deputy Director, State Engineer	Provide leadership, administration, and serve as policy section leader. Determines enactment of COOP. Maintains contact with DNR Administration and Counterparts. Initializes Public Information with PIO's
1 Critical	Assistant State Engineer	Support policy section, serve as upper management.
1 Critical	COOP Program Manager	Prepare for and respond to continuity of agency essential functions.
1 Critical	Finance Manager	Administrative Services. Assess and identify equipment/items required for Division Recovery and/or Recovery Site. Communicate with State Finance to establish means of access. G-3 Reestablish Payroll
1 Critical	Computer Modeling Manager/ Computer Applications	Assist with recovery of computer functions and data availability. Communicate with IT/DTS to secure necessary Data/Systems recovery. Knowledge to establish a Division Recovery location if needed.
1 Critical	All Staff	Receiving and processing records for Water Right Files
1 Critical	Public Information Officer	Alert staff, counties, media, public, and federal partners as needed.
2 Critical	Team Primary Leaders	Account and report headcount to Emergency Coordinator, assist with basic first aid and report findings to Senior Leaders & Medical Personnel. Ensure safety for all Team members.

		Communicate with Senior Leadership status.
2 Critical	Emergency Preparedness Coordinator	Assist with matters relating to employees safety and emergency related procedures. Communicate with Command Center and Medical personnel as necessary. Conduct assessments required by COOP Plan, tracking details and coordinating Division Efforts.

LINES OF SUCCESSION

This worksheet designates the appropriate orders of succession for each essential function. The first column list the essential functions located in Worksheet #1, Priority of Essential Functions. The second column lists the key position or person who is essential to performing the function. The remaining columns identifies key personnel that would serve as successors if the key position or person is unavailable unexpectedly i.e., illness, injury, vacation or termination of employment, among others.

Management Staff	Key Personnel	Successor 1	Successor 2	Successor 3
Administration	Teresa Wlhelmsen, Director	James Greer, Deputy Director	Blake Binhgam, Asst. State Engineer	Jared Manning, Asst. State Engineer
Applications/Records	Blake Binhgam, Asst. State Engineer	Kyle Turnbow, Engineer Manager	Clark Adams Program Manager	Willa Knight, Public Inquiry
Field Services	Jared Manning, Asst. State Engineer	Sue Odekirk, Engineer Manager	James Goddard, Program Manager	
Adjudication	Mike Drake, Asst. State Engineer	Gary Brimley, Engineer Manager	Ryan Broadbent Engineer	Megan Wanlass , Engineer
Dam Safety	Dave Marble, Asst. State Engineer	Everett Taylor, Engineer Manager	Bret Dixon, Engineer	Chuck Williamson, Environmental Scientist
Technical Services	Jim Reese, Asst. State Engineer	David Jones, Engineer Manager	Dave Barrett IT Analyst 3	

Transfer of Authority & Successor Responsibilities Guidelines

∇   PURPOSE

This document outlines procedures for maintaining succession plans and for transferring authority during incidents and emergencies.

∇   MAINTAINING A SUCCESSION PLAN

The agency's business continuity plans identify specific individuals able to act as successors for key positions, to include the Director, Deputy Director, division administrators, and bureau chiefs. Divisions may create a succession plan for unique positions. Succession plans are reviewed and updated by the division administrator or designee.

∇   TRANSFERRING AND REVERTING AUTHORITY

Transferring or reverting authority occurs at the discretion of the individual in the key position or the key position's supervisor (supervisor). The Director/designee is the final decision-maker in disputes regarding authority.

The following steps will be used to communicate changes in authority:

∇   Individual in the key position or supervisor determines if an authority change is necessary and contacts the successor to request assistance; and

∇   Supervisor notifies customers and employees of the change in authority.

∇   SUCCESSOR RESPONSIBILITIES AND LIMITATIONS

A successor is accountable for duties assigned to the key position and agrees to:

∇   Perform the duties assigned in the division's business continuity plan. If duties are not specifically assigned or limited, the successor agrees to perform duties contained in the key position's job profile;

∇   Accept responsibility and accountability for actions taken during the transfer of authority.

CONTINUITY OF OPERATIONS PLAN UPDATE/REVIEW LOG

UPDATES

Date	Content Updated	Made By	Reviewed By
2021, July 31	Updated staff list and lines of Succession. Updated Pandemic response Appendix. Updated Formatting of Document.	James Greer	Teresa Wilhelmsen
2020, July 31	Updated Format to new Word Format. Updated Staff list. Added Appendix on Pandemic	James Greer	Teresa Wilhelmsen
2019, June 24	Updated staff links to be accessible thru emergency management plan. Held Training "Protect Yourself During an Active Shooter Incident". Utilized new Department radios. Department Evacuation successful. Updated staff records. Updated link to State Purchasing Policy. Prepared EMAP and AAR requirement recommendations by COOP FEMA EMPM.	Marianne Burbidge	Kent Jones
2018, July 23	Duck, Cover and Hold Earthquake Scenario Exercise completed. Utilized new Department radios. Department Evacuation successful. Updated staff records. EMAP requirement recommendations by COOP FEMA Emergency Management Program Manager.	Marianne Burbidge	Kent Jones
2017, July 31	Format changes; Cyber Security updates and Appendixes; staff directory link updates; Regional Office Evacuation Plans updated; EMAP requirement recommendations by COOP EMPM	Marianne Burbidge	Kent Jones
2016, July 31	Format change from Sunguard software to Word; Cyber Security updates and Appendixes; staff directory updates; Regional Office Evacuation Plans added;	Marianne Burbidge	Kent Jones

	Emergency Numbers List added; Tote Box added; EMAP requirement recommendations by COOP EMPM		
2015, July 8	DTS Backup (how, when, where), staff director emergency notification list; lines of succession updated; general information section; EMAP requirement recommendations by COOP Emergency Management Program Manager	Marianne Burbidge	Kent Jones
2014, May 5	scope of plan; staff directory; emergency notification list; and lines of succession	Marianne Burbidge	Kent Jones
2013, June 11	Plan Created	Marianne Burbidge	Kent Jones

EXERCISES

Date Held	Objective	Changes needed	Reviewed By
2020 – 2021	Pandemic Response	Updated plan based upon lessons learned by the Pandemic	James Greer
2020, March	Pandemic Response	Update Plan to include appendix on pandemics	James Greer
2019, April 18	Utah ShakeOut; COOP Exercise and Annual FEMA Training April 24-25 Refresher and Exercise – Power Outages	Updated Action Plans; Integrated lessons learned from April 24-25 FEMA training	Marianne Burbidge
2018, April 20	Utah ShakeOut COOP Exercise	Updated Action Plan; Integrated lessons learned from April FEMA training	Marianne Burbidge
2017, April 4	Guardian Accord Workshop Exercise	General Staff updates via electronic link	Marianne Burbidge
2016, April 21	Utah ShakeOut	Update Action Plans	Marianne Burbidge
2015, May 20	Utah COOP Table Top Exercise	Update Action Plans	Marianne Burbidge
2014, April 24	Division Tabletop Exercise	General Staff updates and postings to Emergency Actions Category on Division website	Marianne Burbidge

PRIORITIZATION AND IDENTIFICATION OF RECORDS AND SOFTWARE APPLICATIONS

PRIORITY	VITAL RECORDS
I	Water Rights hard copy and electronic records
I	Draft Orders on the Network Drives

PRIORITY	VITAL SOFTWARE APPLICATIONS
I	Internet access to online applications
I	Email Service
II	Network Drive Access
II	MS-Office suite

PUBLIC INFORMATION RESOURCE MATERIAL

PUBLIC INFORMATION RESOURCE MATERIAL

1) Why Public Information/Media Relations

2) Public Information/Media Relations Fundamentals

3) Effective Crisis Communication

4) Employee Communication

5) What Reporters Want to Know

6) Tips for Working with Reporters

7) Rumor Management

8) Understanding and Assisting Different Types of Media

9) Delivering the News

10) News Release Guidelines

11) Broadcast Statement Guidelines

12) Media Interview Guidelines

13) News Briefing Checklist

14) Press Conference Checklist

15) Post Disaster Follow up

WHY PUBLIC INFORMATION/MEDIA RELATIONS

▢ The fastest way to inform the public is through the media.

▢ The public will turn to the media in times of crisis for information.

▢ How the media perceives response activities is how the public will perceive them as well.

PUBLIC INFORMATION/MEDIA RELATIONS FUNDAMENTALS

▢ A single agency spokesperson is best. Ideally it would be the director or deputy director. This provides a single voice and projects control over the situation.

▢ The public information officer works with the media to set up interviews and coordinate messaging.

▢ All media inquiries should be directed to the PIO. They can ensure that requests are logged and responded to in an orderly and accurate manner.

▢ Record the date, time, name, station/newspaper, and phone number of all reporters that call or visit. A Media Inquiry Log is provided in Appendix P6-6 for your use.

EFFECTIVE CRISIS COMMUNICATION

When dealing with media communications in a crisis, it is important to:

▢ Remain calm.

▢ Remember the media is not the enemy.

▢ Tell the truth.

▢ Issue a statement or press release within one hour of notification of a crisis.

▢ Provide updates at regular intervals.

▢ Prioritize media contacts.

▢ Respond in order of priority.

▢ Distribute information to employees before or at the same time it is given to the media. When preparing statements or news releases about a crisis, you can minimize the risk of legal liability by observing the following guidelines:

▢ Avoid hearsay and rumors.

▢ Direct legal inquiries to legal counsel.

▢ Never play the blame game. Fault is not usually as well defined as many people think.

▢ Speak and act only from approved statements and in your area of expertise and authority. Refer questions outside of your authority to other departments or subject matter experts when appropriate.

▢ Avoid offering your opinions and answering questions about unknown facts.

EMPLOYEE COMMUNICATION

Employees should be contacted before the media in the event of a crisis. When releasing information to them, emphasize the importance of their subsequent conversations with the public. Here are some basic points to remember:

☐ Give employees full information on the situation, including whom to call for more information.

☐ Tell employees to refer media to the Agency PIO.

☐ Tell them which websites/twitter feeds to monitor for updated information. Ensure those websites/tweets are updated on a regular basis as new information becomes available.

WHAT REPORTERS WANT TO KNOW

1) What happened and where? When did this occur?

2) How does this impact your Agency?

3) Are there injuries or deaths as a result? How many and whom?

4) What actions are being taken to control the situation?

5) What types of hazards are presented to the community?

6) Have off-site emergency response personnel been notified? Which ones?

7) Are operations shut down? Which facilities?

8) When will the Agency resume operation?

9) Have you evacuated?

10) How many employees does the Agency have?

11) How many of those employees were at the impacted location?

12) Why did the situation occur?

13) Were procedures violated?

14) How much money is this going to cost?

15) Is there insurance coverage for the loss or damage? How much?

16) What do employees think about the situation?

17) How many people does this Agency serve?

TIPS FOR WORKING WITH REPORTERS

DO:

☐ Know to whom you are speaking. Get the reporter's name and telephone number.

☐ Rely only on facts. Do not speculate. Offer only verified information approved for release.

☐ Tell your story quickly, openly, and honestly to decrease suspicion and rumors. Speed is all-important. All reporters have deadlines.

☐ Report your own bad news. If you are forthright about your problems, they are far less sensational than if reporters uncover them through their own investigation.

☐ Be accessible to the media, so they will look to you as an official source for information.

☐ Avoid "no comment." Tell them why you can't comment. Say, "I don't have that specific information" if you don't have an answer. Then get the answer and contact the reporter.

☐ Keep your composure, even if a reporter gets negative or difficult.

☐ Disseminate information from one joint information center if needed. Speak with one voice. Share information, immediately and continuously, with any other open or active information centers or PIOs.

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☐ Prepare to provide sufficient evidence for statements you make, if requested.

☐ Record events as a crisis evolves, including photographs, videotapes, news releases and press clippings, if needed later you can present your side of the story.

☐ Be alert about photographs. You have no control of photos taken off Agency property, but you have the right to control photos taken on Agency property.

☐ Advise reporters if dangerous conditions still prevail at or near your location. Make it clear you are trying to ensure their safety.

DON'T:

⍰ Do not speculate on the causes of the situation, the monetary value of losses, on resumption of normal operation or blame for the situation.

⍰ Do not flatly refuse information. Always give a good reason why it is not available.

⍰ Do not over-react or exaggerate a situation.

⍰ Do not repeat negative or inflammatory words used by a reporter. It might end up as part of your quote. Start your answer with a constructive, positive position.

⍰ Do not be afraid to pause for a moment and gather your thoughts. If you begin an answer you were not satisfied with, simply say, "I haven't made myself as clear as I would like…" and begin again.

⍰ Do not answer hypothetical questions.

⍰ Do not feel obligated to answer a multiple-part question. You choose the part you want to answer.

⍰ Do not use jargon or technical terms. If you must use a technical term, follow it with a clear explanation in layman's terms.

⍰ Do not make off-the-record statements. There is no such thing.

⍰ Do not guess at a person's injuries. Let a doctor or hospital supply that information.

⍰ Do not ask to see a reporter's story, but if you feel a reporter is misinformed, contact the reporter at once and make a clarification.

RUMOR MANAGEMENT

Rumors during a crisis create confusion and spread misinformation and disunity. Any rumor repeated three times becomes the truth. It exists wherever a subject is of intense, but temporary interest, and real facts are absent. Use social media to announce misinformation and share correct information. The best defense against rumors is to keep up frequent, high quality, factual communication. When the substance of a rumor is known and its path of communication and audience are identified, consider the following actions refute damaging rumors:

⍰ Assign the task of refuting rumors to a specific spokesperson or group perceived to have authority and/or competence.

⍰ Use only logic and facts, not emotion to refute rumors.

⍰ Permit outside, third party authorities to help you in refuting rumors as appropriate.

⍰ Do not overstate your facts or deliver poorly conceived answers.

⍰ Do not joke or ridicule as a means of refuting rumors.

⍰ Identify ways to diminish the rumor's circulation when a rumor is essentially true, but successful resolution of the crisis precludes commenting immediately.

⍰ Record the nature of rumored information on a log sheet to facilitate the analysis and gathering of factual information.

UNDERSTANDING AND ASSISTING DIFFERENT TYPES OF MEDIA

Television

Basic Facts

⍰ Television is a visual medium. The picture tells most of the story. Media likes action pictures.

⍰ Stories mix short sound bites with pictures

⍰ Broadcast can be interrupted to cover breaking news

Needs

⍰ Parking for Satellite Trucks

⍰ A visual picture of the incident

Radio

Basic Facts

⍰ Radio reaches audiences almost wherever they are located.

⍰ It operates 24 hours a day.

⍰ It can broadcast from anywhere using phones or equipment

⍰ It can interrupt broadcast to cover even minor events

⍰ Words and sound tell the picture

Needs

⍰ Sound

⍰ An audible description of the incident and recovery efforts

⧠ May need parking for equipment

Print Media
Basic Facts
⧠ Stories much more detailed than radio or television
⧠ Uses words and photographs to illustrate
⧠ Looking for the bigger picture in breaking news
Needs
⧠ More information, especially background and historical information
⧠ Information by deadline. While TV and Radio have continuous deadlines, newspapers usually have only one print deadline per day. If you miss the deadline, the information may be too old to print by the next deadline. Now, newspapers also have 24/7 website deadlines as well and are constantly uploading and updating stories online in addition to preparing their daily stories for the print editions.

Websites – news online
Reporters for TV, Radio and Newspapers, as well as independent online journalists, now also offer 24/7 coverage. They upload copy, photos and video to their websites. Reporters are also expected to share their stories, as they are covering them, on social media as well.

DELIVERING THE NEWS
In a crisis situation, the faster your information gets to the media, the sooner your story gets to the public. The following are some ways to deliver your message.

Telephone Calls
A direct telephone call is an effective way for you and/or your communication team to read a statement to media, one at a time.

News Releases and Alerts
Emailing a news release and following up with a phone call is a great way to get your information to the media quickly. They can also copy and paste some of your information as needed which speeds up the process. When you don't have time for a crafted, finalized and approved news release, feel free to share information in a few sentences or use bullets to share information quickly.

Websites and Social Media
Post your information on your website and share the link via social media. Update the information online as your information changes or more becomes available.

News Wire Services
Summarizes your news and spreads it to nearly all media very quickly. The Associated Press has an office in Salt Lake City that can share your information with media outlets around the state and across the country.

Fax
This method is relatively fast and accurate, but often requires a follow-up phone call to ensure the information was received. This older technology is often ignored in newsrooms, as faxes pile up. Urgent emergency information could be hidden in a pile that is only checked once per day and could be forgotten on a busy day. During large scale disasters, if the internet crashes, but phones are still operable, faxing may be helpful.

News Briefing
When a situation is still ongoing and receiving almost constant attention, regular scheduled news briefing at a designated location can provide updates to all outlets at once. At the end of a briefing, tell the media when you will be back. Come back when you said you would, even if there is no new information to provide.

News Conference
Both logistics and the preparation of spokesperson can make a press conference a more formal affair. This is an excellent method for informing media in detail and providing official statements.

Emergency Alert System
Radio and television broadcasters will carry emergency messages over the air. These can be vital for announcing instructions to the public. EAS can only be activated by a government agency with prearranged rights to do so.

NEWS RELEASE GUIDELINES
By following a few principles, the news media will use the information with only minor changes in style.

1) Tell the most important information first. Your "story" competes with other news and information so the most important point—the reason you are writing the news release—should be stated clearly in the first paragraph.

2) Answer the questions: Who? What? Where? When? Why? How?

3) Include remaining facts and information in descending order of importance. That way, if the editor cuts off the bottom of the story he or she will cut information least important to the reader, listener, or viewer.

4) Tell the real story. Avoid jargon or technical language. If the news is bad, say it straight without exaggerating. A news release is useful only if it conveys credible information. Otherwise, media will not use it.

5) Quote a qualified source to illustrate a point when appropriate. A direct quote can add the human element to otherwise technical information; illustrate a situation or event in your own words, or add an element of authority when a statement should be perceived as official.

6) When you feel you have finished telling the story, stop writing. Write succinctly, and avoid writing more than one page and never write more than two.

7) Print or copy each news release in a consistent format. See sample for format.

8) Write news releases in AP Style and always have someone proofread. Spelling and grammar do count.

9) Streamline approval process so news releases can be distributed quickly.

BROADCAST STATEMENT GUIDELINES

Sometimes you may be asked to read a statement to radio or television reporters. Preparing statements for radio or television is not like writing for newspapers. A news release that reads well may not sound well if read aloud. Facts in a news release for print media can be reworked into a timed statement for radio or TV by following these Guidelines.

☐ Write like you talk. Read the statement out loud so you hear whether it sounds natural.

☐ Keep each sentence to 12 or fewer words.

☐ Use action words that are bright and alive, but without exaggerating your description of an event or situation.

☐ Do not use awkward words or phrases or industry jargon. Avoid using more than one number or figure.

☐ Shorten the names of groups or organizations to an easy word or phrase.

☐ Time the statement. Then note the time in seconds at the end of the statement.

☐ Attach a copy of your print news release or other supporting material if it contains useful background information not in the broadcast statement.

☐ Always think of photo opportunities that can accompany your statement when it is delivered to television.

MEDIA INTERVIEW GUIDELINES

☐ Before an interview, establish your key messages. Then stick to those key messages in the interview. Steer your answers to questions back to your key messages.

☐ Express empathy for victims before you address anything else.

☐ Do not speculate if you don't know the answer.

☐ Rephrase questions to avoid re-stating a negative

☐ Keep answers to 10-30 seconds.

☐ Be yourself, act naturally.

☐ Look at the reporter, not the camera.

☐ Do not appear happy in a crisis.

☐ Avoid acronyms and technical jargon.

☐ Do not worry about dead air; that is the reporter's problem.

☐ Pick one question you want to answer when asked multiple questions.

☐ Do not say "uh" or "um"—use a pause instead.

NEWS BRIEFING CHECKLIST

☐ Identify yourself and introduce the other representatives.

☐ Describe the briefing format and schedule, and then begin.

☐ Summarize the information in the most recent news release.

☐ Describe current status.

☐ State whether injuries have occurred.

☐ Describe rescue/recovery efforts being performed.

☐ Acknowledge investigation into cause and/or loss.

☐ Give status of employees and habitability of site.

☐ Give telephone numbers for inquiries.

☐ Give the rumor control telephone number.

☐ Describe the interface between the Agency PIO and the off-site public information officer.

☐ Announce the time of the next briefing, if possible. Thank the media for their participation and cooperation.

☐ Conclude the briefing.

NEWS CONFERENCE CHECKLIST

Before a News Conference

☐ Coordinate timing with spokesperson or persons.

☐ Notify press who are not present, but should be attending.

☐ Compile background information for reporters

☐ Invite off-site public information liaisons as may be appropriate.

☐ Assign responsibilities for physical arrangements.

☐ Assemble charts, diagrams, and maps for display.

☐ Anticipate and arrange for necessary site security.

☐ Arrange for video and/or audio taping for the agency.

☐ Brief your staff on the subject, spokesperson, and schedule.

☐ Obtain written statements for spokesperson.

☐ Make copies of news releases for media.

☐ Develop anticipated questions and answers for the spokesperson.

☐ Ensure that all company material is approved for release.

Conducting the Conference

☐ Assign staff to direct media to the briefing room.

☐ Log the names and affiliations of media representatives who attend.

☐ Start video and/or audio recorders.

☐ Open the conference.

☐ Monitor the questions and answers closely.

☐ Prepare conference notes and reports.

POST-DISASTER FOLLOWUP

When the crisis has eased, the communication effort should continue. There are several areas of follow-up that must be addressed, including employees, vendors, customers, and media. First, employees should be informed completely of the current status of the situation and its impact on the agency as a whole. This puts to rest any rumors while helping to build morale within the agency. Second, the agency's key constituents (including employees' families, local governments, and other interested parties) should be updated about the crisis and its resolution. Personal communication can indicate to associates the level of importance with which the agency holds them. Finally, stories regarding the agency's effort to aid victims, reconstruction, future safeguards, heroic actions, thanks to the community and concern for employees and the public can be developed. If the media reported an inaccuracy, the agency should point that out, making whatever changes are necessary in writing and submitting it, along with qualifying information.

Cyber Incident Response

DNR/Division of Water Rights

CYBER SECURITY INTRODUCTION

As the private and public sectors have shifted operations to internet based communications technology, all elements of the Nation's critical infrastructure have grown increasingly connected and interdependent on one-another. This demands a comprehensive approach toward continuity planning that incorporates cyber security. Consequently, Federal, State, territorial, tribal, and local government jurisdictions and private sector organizations must become aware of the importance of including cyber security considerations into continuity planning and be proactive in identifying solutions or alternative actions to challenges, gaps, or vulnerabilities in their organization's continuity plans and procedures.

Multiple State agencies, and possibly critical infrastructure and communities, may be affected by a cyber incident. When these events occur, or when public information efforts must be launched, call the State Emergency Operations Center (801) 538-3400. The EOC may be activated to coordinate support and resources to support the response to the incident. See the Utah Cyber Incident Response Annex for details (https://docs.google.com/document/d/18eFtiNMBde0O_ys0LOwo9em0h23WZ_i7K4vlQ9qj6Bw/edit)

When a Cyber Security Incident is suspected, that does not appear to affect entities outside of the Division:

Communications to DTS	Alert DTS Help Desk at (801)538-3440
Communications to Division/Department	Alert Director
Communications to Staff	As needed

A. Purpose

The purpose of this Appendix is to provide Division personnel with pre-designated procedures and the guiding principles that direct continuity actions in the event of an emergency in Utah coupled with limited to no communication availability which prevents the normal notification to staff. When an agency is affected and must continue to perform essential functions, communication will be critical during emergency situations.

These procedures provide guidance on how to address the specific contingency of having limited to no communications availability or hazardous situations related to a "Cyber Incident" and the cascading effects this may have on public/private communications infrastructure. The foundations of cyberspace are vulnerable to a wide variety of incidents, whether intentional or accidental, man-made or natural, and the data exchanged in cyberspace can be exploited for nefarious purposes.

B. Situation and Assumptions

Potential threats to our communications infrastructure and cyberspace exist whether intentional, accidental; man-made, or natural.
  a. Emergency Event(s) have occurred that have partially or completely compromised the Division's "cyberspace" capabilities/responsibilities and Mission Essential Functions (MEFs) cannot be conducted at our office.
  b. With or without warning, a cyber-event or condition may necessitate a transfer of Division essential functions to full time telework, or to a Continuity facility;
  c. Information technology and communications may still be available at an alternate Continuity facility;
  d. Selected Division staff are equipped with enhanced communication devices enabling their situational awareness, although they may be unable to contact staff through normal communication channels; and

e.   Many Division personnel have limited or no situational awareness due to inoperability of the phone systems, IT systems, and public media.

C. Triggers

Division employees should use a "common sense" approach to make timely decisions when the necessary information is not available or provided based upon their experience; training; expertise; and judgment.

The following table outlines the steps and actions to be taken by personnel in the event that a widespread communications outage has or appears to have occurred. Indicators of such an event may include, but are not limited to partial or complete inoperability of cell phones, telephones, media, internet.

Based upon preliminary indicators, employees should identify their respective category in the table below and follow the independent validation and verification process in the checklist to determine the best course of action based upon a cyber-event or other emergency situation where communications are down or limited. This table does not preclude the Division from developing more detailed, refined, robust, or specific plans or procedures to follow in the event of a cyber-incident.

Pre-Designated Activation Checklist		
COOP Team Members	**Emergency Staff**	**Non-Emergency Staff**
a. **Situation:** b. Emergency cyber event or other similar communications disruption reported by news media outlets and/or social media in your area. c. Cell and landlines are intermittent or in a total outage. d. Internet access is limited or unavailable. e. Unable to make contact with supervisor or co-workers within a 4-hour period using after hours call down list with GETS/WPS. f. **Action:** g. Follow the Staff Reporting Procedures. h. Contact Division i. If unable to make contact with the above for specific instructions, and if safe to travel, deploy	a. **Situation:** b. Emergency cyber event or other similar communications disruption reported by news media outlets and/or social media in your area. c. Cell and landlines are intermittent or in a total outage. d. Internet access is limited or unavailable. e. Unable to make contact with supervisor or co-workers within a 4-hour period using after hours call down list with GETS/WPS. f. **Action:** g. Follow the Staff Reporting Procedures. h. Contact Division i. If unable to make contact with the above for specific instructions, and if safe to travel, deploy to home	a. **Situation:** b. Emergency cyber event or other similar communications disruption reported by news media outlets and/or social media in your area. c. Cell and landlines are intermittent or in a total outage. d. Internet access is limited or unavailable. e. Unable to make contact with supervisor or co-workers within a 4-hour period using after hours call down list. f. **Action:** g. Contact Division h. If unable to make contact with the above for specific instructions, continue to monitor the situation and wait for further

to home residential site or Regional Office.	residential site or Regional Office.	instructions. Be prepared to deploy on immediate notice to home residential site or Regional Office to support mission essential functions and wait for further instructions.

D. Policy and Procedures

During incidents, including a cyber related incident, Division Staff Reporting Procedures will be followed. See Lines of Succession in COOP Plan.

A "common sense" approach should be applied to these procedures; if personnel deploy in error, management may exercise discretion/authority to account for the work day (i.e. work from the continuity facility for the day or report to primary duty station). To maximize the benefit of these procedures, managers are directed not to sanction employees who follow the independent validation and verification process and deploy in good faith due to limited or no communication capabilities.

Safety is the first priority for all personnel and their families. All personnel are encouraged to develop individual or family preparedness plans. In the event of a cyber-incident, employees should give consideration to the safety of travel (i.e. inoperable light rail systems, traffic lights out, critical infrastructure disruptions or outages) and the ability to work telework remotely.

E. Risk Reduction (Optional Preparedness information to include in this Appendix, or your agency procedures or policies.)

The Department of Technology Services provides some risk reduction tools to support state agencies. Our agency works with our IT representative to ensure the following steps are taken to prevent cyber incidents.

a. Boundary Defense
b. Limit Internet Access
c. Limit Admin Rights
d. Passwords - two factor authentication
e. Education and Awareness
f. Current Anti-Virus

F. References

The State of Utah, Cyber Incident Response Annex link:

https://docs.google.com/document/d/18eFtiNMBde0O_ys0LOwo9em0h23WZ_i7K4vlQ9qj6Bw/edit

Protocol for Continued Operations during Pandemics

INTRODUCTION

Agencies across the State perform essential functions and services that may be adversely affected in the event of a natural or man-made disaster. In such events, State agencies should have continuity plans to assist in the continuance of their essential functions. Continuing to perform essential functions and provide essential services is vital to an agency's ability to remain a viable entity during times of increased threats from all hazards, manmade or natural. Since the threat to an agency's continuity of operations is great during a pandemic outbreak; it is important for agencies, in particular The Division of Water Rights (DWRI), to have a Pandemic Continuity of Operations Plan (or annex) in place to ensure it can carry out its essential functions and services. While agencies may be forced to suspend some operations due to the severity of a pandemic outbreak, an effective Continuity of Operations Plan can assist an agency in its efforts to remain operational, as well as strengthen the ability to resume operations.

PURPOSE

This plan / annex provides guidance to DWRI and may serve as the plan for maintaining essential functions and services during a pandemic. This guidance/annex neither replaces nor supersedes any current, approved DWRI continuity plan; rather it supplements it, bridging the gap between the traditional, all-hazards continuity planning and the specialized continuity planning required for a pandemic. It is intended to anticipate the potential issues a pandemic event may present for the DWRI, its sections, its employees, its clients, and other services the agency provides for the State of Utah. The nature of a pandemic event means that disruption to operations will derive mainly from human resources rather than infrastructure damage or disruption. A pandemic may not, in itself, require a traditional continuity response, such as partial or full relocation of the agency's essential functions, although this response may be concurrently necessary due to other circumstances. Therefore, the DWRI Pandemic Protocol addresses the following primary objectives:

- Protecting the health and safety of employees;
- Protecting the health and safety of clients;
- Maintaining normal operations to the extent possible during a pandemic event; and
- Ensuring continuity of essential services and continuity of communication with client agencies and the public during a pandemic.

CONCEPT OF OPERATIONS

The DWRi will monitor the severity of the pandemic and establish continuity activation protocols or triggers to address the unique nature of the pandemic threat. The DWRI will utilize the directives defined by the Executive leadership at the Governor's Office to indicate activation triggers as was done for the Coronavirus pandemic under the Utah Leads Together plan. The Pandemic Continuity plan will be implemented as needed to support the continued performance of essential functions. The concept of operations is supported by four components, consisting of: (1) Programs, Plans and Procedures, (2) Risk Management, (3) Budgeting and Acquisitions, and (4) Continuity Plan Operational Phases and

Implementation. The four components and the relationship to the overall concept of operations during an approaching or active pandemic are described in subsequent sections.

A. PROGRAMS, PLANS, AND PROCEDURES

DWRi has develop and maintains continuity plans and procedures that, when implemented, support the continued performance of essential functions under all circumstances. The DWRI programs, plans, and procedures are identical to what is already addressed in the general COOP plan.

B. RISK MANAGEMENT

Risk Management is the process of identifying, assessing, and prioritizing the potential negative effects of uncertain events (risks) and applying resources to monitor, control, or minimize those negative effects. A risk management program supports the continuity program by identifying risks to the continued performance of essential functions and suggesting strategies to mitigate those risks.

C. BUDGETING AND ACQUISITIONS

To support the continuity program, it is necessary to align and allocate the budgetary resources. Through the budgeting and planning process, leaders can ensure critical resources are available to support essential functions before, during and after a continuity event. During a pandemic the agency budgeting and acquisitions are not significantly altered. Certain items may not be available through contracted vendors, but exceptions authorized by Administrative Rules can be followed to obtain all necessary items.

D. CONTINUITY PLAN OPERATIONAL PHASES AND IMPLEMENTATION

The DWRi leadership is prepared to review an emergency or disaster as it unfolds, make decisions about how to react to it at each stage, and then take action to implement those decisions that are deemed the best course of action. The agency's continuity plan addresses four phases: (1) readiness and preparedness, (2) activation and relocation, (3) continuity of operations, and (4) reconstitution.

PANDEMIC PLANNING ASSUMPTIONS

The DWRI Pandemic Protocol is based on the following planning assumptions:

- Up to 50 percent of the DWRi workforce will, on a rolling basis, be absent from work during a pandemic event. This number includes sick employees, employees caring for sick family members, and employees who do not come to work for fear of becoming ill.
- The DWRi will not close during a pandemic event.
- Healthy employees will be expected to report to work, and sick employees will be expected to stay home until fully recovered.
- Some employees may not be willing or may not be able to come to work.

- The DWRi may not be able to provide services at full capacity to its clients nor the State of Utah during a pandemic event. This may mean suspending non-essential services until full capacity is restored.
- Pandemic continuity planning requires the identification of mission essential functions or services and the employees who will be carrying out these functions.
- In cases of an outbreak spreading from state to state or country to country, critical elements of the supply chain needed to perform essential functions may be heavily impacted.
- Additional funding may be needed for the acquisition of additional equipment required for a possible surge in teleworking capabilities.
- Additional funding may be needed for approved overtime of healthy employees who need to take over duties of employees unable to report to work.

ELEMENTS OF A VIABLE CONTINUITY CAPABILITY

A. ESSENTIAL FUNCTIONS

Given the expected duration and potential multiple waves of pandemic outbreaks, the DWRi reviews the process involved in carrying out essential functions and services in order to develop plans that mitigate the effects of the pandemic while simultaneously allowing the continuation of operations which support essential functions. In the event the DWRI cannot maintain normal operating functions during a pandemic, the plan calls for the divisions to:

- Prioritize services.
- Focus on performing essential services (those critical to achieving a division's mission), inclusive of those services related to health, safety, and welfare of client agencies and employees.
- Identify employees and respective back-ups responsible for carrying out essential services.
- Suspend non-essential services (suspension of service for a short period of time does not adversely affect the DWRI's Legislative mandates and support for client agencies and the State of Utah).

DWRi has identified which of its services are essential and have identified and provided contact information for employees who are responsible for carrying out essential services. The DWRi's essential functions are detailed in the main body of the Continuity of Operations Plan under the Key Agency Functions List section.

B. ORDERS OF SUCCESSION AND DELEGATION OF AUTHORITY

The DWRi's Orders of Succession and Delegation of Authority are detailed in the main body of the Continuity of Operations Plan under the Lines of Succession section.

C. CONTINUITY FACILITIES

The traditional use of continuity facilities to maintain essential functions and services may not be a viable option during a pandemic. Rather, developing safe work practices, which include social distancing and transmission interventions, reduce the likelihood of contacts with other people that could lead to disease transmission. To protect the health of its employees, the DWRi shall:

1. Educate employees on office and workstation cleaning:
   - Clean hard surfaces (desktops, phones, keyboards, light switches, handles, etc.) more thoroughly.
   - Surfaces frequently touched with hands should be cleaned often.
   - Remove magazines and newspapers from waiting rooms and common areas.
   - Enhance housekeeping services for general office use areas several times throughout the work period.

2. Educate employees on preventive measures to reduce spread of pandemic:
   - Utilize good hygiene by following recommended protection and infection control measures.
   - Minimize exposure by avoiding public gatherings, public places, and areas considered high risk.
   - Update vaccinations including seasonal flu and pneumonia.
   - Cover coughs and sneezes with a tissue or shirt sleeve.
   - Wash hands often to avoid spreading and getting germs.
   - Avoid touching eyes, nose, and mouth.
   - Stay home and seek medical care when sick.
   - If an employee begins experiencing symptoms they are to remain home and contact their health care provider or local health department for guidance.
   - Use personal protective equipment where appropriate to minimize exposure (i.e., gloves for handling money; masks for ill employees; etc.).
   - Employees will be advised to use electronic mean of communication whenever possible.
   - Public client interactions will be by appointment only and by electronic means whenever possible.
   - Fieldwork will be limited or completely restricted depending on the severity of the pandemic

3. Encourage employees to be informed of – and aware of – current pandemic symptoms and pandemic control guidelines provided via the following sources:
   - Utah Department of Health (UDOH): http://health.utah.gov
   - Centers for Disease Control (CDC): https://www.cdc.gov/
   - DHRM Employee Gateway: https://dhrm.utah.gov/gateway

If required to relocate or abandon a given location DWRi's relocation plans and location are detailed in the main body of the Continuity of Operations Plan under the Continuity of Operations Strategy section.

E. CONTINUITY COMMUNICATIONS

According to the National Strategy Implementation Guidance, workplace risk can be minimized through implementation of systems and technologies that facilitate communication without person-to-person contact. The DWRi has identified communication systems needed to perform essential functions. Disseminating vital information to employees and clients is a critical aspect of the DWRI Pandemic Protocol.

Employees: the DWRi will provide information and continuous updates through internal and external communications prior to, and during, a pandemic. Communications will include, but not be limited to, the following:

- Notification to employees and client agencies of operational changes
- Frequent updates about the pandemic status
- Advisories and alerts as conditions change
- Dedicated communications contacts for DWRi administration and staff.
- Monitoring of local, state, and federal pandemic updates

Website: The DWRi will use its website as a portal for sharing information with employees and clients.

The DWRi's continuity communications plan is detailed in the main body of the Continuity of Operations Plan under the Communications Resources section.

F. VITAL RECORDS MANAGEMENT

DWRi shall identify, protect, and ensure the ready availability of electronic and hardcopy documents, references, records, and information systems needed to support essential functions during a pandemic outbreak. DWRi has identified systems, databases, and files that are needed to ensure essential functions remain operational. This information is provided in detail in the main body of the Continuity of Operations Plan under the Protection/Safeguarding/Recovery of Critical Applications and Data section.

G. HUMAN CAPITAL

Although a pandemic outbreak may not directly affect the physical infrastructure of an agency, a pandemic will ultimately threaten all operations by its impact on an agency's human resources. The health threat to personnel is the primary threat to maintaining essential functions and services during a pandemic outbreak. DWRi has established guidelines to protect

the entire employee population and their families, with additional guidance for key personnel, COOP team members, and other essential personnel, should a pandemic outbreak occur. Maintaining Staff for Essential Services: To ensure adequate staffing and performance of essential services during a pandemic, the DWRi may -

- Implement alternative work schedules to allow for social distancing if necessary.
- Provide telework options when feasible to prevent the spread of illness. This includes:
  - Identifying positions that are eligible to work from home.
  - Working with the Department of Technology Services (DTS) on network/software security measures for working from home.
  - Creating process measures for employee accountability for working from home.
  - Enforcing DWRi/State telework policies.
  - Refer to the [Deployment Guide for A New Workplace](#) for further guidance on telework strategies for state agencies.
- Utilize contract workforce where necessary and feasible.
- Suspend or limit non-essential operations wherever possible and feasible.
- Implement any of the following attendance strategies:
  - Rescind previously approved annual leave, compensatory time, leave of absences (other than sick time or for family purposes) with minimal notice.
  - Change employee schedules, hours of work, or both with minimal notice.
  - Ask employees to telecommute with minimal notice.
  - Assign overtime with minimal notice.
  - Assign special duties with minimal notice.
  - Assign employees to alternate work locations with minimal notice.
  - Send employees who appear to be sick home.

DWRi management may send an employee with symptoms home and encourage the employee to remain home until the employee has been cleared to return to work. Because the DWRi is requiring the employee to go home, the employee shall be granted administrative leave for the remainder of that day. Prior to sending the employee home, management shall consult with its assigned HR manager. The decision to send an employee home shall be made in conjunction with current public health recommendations of the Utah Department of Health and the DWRi's emergency response plan regarding the ongoing pandemic. Depending on the circumstances, an employee may also qualify for leave under the Family and Medical Leave Act (FMLA) and may choose to exercise the employee's rights under that act.

DWRi adopted the following procedures as part of the response to the Coronavirus.

Prompt identification and isolation of potentially infectious individuals is a critical step in protecting employees, customers, and other visitors. Consequently, division staff should self-monitor for signs and symptoms of the Coronavirus (COVID-19) if they suspect possible exposure.

Staff who have symptoms of acute respiratory illness (i.e., cough, shortness of breath, or fever) are recommended to stay home and not come to work until they are free of fever (100.4° F or greater) and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g., cough suppressants).

If a member of the Division staff is confirmed to have been infected by COVID-19 (or exhibiting symptoms of infection), the following actions are to be taken:

1. Division leadership will move the potentially infectious staff member to a location away from other employees, customers, and other visitors and send them home immediately.
2. Division leadership will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
3. Division leadership will limit access to the workspace of the infected employee for a period of no less than 72 hours or until high-touch surfaces can be cleaned and disinfected.
4. Division staff who are exposed to a co-worker with confirmed COVID-19 (or otherwise exposed to COVID-19) should refer to Table 1 (see below) to conduct a risk assessment of their potential exposure and follow the recommended actions. Division staff will notify their supervisors of any potential exposures.

Table 1 - Exposure Risk and Actions[1]

Risk Level	Exposure	Recommended Actions
High Risk	• Living in the same household or caring for a person with confirmed COVID-19 infection without using recommended precautions for home isolation (see Recommended Precautions for Home Isolation).	• Quarantine in a location determined by public health authorities.
Medium Risk	• Close contact with a person with symptomatic laboratory-confirmed COVID-19. • On an aircraft, being seated within 6 feet (two meters) of a traveler with symptomatic laboratory-confirmed COVID-19 infection;	• Remain at home for no less than 14 days from last exposure. • Practice social distancing. • Active monitoring.

[1] Summarized from Tables 1 and 2 on the Center for Disease Control and Prevention (CDC) website: https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html.

	• Living in the same household or caring for a person with confirmed COVID-19 infection while consistently using recommended precautions for home isolation.	
Low Risk	• Being in the same indoor environment (e.g., a classroom, a hospital waiting room) as a person with symptomatic laboratory-confirmed COVID-19 for a prolonged period of time but not meeting the definition of close contact.	• Self-observation.
No Identifiable Risk	• Interactions with a person with symptomatic laboratory- confirmed COVID-19 infection that do not meet any of the high-, medium- or low-risk conditions above, such as walking by the person or being briefly in the same room.	• Self-observation.

TERM DEFINITIONS

Active monitoring means that the state or local public health authority assumes responsibility for establishing regular communication with potentially exposed people to assess for the presence of fever, cough, or difficulty breathing. For people with high-risk exposures, CDC recommends this communication occurs at least once each day. The mode of communication can be determined by the state or local public health authority and may include telephone calls or any electronic or internet-based means of communication.

Close contact is defined as:

    a)   being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time; close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case, -or-
    b)   having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on).

Quarantine in general means the separation of a person or group of people reasonably believed to have been exposed to a communicable disease but not yet symptomatic, from others who have not been so exposed, to prevent the possible spread of the communicable disease.

Self-observation means people should remain alert for subjective fever, cough, or difficulty breathing. If they feel feverish or develop cough or difficulty breathing during the self- observation period, they should take their temperature, self-isolate, limit contact with others, and seek advice by telephone from a healthcare provider or their local health department to determine whether medical evaluation is needed.

Social distancing means remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

RECOMMENDED PRECAUTIONS FOR HOME ISOLATION:

- Individuals who are caring for a person with confirmed COVID-19 infection should follow these recommendations:
- Make sure that you understand and can help the patient follow their healthcare provider's instructions for medication(s) and care. You should help the patient with basic needs in the home and provide support for getting groceries, prescriptions, and other personal needs.
- Monitor the patient's symptoms. If the patient is getting sicker, call his or her healthcare provider and tell them that the patient has laboratory-confirmed COVID-19. This will help the healthcare provider's office take steps to keep other people in the office or waiting room from getting infected. Ask the healthcare provider to call the local or state health department for additional guidance. If the patient has a medical emergency and you need to call 911, notify the dispatch personnel that the patient has, or is being evaluated for COVID-19.
- Household members should stay in another room or be separated from the patient as much as possible. Household members should use a separate bedroom and bathroom, if available.
- Prohibit visitors who do not have an essential need to be in the home.
- Household members should care for any pets in the home. Do not handle pets or other animals while sick.
- Make sure that shared spaces in the home have good air flow, such as by an air conditioner or an opened window, weather permitting.
- Perform hand hygiene frequently. Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer that contains 60 to 95% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- The patient should wear a facemask when you are around other people. If the patient is not able to wear a facemask (for example, because it causes trouble breathing), you, as the caregiver, should wear a mask when you are in the same room as the patient.

- Wear a disposable facemask and gloves when you touch or have contact with the patient's blood, stool, or body fluids, such as saliva, sputum, nasal mucus, vomit, urine.
- Avoid sharing household items with the patient. You should not share dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items. After the patient uses these items, you should wash them thoroughly (see below "Wash laundry thoroughly").
- Clean all "high-touch" surfaces, such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables, every day. Also, clean any surfaces that may have blood, stool, or body fluids on them.
  - Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.
- Wash laundry thoroughly.
  - Immediately remove and wash clothes or bedding that have blood, stool, or body fluids on them.
  - Wear disposable gloves while handling soiled items and keep soiled items away from your body. Clean your hands (with soap and water or an alcohol-based hand sanitizer) immediately after removing your gloves.
  - Read and follow directions on labels of laundry or clothing items and detergent. In general, using a normal laundry detergent according to washing machine instructions and dry thoroughly using the warmest temperatures recommended on the clothing label.
  - Place all used disposable gloves, facemasks, and other contaminated items in a lined container before disposing of them with other household waste. Clean your hands (with soap and water or an alcohol-based hand sanitizer) immediately after handling these items. Soap and water should be used preferentially if hands are visibly dirty.
  - Discuss any additional questions with your state or local health department or healthcare provider. Check available hours when contacting your local health department.

H. TEST, TRAINING, AND EXERCISE (TT&E) PROGRAM

Testing, training, and exercising are essential to assessing, demonstrating, and improving an agency's ability to maintain its essential functions and services. The agency conducts annual tests, training, and exercises to ensure sustainable social distancing techniques, and to assess the impacts of reduced staff on the performance of essential functions. The agency conducts continuity exercises to examine the impacts of pandemic on performing essential functions, and to familiarize personnel with their responsibilities. The agency has identified resources and

trained continuity personnel who are needed to perform essential functions. The DWRi' training program is detailed in the main body of the Continuity of Operations Plan under the Plan Maintenance section.

I. DEVOLUTION OF CONTROL AND DIRECTION

Devolution is the process of transferring operational control of one or more essential functions to a pre-determined responsible party or parties. Pandemic outbreaks will occur at different times, have variable durations, and may differ in the severity; therefore, full or partial devolution of essential functions may be necessary to continue essential functions and services. DWRi has established plans and procedures for devolution, which identifies how it will transfer operations, if pandemic renders leadership and essential staff incapable or unavailable to perform their essential functions.

J. RECONSTITUTION OPERATIONS

Reconstitution is the process whereby an agency has regained the capability and physical resources necessary to return to normal (pre-disaster) operations. The objective during reconstitution is to effectively manage, control, and, with safety in mind, expedite the return to normal operations. The DWRi has developed reconstitution plans and procedures, in conjunction with local public health authorities, to ensure facilities/buildings are safe to return. The agency's reconstitution plan should consider the possibility that not all employees may be able to return to work at the time of reconstitution and that it may be necessary to hire temporary or permanent workers in order to complete the reconstitution process.

CONCLUSION

Maintaining DWRi essential functions and services in the event of pandemic requires additional considerations beyond traditional continuity planning. Unlike other hazards that necessitate the relocation of staff performing essential functions to an alternate operating facility, a pandemic may not directly affect the physical infrastructure of the agency. As such, a traditional "continuity activation" may not be required during a pandemic outbreak. However, a pandemic outbreak threatens an agency's human resources by removing essential personnel from the workplace for extended periods of time. Accordingly, the DWRi continuity plan addresses the threat of a pandemic outbreak. Continuity plans for maintaining essential functions and services in a pandemic should include implementing procedures such as social distancing, infection control, personal hygiene, and cross-training (to ease personnel absenteeism in a critical skill set). Protecting the health and safety of key personnel, COOP team members, and other essential personnel must be the focused goal of the agency in order to enable the agency to continue to operate effectively and to perform essential functions and provide essential services during a pandemic outbreak.

REFERENCES

1) FEMA Pandemic Continuity of Operations Annex Template, February 2020.

2) Federal Continuity Directive 1 (FCD 1), February 2008.

3) Continuity Guidance Circular 1 (CGC 1), January 2009.

4) Pandemic Meta-checklist, August 2008.

5) National Security Presidential Directive 51/Homeland Security Presidential Directive 20, National Continuity Policy, May 9, 2007.

6) National Infrastructure Protection Plan, January 2009.

7) National Strategy for Pandemic , November 1, 2005.

8) National Strategy for Pandemic Implementation Plan, May 2006.

9) A New Workplace: Modernizing Where, How, & When Utah Works Deployment Guide

EVACUATION PLANS

Several circumstances could result in a building evacuation. Examples include fire and earthquake. Should an evacuation be necessary, as indicated by the alarm, flashing lights, e-mail or the intercom, the Division will implement the following plans.

CENTRAL OFFICE - SLC

The individual offices shall leave the building by the following assigned doors: Dam Safety, Adjudication, Applications/Records, Front Desk, Public Inquiry and Administration by the **west door and stairs**. Field Services, Utah Lake Office,Technical Services and Weber Office by the **north door and stairs**.

Use common sense. Should any of the doors be unusable, go to the next door. Under some circumstances the closest exit may not be the safest, so consider your best route when exiting.

The Division of Water Rights has been assigned meeting area number 2. (By the tan shed, northeast corner of parking lot by KFC). This meeting place has been selected in coordination with the other DNR divisions. Be sure to go directly to the assigned meeting place. Should this location be inaccessible go to area number 10 (northeast of the Warehouse).

The following individuals have been designated as office coordinators to make sure everyone is out of the building or if someone is injured, it is reported so professional evacuation personnel can get to them.

Dam Safety/Utah Lake Office:
      Primary   Tiffany Gonzales
      Secondary   Roddy Pirouznia
      Tertiary   Dave Marble

Applications/Records/Rest Rooms:
      Primary   Blake Binhgam
      Secondary   Kyle Turnbow
      Tertiary   Clark Adams

Field Services:
      Primary   Jared Manning
      Secondary   Sue Odekirk
      Tertiary   James Goddard

Technical Services/Weber Office:
      Primary   Jim Reese
      Secondary   David Jones
      Tertiary   David Barrett

Administration:
       Primary   Marianne Burbidge
       Secondary   Teresa Wilhemlsen
       Tertiary   James Greer

Front Desk, Public Inquiry:
       Primary   Clark Adams
       Secondary   Willa Knight
       Tertiary   Norma Janko

These people have been trained and have your best interest at heart, so please follow their direction without question. They will close all doors and clear all offices, cubicles, meeting rooms and restrooms. The office coordinators will then go to the designated meeting place to take roll call.

The office coordinators will then report to the primary coordinator who will then report to the Division Director or his designee:

Coordinator:
       Primary   Marianne Burbidge
       Secondary   James Greer
       Tertiary   Doralee Cannon

Division Director/Designee:
       Primary   Teresa Wilhelmsen
       Secondary   James Greer
       Tertiary   Blake Bingham

Injured persons will be treated by our first aid unit until medical help arrives. Each first aid volunteer will have a portable first aid kit with them. We also have a first aid kit located in the center area of the Water Rights Administration supply closet. The Emergency Office Tote Box is also located here. Volunteers for first aid are:

       Primary   Daren Rasmussen
       Secondary   Jim Goddard

There are no disabled individuals in Water Rights at this time. However, the Front Desk and Public Inquiry sections should check for public individuals requiring assistance.

<u>Fire and police rescue personnel will get injured people out of the building.</u> This means that all Water Rights staff and guests and/or visitors must assemble outside and remain at the designated meeting place until everyone is accounted for.

When everyone has been accounted for, the coordinator should radio a report of the final building sweep and staff accountability to the Command Center located at meeting area C (southwest corner of the Parks and Recreation Shop).

Emergency Office Tote Box List

(LOCATED IN THE ADMINISTRATIVE OFFICES OF DWRI with the Evacuation First Aid Bag)

Letterhead paper	File folders
Plain copier paper	Phone message pad
Envelopes (all sizes)	Disinfecting wipes
Writing tablets	Division Rules & Statutes
Post it Notes	Continuity of Operations Plan
Pens/pencils/markers/highlighters	DVD's/thumb drives
Paper clips/binder clips	Recent employee list (COOP has home #'s also)
Tape	Recent Board Member List
Stapler and staple remover	DNR Admin Contact List
Scissors	Small flashlight
Rubber bands	Date Stamp
Liquid Paper	Trash Bags
Receipt Book	
Mail log book	
Bank deposit book	
Sealed envelopes for bank deposit	
Copy of tax exempt form	
Blank timesheets	
Calendar	
Small calculator	
Extension cord /surge protector	
Stamps (20)	
Batteries	

REGIONAL OFFICE - VERNAL

Emergency Evacuation Plan

Vernal

Northeastern Region Office

318 North Vernal Avenue

Vernal Utah 84078

Updated June 2019

Alarm and Fire Extinguisher Location

Alarm Locations

- Front lobby
- Large **conference** room
- Wildlife Resources area by the southeast exit door
- Wildlife Resources area at both doors leading to hallway
- Wildlife hallway on right side of the exit door. which faces south
- Small conference room
- Law Enforcement wing north side
- Storage room area
- Hallway leading to break room
- Men's bathroom
- Women's bathroom
- Break room
- Water Rights. Oil Gas and Mining hallway by north exit door
- Oil Gas and Mining area
- Hallway outside Water Rights door
- Water Rights reception area, hall, work area and north side

Fire Extinguisher Locations

- South hallway
- North hallway
- Wildlife Resources front office

In case of an emergency call (9) 911.

When an alarm sounds

Follow the plan!

Assist co-workers!

EVACUATION CHECKLIST FOR EVACUATION TEAM MEMBERS:

- Clear your area, check each workstation.
- Check restrooms, break rooms, meeting areas (instruct any visitors).
- Assist any persons having trouble.
- It' there is not an "OFFICE CLEARED" tag on the door you exit, put one on the door handle.
- Report to your division's evacuation meeting area in the back parking area and check in.
- Report all injuries and unaccounted personnel to Command Team; Deputy Director and/or Administrative Assistant.
- If all accounted for from your division, report in via radio Command "Water Rights Vernal Office, All Accounted For" and wait for acknowledgement.
- Ensure that NER supervisor and public affairs representative have reported to Command Area.

LAW ENFORCEMENT:

Primary   Torrey Christophersen   Cell: 790-2291 Work: (435) 247-1555
Secondary   Bryan Clyde   Cell: 790-4630 Work: (435)-781-9453)

Go out south facing door exit, go to designated meeting location in back parking lot.

WATER RIGHTS:

Primary   Jade Barton   435-247-1514
Secondary   Eden Hartung   435-247-1512

OIL, GAS AND MINING:

Primary   Richard Powell   Cell: 790-6145   Work: (435) 247-1534
Secondary   Chris Jensen   Cell: 790-5892   Work: (435) 247-1536

REGIONAL OFFICE - LOGAN

Emergency Evacuation Plan

Logan

WATER RIGHTS and FORESTRY, FIRE & STATE LANDS

1780 N Research Parkway, Ste 104

North Logan, Utah 84341

Updated June 2017

In Case of Emergency

- Call (9) 911
- Follow the Plan
- Assist co-workers

Alarm Locations

- None

Fire Extinguisher Locations

- Main hall - Water Rights/Forestry, Fire & State Lands
- North hall – towards bathrooms
- Forestry, Fire & State Lands office area

Evacuation Meeting Area

- Trash & recycling dumpsters in east parking lot

Evacuation Team Members

Water Rights

| Primary | Will Atkin | 435-757-2134 (cell) |
| Secondary | Skyler Buck | 435-752-0194 (desk) |

Foresty, Fire & State Lands

| Primary | Blain Hamp | 435-881-6979 (cell) |
| Secondary | Nanette Wyatt | 435-752-8701 (desk) |

Evacuation Checklist for Evacuation Team Members

- Clear the offices in your area
- Check conference room / break room
- "OFFICE CLEARED" post-it on front door
- Instruct any visitors
- Assist anyone having trouble
- Check restrooms
- Report to evacuation meeting area (near trash and recycling bins)
- Report all injuries and unaccounted personnel to the other area Team Member
- Via cell phone report employees accounted for or missing:

Water Rights – Deputy Director or Administrative Assistant (801) 538-7370 or

Cell (801) 828-7050

REGIONAL OFFICE - RICHFIELD

Emergency Evacuation Plan

Richfield

Southern Regional Office

2031 South Industrial Park Road

Richfield, Utah 84701

Updated July 2017

In Case of an Emergency

- Call 911
- Follow the Plan
- Assist Co-workers

Fire Alarm Pull Box Locations

- Lobby North wall by Front Door Exit
- North East Hallway by Exit Door
- South East Hallway by Exit Door
- Mechanical Room (upstairs) North Wall

Fire Extinguisher Locations

- Water Rights Suite near exit door
- Forestry and Fire Suite near exit door
- North East Hallway by Exit Door
- South East Hallway by Exit Door
- Mechanical Room (upstairs) North Wall

Evacuation Meeting Area

- South Parking Lot

Evaluation Checklist for Evacuation Team Members:

- Clear your area, check each workstation.
- Check restrooms, break rooms, conference rooms (instruct any visitors).
- Assist any persons having trouble.
- If there is not an "OFFICE CLEARED" tag on the door you exit, put one on the door handle.
- Report to evacuation meeting area in South parking lot

Report all injuries and unaccounted personnel Via cell phone to Water Rights – Deputy Director or Administrative Assistant (801) 538-7370 or Cell (801) 828-7050

Evacuation Team Members

Water Rights:

Primary   Kirk Forbush   435-979-6960

Secondary   Paula Martin   435-896-2557

Forestry Fire and State Lands:

Primary   Ron Torgerson   435-691-3456

Secondary   Kami Madsen   435-896-2558

Wildlife:

Primary   Vance Mumford   435-979-2919

Secondary   Seth Decker   435-287-8420

School Institutional Trust Lands Association:

Primary   Lou Brown   435-979-4408

Secondary   Wendy Campbell   435-896-2559

Department of Agriculture:

Primary   NA

Emergency Evacuation Plan

Price

Southeastern Regional Office

319 N. Carbonville Road, Suite B

P.O. Box 718

Price, UT 84501

Updated June 2017

In Case of an Emergency

- Call 911
- Follow the Plan
- Assist Co-workers

Fire Alarm Pull Box Locations

- South exit door by breakroom
- North exit door by conference room
- Lobby door on the south wall

Fire Extinguisher Locations

- South exit door by breakroom
- North exit door by conference room

Evaluation Checklist for Evacuation Team Members:

- Clear your area, check each workstation.

- Check restrooms, break rooms, conference rooms (instruct any visitors).
- Assist any persons having trouble.
- If there is not an "OFFICE CLEARED" tag on the door you exit, put one on the door handle.
- Report to your division's evacuation meeting area in the back parking lot and check in.
- Report all injuries and unaccounted personnel Via cell phone to Water Rights – Deputy Director or Administrative Assistant (801) 538-7370 or Cell (801) 828-7050
- If all are accounted for from your division, report in via cell phone to Water Rights – Deputy Director or Administrative Assistant (801) 538-7370 or Cell (801) 828-7050 "All Accounted For" and wait for acknowledgement.
- Ensure that NER supervisor and public affairs representative have reported to Command Area.

Evacuation Team Members

Water Rights:

Primary   Marc Stilson

Secondary   Michele Gabb

Forestry Fire and State Lands:

Primary   Rudy Sandoval

Wildlife:

Primary   Chris Wood

Secondary   Brandon Behling

Oil Gas and Mining:

Primary   Karl Houskeeper

For Emergencies Call 9-1-1   http://911.utah.gov/

List of non-emergency numbers (Salt Lake City area)

- **Airport** Salt Lake City Department of Airports (Airport Control Center) (801) 575-2401
- **Airport** Salt Lake City Department of Airports (**Emergency**) (801) 575-2911
  - http://www.slcairport.com/contact-us/
- **Electric** Rocky Mountain Power (801) 508-5088   https://www.rockymountainpower.net/
  - If you see a downed power line, don't touch it! Call 911 immediately and then call us toll free at 1-877-508-5088. Keep everyone, including pets, out of the area. You cannot look at a downed line and determine if it's "live."
- **Fire** Salt Lake Fire Department (801) 799-4321   http://www.slcfire.com/
- **Fire** United Fire Authority (801) 743-7200   http://www.unifiedfire.org/
  - Unified Fire Authority (UFA) provides fire protection, emergency medical services and other emergency responses for Alta, Cottonwood Heights, Draper, Eagle Mountain, Herriman, Holladay, Midvale, Riverton, Taylorsville and the Unincorporated Areas of Salt Lake County. UFA is the largest fire department in the state of Utah.
- **Gas** Dominion Energy Company (800) 323-5517   https://www.dominionenergy.com/
  - To report a gas leak or **other emergency** call 800-767-1689. (This is a 24-hour service.)
- **Health** Health & Human Services Program Info 211   http://www.uw.org/211/
  - United Way - Connects people to important health, human, and community service programs including: **emergency** food pantries, rental assistance, public health clinics, child care resources, support groups, legal aid, and a variety of nonprofit and government agencies.
- **Law Enforcement** Salt Lake City Police Department/Dispatch (801) 799-3000

  http://slcpd.com/contact-us/
  - If you require an officer to respond but it isn't an emergency, call this number. The non-emergency phone number keeps our 911 phone lines open to help those who require an emergency response.
- **Law Enforcement** Utah Highway Patrol Section 4 Hours: 8am-5pm, M-F (801) 284-5520
- **Poison** Utah Poison Control Center (800) 222-1222   http://poisoncontrol.utah.edu/
  - The Utah Poison Control Center (UPCC) is a 24-hour resource for poison information and educational resources. We serve the state of Utah with immediate phone support in a poisoning crisis. The UPCC also serves health care professionals, pre-hospital providers, public health officials, and law enforcement. Our call center is staffed by certified, highly educated specialists to help you prevent poisonings and recover from poison related accidents.

    What to Expect When Calling
    - Exact name of the product
    - Amount taken
    - When the poisoning happened
    - The age and weight of the poisoned person
    - How the person is doing
    - Phone number where you can be reached.

- **Travel** Utah Travel Information 511   http://www.dmv.org/ut-utah/travel/511.php
  - Dial 511 from anywhere in Utah, and get updated information about travel conditions, including traffic jams, estimated travel times, Utah Department of Transportation (UDOT) and Utah Transit Authority (UTA) construction information, weather, and other road conditions and AMBER alerts.
- **Travel** UDOT Traffic Operations Center (801) 887-3700   http://www.udot.utah.gov/
- **Travel** State Travel Office M-F 8am-5pm, (801) 538-3350 http://fleet.utah.gov/contact-travel-office.html
  - After Hours, Weekends, Holidays, and **Emergency Assistance** (888) 739-7018

For state business travel (State agencies, cities, towns, counties who use State Travel)

REGIONAL OFFICE – CEDAR CITY

Emergency Evacuation Plan

Price

Southwestern Regional Office

646 North Main Street

P.O. Box 506

Cedar City, Utah 84721-0506

In Case of an Emergency

- Call 911
- Follow the Plan
- Assist Co-workers

Fire Alarm Pull Box Locations

- Front lobby
- Large conference room
- Men's bathroom
- Women's bathroom
- Break room
- Front of Water Rights office, hall, work room
- East hall
- West hall
- Parks & Recreation main area, hall, work room
- South hall
- UGS main hall, work room

- Shared work room
- Forestry & Fire reception area, main room, work room

Fire Extinguisher Locations

- Water Rights main hall
- East Hall
- West Hall
- Forestry & Fire main area

Evaluation Checklist for Evacuation Team Members:

- Clear your area, check each workstation.
- Check restrooms, break rooms, conference rooms (instruct any visitors).
- Assist any persons having trouble.
- If there is not an "OFFICE CLEARED" tag on the door you exit, put one on the door handle.
- Report to your division's evacuation meeting area in the back parking lot and check in.
- Report all injuries and unaccounted personnel Via cell phone to Water Rights – Deputy Director or Administrative Assistant (801) 538-7370 or Cell (801) 828-7050
- If all are accounted for from your division, report in via cell phone to Water Rights – Deputy Director or Administrative Assistant (801) 538-7370 or Cell (801) 828-7050 "All Accounted For" and wait for acknowledgement.
- Ensure that NER supervisor and public affairs representative have reported to Command Area.

Evacuation Team Members

Water Rights:

Primary   Nathan Moses   435-559-6933

Secondary   Kayla Bulloch   435-586-4231

Forestry Fire and State Lands:

Primary   Ron Wilson   435- 590-6378

Secondary   Candalyn Paxton   435- 586-4408

Parks & Recreation:

Primary   Wayne Monroe   435- 559-9494

Secondary   Alene Whittekiend   435- 586-4497

Utah Geological Survey:

Primary   Lance Weaver   435- 559-0344

Secondary   Tyler Knudsen   435-865-9036