Disaster Hits!
Are You Ready??

Fitting the Pieces Together Conference
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Are YOU ready to tackle the Disaster Recovery Process, navigate the insurance coverage and claims process, and ensure positive implications for your campus when disaster strikes?

Are you ready for Disaster Recovery 101 ...
Outline

• Disaster Recovery: Build your toolkit
• What to do BEFORE Disaster Strikes
• What to do DURING the Disaster
• AFTER the disaster is over, now what??
• Disaster Cost Reimbursement Process
• Insurance and claims considerations
• Closing Thoughts
Disaster Recovery – Why Do We Need It

• Getting your campus “back to normal” after a disaster
• Getting classes and student services back up and running quickly
• Impacts of a major incident on your campus
  • Campus facilities – smoke, water, debris
  • Instructional services
  • Student Housing
  • Impact on faculty, staff, and students
  • Financial impact (expenses and loss of revenue)
  • Administrative services (financial aid, admissions, counseling)
  • Reputational impact

• So what can you do???
Disaster Recovery – BEFORE Disaster Hits

- Know the State and Federal disaster response & recovery process and regulations
  - State Emergency Plan, Stafford Act, SEMS, NIMS, FEMA Public Assistance Processes and Forms

- Have an Emergency Operations Plan
  - Who does what & How will we respond

- Documentation of Facilities and Equipment
  - Take pictures of facilities and equipment
  - Store all building plans and specifications in a safe place

- Review Purchasing policies & procedures (everyday needs & emergencies)
  - Purchase and vendor agreements
  - Contractors/Services Provider List

- Transportation and Evacuation considerations

- Campus Closure Considerations (partial or full)
Disaster Recovery – BEFORE Disaster Hits (Cont.)

- Conduct a risk assessment/hazard analysis

- Build your team and network; test & train these teams and networks
  - EOC team
  - Building & Floor Marshals
  - Mutual Aid/Assistance Agreements

- Develop your Business Continuity Plan / Continuity of Operations Plan
  - Plans for each Department on how they will recover
  - Test your plans

- Succession planning and any Delegation of Authorities

- Get to know & develop partnerships with your City, County, and community partners
  - American Red Cross, Access Services, County Health Department, Hospitals
Disaster Recovery—Disaster Struck Now What?

• Activate Campus Emergency Operations Center
  • Put your emergency plan into action, conduct situational assessment, develop action plan

• Document, document, document
  • Staff time, equipment usage, supplies purchased, contractors cost
  • Actions taken during disaster & Timeline of events

• Communicate with your City and County partners; status and damages

• Communicate with the Chancellor’s Office
  • What is the situation
  • What support do you need

• Mutual Assistance
  • UPD (CRU)
  • Emergency Managers
  • Counseling & Psychological Services (CAPS)
Disaster Recovery—Disaster Struck Now What?

• Disaster Declaration Proclamations

• Media Relations:
  • What’s the message you want communicated
  • How messages are communicated (Print & Digital media, website, FAQ’s, press releases)

• Consult your Business Continuity Plan – what to do next (prioritize)

• Contact Alliant Insurance Services; Robert Frey or Daniel Howell

• Engage Specialty services as needed for the incident:
  • Restoration Services (Belfor)
  • Structural Engineers
  • Industrial Hygienists
Disaster Recovery – AFTER the Response

• Assess impacts on campus community
  • Post disaster issues, counseling needs

• Assess damages to property, facilities, & equipment
  • Initial Damage Estimates/Preliminary Damage Estimates

• Review documentation for completeness & accuracy

• Keep in contact with your local City & County
  • Damages
    • If a Gubernatorial or Presidential Declaration of Emergency; Next Step – Applicants Briefing

• Applicants Briefing – GO!

• Local Assistance Centers / Disaster Recovery Centers
Disaster Recovery – The Reimbursement Process

Types of Claims

• Individual Assistance
  • Reimbursement assistance for people – your campus community members impacted by the disaster

• Public Assistance
  • Reimbursement assistance for damages to public property or facilities
  • Eligible Costs for Reimbursement
    • Emergency Protective Measures
    • Debris Removal
    • Roads, bridges
    • Facilities

• Take a deep breath … you will get through the process!
** Keep in mind insurance considerations throughout this process
Insurance Claims & Considerations

- Business Continuity Plan
- Emergency restoration work
- Engineers and Architects
- Construction cost consultants
- Forensic accountants
- Insurance inspections/meetings
- Setting up follow-up meetings: key to success is constant communications
- If issues/disagreements arise, bring all parties together and discuss/resolve
- Consult with campus legal counsel as needed
Insurance Claims & Considerations

- Insurance perils involved and potential insurance coverage
- Advance payments
- Insurance coverage disputes and how addressed
- Disaster recovery team members
- Contract signing authority
- Delegation of Authority & Decision Making
  - Who is the decision maker(s)
  - What is the decision making process
Insurance Claims & Considerations

Supporting documentation is critical

• Photos and Videos (before and after)
• Estimates, Bids, Contracts, Invoices
• Consultant Reports
• Final discussion and settlement negotiations
• Communication is critical!
Final Thoughts …

“The time to repair the roof is when the sun is shining”
John F. Kennedy

“Plan for the worst, and hope for the best”

“Plan now for what may happen down the road”
Questions
Thank You!

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