

EDO CEMP Customization Guide

Every attempt was made to make customization of this Comprehensive Emergency Management Plan (CEMP) as easy as possible. The process of making this plan your own is divided into three broad stages of operation: items that need to be customized once, items that should be customized annually, and items that will need to be customized based on circumstances of the specific emergency or disaster.

ONE TIME

The words **EDOName** and **CountyName** are used throughout the plan to represent the name of your economic development organization and the county in which it is located. The first stage of customizing the plan, which only needs to be completed one time, can be easily accomplished using the Replace... function.

- In the MS Word toolbar, click Edit then select Replace...
- In the dialog box that appears, type EDOName in the **Find what** field. Type the organization name, as it should appear throughout the document, in the **Replace with** field. Check for typos!
- Click the **Replace All** button.

*Repeat the same steps, substituting CountyName in the **Find what** field and the name of the county (e.g., Orange) in the **Replace with** field.*

Your organization name and the county in which it is located have now been inserted throughout the entire document, including the header and footer.

ANNUALLY

The next stage of customization is about taking ownership of your Comprehensive Emergency Management Plan and should be completed at least once per year. The first time you go through the plan will require the most time and effort. Subsequent years will simply require a review and update of information as staff and contacts change, or minor adjustments are made to the emergency activities and procedures.

The plan needs to be read and completed page-by-page. Your organization will need to determine the emergency roles and responsibilities of your staff, gather contact data from within and outside your organization, and gather the data your organization itself will need in the event of an emergency or disaster.

These areas of customization appear as **RED** text or simply as blank fields in tables and charts.

Information to determine/gather:

- Staff Assignments (preparing for, responding to and recovering from an emergency or disaster)
- Emergency Coordinator
- Emergency Office Location(s)
- Alternate locations for a Business Assistance Center
- Potential Business Assistance Center staff

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- Potential Small Business Emergency Bridge Loan team members
- EDO Emergency Contact Information
- EDO vital records
- Local emergency contacts

Text that is highlighted in **RED** should be changed to **BLACK** once the appropriate data has been substituted.

After the plan has been updated, the Month and Year in the document header should be updated to reflect the new version.

AFTER AN EMERGENCY OR DISASTER

Some parts of the plan and Technical Guide require the name of the emergency or disaster, the nature or a description of the emergency or disaster, or concern programs and services that are only offered once an emergency or disaster has struck. In these instances, customization cannot be completed until after the incident has occurred.

The plan provides guidelines for establishing and operating a Business Assistance Center. The decision of whether or not to open a Business Assistance Center is made after the damage caused by the emergency or disaster is assessed. During the annual update of the plan, you may choose to make staff assignments for the center; conversely, staffing determinations may be left until it is time to open the center.

In the administration section of the Business Assistance Center guidelines, the following information will need to be determined:

- Business Assistance Center Manager: [Insert EDO staff name]
- Reception and Telephone Response Staff: [Insert EDO staff name]
- Staff & Organization Representatives [Insert staff name(s)]

The Technical Guide consists of several templates and examples of documents that may be needed in preparation of and immediately following an emergency or disaster. In several cases, customization is as simple as inserting contact information and can be completed during the annual review and update. In other instances, the customization is specific to the emergency or disaster. Content that requires customization appears in **RED**. **In some instances, RED text at the top of a page is instructional in nature, and should be deleted before utilizing the sample content or template.**

The following templates and samples require customization:

- Disaster Advisory Notice
- Disaster Preparedness Web Page
- Post-Disaster Press Release
- Business Damage Assessment Survey
- Legislative Letter
- Business Assistance Center Fact Sheet

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- Business Assistance Center FAQs
- Business Disaster Recovery Workshop