

# TRSA Tabletop Exercise

## Disaster Planning and Recovery

October 25, 2016



### Inject #1:

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You're getting ready for your second week of work at the new company, watching the morning news. It's nice to have a break in the weather – it's been raining a lot lately. The sky is clear, but heavy rains have been forecasted for a couple of days. The storm system appears to be stalling over the area due to a high pressure ridge held in place by an unexpectedly slow passage of a tropical system to the east. You hear the meteorologist forecast rain for the late morning – up to 9 inches! A Baton Rouge city official was just interviewed and cautioned that more rain may cause significant flooding.

### *Group Questions*

- Where can you get more information to understand the situation and risk?
- In this situation, who do you call?
- Do you take any other actions after hearing the forecast?
- What do you tell your family before you leave for work?
- What do you do when you get to work 20 minutes later?

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### Inject #2

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By mid-morning the rains start. It's not long before the light rain turns into monsoon-sized drops. Drivers out for deliveries are reporting trouble seeing the road. Some drivers have reported standing water on roads and one reported seeing a broken tree and downed line.

#### *Facilitators Questions*

- Do you convene a group to discuss the status? If no, when would you? If yes, what do you discuss?
- Who is on your management team – your team responsible for making decisions during this potential emergency?
- What actions does your management team take? What are their immediate decisions?
- How do you route your drivers?
- How do you continue to learn about damage to roads?
- What do you tell your drivers?
- What do you tell your customers?
- What else is on your mind?

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### Inject #3

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It's 3pm and the lakes are already full from the previous days' rains. With the continuous rain, the sewers start to back up onto the streets, and roadways are not draining fast enough to keep from ponding; local lakes and other bodies of water are starting to flood. In many places across town, there is nowhere for the water to go. You still have four drivers on the road. One driver has lost communications and isn't responding to requests for status. You do a visual sweep of the facility and surroundings. You notice that the parking lot is starting to flood about 100 feet from the entrance of the building.

### *Group Questions*

- Who do talk with to share a status update?
- What steps do you take to protect the facility, your equipment, and your people and their property?
- How do you confirm the status of the driver without communications?
- What else is on your mind?

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### Inject #4

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It's 3:30p and you've just learned from first responders that the driver who wasn't responding had attempted to drive through standing water. The truck was swept away by the current and the driver didn't make it. A local news affiliate airs footage of General Linen's overturned truck in the rushing waters. It isn't long before employees see the video. Media are calling the main line. Family members too are calling the facility. Everyone wants to know the identity of the employee.

### *Group Questions*

First, let's focus on your people –

- Who is liaising with police officers?
- What do you tell employees? What types of support do they need?
- What do you tell employees' family members?

Now, let's focus on your customers and the media –

- How are you managing the volume of calls?
- What do you tell clients? Do you reach out to them or wait til they reach out to you?
- Who is managing the media requests?
- Who is speaking to the media?

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### Inject #5

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It's now 4:15p. As the rains continue, the staff at your facility is concerned about staying any longer. About a third of your employees have asked their managers to leave for the day to be with their family and check on their homes. Knowing what you know about the flooding on the streets, it's not safe to drive; and, there's a good chance if they leave, they won't be able to return to work tomorrow.

#### *Group Questions*

- What do you tell them?
- Do you try and convince them to stay at the facility?
- How do you plan for staffing when staff have requested to leave?
- What else is on your mind?

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### Inject #6

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It's 4:30p and the employees who tried to leave your facility returned to report a significant amount of flooding in the parking lot. They think it may be coming into the building as well. When you check, you see the water has breached your maintenance room (located next to the parking lot) and the boiler has crashed. You call for service and the part is four states away. Also, you learn that the power grid supporting your neighborhood has been shut-down to protect the system and is expected to be off for several days.

### *Group Questions*

- What is your plan to maintain service over the next few days while you wait for the part?
- What do you tell employees?
- What do you tell your customers?
- How do you ensure your customers continue to be served?
- What else is on your mind?

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### Inject #7

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A couple days later, the torrential rains have passed. Baton Rouge is picking up the pieces. Your employees were hit hard by the floods. Three of them lost their cars in the flooded parking lot, and many more lost personal vehicles and property at their homes. At least five employees' families were evacuated from their homes by first responders and they lost everything they owned. Everyone continues to grieve for their co-worker, and 25% of your staff have not come to work since the day the flooding began. That and the fact that your power remains disconnected from the grid is causing some problems, in that your hospital customers have indicated that they are experiencing a significant increase in demand for their services, and they need additional support from you.

#### *Group Questions*

- What do you do? What services or support do you provide?
- Do you know what assistance might be available for employees?
- How are you going to meet your customer's service needs?
- What else is on your mind?

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### Inject #8

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It is four days after the floods and water has thankfully subsided. The power is now restored to your building, and the boiler is repaired and back online. Despite their losses, you have called around and learned that many of your employees will be back at work in a few hours. It's 5:00 a.m. and you're checking the equipment before the day begins. When you go to power up the dryer, a short in the electrical lines that must have been underwater causes a fire instantaneously, causing substantial additional damages and filling your facility with smoke and soot.

#### *Group Questions*

- After the fire department, who do you call?
- What immediate decisions do you make?
- How do you reach your management team so early in the morning?  
Your employees?
- What is your plan for maintaining operations?



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### Inject #9

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A few days later, you found a restoration company to come in and clean up the mess from the fire and residual issues from the flooding. You've been on the phone with insurance companies all morning. Your commercial carrier blames the fire on the flood and won't pay a business interruption claim. National Flood Insurance Program adjuster won't pay for loss from a fire.

#### *Group Questions*

- What will you do?
- Who will you call for support?
- What actions would you take to get the insurance money you deserve?

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### Final Inject

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A few months following the disaster you get a call from your old company. They want you back with another 50% raise. You really liked your co-workers, so you agree to return.

#### *Group Questions*

- What top three lessons from responding to and recovering from the floods do you bring back to your company?
- What suggestions and changes do you offer to your new (“old”) employer?