



Message from the President

Monique Weiland

The devastation of Hurricane Katrina has touched all of us. It is an incredible natural disaster with unimaginable human complications. This event has provided us opportunities to show our sympathy, generosity, and desire to improve the mitigation plans we already have. There are many lessons to be learned from the level of destruction, the reaction of abandoned victims, the heroism of strangers, the incredible effort of first responders, communications and coordination between local, state, and federal agencies, management of skilled and unskilled volunteers, ground zero morgues, distribution and logistics of aid (water, food, clothing, etc.), shelter and relocation management, capture and management of abandoned pets, reunion of family members and/or pets, prioritization of emergency repairs, involvement of media and politicians, military deployment, and planning for long term recovery. The Gulf Coast will never be the same but it will be able to claim a “new normal”. But it will take a very long time. May we not forget to continue our support until it is no longer needed. Thank goodness for organizations like the American Red Cross, the Salvation Army, and many other church response organizations, and support agencies.

To some degree the Gulf States were lucky. They had advanced notice. We probably won't when we get hit with a paralyzing earthquake; our pending “big one”. With the studies being conducted at Cal Tech through the US Geological Survey and the Earthquake Research Affiliates, we are learning that although the San Andreas Fault may provide us the largest magnitude earthquake, it may not be the most devastating one for Southern California because of its location. Currently it is further east than most high-density population areas of the valleys surrounding Los Angeles. But that is changing fast as megalopolis creep is spreading in all directions! It is the Puente Hills Fault that seems to be rising to the top of the list. This quake will strike at the heart of all transportation, power, water, and fuel transmission corridors. Not to mention the underground infrastructure damage caused by quakes. We will be paralyzed and forced to “shelter and recover in place”. We will not be able to get out of the area and will have limited delivery capability. How long will we be on our own? Definitely longer than three days! The potential impact is almost hard to imagine even though Katrina has shown us a similar picture. It will be

overwhelming. Well, now I am scaring myself! We all know we need to prepare for the worst. What must we do? Learn as much as we can. Train. Build relationships. Communicate our needs, plans, and methodology.

This is where ACP provides the greatest service to our members. We can share what we know, have put in place, and want to learn because of acknowledged gaps. Support is provided on a personal (through networking) and group levels (through presentations) at our monthly meetings and in passive methods through the ACP websites. The networking fostered by the ACP chapters is the patina that adds shine to the progress of our profession. Come be a part of it! Help us get you the information, services, and contacts you need to continuously improve your preparedness program. Or learn what to do as a new participant in our profession of mitigation, response, and recovery. Join us and have access to member benefits that include discounts to the conferences that extend our opportunities to network and learn.

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Message from the President Continued:

People helping people is the bottom line in planning, response, and recovery. Directly or vicariously. It works. It is the constant. That's what I love about this profession. As much as it remains the same, it is constantly different. Each event, drill, exercise, rehearsal, officer request, attempts to establish industry standards, introduces new elements of lessons learned that had not been thought about before. Sharing these experiences is what brings value to our personal repertoire and responsibilities. Starting with the question, "Did you know...?" With those words, the boundaries are endless.

Well, now that I have been waxing philosophical, what is my point? Yeah, what is my point? Minimally, it is to develop a network of contacts with whom to learn and share. Do it with us at the Orange County Chapter of ACP. Visit the Los Angeles and San Diego Chapters as well. Visit any one of the 33 Chapters across the United States. Welcome to Baltimore, MD, and Atlanta, GA, our newest chapters! As a member of one chapter you are entitled to member level participation at the other chapters. ACP International continues to grow both in membership and provisional services. The ACP International e-publication The Sentinel, will be sharing the new offerings as they develop.

Locally, within our own chapter, we are developing a newly created Regulatory Committee. Andy Cuthbert with Western Digital, Mary Gleason with Hewlett Packard, and Cindy Rhoads with Electronic Data Systems have volunteered to help scan the horizon to find regulatory related information. This information will be posted in the ACP OC Chapter website soon with a link provided to ACP International. Currently SB 546 (allows OES to establish private/public partnerships and a financial account to manage funds) is posted under "What's New". If you have any information regarding regulations, standards, or global guidelines that should be included, please let us know. The more information we have in a single place, the easier it is to search for rules that may impact your business and planning efforts.

It's that time of year to prepare for the end of 2005 and look forward to the promise of 2006. This includes Chapter Officer and Board of Director elections. Any member in good standing is eligible

to run for an Officer or Director. If you are interested, please contact Bill Wostenberg or Russ Arnett to put your hat in the ring. The ballots will be distributed and the election held at the November meeting.

Also, every year Corporate ACP provides the opportunity for all Chapters to recognize an outstanding individual within their chapter through the Most Valuable Player (MVP) Award Program. The Chapter MVP ballots will be coming out this month. Look for candidates with these qualifications (you can self nominate):

- The candidate is an ACP chapter member in good standing.
- The candidate is someone who provides outstanding service and value to the chapter, is knowledgeable, enthusiastic, participates, and/or interacts with others in the profession.

We continue to believe in our slogan for this year: **Knowledge + Action = Results**. Let us achieve **Results** together! See you at the October meeting!

UPCOMING EVENTS

ACP CHAPTER MEETINGS

ORANGE COUNTY

10/12/05 – Planning and Conducting Effective Business Recovery Exercises

11/09/05 – Senior Management Reporting

12/14/05 – Christmas Luncheon

SAN DIEGO COUNTY

10/18/05 – Testing and Exercising Your BC Plans

LOS ANGELES

10/11/05 – Emergency Communications

TRAINING/WORKSHOPS/SEMINARS

10/04-12/06/05 – Emergency Preparedness: Principles & Practice, UCI Extension, Fall

11/02-04/05 – CPM, Orlando, Florida

01/17-02/14/05 – Emergency Preparedness: Business Continuity Planning



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	5 Person	10 Person
Food		
S.O.S. Food Bars <small>(5-yr. shelf life, 3600 Calories)</small>	5	10
Water		
Water Pouches 4 oz. <small>(5-yr. shelf life)</small>	48	96
Bottle of Water Purification Tablets (50)	1	1
Warmth		
Emergency Blankets	5	10
Personal Safety		
Work Gloves	1	2
Dust Masks - N95	5	10
Lighting		
12 Hr. Green Light Sticks	1	2
30 min. Yellow Light Sticks	1	2
Flashlights	1	2
"D" Cell Batteries, Alkaline	2	4
Support		
Box of Waterproof Matches (50)	1	1
Multifunction Tool	1	1
Pry Bar 18"	1	1
Tarps 8' x 6'	1	2
Nylon Cord 50'	1	2
Duct Tape 2" x 50 yds.	1	2
Survival Bag - for Waste, Body Bags, Sealing Windows, etc...	1	2
Medical Heavy Duty Kits w/ QuikClot		
2 Patient Deluxe Kit	1	---
5 Patient Deluxe Kit	---	1
Hygiene/Comfort/Sanititation		
Refreshing Large Wipes (8 pk.)	2	4
Toilet Seat Covers (5 pk.)	3	6
"Wag" Sanitation Bags - Jells Liquids, up to 60 oz., Process solids...	5	10
Personal Hygiene Kits in Ziplock		
Each Kit Contains:	5	10
15 - Moist Towelettes		
1 - Tissue, Pocket Packs		
1 - Comb		
1 - Toothbrush		
1 - Toothpaste		
Communication/ Instruction		
Survival Guides	1	1
Whistle w/ Lanyard	1	2
Solar Crank Radios - (No Batteries Req.)	1	1
Packaging		
Choice of Duffles, Rigid Industrial Tote & Mobile Kits		



5 Person Duffle Kit shown

NEW QuikClot with both medical kits
QuikClot stops bleeding almost instantly!

5 Patient Medical Kit Contents
(See-through waterproof pouch)

1 - QuikClot	2 - Coldpacks
3 - ABD Pads (5" x 9")	2 - Triangular Bandage
12 - Gauze Pads (4" x 4")	3 - Safety Pins
6 - Butterfly Closures	4 - Sugar Pack
2 - Gauze Roll (2" x 5 yds.)	1 - 2" Elastic Bandage
2 - Gauze Roll (3" x 5 yds.)	8 - Antiseptic Wipes
1 - Eye Pad	8 - Antibiotic Ointment
1 - Shock Blankets	1 - EMT Scissor
8 - Q-Tips	1 - First Aid Guide
1 - Splints/Tongue Depressors	10 - Exam Gloves
4 - XL Band-aids	1 - Forcep / Tweezer
10 - Band-aids	1 - Penlight
1 - 1" Tape	

- 5 Person Duffle Kit # 0106080D \$219.00
 - 5 Person Tote Kit # 0106080T \$219.00
 - 5 Person Mobile Kit # 0106080M \$289.00
-
- 10 Person Duffle Kit # 0106081D \$329.00
 - 10 Person Tote Kit # 0106081T \$329.00
 - 10 Person Mobile Kit # 0106083 \$399.00



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CHAPTER NEWS

Monthly ACP-Orange County Chapter Survey Results August 2005

Presentation #1: "Culture: What Really Matters, How to identify, analyze, and leverage culture for results". Presented by Phil Lambert, The Center for Continuity Leadership

Presentation #2: "Notification Strategy & Tools". Presented by John Bogner, Business Continuity Manager & Ron Reyes, Business Continuity Communication Specialist, Capital Group Companies

Response rate: 50% + rated presentations #1 and #2 as excellent

NEW MEMBERS

Michael Bemis	Voice Continuity Services, Inc.
Michael Young	The Capital Group
John Tierney	Orange County's CU
Adam Tuzzolino	SCE
Joan Anderson	PFF Bank & Trust
Amy Zook	The Capital Group



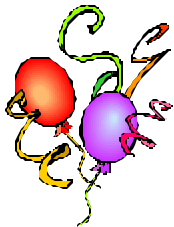
Want to advertise your company, seminar, or would like to submit a Newsletter article?

Contact: Russ Arnett, Newsletter Director
Stephanie Minasian, Advertising Director



Do you have a great idea that you would like to present to the membership?

Please see one of your board members all ideas are invited and will be considered.



MEMBER SPOTLIGHT

Joan Anderson
Business Continuity Planning Manager
PFF Bank and Trust

Joan joined ACP at our August meeting. She works for PFF Bank and Trust as Vice President and Business Continuity Planning Manager. She manages the Business Continuity and Disaster Recovery effort for the Bank, Bancorp, and Subsidiaries. Her responsibilities include the re-development of Corporate Governance Crisis Management Team, and Business Continuity Team; identification of critical business functions; business impact analysis; alignment of continuity plans with service providers, vendors and business partners; plan development; plan testing; remediation; and perpetual refinement/streamlining of existing and new processes.



Regulation/Standards Watch

Bill Wostenberg, MS, CBCP, PMP

There are several standards and government regulations that address business continuity and emergency management. It can be a daunting task to keep up at times. It can also be a challenge to determine which ones actually have significant impact to an organization. A classic example is Sarbanes-Oxley. Some experts say it specifically addresses business continuity. It is the opinion of other experts that the regulation does not have the impact or teeth to support a business continuity program and others within the industry are incorrectly interpreting the law.

Following is a summary of recent legislation (proposed), codes, and standards that may directly or indirectly affect our profession:

Senate Bill 546 – If passed would:

- Require the Office of Emergency Services (OES) to include private businesses and nonprofit organizations within its emergency preparedness responsibilities, as specified.
- Provide that participation on the part of businesses and nonprofits is voluntary.
- Establish the Disaster Resistant Communities Account (DRCA) in the General Fund, and provides that OES may, upon appropriation by the Legislature, expend the money in the account for the costs associated with the bill.

Under the current law, OES is required to coordinate statewide emergency services, establish a standardized emergency management system, and to assist local governments and other state agencies in developing their own emergency response plans.

Existing laws also authorizes the Governor to make surveys of both public and private industries, resources, and facilities within the state for purposes related to the State Emergency Plan and programs to mitigate the effects of an emergency.

This bill would require OES to include private businesses and nonprofit organizations within its emergency preparedness responsibilities. It also authorizes OES to, among other things:

- Provide guidance to the private sector and nonprofit organizations as to how

to integrate private sector emergency preparedness measures into governmental programs.

- Conduct outreach to encourage the private sector to work with governments to better prepare themselves and their employees for disasters.
- Develop systems that enable government, businesses, and employees to exchange information during disaster; develop programs that enable the private sector and government to work cooperatively to advance technology that will protect the public during disasters.
- Share facilities any systems with the private sector, to the extent that the costs for their use are reimbursed by the private sector. Costs reimbursed pursuant to this section are to be deposited into the DRCA.

The bill could require OES to develop emergency preparedness plans for, and provide training to, businesses, etc.

Resources

New items you can find on the Resource Table at the monthly ACP Chapter Meeting are:

- * **ACP Orange County Update-Newsletter**
- * **The Forum**
- * **Synergy**
- **ACP Orange County Chapter 2004 Year-End Report**

Contact Susan Jacobo, Resource Director

Jacobosk@sce.com



ISO/IEC 17799 – Information Technology – Security techniques – Code of practice for information security management.

Formerly a British Standard (BS 7799-1:1999), this is now the international standard setting out how businesses should conduct the management of their information security requirements.

The standard identifies a number of 'critical success factors' that an organization must achieve if it is to be successful implementing information security. These include: having policies that reflects business objectives, using an approach consistent with organizational culture, commitment from management, a good understanding of requirements, effective policy promulgation, suitable training and education, and feedback to ensure continuous improvement.

Over 100 potential controls are identified, split over twelve general topic headings. These have been found to be generally appropriate to meet most organization's information security needs, whether information is held on paper or stored in computer systems. Small and Medium Enterprises (SMEs) may not need to consider all the controls, or may rely on the capabilities of commercial package products to provide and support the controls that they need. Government departments may need to take account of policies set by national security that may add requirements not covered by ISO 17799. Banks and similar organizations may also have requirements that exceed the points listed in the standard.

Within ISO 17799, Section 11 defines Business Continuity Management and the processes that can be used to ensure proper Business Continuity.

This is a standard and there are no penalties for non compliance per se.

NFPA 1600 – Standard on Disaster Management, Emergency Management, and Business Continuity Programs.

The purpose of the NFPA 1600 Standard is to help the disaster management, emergency management, and business continuity communities to cope with disasters and emergencies. Its purpose is to help organizations and jurisdictions to:

- Mitigate disasters and emergencies
- Prepare for disasters and emergencies
- Respond to disasters and emergencies
- Recovery from disasters and emergencies

The NFPA Standard can be used to:

- Evaluate an existing program
- Establish a new program

The NFPA Standard applies to both:

- Public disaster management, emergency management, and business continuity programs
- Private disaster management, emergency management, and business continuity programs

This is a standard and is not enforced by any governing body.

2005 Most Valuable Player Award

It is that time of year for the Most Valuable Player Award nominations.

Every year Corporate ACP provides the opportunity for all Chapters to recognize one outstanding individual within each chapter through the Most Valuable Player (MVP) Award Program. The Chapter MVP will receive a special award plaque and letter of congratulations to be presented at the December Holiday Luncheon. The Corporate Board is enthusiastic about recognizing these exceptional individuals and will also showcase them in the ACP Sentinel and on the ACP International website.

Nominations are due at the next Orange County Chapter meeting on Wednesday, October 12, 2005.



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**Family Disaster Plan:
Communicating after a Disaster**
Marie Schlesinger

Americans are painfully aware of the devastating aftermath natural disasters can leave. Disasters such as Hurricane Katrina and the Northridge Earthquake demonstrate how easily life and property can be lost. It is critical, therefore, that every family prepares a family disaster plan.

Certain regions of our nation are prone to natural phenomena such as tornadoes in the Midwest, hurricanes in the Southeast and earthquakes in the West. Earthquakes are especially insidious because they can occur at any time and without warning; there are no evacuation notices given to residents prior to an earthquake. What would you do during and after an earthquake? What would you do if your children were at school and you were miles away? How would you find your loved one(s)? These are questions you have to consider when creating a family disaster plan.

A family disaster plan should cover what to do before, during, and after a disaster. The plan begins with a communications plan and an emergency supply kit (for supply suggestions review www.redcross.org). A communications plan starts with a simple phone list with out-of-state and out-of-area contacts. All members of your family (and/or friends) should know and have this list.

To create a communications phone list start with an out-of-state contact. Use this as the primary contact for communications after a disaster. To ensure that everyone has the proper phone list and current numbers create a business size index card for each person to carry. These size cards are a great fit for wallets and backpacks. Each contact should be in order of importance. Every family member including children should know these numbers. Do not rely on the cell phone address book. A cell phone battery could run out, and/or not all members of your family may have a cell phone readily available.

Meet with your family to discuss what would work best for them. Practice this process and remind everyone in your home that a disaster can occur at any time. Practicing your family disaster plan will

help everyone in your home to remember the procedures and reduce panic.

Plan, Prepare, and Practice your Family Plan.

2005 ACP Orange County Elections

Want to become part of the vital and active time that runs the ACP-OC Chapter? Nominations for 2006 Board of Directors (BOD) are being accepted for the following positions:

- President
- Vice President
- Secretary
- Treasurer
- Advertising Director
- Information Director
- Membership Director
- Newsletter Director
- Program Director
- Resource Director
- Website Director

We have nominations for some of these positions, but are encouraging multiple candidates.

Nominations for BOD members will be solicited at the October 12th chapter meeting. The election will be held at the November 9th chapter meeting via written ballot.

Being a Board member offers a number of benefits for the individual volunteer:

- Develop a close network with other business continuity professionals
- Give back to the business continuity profession and ACP
- Have an opportunity to practice leadership and team skills
- Become a vital part of this rapidly growing ACP organization which is evolving the profession

Those nominated must be ACP-OC members in good standing. To nominate someone or discuss a particular position or the nomination process, please contact one of the Nominations Committee members listed below:

Bill Wostenberg
bill.wostenberg@phs.com

Russ Arnett
russ_arnett@msn.com

**The election is:
November 9, 2005**



The Bare Essentials – before the time of Crisis

Russ Arnett MBA, MBCI, CBCP, PMP

1. Identify suitable skilled staff to form a crisis response team. (Back-ups must be identified)
 2. Assure the availability and willingness of the crisis team.
 3. Clearly identify strong leadership of each crisis team
 4. Ensure strong back-up leadership in case of a crisis
 5. Develop a workable plan using checklists. The crisis team will not have time to read a thick manual in a crisis. The ability to have the checklists available via PDA's, thumb drives, or the internet could make a major difference.
 6. We must review and clearly define expectations of the crisis teams and in turn what they can expect. Issues such as overtime payments and relocation/hardship cover needs to be considered.
 7. We should train the team around the expected crisis response and exercise the plans on a regular basis. Human performance increases with training and practice.
 8. Consideration should be given to training the crisis team on how people react in a crisis and how people cope with grief – we should use specialists for this.
 9. Develop relationships with the external suppliers that you may need to call upon, especially if dealing with loss of life. The role of counseling (or more accurately Psychological Debriefing) in the aftermath of human loss or serious injury is now thought to do more harm than good, but what you will certainly need in the immediate aftermath are people skilled in providing psychological first aid.
 10. Do not shirk your responsibilities when dealing with real tough stuff. Whatever the cause of the crisis, if it involves human suffering, your staff will want to know that they are working for a caring and compassionate organization.
 11. With the availability of low cost global communications – all companies should consider implementing this type of process.
 12. Consideration of an automated Business Continuity and notification system would help to eliminate the issue of having current employee information, because the HRIS system could be used to provide an automatic interface to apply the various changes involved with employee changes.
 13. Human Resources must be integral to crisis planning and support.
 14. Make it easy for staff to communicate with your organization during a crisis. Set up a free phone number that gives out a pre-recorded message of the latest factual information.
 16. People will be desperate for information and in a crisis your phones could get jammed very quickly. Consider outsourcing this area to a specialist supplier.
 17. Use your website for disseminating information to your staff and customers.
 18. If invoking a remote site, consider all the practical and logistical issues in advance; transport, accommodation, catering, child care, shift patterns etc.
 19. If you have a crisis overseas a whole host of other issues will come into play. Time differences, language, and regulatory and reporting requirements.
 21. Provide ongoing support to those who have been personally affected by the crisis. This could include regular hospital visits, frequent communication and possibly attending funerals.
 22. Give consideration to the most sensitive way of returning the personal effects of staff if dealing with fatalities.
- Dealing with the human factors is perhaps one of the most challenging and rewarding areas of crisis management. Hopefully your crisis will never involve injury or death, as nothing can fully prepare you and your crisis team for dealing with these issues. However, with good planning,



training, and a first class crisis response, you and your organization can deal with the unthinkable. The reputation of your organization could even be enhanced, as one that really does care about its people, whether staff or customers.

While it is important that we keep information about our plans confidential this should not stop us from considering having one of our fellow members review or audit our plans with the appropriate non-disclosures signed.

I feel that we should explore using the wonderful resources that are part of our chapter to help each of us to develop world class plans.

Visit our web site

<http://www.acpoc.com>



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