



ASSOCIATION OF CONTINGENCY PLANNERS

ACP Orange County *UPDATE*

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January 2001

Message From the President

by Sandra Hagan

It gives me great pleasure to introduce the Orange County Chapter Board Members for 2001. We have Phil Lambert - Vice-President, Phyllis Gargano - Secretary, Monique Weiland - Treasurer, Carinda Mickelsen - Membership Director, Clarice Yamamoto - Resources Director, Susan Jacobo - Advertising Director, Jan McArthur - Newsletter Director, Rhona Slaughter - Information Manager, and Verna Lea Lucero - Web Site Manager. This is a "dream team" and I am delighted to serve along side of them. In this edition of the *Update* we have a brief BIO of each officer with further information. As the President of the OC Chapter of ACP, last year as well as this year I have the privilege and honor to serve with so many wonderful people.

The Board is absolutely delighted over the web page offering. Verna Lea Lucero has done an *awesome* job and I want to invite you to go out to our web page [www.acp-](http://www.acp-international.com/orange/index_acp_splash.htm)

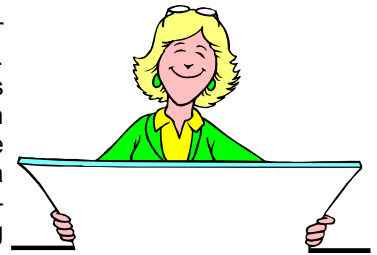
[international.com/orange/index_acp_splash.htm](http://www.acp-international.com/orange/index_acp_splash.htm). We plan to provide electronically this newsletter *Update* very soon, so stay tuned. It is in a test mode right now.

If you weren't at our January 10th meeting you missed a very good presentation. We had three knowledgeable speakers presenting "Prevention is Better than the Cure." It was also great to see over 30 people in attendance. Our February 14th meeting promises to have a very timely topic on the "California Energy Industry." We will have a guest speaker from California Independent System Operator (ISO), and we have invited a guest speaker from Southern California Edison. You won't want to miss this meeting!

Many of you may be planning to attend DRJ in March in San Diego. One of our ACP members, Anthony "Tony" Adame, Southern California Automobile Club, will be presenting at DRJ and we are hoping that Tony will also be presenting at our March

Chapter meeting. So as you can see we have a lot taking place this first quarter of 2001. All of the events for 2001 are on the web page and in this newsletter.

Awards at our December meeting were Rhona Slaughter our Information Manager who was voted as the MVP for our Chapter. Rhona has served on the Board for several years and continues to do a terrific job for the Chapter. Maurice Parkinson took the honors of Chapter Member who accumulated the most points for 2000 participation and activities. Either of these awards can be yours for being a member of the Orange County Chapter of ACP. Why don't you join us now!



Sandra Hagan

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ACP-OC Website Launched

You are invited to visit the new Orange County ACP at the following site: http://www.acp-international.com/orange/index_acp_splash.htm. Thanks to the efforts of Verna Lea Lucero, Allergan, Inc., and others, the chapter now has a terrific and user friendly web site. Please take a few minutes to familiarize yourself with the features then be sure to visit on a regular basis to keep informed on chapter events, news items, enhancements and links.



How to Reach Our Executive Board

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**There cannot be a crisis next week.
My schedule is already full.
Henry Kissinger**

Internal Resources

Are you getting full benefit from your ACP membership? Within this organization many experienced professionals can be found that are willing to share their ideas and experiences. Most just need to be asked.

One of the purposes of this organization is to provide and exchange experiences and information through networking.

The best place to start is by contacting one of the Orange County Board Members listed above. If they cannot personally give you an answer to your question, they will provide you with contacts or resources where you may find a solution to your inquiry.

**Are you getting the most from your
ACP membership?**

Earn Points!

Earn points toward Membership Recognition. Our members are already racking up the points. Let's see who can get the highest score for 2001!!!!

Following is the point award scale:

- 5 points** for contributing a Raffle Donation
- 4 points** for hosting a Meeting or Volunteering
- 3 points** when a Guest or Referral joins the Chapter
- 2 points** for bringing a guest (s) to a meeting
- 1 point** for attending a Chapter meeting

And the Winners Are...

Rhona Slaughter is the recipient of the OC ACP Chapter 's MVP recognition award for 2000. We all thank Rhona for the extra efforts that she offers so willingly to our group.

Maurice Parkinson is the recipient of the Chapter's Member Recognition Award for 2000 (most points scored!).

Congratulations to you both!



Advertise in the ACP-OC

Newsletter!

For information and rates contact our ACP Advertising Director, **Susan Jacobo**, Southern California Edison; 626.302.7012; jacobosk@sce.com.

Thank You

I would like to extend my sincerest thank you and appreciation to the 2000 Board and to the Chapter for giving me such a special honor. Being a member of this Chapter has helped me grow both professionally and personally. I enjoy the time I spend connecting with my peers and gaining new insights. I also enjoy working with such a dedicated Board. We have a wonderful group of professionals in the Orange County Chapter and I am looking forward to another great year with ACP. Thank you again.

--Rhona Slaughter,
2000 MVP Award Winner

2001 Calendar of Events

February 14

"Watt's UP" with the Electric Industry
Gordon Brown, California ISO
& TBA Presenter from Southern California Edison

March 14

Chapter meeting TBA

April 11

*Boeing Aircraft Tour

May 9

Titanic Presentation by Arcus

June 13

Review of Business Continuity Exercising
Speakers: Clarice Yamamoto and Ken Hanley

July 11

*Red Cross Tour

August 8

The Human Element — Stress Factor

September 12

*Camp Pendleton Tour

October 10

Northridge Earthquake/Riot Presentation

*November 14

LA County Sheriff's EOC Tour

December 12

Holiday Luncheon

**Indicates confirmation is pending*



Other Important Dates

March 4-7th: DRJ Annual Conference, San Diego, CA
May 30: OCDPA

Orange County Disaster Preparedness Academy Business Track

On Wednesday, **May 30, 2001**, the 17th Annual Orange County Disaster Preparedness Academy will be held at Cal State University-Fullerton. This event starts at 7:30 a.m. and concludes at 4:20 p.m.

Seven Tracks w/four sessions in each track – Session 1 begins at 9:40

Coordinators – Mike Noyes, Auto Club and Jim Newman, OCDPA Curriculum Chair

The 2001 Academy is offering a hands-on experience with cat planning from preparation to a table top in each track. The tracks are as follows: Schools, College and University, Business, Government and Community, Violence Detection and Prevention, General Interest, and Life Safety.

There will be four sessions each 1:20 in length. Between Sessions II and III there will be a one-

hour lunch break. Here is the general layout of the business track.

Session I – How to Write, Review and Update a Plan – to include, but not limited to: basic components/sections in a plan; funding equipment, training supplies; record-keeping, maintenance, inventory; format, size, ease of revisions, priority; roles, employees needed for response; response teams and structure; timeline of response; etc.

Session II – Set-up of the Emergency Operations Center (EOC) – suggestions: what type size, what does it do, location, accessibility; supplies adequate and in a known location; members authority and responsibility; etc.

Session III – Design training exercises and evaluating the plan – suggestions: job responsibilities and decision makers; type and frequency

of training; recovery and contingency plans; etc.

Session IV – Table top event, response and critique – we want to use an earthquake scenario since that generally involves damage to the infrastructure as opposed to a HAZMAT situation.. There are several types of table tops that can be used and there could be as many as 100 people in attendance in each of these sessions.

You can visit this web site to get the latest information:

<http://www.oc-redcross.org/>



American Red Cross

Orange County Chapter

\$\$ Discount Programs \$\$

In the next issue of *Update* you will find complete details on two Membership Discount Program options offered by the ACP Orange County Chapter. One of the offerings is for New Members and the second for those currently a member in the OC Chapter.

NOTICE: Next issue of the *ACP Orange County Update* will come to you via the ACP-OC Website. If you do not have access to the internet, please let Jan McArthur know so that a copy can be mailed to you.

Shirts for Sale

Our Chapter is selling ACP Orange County denim and polo shirts. These good-looking, high-quality shirts are available in sizes M, L, XL & XXL. Each sells for \$25.00. Please see **Carinda Mickelsen** during our meetings or contact her at 949.790.8248 or cmickelsen@oomc.com.

Chapter Meeting Speakers

At the ACP Chapter meeting January 10, 2001, we were privileged to have three knowledgeable speakers talk on "Prevention is Better than the Cure."

William H. Gaylord, Director, R&D Environmental Health and Safety, Allergan, spoke about our "Luck in Emergency Response." Mr. Gaylord shared how Allergan goes through the steps of organizing, planning and anticipating in emergency response. Mr. Gaylord feels strongly about life safety issues and protecting employees. These are very important items

since Allergan is dealing with chemicals and emergencies constantly.

Neal R. Fischer, is the Principal and Founder; Hershey Technologies, based in San Diego. Mr. Fischer provided a range of information solutions services from consulting, systems design, to lifecycle maintenance support to commercial and government entities. Mr. Fischer has over 20 years experience in the systems design, business development, and lifecycle support services relating to computer based information systems.

Craig Motta, B.S. Marketing from San Jose State University has been with Recall since 1992 serving in the capacity of Administrative Officer, IP Escrow Program Manager, and most recently, Western Regional DPS Sales Manager. Mr. Motta covered areas of mission critical partner failures, plans, and remedies. We were reminded of how failures can affect us in our business and the importance of having a contingency plan in place for dealing with these failures.

The absence of alternatives clears the mind marvelously.

Henry Kissinger

Board Member Bios

Sandra Hagan will be returning as President in 2001. Sandy's technical background has evolved over the past 29 years in Information Technology. During this period she was in management capacities, and disaster recovery was a part of that task. More recently, she have been able to focus on Business Resumption at City National Bank. Sandy has served on the Board for 3 years. Networking is a very important part of being involved in ACP.

Phil Lambert, is serving as Vice President in 2001, and served as our Newsletter Director last year. Phil has been working in BCS for 5 years and Manager for 1 year and was certified in 2000. Phil is employed by Option One Mortgage in Irvine. Phil says benefits to being involved in ACP are networking, meeting new friends, acquiring associates, and learning different ways of doing things.

Phyllis Gargano has been the Chapter's Secretary for the past 3 years and is serving again this year. Phyllis has, for the past 6 years, been the Corporate Business Continuity Manager for Ameriquest Mortgage Company in Orange. Phyllis feels ACP has meant availability and accessibility to the large knowledge base and experienced resources of ACP.

Monique Weiland, has been our Treasurer for the past 3 years and is again serving in 2001. Her experience covers over 20 years in the utility industry as an analyst supporting corporate processes and ten years in contingency planning. Monique is employed by California Independent System Operator as the Lead Strategic Contingency Planner where she is evolving the corporate recovery program. ACP has exposed Monique to a variety of preparedness topics at the meetings and at the annual symposium that she would have never experienced without ACP membership. It has also brought her into contact with industry peers which allows her the opportunity to learn from others processes and methodology.

Clarice Yamamoto has served as our Resource Director in 2000 and again this year. Clarice has served the LA County ACP – Member of Membership Committee ('96-'98), and she won the MVP ('97). She is D/R Coordinator at The Capital Group Companies, a mutual funds company. Clarice works with domestic and international offices developing and exercising their business continuity strategies. Being an active member of ACP has provided Clarice opportunities to meet and develop a kindred relationship with individuals in the DR industry. ACP has also provided a forum to solicit information from other members' experiences, resources and processes, etc. instead of "re-creating the wheel."

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The ACP-Orange County UPDATE Newsletter is published bi-monthly. For advertising questions contact **Susan Jacobo** at 626.302.7012 or jacobosk@sce.com. We invite your comments, inquiries and suggestions about *UPDATE*. Please contact **Jan McArthur** at 949.252.4114 or jan.mcarthur@acefis.com.

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Carinda Mickelsen served as our Advertising Director this past year and will serve as the Membership Director in 2001. Carinda has been in banking since 1983 and a contingency planner since 1988. Carinda said that ACP has presented her with the opportunity to grow as a BCP planner, and affiliation with ACP allowed her to meet **Phil** and land her great job at Option One Mortgage. Carinda says, "I've made some great friends, and have learned a lot over the past year." Last week she completed her DRII education at USC.

Susan Jacobo is serving as the Advertising Director, and we are pleased to have Susan back on the Board. Susan has served as the ACP President and as Vice President. She has served every available capacity since she has been in ACP. Susan has been an ACP member since July 1992. Susan is a Contingency Planning Specialist in Risk Management at Southern California Edison.

Rhona Slaughter has served ACP for the past 3 years as the Newsletter Director and this past year as the Information Manager. Rhona has agreed to serve as Information Manager again in 2001. Rhona is the Contingency Planning Coordinator for Ameriquest Mortgage Company in Orange and reports directly to **Phyllis Gargano**. In her position as Information Manager she manages the member database, the Member Participation Program, and provides support in areas of developing reports and forms as requested. Rhona consistently assumes additional assign-

ments for the betterment of this Chapter. Rhona's contributions have provided invaluable benefits for the Chapter and its Membership. This past year Rhona was the recipient of the Chapter's Most Valuable Person.

Jan McArthur is serving as the Newsletter Director for 2001. Jan has been a part of ACP since May 1998. She has been with ACE USA (formerly CIGNA Property & Casualty) Insurance Company for about 8 years. Jan started out in Administration with responsibilities of facilities, human resources and telecommunications. Five years ago she was tasked with doing "whatever" was needed to develop the Business Recovery Program. Jan's time is now dedicated full time to Business Continuity. Jan's personal benefits from ACP are first and foremost talking to people who "know" what you do and you don't have to go into a detailed explanation of your work!!! She says the resources that are offered are great. Not only vendor speakers but members offering the wisdom of their experience.

A new position for 2001 is Web Site Manager and **Verna Lucero** is joining us in this capacity. We look forward to having someone involved with making the Orange County web page happen. Verna has been an ACP member since December 1999. Verna works for Allergan in Irvine. Verna has done a spectacular job in developing the Orange County Chapter web page at www.acp-international.com/orange/index_ACP_splash.htm. It is a beauty!