



ASSOCIATION OF CONTINGENCY PLANNERS

# ACP Orange County *UPDATE*

Volume 4, Issue 2

A News Publication of ACP Orange County

March 2001

## Message From the President

Since my last article in January, we have had two very exciting Chapter Meetings with great presenters and attendance. In February we were delighted to have two qualified speakers (Gordon and Kelley) present information from the California Independent System Operator (CAISO) and Southern California Edison (SCE). The topic was energy and some of the opportunities we all will be having over the next few months with energy conservation and how we will need to deal with this in our jobs and homes. This isn't a drill, it is a real life experience.

At this writing I am reflecting back to Monday, March 19<sup>th</sup> when I heard on the radio at 12:05 P.M. that rolling blackouts would be occurring very soon. Before I got the e-mail sent out to my managers, it had started at our Riverside location (just 3 minutes later and it is a city that has

their own power). Several of our locations experienced that were taken down throughout the day. As I said, this is *not* a drill!! We are in for a long hot summer. To add insult to injury, after spending a ten-hour day, I came home to *no* power in a city that has their own power. Few will be spared.

In March we had Tony Adame and Dick Drutman share their knowledge on "How to Gain Management Approval for Business Continuity Planning" and "Lessons Learned from a Riot, Bombing and Earthquake."

We are delighted to fill our Program Director position with Tonia Piccioni from Arcus/Iron Mountain. Tonia is certainly not new to ACP as she has been a long time member and has served in several Board capacities. Welcome Tonia!

Our March meeting location was moved to the 145 building at The Capital Group in Brea. What a terrific facility for our meetings and we want to extend our appreciation to The Capital Group and to Clarice Yamamoto for her being the HOST for our ACP meetings. Clarice makes all the arrangements for the great catering services.

For those that did not attend DRJ Conference in San Diego, it was packed full of great speakers and

of course lots of "desk toys." Many nice gifts were drawn just for placing your business card in the box. We had great



accommodations and weather was pretty nice considering that the LA area was having storms.

I want to remind you that in the Orange County Red Cross "Disaster Preparedness Academy" event will again be held at CalState Fullerton on May 30<sup>th</sup>, from 7:30 AM to 4:30 PM. Numerous credible speakers, including several of our chapter members, will be presenting. Register early (May 15<sup>th</sup>) and get the "early bird special." To get additional information go to [www.oc-redcross.org](http://www.oc-redcross.org).

Here's my promo for our Orange County Chapter web site if you haven't visited it yet go to [www.acp-international.com/orange/index\\_ACP\\_splash.htm](http://www.acp-international.com/orange/index_ACP_splash.htm) and browse around.

*Sandra Hagan*

### Inside this issue:

<i>Executive Board</i>	2
<i>Point System</i>	2
<i>Calendar of Events</i>	3
<i>Websites</i>	4
<i>Job Posting</i>	4
<i>Drill for Success</i>	5

# How to Reach Our Executive Board

### President

Sandra Hagan, City National Bank  
213.427.7173  
213.427.4770 fax  
shagan@cityntl.com

### Vice President

Phil Lambert, Option One Mortgage  
949.790.7621  
949.790.7660 fax  
plambert@oomc.com

### Secretary

Phyllis Gargano, Ameriquest Mortgage  
714.541.9737 extension 4652  
pgargano@ameriquest.net

### Treasurer

Monique Weiland, California ISO  
626.537.2712  
mweiland@caiso.com

### Advertising Director

Susan Jacobo, Southern California Edison  
626.302.7012  
jacobosk@sce.com

### Information Director

Rhona Slaughter, Ameriquest Mortgage  
714.541.9737 extension 4709  
rslaughter@ameriquest.net

### Membership Director

Carinda Mickelsen, Option One Mortgage  
949.790.8248  
cmickelsen@oomc.com

### Newsletter Director

Jan McArthur, ACE USA  
949.252.4114  
jan.mcarthur@acefis.com

### Program Director

Tonia Piccioni  
Arcus Data Security  
626-330-2215  
tonia\_piccioni@ironmountain.com

### Resource Director

Clarice Yamamoto, The Capital Group  
714.671.7230  
clarice\_yamamoto@capgroup.com

### Website Director

Verna Lea Lucero, Allergan, Inc.  
714.246.4736  
Lucero\_Verna@allergan.com

Since 1981

## Simpler Life Emergency Provisions Inc.

Custom Packs	Bulk Supplies
<ul style="list-style-type: none"> <li>• Office</li> <li>• Field, Executive</li> <li>• 5 &amp; 10 Person Corporate</li> <li>• Family</li> <li>• Light SAH</li> <li>• CERT</li> <li>• Medical</li> <li>• Personal Safety</li> <li>• Personal Care</li> </ul>	<ul style="list-style-type: none"> <li>• Food</li> <li>• Water</li> <li>• Cots, Blankets, Tents</li> <li>• Hard Hats, Vests, Gloves</li> <li>• Hygiene, Sanitation</li> <li>• First Aid, Trauma</li> <li>• Backboards, Stretchers</li> <li>• Megaphones</li> <li>• Hand &amp; Special Tools</li> </ul>

**BOB SNEDAKER**  
**(909) 798-8108**  
Outside Call: **(800) 266-PREP**  
FAX: **(909) 798-8718**

2035 PARK AVE. SUITE 1  
REDLANDS, CA 92373  
www.simplerlife.com

# Earn Points!

Earn points toward Membership Recognition.

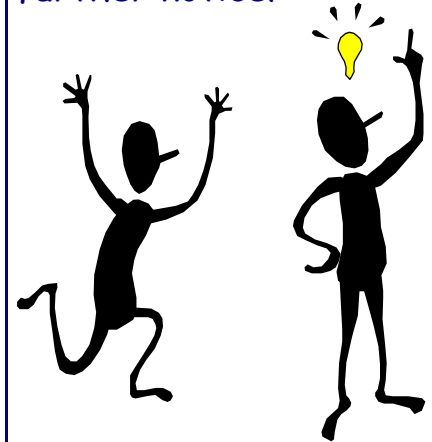
Point award scale:

- 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

Never continue in a job you don't enjoy. If you're happy in what you're doing, you'll like yourself, you'll have inner peace. And if you have that, along with physical health, you will have had more success than you could possibly have imagined.

*Johnny Carson*

Due to current energy uncertainties, the light at the end of the tunnel will be turned off until further notice!



## **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](mailto:jacobosk@sce.com).

### 2001 Calendar of Events

- |   |   |
|---|---|
| <b>April 11</b><br>Roundtable Recovery Scenarios  | <b>October 10</b><br>Northridge Earthquake/ Riot Presentation |
| <b>May 9</b><br>*SunGard Tour & Presentation  | <b>*November 14</b><br>LA County Sheriff's EOC Tour           |
| <b>June 13</b><br>Review of Business Continuity Exercising<br>Speakers: Clarice Yamamoto and Ken Hanley | <b>December 12</b><br>Holiday Luncheon                        |
| <b>July 11</b><br>*Red Cross Tour   | <i>*Indicates confirmation is pending</i>                     |
| <b>August 8</b><br>The Human Element — Stress Factor  |   |
| <b>September 12</b><br>*Camp Pendleton Tour   |   |



#### Other Important Dates

**May 30**  
**OCDPA**

### Membership News

*Please extend a warm welcome to our newest members who have either transferred from another Chapter or have requested affiliation with ACP-OC*

Garry Herron  
John Macri  
Tonia Piccioni

Chapter membership now stands at:

# 49

**We don't get offered crises, they arrive.**  
**Elizabeth Janeway**

## **DISASTER RECOVERY ANALYST**

### **Job Posting**

The reason **Alaska Airlines** is one of the most respected names in aviation is simple: our people. We share an uncommon blend of spirit, resourcefulness, caring, professionalism and integrity. Our success in the years ahead will offer our people the potential for personal growth and achievement as well as the satisfaction of being associated with a company that embraces the can-do, neighbor-helping-neighbor spirit of the Far North.

In addition to an outstanding compensation package, we offer a complete benefit package, including Medical/Dental/Vision Insurance, Pension, 401(k), Stock Purchase plan, Profit Sharing, free air travel, 4 weeks of Paid Time Off, and other travel discounts/benefits. Additionally, Alaska believes in a good work/life balance and strives to provide an enriched and satisfying environment to each employee. Currently, we are seeking a **Recovery Analyst**.

**Responsibilities:** Write disaster recovery plans, assess risks, re-engineer existing environment to be more recoverable and set recovery goals. As this is a new position, you would have ample opportunity to use your creativity to fashion policy.

**Requirements:** Strong MVS experience and knowledge of NT and Unix. Proven ability to assess risks and decrease recovery times. Experience in large enterprise environments is important.

Please send your resume for immediately consideration to: Tracy Best, Sr. Technical Recruiter  
*Tracy.Best@alaskaair.com*  
 Phone: 206-574-1917

### **Visit These Energy Related Web Sites**

San Diego Gas & Electric	<a href="http://www.sdge.com">www.sdge.com</a>
Pacific Gas & Electric	<a href="http://www.pge.com">www.pge.com</a>
Southern California Edison	<a href="http://www.sce.com">www.sce.com</a>
California Independent System Operator	<a href="http://www.caiso.com">www.caiso.com</a>
California energy Commission	<a href="http://www.energy.ca.gov">www.energy.ca.gov</a>
California Public Utilities Commission	<a href="http://www.cpuc.ca.gov">www.cpuc.ca.gov</a>
Federal Energy Regulatory Commission	<a href="http://www.ferc.gov">www.ferc.gov</a>
California Board for Energy Efficiency	<a href="http://www.cbee.org">www.cbee.org</a>
California Technology, Trade & Commerce Agency	<a href="http://www.commerce.ca.gov">www.commerce.ca.gov</a>



## **\$\$ Membership Discount Program \$\$**

Any active Member will receive a \$10 discount coupon for any of his/her guests who join the Orange County Chapter. Only the first discount coupon can be applied towards a discount on the Member's renewal. Additional discount coupons may be applied toward any Chapter event.

# 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](mailto:cmickelsen@oomc.com).

# DRILL FOR SUCCESS

In the emergency response/recovery arena, drills are normally one area that you can control! So take advantage of it, but make sure to drill for success. Establish scenarios that will test untested procedures or areas of concern; but do it in an educational way. Using drills as an opportunity to prove how wrong a procedure is may instead prove to be embarrassing. Be supportive, constructive, and educational. Don't jeopardize your credibility. It is so hard to earn. It is more important to retain willing drill participants who also support your recovery planning efforts.

The southern location of my company will participate in the Governor's Annual Duck, Cover, and Hold drill coordinated through the Office of Emergency Services. This year it is being held on Tuesday, April 3 at 10:30 AM. It is usually held on the first Tuesday of April every year. If you are interested in obtaining more information you can contact Eric Lamoureux at OES Information and Public Affairs at (916) 262-1843 and **get ready to join in next year!** The program is well organized with preparation tips and support documentation for drill planning and company wide distribution.

Along with the Duck, Cover, and Hold drill we will also conduct an evacuation drill to address one of our safety requirements and practice our Floor Wardens as well. But, we are drilling for success and have planned training and prepared informational packages for all employees to make sure they know exactly what to do in a drill—and hopefully during a real emergency too! The most successful approach to drill for success is to plan backwards from the drill date. Here is our schedule (based on work days) for this year's Duck, Cover, Hold, and Evacuate Drill:

Day	Date	Activity
Friday	March 16	First announcement flyer concerning the drill providing drill date and training schedule
Monday	March 19	Distribution of information packages which included: <ul style="list-style-type: none"> <li>· Cover Sheet</li> <li>· Copy of the Governor's letter</li> <li>· General drill information, FAQs (frequently asked questions and answers), drill initiation public announcement messages</li> <li>· Drill objectives sheet</li> <li>· Earthquake Preparedness tip sheets from OES' <i>Ready to Ride It Out</i> program</li> </ul>
Friday	March 23	Reminder notice for the training schedule for Monday through Friday next week
Monday	March 26	Provide refresher/new training for Floor Wardens
Monday through Friday	March 26-30	Conduct required Duck, Cover, Hold, evacuation, and assembly training for all employees. Conduct optional self-preparedness training for all employees. Provide preparedness materials including: <ul style="list-style-type: none"> <li>· LA's Earthquake Survival Program (ESP) preparedness tip sheets for event and personal preparation.</li> <li>· Psychological tip sheets for traumatic event skills and symptoms</li> <li>· American Red Cross Family and Supplies check list brochures</li> <li>· Other pertinent information from the web including FEMA's kids information, Humane Society's pet information and water source and treatment tip sheets</li> </ul>
Monday	April 2	Distribute one last drill reminder and information sheet that provides the specific schedule for the drill day events, the employee's responsibilities, and additional tips along with a drill evaluation form
Tuesday	April 3	Conduct the drill following this sequence: <ul style="list-style-type: none"> <li>· 10:15 AM Floor Wardens circulate through their area to see which employees are on site for day and propping their office doors open to increase their opportunity to hear the building public announcement system</li> <li>· 10:30 AM Initiate Duck, Cover, and Hold portion of drill through building public address system, have everyone hold for 30 seconds</li> <li>· 10:32 AM Initiate evacuation announcement through the building public address system. Floor Wardens begin sweep of building. Everyone to assemble at evacuation assembly location.</li> <li>· 10:37 AM Conduct head count of all personnel, account for visitors and vendors. When complete release everyone with reminder to complete their drill evaluation form.</li> <li>· 5:00 PM Collect all drill evaluation forms. Circulate through building to collect those not received.</li> </ul>
Wednesday	April 4	Compile evaluation data and prepared evaluation summary and after action report for drill. Distribute to employees and supervisor. Continue to track open action items until closed.

# Disaster Survival Planning Network

Guiding Businesses

through

Emergency Response

and

Recovery Planning



Experienced  
Professionals ...

Right Solutions.

1-800-601-4899 [www.dspnetwork.com](http://www.dspnetwork.com)

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

## ***Drill for Success*** ***Continued from page 5***

When a drill is planned out thoroughly in advance with all the activities and responsibilities identified, then it is sure to be a successful drill and everyone wins. Participants learn, procedures are enhanced, and credibility is improved!

This outline addresses a small drill, but the principals remain the same: PLAN, PLAN, TRAIN, TRAIN, and DO IT AGAIN AND AGAIN AND AGAIN!!!

The materials I use from LA's Earthquake Survival Program can be obtained by contacting Joyce Harris at (213) 974-1166 or writing Joyce at Earthquake Survival Program, LA County Office of Emergency Services, Joyce Harris, ESP Program Manager, 1275 N. Eastern Avenue, Los Angeles, CA 90063. If you are not familiar with ESP it is a neat program that promotes an item a month for preparation efforts that is supported with a planning calendar and monthly tip sheets.

If you have any questions about the way I prepare for or conduct this drill, please contact me at 626-537-2712.

Monique Weiland  
ACP Treasurer and  
Contingency Planner for the California ISO

Editor's Note: Many of the forms referenced in Monique's article (PowerPoint & Word format) will be available on diskette at our next Chapter meeting.