



Disaster Response

Questions to prepare for the Coronavirus

Questions about your employees:


1. Will you train your employees on how to identify coronavirus symptoms?
2. If an employee does not have available sick time, how do you make sure they do not come to work if they are sick?
3. How will you respond if an employee is diagnosed with coronavirus?
4. Who can work from home?
5. How will your employees get access to the necessary information and documents they need to work from home?
6. Will you allow employees to travel?
7. If employees must travel, what steps will you take to ensure their medical safety?
8. How will you respond if an employee needs to care for an infected family member?
9. If an employee contracts coronavirus will they only be allowed to use their accrued sick time?

Questions about your operations:

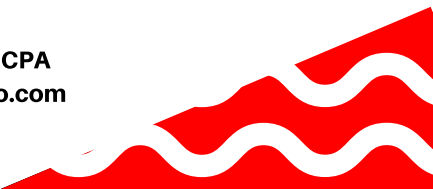
1. How will you decide if you need to close an office?
2. Will you close your business for the recommended 2-week quarantine or longer?
3. How will you disinfect your office?
4. How will you keep employees, customers, and vendors informed?
5. What parts of your business are crucial to keep operating?

Questions about your finances:

1. If your offices are closed, how will you collect payments?
2. How long can your business survive without any new sales?
3. How will you pay your bills and payroll if your office is closed?
4. Do you have available lines of credit?
5. Will you pay your employees and for how long if you close your office?
6. If an employee contracts coronavirus will they only be allowed to use their accrued sick time?



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Disaster Response Questions to prepare for the Coronavirus cont.

Questions about your customers:

1. Will you notify customers if an employee is diagnosed?
2. How will you stay connected to customers if employees are out sick or the office is closed?
3. How will you deliver on contracts if the office is closed or there is a disruption
4. in your supply chain?
5. Do you have a "force majeure" clause in your contracts?
6. How will you respond if a customer is affected by the coronavirus and does not pay your invoice on time?
7. Questions about your supply chain:
8. Do you currently source any supplies or products from China?
9. How would a delay in delivery of materials and products affect your production?
10. Do you have alternate suppliers?

This is not an all-encompassing list, but a place to get started thinking about your response. While you might say, "I hope it never happens to me" – hope is not an effective strategy. The worst time to try and figure out your response is in the middle of a crisis. There are too many pressures, emotions are running high, and no one is thinking clearly. Developing a disaster recovery plan is like buying life insurance, you hope you never have to use it, but if you do you.



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Jennifer H. Elder is the "Diva of Disasters"

Jennifer experienced disasters including:

- "Snowmageddon" when Washington, DC received 77 inches of snow and was closed for over a week
- A rare earthquake in Richmond, Virginia
- A power-outage from an ice-storm in New Hampshire; industrial sabotage days before the sale of a business
- A lightning strike that disabled a phone system and entire customer service department
- "Hurricane Hell" surviving four hurricanes in thirteen weeks working for a home-builder in Florida where more than 200 homes under construction were damaged multiple times.

Rather than let these events get her down, Jennifer learned from all of these experiences how to prepare efficiently and effectively before a disaster and how to get back up and running fast after a disaster.

Save yourself from the school of hard knocks and learn from someone who has "been there done that!"

When she's not busy surviving disasters, Jennifer is available to speak about disaster preparedness. She is a Certified Speaking Professional (CSP) and has presented in 48 states and 6 countries. Her stories will frighten you, make you laugh, and more importantly, provide tips, tools, and techniques to start planning NOW!

Jennifer is also the author of **Faster Disaster Recovery** and you can purchase her book at a 20% discount by going to www.wiley.com and using discount code: FDRE9.

If YOU need help, Hire Jennifer!

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