Veterinary Emergency Preparedness Workshop

Business Continuity for Veterinary Services

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Association of Continuity Professionals
Goals for the Workshop

- Raise awareness in the veterinary community on need to plan for and support emergency planning at the community level

- Raise awareness in the veterinary community on need to plan for emergency events

- Raise awareness in the veterinary community on the value of Business Continuity planning

- Dialog with planners and veterinary community

(un)Fun Facts

- Nearly 80% of evacuation failures are pet owners (animaldisasters.com)

- 80% who enter evacuation zones are trying to rescue pets (American Veterinary Medical Association 2001)

- Pet loss can contribute to PTSD humans (NIH)

- PTSD can occur in companion animals after disaster (veterinarypartner.vin.com 2011)

- Estimates are over 1000 pets died in the Marshall Fire (Irvine & Andre 2022)

Emergency Planners are well aware of the challenge's and have made amazing strides in addressing animal related disaster concerns.

More (un)Fun Facts

- 25% of businesses do not reopen after a disaster (FEMA 2018)

- Over 90% of small businesses fail within two years of a disaster (US Small Business Administration)

- 93% of businesses without a continuity plan fail in the first year after a disaster (Stage2data)

- 96% of businesses <u>with</u> a continuity plan survive a ransomware attack (Stage2data)

The failure of a medical or veterinary practice can have especially serious long term consequences for a community

Business Continuity vs Emergency Management

Business Continuity is the private sector equivalent to public sector Emergency Management – **Russ Laughlin**

ChatGPT:

Emergency Management

The goal of emergency management is to save lives, protect property, and ensure the well being of communities during and after various types of crisis

Business Continuity

The primary goal of business continuity planning is to ensure that a business can continue its critical operations with minimal disruption and recover quickly from any unexpected events

Business Continuity vs Emergency Management

- Emergency Management keeps "**the community**" running
  - Focused on community level incidents especially life and physical safety
  - Emergency Managers are ultimately accountable to the Public
- Business Continuity keeps "**a business**" running.
  - Focused only on incidents that directly impact the specific business
  - Business Continuity Managers are ultimately accountable to the stockholders
- Business Continuity Managers address risks not typically seen at the community Emergency Planning level:
  - Facility Security and Reliability
  - **Business Data**
    - Computer security (ransomware attacks), data backup and recovery, network reliability
  - Legal compliance (SOX, PCI, data privacy, etc.)
  - Supply Chain
  - Executive Protection

Yale Video on Medical Practice Continuity

Business Continuity for Veterinary Organizations

The American Veterinary Medical Association has very solid advice on how to utilize business continuity methodology:

https://www.avmaplit.com/education-center/library/disaster-planning/

AVMA seven step approach:

1) Establish Planning Committee

2) Conduct a Business Impact Analysis (BIA)

3) Mitigate Risk

4) Establish Business Continuity Strategies

5) Develop Your Plan

6) Implement and train

7) Test the plan

Business Continuity Resources

American Veterinary Medical Association

https://www.avmaplit.com/education-center/library/disaster-planning/

FEMA training: https://training.fema.gov/is/

- IS 1300 Introduction to Continuity

Association of Continuity Professionals – Rocky Mountain:

https://www.crmc-acp.org/

Analyzing Business Continuity for Return on Investment -- William Million