
Advanced Skill Certificate in Strategic Facilities Management

Emergency Preparedness and Response

Advanced Skill Certificate in Strategic Facilities Management: A certificate program that focuses on the skills and knowledge needed to manage and operate facilities at a strategic level, including emergency preparedness and response.

Business Continuity Plan (BCP): A plan that outlines how an organization will continue to operate during and after a disruption or disaster. Related terms include: crisis management, disaster recovery, and continuity of operations.

Crisis Management: The process of managing a crisis situation, including communication, decision-making, and problem-solving. Related terms include: business continuity planning, disaster recovery, and continuity of operations.

Disaster Recovery: The process of restoring an organization's technology and systems after a disruption or disaster. Related terms include: business continuity planning, crisis management, and continuity of operations.

Emergency Preparedness and Response: The process of planning for and responding to emergencies, including natural disasters, technological accidents, and human-caused incidents. Related terms include: business continuity planning, crisis management, and disaster recovery.

Evacuation Plan: A plan that outlines how an organization will evacuate its facilities in the event of an emergency. Related terms include: emergency preparedness and response, business continuity planning, and crisis management.

Facility Management: The practice of managing and operating facilities, including maintenance, repair, and alteration. Related terms include: strategic facilities management, emergency preparedness and response, and business continuity planning.

Incident Management: The process of managing an incident, including communication, decision-making, and problem-solving. Related terms include: emergency preparedness and response, business continuity planning, and crisis management.

Recovery Point Objective (RPO): The maximum tolerable period in which data might be lost due to a major incident. Related terms include: disaster recovery, business continuity planning, and crisis management.

Recovery Time Objective (RTO): The target time within which a business process must be restored after a disruption or disaster. Related terms include: disaster recovery, business continuity planning, and crisis

management.

Strategic Facilities Management: A holistic approach to facilities management that considers the long-term goals and objectives of an organization. Related terms include: facility management, emergency preparedness and response, and business continuity planning.

Threat Assessment: The process of identifying and evaluating potential threats to an organization. Related terms include: emergency preparedness and response, business continuity planning, and crisis management.

Vulnerability Assessment: The process of identifying and evaluating an organization's vulnerabilities to potential threats. Related terms include: emergency preparedness and response, business continuity planning, and crisis management.

An Advanced Skill Certificate in Strategic Facilities Management program covers a wide range of topics related to the management and operation of facilities, including emergency preparedness and response. A key aspect of this program is the development of a Business Continuity Plan (BCP), which outlines how an organization will continue to operate during and after a disruption or disaster. This plan includes elements such as Crisis Management, which focuses on communication, decision-making, and problem-solving during a crisis situation, as well as Disaster Recovery, which focuses on restoring an organization's technology and systems after a disruption or disaster.

An important component of Emergency Preparedness and Response is the development of an Evacuation Plan, which outlines how an organization will evacuate its facilities in the event of an emergency. This plan is developed in conjunction with other elements of emergency preparedness and response, such as Threat Assessments and Vulnerability Assessments, which are used to identify and evaluate potential threats and vulnerabilities to the organization.

Facility Management is the practice of managing and operating facilities, including maintenance, repair, and alteration. In the context of an Advanced Skill Certificate in Strategic Facilities Management program, this includes an emphasis on long-term strategic planning and the integration of emergency preparedness and response into overall facilities management strategy.

In addition to the above terms, it is also important to consider concepts such as Recovery Point Objective (RPO) and Recovery Time Objective (RTO). RPO refers to the maximum tolerable period in which data might be lost due to a major incident, while RTO refers to the target time within which a business process must be restored after a disruption or disaster. These concepts are critical in ensuring that an organization can continue to operate effectively during and after a disruption or disaster.

In conclusion, an Advanced Skill Certificate in Strategic Facilities Management program covers a wide range of topics related to the management and operation of facilities, with a particular emphasis on emergency preparedness and response. Through the development of a BCP, crisis management plan, disaster recovery

plan, evacuation plan, threat assessments, and vulnerability assessments, organizations can ensure that they are well-prepared to manage and respond to a variety of disruptions and disasters. Additionally, understanding concepts such as RPO and RTO can help organizations ensure that they can continue to operate effectively during and after a disruption or disaster.

Advanced Skill Certificate in Strategic Facilities Management: A certificate program that focuses on providing advanced skills in strategic facilities management, including emergency preparedness and response.

Business Continuity Plan: A plan that outlines how an organization will continue to operate during and after a disruption or disaster. Related terms include: emergency management plan, disaster recovery plan.

Command and Control Center: A centralized location where emergency response activities are coordinated and managed. Related terms include: emergency operations center, incident command system.

Contingency Planning: The process of identifying potential emergencies and developing plans to respond to them. Related terms include: risk assessment, business impact analysis.

Crisis Communication: The communication strategies and tactics used during an emergency or crisis situation. Related terms include: media relations, stakeholder engagement.

Disaster Recovery Plan: A plan that outlines how an organization will recover from a disaster, including the restoration of critical systems and data. Related terms include: business continuity plan, emergency management plan.

Emergency Management Plan: A plan that outlines how an organization will respond to emergencies, including evacuation procedures and communication strategies. Related terms include: business continuity plan, disaster recovery plan.

Emergency Operations Center: A centralized location where emergency response activities are coordinated and managed during a disaster or emergency situation. Related terms include: command and control center, incident command system.

Emergency Preparedness: The state of being ready for an emergency or disaster, including having plans, procedures, and resources in place. Related terms include: emergency response, business continuity planning.

Emergency Response: The actions taken to respond to an emergency or disaster, including evacuation, first aid, and damage assessment. Related terms include: emergency preparedness, business continuity planning.

Exercise Program: A program that includes regular drills and exercises to test and improve emergency response plans and procedures. Related terms include: tabletop exercise, full-scale exercise.

Full-Scale Exercise: A simulated emergency response scenario that involves all relevant personnel and resources, designed to test and improve emergency response plans and procedures. Related terms include: tabletop exercise, exercise program.

Incident Command System: A management system used during emergencies and disasters to coordinate and manage response activities. Related terms include: command and control center, emergency operations center.

Media Relations: The management of communication with the media during an emergency or crisis situation. Related terms include: crisis communication, stakeholder engagement.

Risk Assessment: The process of identifying and evaluating potential risks and hazards. Related terms include: contingency planning, business impact analysis.

Stakeholder Engagement: The process of involving and communicating with all relevant stakeholders during an emergency or crisis situation. Related terms include: crisis communication, media relations.

Tabletop Exercise: A simulated emergency response scenario that involves key personnel, designed to test and improve emergency response plans and procedures. Related terms include: full-scale exercise, exercise program.

Business Impact Analysis: A process of identifying and evaluating the potential impact of a disruption or disaster on an organization's operations, including financial, reputational, and operational impacts. Related terms include: risk assessment, contingency planning.

Critical Infrastructure: The systems, networks, and assets that are essential to the functioning of a society, including power grids, transportation systems, and communication networks. Related terms include: emergency response, business continuity planning.

Disaster: A serious disruption or destruction caused by natural or human-made events, such as hurricanes, earthquakes, or terrorist attacks. Related terms include: emergency response, business continuity planning.

Emergency: An unexpected event that requires an immediate response to protect life, property, or the environment. Related terms include: emergency preparedness, emergency response.

Evacuation: The process of moving people from a dangerous or potentially dangerous location to a safer location. Related terms include: emergency response, emergency preparedness.

First Aid: The initial care given to a person who has been injured or

Business Continuity Planning: The process of creating a plan to ensure that an organization can continue to operate during and after a disruption or disaster. Related terms include: emergency preparedness, emergency response.

Crisis: A critical situation that requires immediate action to prevent or minimize damage. Related terms include: crisis communication, media relations.

Disaster Recovery: The process of restoring an organization's systems and data after a disaster. Related terms include: business continuity planning, emergency response.

Emergency Operations: The activities and procedures that are put in place during an emergency or disaster to protect life, property, and the environment. Related terms include: emergency preparedness, emergency response.

Emergency Response Plan: A plan that outlines the actions to be taken during an emergency or disaster, including evacuation procedures and communication strategies. Related terms include: business continuity plan, disaster recovery plan.

Exercise Design: The process of creating and planning an exercise program to test and improve emergency response plans and procedures. Related terms include: tabletop exercise, full-scale exercise.

Incident Management: The process of managing and coordinating the response to an emergency or disaster, including the deployment of resources and communication with stakeholders. Related terms include: incident command system, emergency operations center.

Recovery Planning: The process of creating a plan to restore an organization's systems and data after a disaster. Related terms include: business continuity planning, disaster recovery.

Risk Mitigation: The process of reducing or eliminating the potential impact of a risk or hazard. Related terms include: risk assessment, contingency planning.

Shelter-in-Place: The process of taking shelter in a building or other protected location during an emergency or disaster, rather than evacuating. Related terms include: emergency preparedness, emergency response.

Supply Chain Management: The process of managing the flow of goods and services from suppliers to customers, including the management of risks and disruptions. Related terms include: business continuity planning, emergency response.

It's important to note that emergency preparedness and response is an ongoing process that requires regular review and updating of plans and procedures to ensure that they remain current and effective. Additionally, it is important to involve all relevant stakeholders in the planning and preparation process to ensure that everyone is aware of their roles and responsibilities during an emergency or disaster.

In the context of Strategic Facilities Management, emergency preparedness and response is an essential component of ensuring the continuity of operations and protecting the safety and well-being of building occupants. Facility managers must be familiar with the relevant plans, procedures, and resources, and be

prepared to take appropriate actions during an emergency or disaster.

In conclusion, emergency preparedness and response is a critical aspect of Strategic Facilities Management, and it requires a comprehensive and integrated approach that includes risk assessment, contingency planning, business continuity planning, disaster recovery, and regular exercises and drills. By being prepared and having the necessary plans and procedures in place, facility managers can help to minimize the impact of emergencies and disasters, and ensure the continuity of operations.

It's also important to note that the glossary terms and concepts mentioned above are not exhaustive, and there may be other terms and concepts that are relevant in specific contexts or situations. Additionally, it's important to stay informed about the latest developments, best practices and regulations related to emergency preparedness and response, in order to ensure that your plans and procedures remain current and effective.

Active Shooter: An individual actively engaged in killing or attempting to kill people in a confined and populated area. In the context of strategic facilities management, it is essential to have emergency plans and protocols in place to protect occupants and minimize damage during an active shooter event. Related terms include: lockdown, evacuation, and reunification.

Business Continuity Plan (BCP): A document that outlines the critical business functions, resources, and procedures to maintain or restore business operations during and after a disruption. A BCP includes contingency plans for facilities, technology, human resources, and business processes. Related terms include: disaster recovery plan, risk assessment, and business impact analysis.

Command Center: A centralized location for managing emergency situations, providing resources, and coordinating response efforts. A command center should be equipped with communication systems, technology, and personnel to facilitate effective decision-making and response. Related terms include: emergency operations center, incident command system, and emergency management team.

Confined Space: An area that is large enough for a person to enter and perform work, but has limited or restricted means of entry and exit, and is not designed for continuous occupancy. In facilities management, it is essential to identify confined spaces and have emergency procedures in place for rescue and evacuation. Related terms include: permit-required confined space, confined space entry, and confined space rescue.

Crisis Communication Plan: A plan outlining the communication strategies and procedures for conveying critical information to stakeholders during a crisis. A crisis communication plan should address both internal and external communication and include protocols for media relations, social media, and employee communication. Related terms include: public relations, crisis management, and emergency communication.

Disaster Recovery Plan (DRP): A document that outlines the steps and procedures for restoring critical technology systems and data after a disruption. A DRP should include strategies for data backup, system

recovery, and alternative work arrangements. Related terms include: business continuity plan, risk assessment, and business impact analysis.

Emergency Management: The process of preparing for, responding to, recovering from, and mitigating the impact of emergencies or disasters. Emergency management involves a coordinated effort among various stakeholders, including government agencies, first responders, and private organizations. Related terms include: incident management, emergency operations center, and emergency response.

Emergency Operations Center (EOC): A centralized location for managing and coordinating emergency response and recovery efforts. An EOC is staffed with trained personnel and equipped with communication systems, technology, and resources to facilitate effective decision-making and response. Related terms include: command center, incident command system, and emergency management team.

Emergency Response Plan (ERP): A document that outlines the procedures and protocols for responding to emergencies or disasters. An ERP should include evacuation plans, communication procedures, and resource allocation strategies. Related terms include: business continuity plan, risk assessment, and disaster recovery plan.

Evacuation: The process of leaving a building or area due to an emergency or potential threat. In facilities management, it is essential to have evacuation procedures in place, including designated evacuation routes, assembly areas, and communication protocols. Related terms include: evacuation drill, fire safety, and shelter-in-place.

Fire Safety: The practices and procedures for preventing, detecting, and responding to fires. Fire safety includes the installation and maintenance of fire alarms, sprinklers, and extinguishers, as well as regular fire drills and employee training. Related terms include: evacuation, fire code, and fire marshal.

First Aid: The initial care given to a person who has been injured or become ill before medical treatment can be accessed. In facilities management, it is essential to have trained first aid personnel and resources available to provide immediate care in the event of an injury or illness. Related terms include: CPR, automated external defibrillator (AED), and emergency medical services.

Hazard: A situation or condition with the potential to cause harm or damage, such as a natural disaster, human-made event, or equipment failure. In facilities management, it is essential to conduct regular risk assessments to identify and mitigate potential hazards. Related terms include: risk assessment, emergency preparedness, and hazard mitigation.

Hazard Mitigation: The process of reducing or eliminating the impact of a hazard through proactive measures. Hazard mitigation includes strategies such as structural retrofitting, land use planning, and public education. Related terms include: risk assessment, emergency preparedness, and disaster recovery.

Incident Command System (ICS): A standardized management structure for emergency response and

recovery efforts. ICS provides a clear chain of command, defined roles and responsibilities, and communication protocols to facilitate effective coordination and decision-making. Related terms include: emergency operations center, command center, and emergency management team.

Lockdown: A security protocol in which building occupants are restricted from entering or exiting the building due to a potential threat. In facilities management, it is essential to have lockdown procedures in place, including communication protocols and designated safe areas. Related terms include: active shooter, shelter-in-place, and evacuation.

Medical Emergency: An unexpected event that requires immediate medical attention, such as a heart attack, stroke, or injury. In facilities management, it is essential to have trained personnel and resources available to provide emergency medical care. Related terms include: first aid, CPR, and automated external defibrillator (AED).

National Incident Management System (NIMS): A standardized management framework for emergency response and recovery efforts. NIMS provides a common language, incident command structure, and resource management system to facilitate interagency coordination and communication. Related terms include: Incident Command System, emergency operations center, and emergency management team.

Occupational Health and Safety: The practices and procedures for ensuring the safety and well-being of building occupants in the workplace. Occupational health and safety includes strategies such as employee training, equipment maintenance, and hazard identification and mitigation. Related terms include: risk assessment, emergency preparedness, and regulatory compliance.

Permit-Required Confined Space: A confined space with potential hazards that require a permit for entry, such as atmospheric hazards, hazardous materials, or engulfment hazards. In facilities management, it is essential to have procedures in place for identifying permit-required confined spaces and providing adequate training, equipment, and supervision for entry. Related terms include: confined space, confined space entry, and confined space rescue.

Public Health Emergency: An unexpected event that poses a significant threat to public health and safety, such as a pandemic, bioterrorism attack, or natural disaster. In facilities management, it is essential to have emergency response and recovery plans in place to protect building occupants and minimize the impact of a public health emergency. Related terms include: emergency preparedness, business continuity plan, and disaster recovery plan.

Risk Assessment: The process of identifying, evaluating, and prioritizing potential hazards and risks in a facility. A risk assessment should include both natural and human-made hazards, as well as potential impacts on building occupants, infrastructure, and operations. Related terms include: emergency preparedness, hazard mitigation, and business impact analysis.

Shelter-In-Place: A security protocol in which building occupants are instructed to remain inside the

building due to a potential threat, such as a chemical spill, biological hazard, or severe weather event. In facilities management, it is essential to have shelter-in-place procedures in place, including communication protocols and designated safe areas. Related terms include: lockdown, active shooter, and evacuation.

Training: The process of educating and preparing personnel for emergency response and recovery efforts. Training should include both classroom instruction and hands-on exercises, as well as regular updates and refresher courses. Related terms include: drills, exercises, and certification.

Uninterruptible Power Supply (UPS): A device that provides emergency power to a facility in the event of a power outage. A UPS is typically used to protect critical systems and equipment, such as computer servers, data centers, and emergency lighting. Related terms include: power failure, generator, and surge protection.

Virtual Emergency Operations Center (VEOC): A remote location or system for managing and coordinating emergency response and recovery efforts. A VEOC can include communication systems, technology, and resources to facilitate effective decision-making and response, and can be used in conjunction

Business Continuity Planning (BCP): A process of creating systems of prevention and recovery to deal with potential threats to a company. Includes analyzing business processes, identifying potential threats, and creating plans to mitigate the impact of these threats. Related terms: disaster recovery, risk management, continuity of operations.

Communication Plan: A document outlining the procedures and methods for effectively communicating during an emergency. Includes designating primary and secondary communication methods, establishing a chain of command, and outlining procedures for notifying employees, customers, and stakeholders. Related terms: emergency notification system, crisis communication, mass communication.

Continuity of Operations Plan (COOP): A plan for ensuring the continuation of essential functions during and after an emergency. Includes identifying critical operations and functions, establishing alternate locations and resources, and outlining procedures for maintaining operations during and after an emergency. Related terms: business continuity planning, disaster recovery, risk management.

Disaster Recovery: The process of restoring an organization's IT infrastructure and systems after a disaster. Includes data backup and recovery, system restoration, and testing and maintenance of recovery systems. Related terms: business continuity planning, continuity of operations, risk management.

Emergency Management: The process of coordinating and integrating resources to prepare for, respond to, and recover from emergencies. Includes planning, training, exercising, and evaluating emergency response capabilities. Related terms: disaster recovery, business continuity planning, risk management.

Emergency Operations Center (EOC): A central location for managing emergency response and coordinating resources. Includes communication equipment, maps, plans, and personnel necessary for managing emergencies. Related terms: command center, emergency management, incident command

system.

Emergency Response Plan (ERP): A plan for responding to and managing emergencies. Includes procedures for evacuation, shelter-in-place, lockdown, and other emergency response actions. Related terms: emergency management, emergency operations center, incident command system.

Exercise: A simulated emergency response used to test and evaluate emergency response plans and capabilities. Includes tabletop exercises, functional exercises, and full-scale exercises. Related terms: emergency management, emergency response plan, training.

First Responder: A person who is trained to respond to and manage emergencies, such as firefighters, police officers, and emergency medical technicians. Related terms: emergency management, emergency response plan, incident command system.

Hazard Analysis: The process of identifying and evaluating potential hazards and risks. Includes identifying sources of hazards, evaluating the likelihood and consequences of hazards, and developing plans to mitigate the impact of hazards. Related terms: risk management, business continuity planning, disaster recovery.

Incident Command System (ICS): A standardized management system used for responding to and managing emergencies. Includes a clear chain of command, standardized communication procedures, and a common terminology. Related terms: emergency management, emergency operations center, emergency response plan.

Mass Notification System: A system for sending emergency alerts and notifications to large numbers of people. Includes text messages, emails, and voice messages. Related terms: communication plan, emergency notification system, crisis communication.

Recovery: The process of restoring an organization's operations and systems after an emergency. Includes data recovery, system restoration, and testing and maintenance of recovery systems. Related terms: disaster recovery, business continuity planning, risk management.

Risk Assessment: The process of identifying and evaluating potential risks to an organization. Includes identifying sources of risk, evaluating the likelihood and consequences of risks, and developing plans to mitigate the impact of risks. Related terms: hazard analysis, business continuity planning, disaster recovery.

Shelter-in-Place: A procedure for protecting people from hazardous materials or weather conditions by remaining indoors. Related terms: emergency response plan, disaster recovery, business continuity planning.

Tabletop Exercise: A simulated emergency response used to test and evaluate emergency response plans and capabilities. Participants discuss and make decisions as if an actual emergency were occurring. Related terms: exercise, emergency management, emergency response plan.

Training: The process of educating and preparing employees for emergency response. Includes training on emergency response procedures, hazard identification and mitigation, and the use of emergency response equipment. Related terms: exercise, emergency management, emergency response plan.

Unified Command: A management system used during large-scale emergencies involving multiple agencies. Includes a single command structure with representatives from each agency. Related terms: incident command system, emergency management, emergency response plan.

Vulnerability Assessment: The process of identifying and evaluating weaknesses in an organization's emergency response capabilities. Includes evaluating the effectiveness of emergency response plans, identifying gaps in resources, and developing plans to mitigate the impact of weaknesses. Related terms: risk assessment, hazard analysis, business continuity planning.