



**GUILFORD COUNTY**  
**DEPARTMENT OF EMERGENCY SERVICES**  
EMERGENCY MANAGEMENT DIVISION



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## Frequently Asked Questions about COOP

### **What is a Continuity of Operations Plan (COOP)?**

A Continuity of Operations Plan, or COOP, provides a way for organizations to ensure that they are able to continue providing essential functions in the event of a variety of different emergencies that could interrupt the normal operating environment.

### **What is an essential function?**

Essential functions are those activities that an organization does that need to be continued at all times, regardless of the situation. For example, an agency charged with paying employees needs to be able to continue to do that regardless of any circumstances that may arise.

### **Why should our organization do Continuity of Operations Planning?**

The community relies on your agency for specific programs, services, and support regardless of circumstances beyond your control. Through COOP planning, your agency can prepare for these unexpected disruptions and allow your agency to return to operations in a timely manner.

### **How will the training help my agency?**

The training will cover Continuity of Operations Planning concepts, the need for a comprehensive plan, and instructions on completing the COOP Template to facilitate a quick plan creation.

### **What will my agency end up with if we participate in the program?**

Your agency will receive access to COOP training, a COOP planning template, a sample COOP and a one-on-one coaching process to assist your agency in creating a COOP plan for each of your facilities.

### **My agency has multiple buildings/locations. Will we only have one COOP for all the buildings?**

COOP best practices suggest that an agency have a COOP for each physical location to facilitate a quick implementation of a site specific plan when the facility may be compromised.

### **Who should attend the training?**

Your agency should send the individuals who you expect to be the COOP Program Managers to the training session. A COOP Program Manager will be the organization's coordinator for continuity of operations planning and implementation. If your agency will be having multiple COOPS then the COOP Program Managers for each facility should attend.