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ADS Chapter 524

Emergency Management

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Functional Series 500 – Management Services**ADS 524 – Emergency Management**POC for ADS 524: **Steven Lowery, (202) 712- 0182, stlowery@usaid.gov****Table of Contents**

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ADS Chapter 524 – Emergency Management

524.1 OVERVIEW

Effective Date: 02/02/2016

At the United States Agency for International Development (USAID), safeguarding the welfare of our employees, contractors, and visitors is our highest priority. The USAID emergency management program is designed to protect life, property, the environment, and USAID operations in the event of a disruption, disaster, or emergency through a comprehensive program of mitigation, preparedness, response, and recovery at USAID Washington (USAID/W) locations.

The purpose of this ADS chapter is to codify emergency management best practices; ensure a common understanding of roles and responsibilities before, during, and after an emergency; and establish a foundation of progressive planning at USAID to improve preparedness and increase resiliency.

524.2 PRIMARY RESPONSIBILITIES

Effective Date: 11/15/2021

a. The **Bureau for Management, Office of Management Services (M/MS)** is responsible for emergency preparedness in the event of a disruption, disaster, or emergency at USAID/W facilities. The M/MS:

- Develops, coordinates, and implements the Occupant Emergency Program at USAID/W facilities,
- Is responsible for Continuity of Operations (COOP) planning and implementation (see [ADS 531, Continuity of Operations \(COOP\) Program](#)), and
- Coordinates emergency preparedness and continuity planning and training overseas in collaboration with the Office of Security (SEC), Bureau for Humanitarian Assistance (BHA), USAID Mission Directors, and the Department of State (DOS).

At the onset of an emergency, M/MS compiles the inputs of relevant Bureaus and Independent Offices (B/IOs) to advance Agency-level operational emergency response strategies focused on the protection and safety of USAID personnel, facilities, and overseas management operations.

b. The **Director, M/MS** is USAID's Designated Official (DO) or Incident Commander (IC) for Emergency Preparedness. The **Division Chief, M/MS, Headquarters Management Division (M/MS/HMD)** is USAID's Designated Alternate Official (DAO) for Emergency Preparedness. The **Deputy Director, M/MS** is USAID's Alternate to the Designated Alternate Official (ADAO) for Emergency Preparedness. During an emergency, the DO, DAO, or ADAO will serve as the IC, with overall authority and responsibility for the management of all incident operations for USAID during

emergency incidents.

The order of succession if the DO is incapacitated or unavailable is as follows:

1. DAO;
2. ADAO;
3. Bureau for Management, Senior Deputy Assistant Administrator (M/SDAA); and
4. Bureau for Management, Assistant Administrator (AA/M).

At USAID/W facilities, the DO designates an M/MS Occupant Emergency Coordinator (OEC) and ensures the OEC is trained on their responsibilities before, during, and following an incident. The DO, DAO, or ADAO will assume the duties of the OEC or appoint another to assume the functional responsibilities, if the OEC is incapacitated or unavailable.

c. The M/MS Occupant Emergency Coordinator (OEC) oversees the day-to-day Occupant Emergency Plan (OEP) activities including Occupant Emergency Organization (OEO) recruitment planning, testing, training, and exercises. In conjunction with USAID's building managers for each USAID/W facility, the OEC solicits the assistance of the landlord in the establishment and implementation of plans in USAID-leased space (such as the OEP or event-specific plans).

The M/MS OEC may assume the duties as the IC during emergency incidents per the National Incident Management System (NIMS) if the DO, DAO, or ADAO are incapacitated or unavailable.

d. The Office of Civil Rights and Diversity (OCRD) maintains the Emergency Assistance Reasonable Accommodation Program (see section 524.3.4 for more details on this program).

e. The Office of Human Capital and Talent Management (HCTM) is responsible for [ADS Chapter 405, Telework](#) and [ADS Chapter 480, Leave](#) and provides guidance and approves weather-related operation status notices.

f. The Bureau for Management/Chief Information Officer (M/CIO) ensures the USAID Active Directory is updated nightly into the [Agency Emergency Notification System \(ENS\)](#).

g. The Office of Security (SEC) provides information and guidance regarding security incidents that affect personnel at USAID Missions and/or staff. As appropriate, a SEC representative liaises with the Department of State's Bureau of Diplomatic Security (DS) and provides intelligence briefings and analyses. The SEC/Command Center (AIDCC) monitors, communicates, and responds to issues impacting safety and

security of all USAID personnel, facilities, and partners. The AIDCC coordinates with the M/MMS DO, DAO, ADAO, and OEC.

h. Bureau/Independent Office (B/IO) Administrative Management Specialists (AMS) Officers ensure their staff's organization (B/IO) designation, work location and address, office or cubicle, and USAID-issued work and mobile telephone numbers are correct and submit any updates to M/CIO for the USAID Active Directory.

524.3 POLICY DIRECTIVES AND REQUIRED PROCEDURES

524.3.1 USAID's Occupant Emergency Organization

Effective Date: 11/15/2021

The DO, DAO, or ADAO establishes, staffs, and trains an OEO to manage emergency preparedness and coordinate a response in the event of an emergency. As appropriate, the DO, DAO, or ADAO activates and coordinates the actions of the OEO during and after an emergency.

The Agency OEC ensures the DO, DAO, or ADAO, and other members of the OEO are trained in their roles and responsibilities and equipped with identifying garments (such as hats or vests). The Agency OEC also ensures that the contact information and roster of OEO personnel is updated and made available to B/IO OECs. B/IO OECs must notify the Agency OEC of any changes to the OEO roster.

524.3.2 Facility Security Council

Effective Date: 11/15/2021

The purpose of the Facility Security Council (FSC) is to discuss and implement the standards and best practices developed by the Interagency Security Committee (see [Occupant Emergency Program: An Interagency Security Committee Guide, March 2013](#)). The FSC has no function during emergencies and serves to support interagency coordination regarding security and emergency preparedness before or after an incident occurs.

M/MMS or SEC (Domestic Security Branch) attends or delegates a representative to attend FSC meetings.

524.3.3 USAID/W Occupant Emergency Program

Effective Date: 11/15/2021

The USAID/W Occupant Emergency Program serves to inform and prepare USAID personnel in USAID/W facilities regarding actions that occupants should take to ensure their safety during an emergency. The program includes plans, training, and drills at all USAID/W facilities in the event of an incident inside or immediately surrounding a facility by providing facility-specific response procedures for occupants to follow.

USAID/W Facility Occupant Emergency plans can be found at: [USAID/W Facility Occupant Emergency Plans](#).

The following individuals have key roles in the USAID/W Occupant Emergency Program:

a. **DO/DAO/ADAO:**

- Develops, implements, and maintains an Occupant Emergency Program for the Agency;
- Develops, approves, activates, implements, and maintains an OEP for each USAID/W facility and updates the plans on an annual basis;
- Initiates appropriate action according to the OEP, when there is advance notice of an emergency;
- Initiates action to evacuate or relocate occupants, as appropriate, in accordance with the OEP, by sounding the fire alarm or by other appropriate means;
- Coordinates with AIDCC, as well as local emergency responders during the incident and with the security provider on facility security-related matters; and
- Represents USAID's interests to public safety and response agencies in conjunction with the General Services Administration (GSA) and other key stakeholders.

b. **M/MS** Occupant Emergency Coordinator:

- Ensures a process for evacuation and accountability is in place for all occupants, and ensure managers, supervisors, and others, as appropriate, understand their responsibilities for the safety of any visitors in the work area if the OEP is activated;
- Shares and reconciles any planning conflicts, and exercises OEP procedures with other tenants of the facility, GSA (if applicable), Federal Protective Service (FPS), onsite contractor representatives, adjacent facilities, local fire and emergency medical services, local emergency planning committee, and local law enforcement agencies;
- As a member of the OEO, participates in coordinating a response to an emergency, as appropriate. Note: In the absence of the M/MS DO, DAO, and/or ADAO, the M/MS OEC may assume the duties of the IC, per Section 5.3.2 OEC of the [Occupant Emergency Program: An](#)

Interagency Security Committee Guide, March 2013 and in accordance with the Incident Command System (ICS) outlined in National Incident Management System (NIMS), Third Edition, October 2017, during emergency incidents;

- Provides a summary explanation about an incident and a response to senior management for possible distribution to occupants upon re-entry to the facility following an emergency; and
- Conducts after-action reviews and meetings to identify and coordinate any corrective measures to the plan and response.

c. B/IO Assistant Administrators (AAs), Assistants to the Administrator (AtAs), Deputy Assistant Administrators (DAAs), and Office Directors:

- Ensure those occupants under their supervision with self-identified assistance needs can be accounted for during an incident;
- Identify any volunteer(s) willing to assist person(s) with disabilities or needing assistance;
- Ensure that, during an emergency, all occupants in the office or suite check-in at the designated evacuation assembly site, remain there, and comply with any instructions given by the OEO or emergency responders;
- Inform personnel when they can re-enter the facility after the “all clear” announcement is given;
- Communicate management’s decisions if the facility is unable to be reoccupied following an emergency;
- Ensure new and current personnel under their supervision are aware of the building-specific OEO, OEPs, and actions expected during any emergency; and
- Participate in testing, training, and drills, as appropriate, specific to OEPs.

d. B/IO OECs:

- Ensure occupants identified as requiring assistance during an evacuation or shelter-in-place have a customized plan that includes the assistance required, the name of the person(s) volunteering to assist, the method for maintaining accountability, the type of equipment required (if any), and the evacuation route from the assigned occupant’s workspace;

- Oversee the day-to-day OEP activities for each B/IO, including OEO recruitment planning, testing, training, and exercises;
- Ensure the contact information and roster of B/IO OEO personnel is updated and made available to employees and contractors;
- Proceed to the Evacuation Assembly Site (EAS) to receive accountability reports from the Evacuation Accountability Monitor;
- Assist the M/MS OEC and/or DO, DAO, or ADAO; and
- Inform the M/MS DO, DAO, or ADAO of any problems encountered during evacuation.

e. B/IO Monitors:

- Are responsible for the orderly and safe evacuation of all employees located on the floor;
- Maintain an orderly evacuation down the stairwell and keep people moving safely;
- Ensure employees and visitors needing assistance evacuating are either brought to the Areas of Refuge (inside evacuation stairwells) or are assisted out of the building;
- Check all rooms (meeting rooms, bathrooms, and galleys) in their assigned area of responsibility, inform any remaining personnel of the need to evacuate immediately using the nearest stairwell and to report to their assigned EAS; and
- Report floor clearance status and/or any issues to the Agency OEC.

f. Task Force:

The Administrator (A/AID) may authorize the establishment of an Agency Task Force and appoint an Executive Director to lead the Task Force in support of a crisis, emerging crisis, or a crisis that requires broad agency support, as determined by the A/AID. During its operation, the Task Force:

- Brings together the inputs of relevant B/IOs to advance Agency-level emergency response strategies;
- Coordinates the actions of B/IOs with specific emergency response roles and authorities;

- Delegates and coordinates the Agency's non-humanitarian response; and
- Collaborates within the Agency and, as appropriate, with the United States Government (USG) interagency and external stakeholders to achieve crisis response goals (see [ADS 112, Standard Operating Procedures for Task Forces](#)).

524.3.4 Emergency Assistance Reasonable Accommodation Program

Effective Date: 11/15/2021

USAID is committed to complying with the requirements of the Rehabilitation Act of 1973, the Americans with Disabilities Amendments Act of 2008 (ADAA), and Title VII of the Civil Rights Act of 1964, by providing reasonable accommodation to persons with disabilities, short-term disabilities, and those with sincerely held religious beliefs and/or practices.

524.3.4.1 Requesting a Reasonable Accommodation for a Disability

Effective Date: 11/15/2021

Anyone who anticipates needing individualized assistance in an emergency because of a disability must email the OCRD/Reasonable Accommodation Manager (RAM) at reasonableaccommodations@usaid.gov to request an accommodation. For more information about reasonable accommodations for individuals with disabilities, refer to [ADS 111, Procedures for Providing Reasonable Accommodation for Individuals with Disabilities](#). Please note that this email address is not intended to receive requests for help during an emergency and staff should plan ahead if they anticipate needing an accommodation.

Based on the information voluntarily provided to the RAM and consistent with applicable Federal laws, regulations, guidance, and USAID policies, the RAM will determine eligibility for accommodation in coordination with the employee and first-line supervisor. If the RAM and subsequent parties mentioned above determine that an applicant is eligible for an accommodation, the RAM will coordinate with the employee's B/IO AMS Officer and M/MS personnel and other officials, as appropriate, to develop an Individual Emergency Action Plan (I-EAP). USAID understands that information that applicants provide may be sensitive and will only disclose that information following applicable laws and regulations.

524.3.4.2 Requesting an Accommodation for a Religious Belief or Practice

Effective Date: 11/15/2021

Employees and applicants may request an emergency-related accommodation for a sincerely held religious belief or practice. If you require accommodation due to religious reasons, managers can grant religious accommodations without seeking guidance from OCRD. For more information about accommodations and emergency-related relief for a religious belief or practice, contact OCRD's Diversity, Equity, and Inclusion Division, Affirmative Employment Program at [ocrd-diversity-](#)

Inclusion@usaid.gov. For more information about “What You Should Know: Workplace Religious Accommodation,” visit the U.S. Equal Employment Opportunity Commission’s (EEOC’s) internet page at: <https://www.eeoc.gov/laws/guidance/what-you-should-know-workplace-religious-accommodation>.

For non-U.S. citizen local staff outside the territorial limits of the United States, emergency-related accommodations based on religious beliefs and practices may be based on local law considerations, as necessary. Management should consult with the Resident Legal Officer (RLO), who may in turn consult local counsel, as needed. Post management, however, is encouraged to engage with local staff to address requests as early as possible.

524.3.5 Emergency Notification

Effective Date: 11/15/2021

USAID/W facility occupant notifications include notifying on-site and off-site occupants with both immediate and ongoing communications. An emergency incident could disrupt USAID’s capability to use the internet, telecommunication, or electricity for other means of communication. USAID’s communication plan incorporates redundant means of notification such as:

- Text and text-to-voice messages,
- Live and recorded audio messages,
- Computer desktop and desk phone pop-up text messages and alerts,
- Building public address systems,
- Emails,
- Two-way radios,
- Cell phones,
- Megaphones,
- Emergency call trees,
- Intranet Web site posting, and
- U.S. Office of Personnel Management (OPM) announcements.

The M/MS DO, DAO, ADAO, and/or the Office of Security, Operations Division (SEC/OD) Deputy Director or Operations Chief prepare and distribute all emergency notifications for incidents that impact the operations, working conditions, and scheduled

working hours of USAID/W personnel. Based on the M/MS DO, DAO, ADAO, or the SEC/OD Deputy Director or Operations Chief's discretion, emergency notifications will include applicable guidance from the AAM and HCTM and will be vetted with the Executive Secretary, when feasible. However, due to the exigency of circumstances, the designated ENS Operators for M/MS or the AIDCC are authorized to send emergency notifications without vetting from the M/MS DO, DAO, ADAO, and/or the SEC/OD Deputy Director or Operations Chief.

If a B/IO needs to send an emergency notification, they can email M/MS at readiness@usaid.gov or the USAID Command Center at USAIDCommandCenter@USAID.gov or call (202) 712-1234, option 7 to request that a message be distributed.

524.3.5.1 Guidance for Sending Emergency Notifications

Effective Date: 11/15/2021

USAID's ENS must not be used to communicate general media information. ENS notifications should be used in conjunction with:

- Emergency and disaster preparedness and response;
- Facility evacuation;
- Shelter-in-place;
- Lockdown procedures;
- Communication and accountability drills;
- Training and exercises;
- Extreme weather events that pose an immediate or direct threat to USAID facilities, operations, or staff;
- Emergency and security alerts or threats;
- Emergency and security follow-up or status updates; and
- All clear and continuity/recovery information.

524.3.5.2 Emergency Notification Systems

Effective Date: 11/15/2021

The M/MS DO, DAO, or the ADAO, and their designated staff, should determine whether to use the [ENS](#) to send out a message, based on the time of day, type of

message, urgency of the message, and system that will reach the largest audience across the most communication channels.

The following systems are available for USAID emergency notification:

- Agency Notice;
- ENS; and
- Voice over Internet Protocol (VoIP) System.

524.3.5.3 Emergency Confirmation

Effective Date: 11/15/2021

Upon knowledge or identification of an emergency or dangerous situation involving an immediate threat to the health or safety of USAID staff, contractors, or visitors, USAID M/M/S personnel will initiate the following:

- Confirm the existence of a credible emergency event or dangerous situation;
- Determine message content and appropriate notification methods;
- Determine appropriate distribution (*i.e.*, USAID/W, B/IO, or USAID facility) to notify; and
- Initiate appropriate emergency notification system(s).

524.3.5.4 Notification Guidelines

Effective Date: 05/27/2020

Upon confirmation that an emergency situation actually poses, or may reasonably be expected to pose, an immediate threat to life, safety, or security of the USAID workforce or its facilities, an authorized USAID Security and/or Health and Safety and Emergency Management emergency alert system operator will initiate emergency notifications without delay, unless sending such a message will, in the professional judgment of the responsible USAID authorities, create a more serious emergency and/or compromise USAID's efforts to contain the emergency.

The following criteria must be considered to determine if emergency notification is warranted:

1) Hazard Identification/Characteristics

- What is the hazard?
- What is the impact to the USAID workforce or its facilities?

2) Life Safety/Property Protection

- What is the potential for death or serious injury?
- What is the potential for damage to property and facilities?
- What is the potential for disruption to the normal course of business?

3) Urgency

- How soon does the message need to go out (minutes, hours, days)?
- Is there time to obtain approvals?

4) Audience

- Who needs to be alerted and where (*i.e.*, USAID/W, B/IO, or USAID facility)?

524.3.5.5 Message Language
Effective Date: 11/15/2021

Pre-scripted messages/alerts (*e.g.*, weather, fire, active shooter, etc.) have been created within USAID's emergency notification systems. Additionally, HCTM has pre-scripted templates for Operating Status Agency Notices that ENS Operators can utilize based on OPM weather-related operating status.

Ad hoc message language and wording will be governed by the following:

- The M/MS DO, DAO, ADAO, and/or the SEC/OD Deputy Director or Operations Chief, or authorizing B/IO must approve message wording in the notification as outlined in section 524.3.5. However, due to the exigency of circumstances, the designated ENS operators for M/MS or AIDCC are authorized to send emergency notifications without vetting from the M/MS DO, DAO, ADAO, and/or the SEC/OD Deputy Director or Operations Chief.
- Length of message is dictated by the distribution method selected.
- Messages should include several key elements:
 - a. Indicate the notification is from USAID in the beginning of the message.
 - b. Type of message (*e.g.*, Fire, Rescue, Infrastructure, Security, Health, Safety, Meteorological, Environmental, Transportation, other) and priority level (*e.g.*, high, moderate, low, informational, unknown).

- c. Brief description of the event or incident.
- d. Actions the affected population should take (*i.e.*, evacuate the building, avoid areas, shelter-in-place, or all-clear, etc.).
- e. Tutorial or educational simplification if the target audience is unfamiliar with terminology or requirement.

524.3.5.6 Accountability

Effective Date: 11/15/2021

Emergency incidents create challenges in obtaining accountability such as confusion at outside evacuation assembly sites/rally points, telework, and compressed work schedules. USAID facility OEPs require these steps to account for all employees, contractors, personal services contractors (PSCs), and visitors during or after an emergency:

- Designated evacuation assembly sites/rally points where employees, contractors, PSCs, and visitors can gather after evacuating.
- Each B/IO takes a head count after the evacuation, identifies the names and last known locations of anyone unaccounted for, and passes information to the DO, DAO, ADAO, or M/MS OEC.
- Ensure areas of refuge, stairwells, meeting rooms, galleys, and bathrooms have been checked for individuals who are mobility challenged.
- Account for other individuals in Agency space such as visitors or contractors.
- Account for personnel who are on leave, teleworking, or off-site.

524.3.6 Incident Response

Effective Date: 11/15/2021

M/MS staff is responsible for responding to any incident affecting USAID/W personnel, property, and/or operations. Due to the nature of their mission, M/MS personnel may be required to be on-call and respond to incidents/emergencies after-hours. As such, M/MS personnel are considered essential for the safe and efficient performance of protective services of USAID personnel, property, and/or operations.

524.3.7 Occupancy Standards

Effective Date: 11/15/2021

The occupancy standards provided below apply to all USAID/W facilities at all times. If conditions at any USAID/W facility fail to meet the minimum occupancy standards provided below, that facility must not remain occupied. To report a USAID/W facility that

does not meet the minimum occupancy standards, [email readiness@usaid.gov](mailto:email_readiness@usaid.gov). The DO, DAO, or ADAO will make the determination and recommendation if a building needs to be closed per the occupancy standards below.

- a. Telephone Service: Any USAID/W facility without desktop phone service must be closed within 60 minutes of the phone service being continuously disrupted.
- b. Lighting: Any USAID/W facility experiencing a loss of normal lighting must be closed immediately. The [GSA Facility Standards for Public Building Service \(PBS\) 14727 P100 Chapter 7 - Fire Protection and Life Safety](#) does not consider a building to be safe for routine occupancy when a loss of normal lighting has occurred. While most back-up lighting systems offer 90 minutes of minimal emergency lighting, 90 minutes of emergency illumination is based strictly on the need to provide building occupants a reasonable amount of time to evacuate the building until normal lighting has been restored.
- c. Potable Water: In accordance with [29 CFR 1910.141\(b\)\(1\)\(i\)](#), any USAID/W facility without water service must be closed within 60 minutes of water service being disrupted.
- d. Restroom Facilities: In accordance with [29 CFR 1910.141\(c\)\(1\)\(i\)](#), any USAID/W facility without adequate restroom facilities must be closed within 60 minutes of restroom facilities being unavailable.
- e. Electricity: In accordance with [GSA Facility Standards for Public Building Service \(PBS\) 14727 P100 Chapter 7 - Fire Protection and Life Safety](#), any USAID/W facility experiencing a loss of electricity must be closed immediately.
- f. Fire Sprinklers: In accordance with [GSA Facility Standards for Public Building Service \(PBS\) 14727 P100 Chapter 7 - Fire Protection and Life Safety](#), any USAID/W facility experiencing a loss of fire sprinklers must be closed immediately.
- g. Temperature: As adapted from [ANSI/ASHRAE 55-2010](#), the highest indoor temperature allowed (with 60% humidity) is 82 degrees. The lowest indoor temperature (with 60% humidity) is 68 degrees. Any occupancy zone that cannot be restored to an acceptable temperature within 60 minutes must be closed.
- h. Noise Levels: Any USAID/W facility with noise levels in excess of permissible noise exposure taken from [29 CFR 1910.95\(b\)\(2\)](#) must be closed immediately.

524.4 MANDATORY REFERENCES

524.4.1 External Mandatory References

Effective Date: 11/15/2021

- a. [29 CFR 1910.141, Occupational Safety and Health Administration](#)

- b. [41 CFR 102-74, Facility Management](#)
- c. [Federal Continuity Directive 1 – Federal Executive Branch National Continuity Program and Requirements, Revised January 17, 2017](#)
- d. [Federal Continuity Directive 2 – Federal Executive Branch Mission Essential Functions and Candidate Primary Mission Essential Functions Identification and Submission Process, Revised June 13, 2017](#)
- e. [Federal Protective Service Guidance for Occupant Emergency Planning](#)
- f. [GSA PBS 14727 P100 Chapter 7 - Fire Protection and Life Safety](#)
- g. [National Incident Management System \(NIMS\), Third Edition, October 2017](#)
- h. [Occupant Emergency Program: An Interagency Security Committee Guide, March 2013](#)
- i. [Occupational Safety and Health Administration Evacuation Plans and Procedures eTool](#)

524.4.2 Internal Mandatory References

Effective Date: 11/15/2021

- a. [ADS Chapter 111, Procedures for Providing Reasonable Accommodation for Individuals with Disabilities](#)
- b. [ADS Chapter 112, Standard Operating Procedures for Task Forces](#)
- c. [ADS Chapter 504, Agency Notices](#)
- d. [ADS Chapter 530, Emergency Planning Overseas](#)
- e. [ADS Chapter 531, Continuity of Operations \(COOP\) Program](#)
- f. [USAID Continuity of Operations Plans](#)
- g. [USAID Facility Occupant Emergency Program](#)

524.5 ADDITIONAL HELP

Effective Date: 11/15/2021

- a. [Emergency Call Tree Procedures](#)
- b. [Emergency Notification Standard Operating Procedures](#)

- c. [Emergency Notification System \(ENS\)](#)
- d. [Fire Drill Evacuation Form](#)
- e. [Occupant Emergency Program Standard Operating Procedures](#)
- f. Reasonable Accommodation Forms
 - [AID 111-3 \(Denial of Reasonable Accommodation Request\)](#)
 - [AID 111-4 \(Reasonable Accommodation Information Reporting\)](#)
 - [AID 111-6 \(Confirmation of Request for Reasonable Accommodation\)](#)
- g. Staff/Personnel Accountability Forms
 - [AID 524-2 \(Personnel Accountability Exercise\)](#)
 - [AID 524-3 \(Staff Accountability Roster\)](#)
- h. [The Federal Protective Service Secure Facilities, Safe Occupants, Occupant Emergency Plans, Development, Implementation and Maintenance, Updated May 2010](#)
- i. [The Federal Protective Service Secure Facilities, Safe Occupants, Occupant Emergency Plans, Supplement 1: Emergency Situations, Updated May 2010](#)

524.6 **DEFINITIONS**
Effective Date: 11/15/2021

See the [ADS Glossary](#) for all ADS terms and definitions.

Continuity of Operations (COOP)

An effort within individual organizations to ensure they can continue to perform their essential functions during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies. (**Chapters [405](#), [511](#), [524](#), [531](#)**)

Designated Official (DO)

The designated official (as defined in Federal Management Regulation, Subchapter C-Real Property §102-71.20) is responsible for developing, implementing, and maintaining an Occupant Emergency Plan (as defined in §102-71.20 of this chapter). The Designated Official's responsibilities include establishing, staffing, and training an Occupant Emergency Organization with agency employees. Federal agencies, upon approval from GSA, must assist in the establishment and maintenance of such plans and organizations. The Designated Alternate Official (DAO) serves as the DO if the DO is incapacitated or otherwise unavailable. (**Chapter [524](#)**)

Emergency

A sudden, unexpected, or impending situation that requires prompt action to protect life, property, and the environment. (Chapter 524)

Emergency Preparedness

Effective emergency management activities begin with a host of preparedness activities conducted on an ongoing basis, in advance of any potential incident. Preparedness involves an integrated combination of assessment, planning, procedures and protocols, and training and exercises. (Chapter 524)

General Services Administration (GSA) Property Manager

Manages all aspects of a government-owned or leased single property or portfolio of commercial, industrial, or retail properties. (Chapter 524)

Individual Emergency Action Plan (I-EAP)

Applicants found to be eligible for emergency assistance reasonable accommodation by the USAID Office of Civil Rights and Diversity (OCRD) may receive an Individual Emergency Action Plan (I-EAP). The I-EAP is a response plan that is designed to meet the specific needs of the applicant during an emergency. This plan includes the type of assistance needed, the resources dedicated to assisting the applicant during an emergency, and a communications plan. (Chapter 524)

Monitors

Bureau/Independent Office designated staff (*i.e.*, Evacuation Accountability Monitors, Floor Monitors, Area/Stairwell Monitors, and Area Monitors for Individuals Needing Assistance) that are trained to respond and assist during emergencies. (Chapter 524)

Occupant

Any person who is permanently or regularly assigned to the government facility and displays the required identification badge or pass for access. (Chapter 524)

Occupant Emergency Organization (OEO)

Individuals in a building selected by the B/IO Occupant Emergency Coordinator (OEC) to fulfill the responsibilities and perform the tasks established in the Occupant Emergency Plan (OEP). The OEO typically includes the OEC, Floor or Area Monitors, Aides to Individuals with Disabilities, Stairway Monitors, and Elevator Monitors. (Chapter 524)

Occupant Emergency Plan (OEP)

A written set of procedures to protect life and property in a facility under specific emergency conditions. (Chapter 524)

Occupant Emergency Program

An emergency response program that establishes procedures for safeguarding lives and property during emergencies in a particular facility. (Chapter 524)

Task Force

A cross-Agency team established in response to a crisis/challenge or emerging crisis/challenge that extends beyond disaster and humanitarian assistance. It is led by an Executive Director designated by the Administrator and serves as a limited-term unit for developing crisis/challenge response strategies, proposing action, and delegating and coordinating the Agency's response. A Task Force is intended to be an integrated platform to facilitate a coordinated Agency response to an event that goes beyond a humanitarian crisis. USAID uses Task Forces to improve collaboration inside the Agency and with the USG interagency and external stakeholders to achieve the goals of a non-humanitarian crisis response. (**Chapter [112](#) and [524](#)**)

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