SOP 3

Okay, so this is the last session of the standard operating manual, a workshop, and we're gonna go over two things today. One is your emergency disaster plan, and the other is an employee manual. Okay, so let's start off with the emergency disaster plan. So why is this really important? Okay, so municipalities, this is actually a requirement for you to have something on file. Right? It also can help save your business, right in the event of any given disaster. So the first off on all of these forms that I have here, these are directly from FEMA is website. Right? So these are the forms that if you have to do if you're legally required by your municipality, to do a emergency disaster plan, these forms will be accepted by your municipality. Okay. So the first one here is your disaster survivors checklist. All right. So and any given emergency, right? This is this list here, check off, I'll tell you step by step, what you need to do. Alright. So in any given emergency, what can happen is that your body begins to dump endorphins into hormones into your body, the ones such as adrenaline, which is responsible for that fight flight or freeze syndrome. So you're not thinking you are reacting to the situation. So having this setup for you, it'll help you get through any given disaster with the least amount of problems that you could have had. Okay, let's, let's see. So this form here, okay. After that, is your emergency response plan? Okay. So each of these forms, and I'll just go over this real quickly what each of them are. Okay. But, again, taking the time to fill these out. All right. So what fire protection system do you have in place? Okay. Most municipalities, if not all of them, require some sort of sprinkler system, in their view are a facility. Okay, if your mobile, um, I'm gonna tell you, you still need some sort of system in there. Because you know, what, we've all seen the pictures of the burning mobile grooming vans. Okay. And in many municipalities, this may be have to be checked off by your fire department. Okay. Who, this is just a general list of who you may have to contact. Alright. So like, hey, the first one is fire department, emergency medical services Police Department. Alright, if there's a specific person, all right, a emergency phone, which for several of these will be 911, at least for the first three. And then what is a business telephone number? If you need help filling these forms out. Every single municipality has an Emergency Management Office. And for smaller towns that might be on the county level. Alright. But there are people there who will help you with this.

Okay.

Any of who is your response team that has not been identified up here? Okay. Could be also security. Could be who's ever trained to use fire extinguishers. So this might also be your staff here. Okay. Now, this list here goes over what could be a problem in your area? Okay. There's geological hazards. Okay. earthquake, tsunami, volcano landslide, right. So I'm in the Pacific North northwest right now. You know what all of those here can be a geological hazard. Okay. Earthquakes, especially if they're off the coast, depending where off the coast they are, can trigger a tsunami and your insurance company. Okay, we'll get into insurance momentarily. But you need to know what is covered and what is not covered. Most policies, okay. are not going to cover geological hazards and many meteorological hazards unless it's an add on policy, like for here, right. I have a separate earthquake and a separate flood insurance because of an earthquake damages. My house is But then I, of course lost my deductible. But if that earthquake causes a tsunami and causes water damage, my earthquake policy will not cover that. That is a separate policy. Right? Then there's meteorological hazards which then flood falls underneath that. Okay. Snow, drought, dams breaking extreme temperatures in both directions. All right, lightning, that's all considered meteorological and outside of flood. Again, talk to your insurance specialists, that's your agent, or what you have covered what is not covered. Okay. biological hazards. Okay. The pandemic that we just went through would be an example of one technology. All right, cause the cause of problem I do we all remember, a couple years ago, half the internet went down. And that half of the internet had a lot of grooming software on their servers and not know where who was coming in. Or mobile groomers knew where to go because they didn't have anything backed up. Actors, human. Okay. And that can be accidental and that can be intentional. And accident is something new and planned to happen. All right, maybe someone spilled. Now, let's say you're within two miles of any given interstate, and someone cuts off a tanker trailer. And now there's a chemical spill. That's accidental. Okay. Intentional, would be if somebody's intent intentionally ran that vehicle off to cause something tensional could also be robbery. It can be any kind of disturbance, okay? Can be terrorist in nature. Okay. So then there is everybody, regardless of where you are, doesn't matter. Fire can always be a consideration, right? If you live in a fire zone, like in California, all right. That might be a separate insurance policy, by the way, but jet uncle general fires, okay. Might be the business next door to yours. Okay, they had a fire there. And now that's affected your business, you still everybody needs a fire emergency plan.

And medical emergency plan. Right?

Now, this might be a client who's injured on your property? Maybe a client has a heart attack, maybe a groomer is bitten by a dog. Okay, you need to have and this is human. All right. What is the medical plan for that? In the event, your order to lock down so a lockdown plan may be Stay, stay order, okay? And it might be because there's something criminal going on around you. In which case you will lock the door and nobody can leave and nobody can come in. Then when there's severe weather, or sheltering in place, so you have to stay put. Okay, what's your plan for that? I do recommend a couple of things here. Okay. If you have a summit membership, you should have access to the mastermind library in which there is an emergency disaster planning workshop there. Okay, highly recommend you take the time to do that. You could also go to fema.gov. And ready because ready business.gov In which case dislike videos and other tutorial things up on setting up a plan. And again, spending some time in the Emergency Management Office in your locality can help you fill out these forms and what you actually exist things you need to be sheltering in place because you have to take into consideration that customers, clients, people and pets may become boarding clients. Okay. And are you prepared to do that? Okay. I have waivers and that should be in the forms that we talked about earlier, in which case if I'm taking guardianship of a pet in my care. I'm gonna have a waiver to protect me during that. Okay. And then there's the evacuation plan, do you know where the animal emergency shelters are, and you're right, your Emergency Management Office would know that, can you plan to wreck and you evacuate while the animals in your care, alright, you also as a business become responsible for any clients that are in your facility as well. All right, and then this is just you know, your name and your business, and your contact information. Again, if you've forgotten how to like fill this out, this is just a textbox over texts

etc, one,

and then just move it up in there, you can change the size and the lettering because that's way too big. Let's make it there instead.

Employee

contact information, okay, names of all the people in your facility and their phone numbers case you need to contact them. There should be at very minimal annual review. All right, numbers here may have to be updated. Please may come and go. Okay. There's a reason first responders respond, practice their drills all the time. It's so it becomes second nature. Alright, so there is muscle memory. So you during again, that given emergency when those adrenaline is being dumped in your body, that you have the skills to dissipate that adrenaline so you can think rather than react to the situation. Okay. Continuing on. This is how you plan to communicate with your employees or anybody else you need to communicate with. And there's also IV How will you communicate with clients, especially if you're taking possession of their pets? You're assuming guardianships, what is the plan for contacting those clients? Okay, what's your cybersecurity?

We're all your backups. Okay,

then again, the here's your shelter in place plan where the location is, and if your facility where your facility is specifically located. All right. Do you have a basement? That's awesome. That's a great shelter in place. A lot of places don't have basements. Okay. innermost

room

with as many walls and as few windows as possible. All right. The steps for doing that? Okay. Your evacuation plan again steps for doing that. Okay. Your continuity and disaster this is this is your plan to stay in business. Okay. How do you how do you plan on staying in business? If given whatever given emergency situation you have there? Okay. If it's something specific to your location, you have an alternate location you can work out of where is that maybe set up a plan with area shops within within the area? You know what? I can't work in my facility because of a flood will I be able to work in your facility and vice versa?

Okay. I did identifying the problems that you will have what are the manmade and natural disasters so like for here, my would be earthquake. landslide. Tsunami, aka flood. Okay. Another thing that would impact my business would be technology. All right. Technology interruption. I need Wi Fi to work. I don't know why if I can't work. Alright. What are my plans? How do I normally work around that? Okay. What do I do if I can't do a summit? i What is that plan in place for? For doing that for for taking care of that how to how to what am i steps for that? Right? Whatever it is, you need to detail that? Right? If I'm coordinating with others, right, so maybe all right, maybe my plan is to travel a half hour and work at a at a co off one of the co op working facility. Okay, I need to identify that. Alright, in case that's an issue, so I know where it is. Okay? Any critical operations that needs to be put here, okay? And how it's the operation who's in charge of that, and what is the plan

in this here,

get to know it's a little sideways, okay? But nonetheless, if you want to do a sideways textbox, this is how I would do it, I would write whatever I needed in there, and then I would turn it sideways

and then move it in place. And then you can print it out. Same with this one. Okay. Um,

who are the people here again, this is external representatives, people who you may contact now, just for an example. All right, like I have gas in my house, if I have to shut the gas off, okay. I don't turn the gas back on. Less a representative from either the utility company, or the fire department comes to turn set back on, if it was because of some sort of event, like an earthquake or a fire where we're lines and stuff could be damaged. Okay? If you have specific committees for that information here, your insurance, this is really important. So instead of you should have and I would print this out twice. Alright. So here would be to put your insurance agent information, and then I would have another one, or just a slash for your insurance specialist at the insurance company. Okay, not the agency. And you want to have a conversation with the insurance specialists at the insurance company, again, not the agency to find out what you're covered for what you are not covered for. Okay? And whether or not you need an addendum or an another policy. Exit, I am really very fortunate, as far as flood insurance is concerned. Because the tsunami line ends like 20 feet in front of my property that puts me squarely in the non flood zone. Okay, now that I personally trust Mother Nature, they go oh, look, there's a tsunami load. Guys, we got to stop backing up, start start going back. So yeah, I have flood insurance. All right. So all of that form. So here you want to make sure you have a list of all your policies, what the policy numbers are, know your deductibles know the policy limits, okay? And you make sure you have a contact number. Okay, if this area was hit by a tsunami, there would be FEMA set up that I could go and surance representatives of at least the major companies will be there

Okay, so that's

it on the forms for the emergency disaster plan

give me one sec while I get up the other one Okay, so

this is the last part of of the manual. Okay. And this was you can name it whatever you want the right employee manual the new hire welcome package okay little noisy here today. Okay. And you know what, I've got these colors here but let's say I don't like that color there

we want to change it to white.

I still can't change the color on that one. But change the color here. I don't like pink anymore. I want to go back to yellow. Yeah, let's do yellow. Let's change. Everything now here is no longer pink is now yellow. Okay. Now, before we get started on this module, right? There is something really important about employee manuals, all right, and that they must be legally by I mean for the state in which you live in, right? If you are outside the country outside the United States, your country may have specific things in your employee manual that must legally be there. Right? And just about every state in the United States has 50 of them. And there's like 50 different rules and stuff, I need to go in here know what's legal for your state, there's a couple ways you can do that. You can hire a business lawyer, all right. And they have the bones already, they know what needs to be in

there. Okay,

they need to be there, alright. Or you could use a service such as legal nature Legal Zoom, all right, for one time use, it's like 50 bucks. And I highly recommend, because the problem was is that if you don't have things detail detail in which the order that a they want it, or things that need to be in there, as far as employee rights are concerned, then you do not have a legally binding employee manual. And if someone goes, tries to go for unemployment, and even though you may have had cause to fire, they may still get an unemployment claim because you do not have a legally binding employee manual.

Okay, so that said, let's go on. So, all right.

What you want to set it up here, right? Is the first page here should basically be a what to expect your first day is, if you have a dress code, how do they let you know you're at work? Is there a time clock? Is there a sign in sheet? Right? And any directions and in some editors do with parking? Okay? You have this here would be basically what it is they need to do throughout the day. All right, especially if there's times right. It may be eight o'clock cochon. Get your station ready. And it may be dog one dog to dog three dogs for cat one. Whatever it is that they are responsible for doing throughout the day.

Okay. Hi, right,

this page here is just to go to talk about your business. Okay. Your culture, what it is that you expect? So the atmosphere in which your business thrives on? Okay. So your vision and your mission statement would go here what as well. So anything that that you feel is important that you want an employee to know that should be here? Okay. You can put something here about your company history. All right. And you could put little textboxes and

textbooks it might be

9099, we got started. And something there. All right. And then you could just build a little history of the company. Okay. Again, you come to the culture here, right? Meet our team, this might be the owner, it could be grooming manager, could be office manager, whatever. All right, who's ever in authority? Right? Contact List. Important people again, the owner, office manager might be the landlord. If there's a problem if you if you lease if it's a van, it might be the MC number or the mechanic. All right. Fire Department, police department

utilities.

Right, the chain of command. So what is it? If somebody has an issue? Where do they start? All right. All right, you may not need all of these most of the smaller facilities not you probably just take this, this entire row out depends on how many there are people out there, right. But this could be different office managers could be the owner. So if somebody has a question, okay.

Where does that question go to? Alright, example. Okay.

I'm having a problem with the client, and I don't know how to deal with it. Alright, so you're the groomer, who do I do I talk to all right, to see if they have the answer. Alright, so you're here, and you're supposed to contact this person. They don't know. Now you've put this chain of command. The way a chain of command is supposed to work is that either they tell you go talk to this person or the They take it up here. Okay? If you have a larger facility, you might have different phone numbers for different resources. Let's say if you provide this as you'd like us to provide benefits, who or payroll, or if someone that has to contact somebody for something that you offer. All right. So again, payrolls can be held. This could be who you contact for vacation. If there's a problem with the, with the Wi Fi, if there's a problem with the, the, the point of sales not working properly. And then there's policies that I've left the text here, okay? Only because it just makes it easier, because these are all nice little text boxes already. So you need to have policies in place, okay. So, once you paid off to pay time off policy, certain states actually require you to have this okay. What is the code of conduct?

The attendance?

What is discipline? How do you discipline? Okay, so you do first warnings. Do you do written warnings? Needs to be detailed here? termination? What's your cell phone policy? Responsibilities? All right, this details what any given employee what the job duties are, and if it's not listed here, theoretically, they don't have to do it. This is not in their job description. But whatever it is, you expect them to do needs to be here. If you do performance reviews, and then any benefits that you might offer, do you have a retirement plan? This is the really, really important thing about this.

Okay.

That they sign and date it. And if you make changes to it, they sign and date it again. All right. What's your weekly schedule? What's their monthly schedule? And then just

back page? Okay, if you

have questions on anything, all right, please tag me in the group. Right. And I respond very quickly to questions when I am tagged in the group. So thank you for watching. And that just says and I'm always available