

**DEPARTMENT OF VETERANS AFFAIRS
PERSONNEL ACCOUNTABILITY**

1. **REASON FOR ISSUE:** To establish the Department of Veterans Affairs (VA) policy and responsibilities for personnel accountability.
2. **SUMMARY OF CONTENTS/MAJOR CHANGES:** This directive sets forth the policies and responsibilities for implementing and managing personnel accountability. The directive:
 - a. Establishes the personnel accountability oversight responsibilities.
 - b. Identifies the roles and responsibilities associated with personnel accountability.
 - c. Transfers the responsibilities from the Assistant Secretary for the Office of Information and Technology to the Assistant Secretary for Human Resources and Administration/Office of Security and Preparedness.
 - d. Requires each Under Secretary, Assistant Secretary, and Other Key Officials to comply with responsibilities in support of this Departmental directive.
 - e. Incorporates the Emergency Alerting and Accountability System as the new VA new Emergency Notification System of Record.
 - f. Establishes new guidelines for testing and exercises.
3. **RESPONSIBLE OFFICE:** Office of Human Resources and Administration/Operations, Security and Preparedness (006) and the Office of Human Capital Services Center (006H).
4. **RELATED HANDBOOK/DIRECTIVE:** None.
5. **RESCISSION:** VA Directive 0325 dated November 27, 2013.

CERTIFIED BY:

**BY DIRECTION OF THE SECRETARY
OF VETERANS AFFAIRS:**

/s/
Karen L. Brazell
Principal Executive Director, Office of
Acquisition, Logistics and Construction
and Chief Acquisition Officer, and Acting
Assistant Secretary for Enterprise
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/s/
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PERSONNEL ACCOUNTABILITY**

1. **PURPOSE.** The purpose of this directive is to establish the Department of Veterans Affairs (VA) policy and responsibilities for personnel accountability.
2. **POLICY.** The Department will maintain an enterprise capability through the Emergency Alerting and Accountability System (EAAS). The capability will meet continuity of operations in support of the VA's Primary Mission Functions. The capability will ensure personnel safety and security in response to emergencies and daily operations.
 - a. The Department will deploy EAAS as an Emergency Notification System (ENS). All VA organizations will utilize EAAS for their emergency alert notification requirements.
 - b. Supervisors at all levels will ensure emergency contact information is current and protected in accordance with Federal Law, Executive Orders, and Veterans Affairs directives.
3. **RESPONSIBILITIES.**
 - a. **Secretary of Veterans Affairs shall:** Ensure that all VA Administrations, Staff Offices and organizations establish a Comprehensive Emergency Management Program in accordance with VA Directive 0320 and established guidance in this directive to ensure employees have the capability to account for themselves in times of emergency and can receive alert notifications as required.
 - b. **Assistant Secretary for Human Resources and Administration/Operations, Security and Preparedness shall:**
 - (1) Ensure the development, dissemination, and implementation of a department personnel accountability system that aligns with VA's Comprehensive Emergency Management Program and the National Incident Management System (NIMS).
 - (2) Direct the personnel accountability program management and operational activities. Ensure implementation of this Directive and all policies, roles, and responsibilities.
 - (3) Serve as the VA's Crisis Response Team personnel accountability principal as assigned and described in VA Directive 0320, VA Comprehensive Emergency Management Program.
 - (4) Designate a Director and Program Manager for EAAS to ensure department- wide standardized usage as illustrated by this directive is fully incorporated.

c. Under Secretaries, Assistant Secretaries, and Other Key Officials shall:

- (1) Provide the Assistant Secretary for Human Resources and Administration/ Office of Operations, Security, and Preparedness' designated EAAS Director with an organizational point-of-contact (emergency manager/coordinator) who will be responsible for employee and supervisor training, exercises, system tests.
- (2) Ensure that each organization adopts EAAS as the sole emergency alerting solution. Further ensure that all contracts for alternate existing emergency solutions are cancelled at the end of their current performance period.
- (3) Ensure that each organization appoints a representative/liaison and emergency coordinator to manage personnel accountability for their administration, staff office, or organization in the EAAS.
- (4) Ensure resources, materials, and equipment as described in VA Directive 0325 are readily available and that key personnel are identified and trained to support departmental and organizational employee accountability and alert notification actions in the EAAS.
- (5) Ensure the EAAS organizational personnel accountability system is exercised at least twice a year.
- (6) Designate an individual (e.g., an emergency coordinator) and an alternate who will represent the organization regarding the organization's personnel accountability responsibilities.
- (7) Ensure that EAAS registration is included in the departmental onboarding process for all new VA employees, contractors and affiliates.

d. Emergency Managers/Coordinators shall:

- (1) Complete the Emergency Coordinators EAAS Training Program for emergency coordination representatives, consisting of the following:
 - (a) Conduct EAAS initial training and set-up procedures;
 - (b) Set-up alert templates and placeholders;
 - (c) Manage end users and distribution lists; and
 - (d) Management and usage of mobile app features.
- (2) Initiate EAAS emergency notification messages to employees, contractors, subcontractors and affiliates as directed by area/staff office leadership when required by local events.

- (3) Report status of events through the leadership back to the VA Integrated Operations Center.
- (4) Send out a quarterly EAAS test message to test the congruency for all departmental and organizational employees in the system.
- (5) Oversee the maintenance of employee information in the EAAS database to ensure that it is updated and accurate for all assigned personnel.
- (6) Provide quarterly reports and updates on departmental and organizational employee EAAS registration and response rates to departmental leadership.

e. Human Resources Representative/Liaison shall:

- (1) Ensure that individual employees, contractors, and VA affiliates update telephone and electronic contact information in the EAAS as changes occur.
- (2) Ensure that personnel accountability is included as part of the onboarding/offboarding of all employees, contractors, subcontractors and VA affiliates working on a VA site or location.

f. Managers and Supervisors shall:

- (1) Ensure that individual employees, contractors, subcontractors and affiliates working on a VA site or location update telephone and electronic contact information in the EAAS database as changes occur.
- (2) Ensure that new employees, contractors, subcontractors and affiliates working on a VA site or location meet personnel accountability requirements and are fully registered in EAAS.

g. Employees, Contractors, Subcontractors and affiliates (volunteers) working on a VA site or location shall:

- (1) Provide, at a minimum, the following information for personnel accountability:
 - (a) Work location address;
 - (b) Work number;
 - (c) Government-issued cellular telephone number;
 - (d) Government e-mail;
 - (e) Personal off-duty contact number (home or cell phone number—this is critical for non-work hour contact and coordination); and
 - (f) Permanent home address.

- (2) All VA employees and contractors are responsible for understanding the Continuity of Operations Plans and VA-required emergency actions to include:
- (a) Demonstrating proficiency through performance of relevant emergency and continuity procedures and the ability to explain to others what steps to take, should an emergency occur;
 - (b) Participate in training and exercises on emergency procedures, as appropriate;
 - (c) In order to remain available during emergencies for critical work-related tasks, each employee should plan appropriate steps to ensure personal and family preparedness for any emergency situations occurring in their home communities; and
 - (d) Complete registration and date updates in (EAAS) as appropriate.

4. REFERENCES.

- a. [Federal Continuity Directive1 \(FCD 1\), Federal Executive Branch National Continuity Program and Requirements](#), January 17, 2017.
- b. [National Incident Management System \(NIMS\)](#), October 2017.
- c. [National Response Framework, January 2008, National Security Presidential Directive-51/Homeland Security Presidential Directive-20, National Continuity Policy](#), May 9, 2007.
- d. [Presidential Policy Directive 8 \(PPD-8\)](#), March 30, 2011.
- e. [VA Directive 0320, Comprehensive Emergency Management Program](#), August 13, 2012.
- f. [Veteran-focused Integration Program Guide](#), December 31, 2015.