

**Annex A1: Continuity of Operations (COOP)
Business Resumption Plan**



Public Health
Prevent. Promote. Protect.

Review History

Date	Reviewed By	Brief Description of Changes Made	Page(s)
Feb 2013		Update & Reformatting of Annex A.1	All
August 2013		Update suppliers	11
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Purpose

NCHD has a responsibility to provide essential functions during incidents or events that interrupt their normal business operations. This plan is intended to:

- Facilitate a timely and orderly recovery of business functions from the emergency and resume all services for customers
- Minimize loss of life
- Maintain public image and reputation
- Minimize loss of data
- Minimize the critical decisions to be made in a time of crisis

Scope

This plan is specific to the NCHD and situations that would require relocation/reestablishment of essential agency functions. The scope does NOT apply to temporary disruptions where services are anticipated to be restored to the primary facility within a very short time.

Authorities & References

1. NCHD Emergency Response Plan and the Noble County Emergency Operations Plan.
2. The Incident Commander or designee will determine situations that require implementation of the COOP and will activate the plan accordingly.
3. ORC: Section 3707

Situation & Assumptions

Situation

An incident could occur at any time that would require COOP implementation. COOP response levels will be determined in accordance with activation levels:

1. Level 1 – Routine Operations, Portion of Health Department Affected
Physical: The department remains open, but normal business activities are suspended in a specific room or section due to damage/inaccessibility for whatever reason.
Minimum Staffing: Normal, Day-to-day staffing, DOC not activated.
2. Level 2 – Situation Awareness, Health Department Inaccessible
Physical: Due to an actual or threatened emergency, the department is closed for normal business activities, but surrounding buildings, utilities, and traffic continue to function.
Minimum Staffing: Response Lead -1, Public Information -1, Situation Awareness -1, DOC and EOC unlikely to be activated
3. Level 3 – Partial Activation, Health Department & Immediate Surroundings Affected
Physical: Due to an actual or threatened emergency, the department; as well as surrounding buildings or access routes is closed to normal business activities.
Minimum Staffing: Response Lead -1, Public Information Officer -1, Planning and Situational -1, Operational -1, Resource Staffing -1, Support -1, DOC and or EOC activation probable

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4. Level 4 – Full Activation, Entire County Affected

Physical: Due to an actual or threatened emergency, the Noble County area is closed for all normal business activity.

Minimum Staffing: Response Lead -1, All available Section/ Function Leads and Key support staff -16, all other functions and positions as identified by activated plans. Doc activation required and county EOC activated.

Assumptions

1. The Health Department will notify local, state and regional partners of their COOP implementation, alternate location and contact methods.
2. Requests for support will be made through the local EMA.
3. COOP implementation may be long term, but not permanent.
4. Staffing levels will be determined in accordance with the activation level. Just as the activation level could change, staffing levels will remain flexible throughout the incident

Concept of Operations

Phase One: Activation & Relocation

Activation Decision

The Health Commissioner or their designee has the authority to activate the COOP. Activation is appropriate when the health department is likely to remain inaccessible longer than the functions of the health department within the building can be suspended. Examples of emergency situations that could occur but are not limited to include:

- Fire
- Flood
- Power outage
- Act of terrorism
- Pandemic
- IT malfunction
- Severe weather

Once the Health commissioner has recognized the need for COOP response, appropriate facility MOU's will be activated and alternate COOP sites will be contacted to check for status of those locations. Once an alternate location is determined local government will be notified of where operations will be taking place and when services will be available. See Alternate Sites

Relocation Priorities

NCHD will be allocated existing resources according to the urgency of (1) specific services to public health, safety, and welfare and (2) their needs. Priorities must be tailored both to maintain NCHD's infrastructure in general and to provide incident-specific response. Allowing for modification of the County as well as the Health Department circumstances, under this COOP, operations should expect to receive priority for relocation and/or resources for restoration of services in the following order:

- Administration/Finance
- Vital Statistics

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- Environmental
- Nursing/Clinical Services
- Preparedness

Notification & Implementation Process

The Health Commissioner or their designee will begin the process of notifying the appropriate personnel, beginning with the Board of Health (BOH). Emergency notification procedures are located in Annex B, Information Sharing, and will be implemented once the COOP is activated.

- Employee Call Tree is located in Annex B, Information Sharing.
- Operational checklist will be distributed and supplies gathered

All employee notifications will be documented in a log. Log includes:

- Name of employee
- Date/time reached
- Message given (Status of situation, reporting location and time)
- Response or questions received
- Initials of individual who made contact

Completed phone log will be kept on file with all ICS forms utilized during COOP response. See Attachment 1 at the end of this document.

Leadership

Orders of succession will be followed for the determination of leadership.

- Orders of Succession listed in Annex A, Emergency Operations Coordination
- Delegation of Authority for Quarantine given by District Advisory Council and reviewed annually – see annual minutes
- Devolution - Regional Plan has 21 County MOU in place

Phase Two: Alternate Facility Operations

Alternate Sites

The following table designates the secondary and tertiary operation sites:

Secondary Site	Tertiary Site
Caldwell Community Center Noble County Fairgrounds Caldwell, OH 43724	Subject to assignment and approval by Incident Commander

Sites were selected based upon logistical aspects including:

- Sufficient space and equipment
- Capability of performing vital functions within 12 hours for up to 30 days
- Reliable logistical support, services and infrastructure systems
- Consideration for health, safety, and emotional well-being of personnel
- Interoperable communication systems
- Minimal computer equipment and software

Each site maintains current copies of our Emergency Response Plans on site in the event ours are not retrievable from our normal work site.

Vital Records & Supplies

Internal departments have been reviewed and records, databases and supplies have been prioritized as to the need for availability at alternate sites. The chart below provides additional information:

Vital File, Record, or Database	Form of Record/Material (e.g., hardcopy, electronic, other)	Prepositioned at Secondary Facility	Hand Carried to Alternate Facility	Prepositioned at Tertiary Location
County Emergency Operations Plan (EOP) Database *	Hardcopy & Electronic	X	X	
Phone List *	Hardcopy & Electronic	X	X	
Birth/Death Records *	Hardcopy & Electronic		X	
Vaccination Records **	Hardcopy & Electronic		X	
Financial Data *	Hardcopy & Electronic		X	
Vaccine & Fridge Freeze Units	Other		X	
Laptops/Printers	Other		X	
Personnel Policy *	Hardcopy & Electronic		X	
Environmental Rules and Regulations, Forms, Permits **	Hardcopy & Electronic		X	
Environmental Supplies (e.g., coolers, camera, icepacks, water sample bottles, test strips, thermometers)	Other		X	
WIC Records Coupons, Supplies **	Hardcopy, Electronic, Other		X	
Communication Equipment	Other	X	X	

* Denotes material that is stored on our server and is also backed-up off site electronically.

** Denotes material that is available online through ODH software and servers.

Supervisory personnel have been given thumb drives to back-up critical information. These drives are to be updated regularly by each holder and kept off site for use at alternate locations if needed. When the Health Department’s All Hazard’s Response Plan is updated the Emergency Preparedness Coordinator collects and updates thumb drives with the current plan for emergency use.

Partner & Public Notification

a. Partner Notification

Once staff, needed materials and supplies have been transferred to the alternate location; local, regional and state partners need to be notified of the change in physical address as well as any changes to contact phone/fax numbers. If work hours are to be changed from the typical 9am to 4pm

operation, notify them of this as well. Communication procedures described in Annex B, Communications, will be followed.

b. Public Notification

Once relocation is completed and the alternate site is ready for activation, the general public needs to be informed utilizing media outlets. Communication procedures described in Annex B, Information Sharing, will be followed. Be sure to include:

- Site location (with address and possibly directions)
- Site hours
- Services being performed
- Any new contact information (phone, fax)

Human Resource Management

a. Injury to Employee

If an employee is injured during a COOP response, the first step is to seek medical attention for the injured employee as quickly as possible. Every employee should know to dial 911 for police, fire or ambulance services. *From most locations we can dial 911 or dial 740-732-5631.*

Once medical attention has been provided for the injured employee, it is important to notify management as soon as reasonably possible so that appropriate family notifications and paperwork can be completed. Initial information to be provided is as follows:

- Employee Name
- Location at time of injury
- Nature of injury (if known)
- Time injury occurred
- Brief description of circumstances under which injury occurred

b. Employee Fatalities

In the event that an emergency situation results in the death of one or more employees, it is imperative that the information be communicated to management as quickly as possible. This is to ensure that communication can be made to family members as promptly and compassionately as possible under the circumstances. A phone call to the Board of Health members should be made as soon as possible. Initial information to be provided is as follows:

- Employee Name
- Location at time of death
- Time death occurred
- Brief description of circumstances under which death occurred
- Where deceased has been taken (if known)

c. Temporary Staff/Volunteers

If additional staff is needed during the COOP response, contact the EOC. Every effort will be made to provide additional help to support response efforts.

d. Family Issues

The health department realizes that to respond to the community's needs in a disaster situation, the health department must recognize the hardships placed on the families of its personnel. To be able to perform the best at the time when it is needed most, employees need to have a level of comfort that their family members are safe and the employee's absence during the recovery effort will not place undue hardship on them.

The level of support to personnel will clearly be defined by the nature of the disaster itself. In the case of a natural disaster where the employee's family may be at risk, it may allow for time to relocate family members or allow the family to accompany the employee to the recovery site until further arrangements can be made.

Family issues should be brought to the attention of the supervisor as soon as feasible.

Administrative Support during COOP Response

During the recovery effort, administrative volunteers will be deployed to support the recovery efforts as available or required. The primary team will be located at the main health department site. Additional volunteers may be sent to off-site locations to provide support such as answering phones, locating supplies, etc.

The primary responsibilities of the administrative staff are as follows:

- Answering phones
- Making pages/text messages as requested to communicate to staff
- Making travel arrangements for staff
- Providing food at site locations
- Distributing pre-approved information as requested
- Making copies
- Keeping track of the locations of employees
- Setting up conferences with local partners

a. Food

It is each supervisor's responsibility to determine their staff's food needs during an emergency situation and to communicate them to the administrator. Consolidating the requests will help ensure the quickest possible response while eliminating redundancy.

Administrative Support is responsible for ordering food for the sites. (Ex. Identify the number of meals needed, the times needed and the locations in which they are to be delivered as well as any special dietary requirements.)

b. Travel

It is also each supervisor's responsibility to determine their staff's transportation needs during an emergency situation and communicate them to the administrator. Again, consolidating the requests for these services will help ensure the quickest possible response while eliminating redundancy. Any required travel arrangements throughout the recovery efforts will be made by individual personnel and approved by their director/supervisor.

Finance Issues

The finance/administration leader will handle all finance issues during a declared disaster. This is to include travel, meals, equipment or any other type of expense related to the recovery effort. It is imperative that all expenses can be tracked for reimbursement purposes.

a. Equipment Purchases

Requests for items like general office supplies should be requested through the finance/administration leader. Requests will be completed as quickly as possible through existing vendor relationships or if necessary through other vendors. The Board of Health must approve all equipment purchases over \$300.00.

Existing vendor relationships should be used wherever feasible to facilitate billing and payment for services.

b. Expense Reports

The normal procedures for submitting expense reports will continue during the recovery effort. All disaster related expenses should be referred to the finance/administration leader utilizing **Attachment 3 – Expense Tracking Form**. Every effort will be made to reimburse the employee for out-of-pocket expenses as expeditiously as possible.

c. Payroll

The current payroll process of cutting and issuing checks is not handled in-house. In the event of an emergency, payroll checks will continue to be processed through our County Auditor’s Office. In the event the Auditor’s office is inaccessible, and checks must be processed in another fashion or at another location, NCHD will defer to the County’s Business Continuity Plan for such emergencies.

The in-house process of collecting time sheets can be completed at our regular office or from our secondary location.

At the individual level, all response staff will maintain an **Attachment 8 – Expense Tracking Form** and or an Activity Log, Form 214. These forms will be turned in at the end of the shift and filed. Time sheet documentation is verified, approved and signed by our Health Commissioner.

COOP Communications

Specific communication policies and procedures are detailed in Annex B: Information Sharing.

Suppliers & Shippers for Resources

Additional supplies may be needed during an emergency. The current vendor and contact information is listed below:

a. Office Supplier

Company Name	Website	Phone Number
Chapman Printing Co.		304-485-8596

b. Outside Medical Suppliers

Company Name	Website	Phone Number
VaxCare	http://vaxcare.com	407-480-4985
GlaxoSmithKline	http://us.gsk.com/	866-475-8222
Merck	http://www.merck.com/product/vaccines/home.html	908-423-1000
Aventis Pasteur	http://www.vaccineshoppe.com	800-VACCINE

c. Local Medical Suppliers

Company Name	Address	Phone Number
Davis Drug	109 West Street Caldwell, OH 43724	740-732-4503 Store
Gillespie Drug Store	44523 Marietta Rd. Caldwell, OH 43724	740-732-2356 Store

Supporting Documents

Additional management procedures and individual responsibilities are further defined throughout our Emergency Response Plan. Plan & Annexes are listed in the Strategic Plan.

Additional supporting documents, forms, and MOU’s are included as attachments to this plan.

Phase Three: Reconstitution/Recovery Management

Reconstitution will be developed by the command staff based on the specific incident and will be communicated through the ICS chain of command.

1. General Recovery Strategies may include:

- Business functions will be recovered in priority sequence.
- Communications concerning the recovery status will be coordinated through the EOC so that those executing the recovery will not be interrupted repeatedly for status.
- Acquisition of equipment and supplies needed for the recovery effort will be coordinated through the EOC. Purchases will be handled in-house.
- Coordination of travel arrangements, food and accommodations for individuals supporting the recovery effort.
- Personnel from other agencies may be called in to support the recovery efforts.

2. Recovery Management Objectives and Functions Include:

- Make preliminary assessment of damage to normal site.
- Notify Health Commissioner and Board of Health on current status, impact to health department and plan of action.
- Work with EOC if disaster is declared.
- Initiate the plan during the emergency situation.
- Organize and control the Internal Command Centers as a central point of control of the recovery efforts.
- Organize and provide support to the recovery effort.

- Retrieve offsite records and recovery information from offsite storage.
- Report to the alternate site identified in their procedures.
- Execute the business recovery procedures.
- Communicate the status of the recovery to the EOC as needed.
- Establish shifts for recovery team members to support the recovery effort 24/7.
- Establish liaison with alternate site personnel if needed.
- Support efforts to return to normal operations.
- Reestablish support operations affected by the disaster.
- Identify replacement equipment/software needed for recovery effort and to return to normal operations.

Essential Functions

Individual departments have been evaluated and predetermined essential functions were designated. These functions are listed below by internal departments.

Environmental

1. Surveillance/Investigation – EPI outbreaks, nuisance, animal bites, rabies
2. Education/Prevention
3. Inspections/Licensing/Testing – Food, home, water, sewage, schools, campground, parks, pools, lead

Nursing/Clinical

1. Immunizations
2. Education/Prevention
3. Disease Reporting
4. Surveillance/Investigation – Epi outbreaks, lead
5. Home Health Agency
6. BCMH, WIC, HMG – home visits, coupon issuance

Administrative

1. Vital Statistics – birth, death, affidavits
2. Policy/Procedures
3. Fiscal – vouchers, payroll, income, expenditures, other clerical
4. Staffing/Employment
5. Record Retention
6. Legal Services – follow up with prosecutor
7. Reporting

Preparedness

1. Training/Education
2. Communication/Coordination – Ohio Public Health Communication System (OPHCS), MARCS, OPOD, other
3. Emergency Response
4. Planning – new and review
5. Volunteer Recruitment

Training & Exercise

Training and exercising will be done in accordance with NCHD's Exercise and Training Plan. Annex I: Training & Exercise Plan.

Plan Review & Maintenance

The entire Emergency Response Plan along with Annexes and Attachments is reviewed annually. Revisions are made based upon new information and lessons learned from local, regional, State and Federal drills and exercises.

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Attachment 1:

Phone Log

Time	Incident Name:	Date
Time: am pm		
Time: am pm		
Time: am pm		
Time: am pm		
Time: am pm		
Time: am pm		
Time: am pm		
Time: am pm		
Time: am pm		
Time: am pm		
Time: am pm		
Completed By:		Page 1 of

Attachment 8: Expense Tracking Form

EXPENSE TRACKING FORM													
Note: this Debris Expense Tracking Form is designed to capture the information often required to qualify for FEMA reimbursements; good records are required. Qualifying costs must be directly related to the disaster. All paid/temporary workers must be under contract or employees. A separate form should be kept for each disaster worksite. Volunteer hours usually qualify for local match; collect name/contact info. Employee time sheets/logs can be used to track paid staff. Consult FEMA guidance at https://secure.in.gov/dhs/files/reimbursement_procedures.pdf													
Agency	Disaster #		Worksite										
Name of Vendor/Person	Category	Type	Ref #	Describe Location; Equipment; Project; Work Done			Date	Time In	Time Out	# of Hr	\$/Hr	Total \$	Status
Name	<input type="checkbox"/> Employee <input type="checkbox"/> Vendor	<input type="checkbox"/> Time <input type="checkbox"/> Materials											
Address	<input type="checkbox"/> Volunteer <input type="checkbox"/> MAA	<input type="checkbox"/> Equipment <input type="checkbox"/> Supplies										\$ -	
Tel.	<input type="checkbox"/> Donation <input type="checkbox"/> Other	<input type="checkbox"/> Equip/Opel <input type="checkbox"/> Other										\$ -	
Name	<input type="checkbox"/> Employee <input type="checkbox"/> Vendor	<input type="checkbox"/> Time <input type="checkbox"/> Materials										\$ -	
Address	<input type="checkbox"/> Volunteer <input type="checkbox"/> MAA	<input type="checkbox"/> Equipment <input type="checkbox"/> Supplies										\$ -	
Tel.	<input type="checkbox"/> Donation <input type="checkbox"/> Other	<input type="checkbox"/> Equip/Opel <input type="checkbox"/> Other										\$ -	
Name	<input type="checkbox"/> Employee <input type="checkbox"/> Vendor	<input type="checkbox"/> Time <input type="checkbox"/> Materials										\$ -	
Address	<input type="checkbox"/> Volunteer <input type="checkbox"/> MAA	<input type="checkbox"/> Equipment <input type="checkbox"/> Supplies										\$ -	
Tel.	<input type="checkbox"/> Donation <input type="checkbox"/> Other	<input type="checkbox"/> Equip/Opel <input type="checkbox"/> Other										\$ -	
Name	<input type="checkbox"/> Employee <input type="checkbox"/> Vendor	<input type="checkbox"/> Time <input type="checkbox"/> Materials								0:00		\$ -	
Address	<input type="checkbox"/> Volunteer <input type="checkbox"/> MAA	<input type="checkbox"/> Equipment <input type="checkbox"/> Supplies								0:00		\$ -	
Tel.	<input type="checkbox"/> Donation <input type="checkbox"/> Other	<input type="checkbox"/> Equip/Opel <input type="checkbox"/> Other								0:00		\$ -	
Name	<input type="checkbox"/> Employee <input type="checkbox"/> Vendor	<input type="checkbox"/> Time <input type="checkbox"/> Materials								0:00		\$ -	
Address	<input type="checkbox"/> Volunteer <input type="checkbox"/> MAA	<input type="checkbox"/> Equipment <input type="checkbox"/> Supplies								0:00		\$ -	
Tel.	<input type="checkbox"/> Donation <input type="checkbox"/> Other	<input type="checkbox"/> Equip/Opel <input type="checkbox"/> Other								0:00		\$ -	
I certify the above is true and correct to the best of my knowledge.											Print Name		Total
Signed/Certified:						Date							

