

Jackson County Health Department Contingency Plan

Purpose

The Jackson County Health Department depends on computer-supported information processing. This will continue to grow with the trend toward information technology within our organization.

The organizations dependency on computers for operational support poses the risk that a lengthy loss (excess of 72 hours) of these capabilities could seriously affect the overall performance of the health department.

The Jackson County Health Department recognizes the low probability of severe damage to data processing or support services capabilities of the organization. Nevertheless, because of the potential impact to the health department, a plan for reducing the risk of damage from a disaster however unlikely is vital. The health department's plan is designed to reduce the risk to an acceptable level by ensuring the restoration of computers within **twelve hours** and all essential production within **seven days** of the outage.

The contingency plan identifies the response function within seven days of Jackson County Health Department and the resources to support them. The plan provides for ensuring that needed personnel and resources are available for both disaster preparation and response and that the proper steps will be carried out to permit the timely restoration of services.

This plan identifies and specifies the responsibilities of the Team, whose mission is to establish procedures to ensure the continuity of the health department's business functions. In the event of a disaster affecting any of the functional areas, the Team will serve as a liaison between the functional area(s) affected and other departments within the agency as well as state supported program entities.

Maintenance/Testing

Ensuring that the contingency plan reflects ongoing changes to resources is crucial. This task includes updating the plan and revising this document to reflect these updates. Testing the updated plan and training personnel on changes are essential. The team is responsible for this comprehensive maintenance task.

Semi-annually or as needed, the Team will ensure that the plan undergoes a review and inform employees of changes since the previous review. Annually, the Team will initiate a complete test of the plan. Any revisions will be distributed to all authorized personnel, who will replace their old plans for the newly revised plans.

In the event of a disaster, the team provides general support and will work with employees focusing on resources and task integral to running the specific functional areas of the agency. This section provides general information about the organizations recovery efforts, the role of the Team and the responsibilities of each team member. The following is a list of each position on the Team, and a brief overview of each member's responsibilities.

Administrator: Receive, evaluate and determines if there is an event/disaster. If necessary, activates Team. Manages and directs the recovery effort of the team. This person is responsible for reporting the status of the recovery operation to the Board of Health and Health Officer. If need be this person will be at the designated hot site.

Information Security Officer: Coordinates all data processing systems recovery. Also responsible for ongoing maintenance, training and testing of the Business Contingency Plan. Reports to the Administrator.

Risk Communicator: This person is responsible for the communication with the news media, public and staff as needed. Reports to the Administrator.

Financial/Audit/Insurance: Provide liaison for support of critical business functions affected by the disaster and insurance carriers, claim adjusters and provides recommendations or changes to the normal financial procedures. This person is responsible for supporting services to aid to recovery. Reports to the Administrator.

Safety/Equipment: Responsible for the assessment of damage and to identify what resources remain, salvaging equipment, supplies, and data. This person is also responsible for the list of office equipment that is needed for the restoration of the day to day operation of the health department. Reports to the Administrator.

WATER

Contingency Plan – No Running Water

What	Notification	Action Plan	Restoration
No running water	Ripley PSD at 372-3482 Staff	<ul style="list-style-type: none"> - Cancel clinic - Put signs on restroom doors stating out of order - Contact adjacent businesses for employee use of their facility 	Ripley PSD

Crisis/Disaster Recovery Plan – No Running Water

What	Notification	Action Plan	Restoration
No running water	Ripley PSD at 372-3482 Staff Public Service Announcement	<ul style="list-style-type: none"> - Cancel clinic - Put signs on restrooms stating out of order - Contact adjacent businesses for employee use of their facility if water available - Purchase water for flushing toilets, washing hands, etc. 	Ripley PSD

BREAK IN

Contingency Plan – Break in of Building

What	Notification	Action Plan	Restoration
Illegal entry into health department	City Police Staff Board of Health Chair Health Officer	<ul style="list-style-type: none"> - Person who finds evidence of illegal entry contact City Police at 372-4711 - Restrict entry of employees until a complete investigation by police - Inventory of each room is obtained for missing items - Restore entry area for security measures - Notify Bureau for Public Health if stolen or destroyed items were property of BPH - Contact supplier to restore equipment, supplies, etc. if necessary - Contact Board of Risk Insurance 	Administrator Board of Health Chair Health Officer Board of Risk (financially)

Contamination of Building

Crisis/Disaster Plan – Suspected Contamination of Building

What	Notification	Action Plan	Restoration
Suspect Contamination of Building	City Police Staff Board of Health Chair Health Officer	<ul style="list-style-type: none"> - Contact all employees in building to remain until decontaminated -First person to suspect contamination contact City Police at 372-4711 or 911 to investigate and ensure Hazmat deployment - Employees not present, initiate call down sheet to inform of incident and reporting location WARN system - Ensure building secured by city police - Public Service Announcement - Await laboratory confirmation and notify city police of results - If positive, then set up secondary site - If negative, recall all employees - Follow up Public Service Announcement 	Hazmat Team

DSL Non-Functional

Contingency Plan – DSL Non-Functional

What	Notification	Action Plan	Restoration
Server/ Cable Non - Functional	<p>Notify Informational Security Officer</p> <p>Information Security Officer to notify Management Information Systems to resolve issue</p> <p>Management Information System</p> <p>Staff</p> <p>Cable company if applicable 1-800-972-5757</p>	<ul style="list-style-type: none"> - Written documentation for clients - Phone for communication verses email - Information Security Officer will work with Management Information Systems (558-9999) and cable company to restore capacity. 	<p>Management Information System</p> <p>Charter Cable company</p> <p>Information Security Officer</p>

Crisis/Disaster Recovery Plan – DSL Non-functional

What	Notification	Action Plan	Restoration
Server/ Cable Non- Functional	<p>Information Security Officer</p> <p>Management Information Systems</p> <p>Staff</p>	<ul style="list-style-type: none"> - Information Security Officer will work with Management Information systems (558-9999) and cable company (1-800-972-5757) to resolve and restore capacity - Written documentation for clients - Phone for communication verses email - Access email from alternate site - Paper billing of services - Work with another agency to arrange Home Health data entry 	<p>Management Information System</p> <p>Cable company</p> <p>Information Security Officer</p>

Fire

Contingency Plan – Fire

What	Notification	Action Plan	Restoration
Fire- small only affected one office or section of the building	Evacuate Staff Fire Department 911 Board of Health Chair	<ul style="list-style-type: none"> - Evacuate staff - Call fire department at 911 center - Relocate staff affected to alternate office - Cancel clinical patients if exam area affected - Assess equipment, supplies, and structure regarding loss - Relocate office records/equipment not damaged to a secured site - Review lost inventory - Contact insurance Board of Risks by phone - Public Service Announcement with new phone number if applicable 	Reconstruction of affected area by Board of Health

Crisis/Disaster Recovery Plan – Fire

What	Notification	Action Plan	Restoration
Fire	Evacuate staff Fire Department 911 Board of Health Health Officer	<ul style="list-style-type: none"> - Evacuate staff - Call fire department at 911 center - Contact Board of Risk - Public Service Announcement - Relocate staff to alternate office - Retrieve office records/equipment not damaged to a secured site - Assess equipment and supply loss and replacement - Establish needs for function - Retrieve computers stored off site and work with MIS for additional computers to resume work - Retrieve stored back up tapes from off site location - Work with Board of Health to determine a permanent location - Restore necessary equipment/ supplies/ etc. to operate 	Reconstruction or replacement of affected area by Board of Health

Telephone Service

Contingency Plan – No Telephone Service

What	Notification	Action Plan	Restoration
No Telephone service	Notify Verizon	<ul style="list-style-type: none"> - Contact Verizon at 1-800-555-4833 - Use cell phones if functional for communication 	Verizon

Crisis/Disaster Recovery Plan – No Telephone Service

What	Notification	Action Plan	Restoration
No Telephone Service	Verizon Company Staff 911 Center Board of Health Chair Health Officer Bureau for Public Health Public Service Announcement	<ul style="list-style-type: none"> - Issue Public Service Announcement - Give phone number of alternate office to contact - Use cell phones if functional for communication - Communicate via email if available 	Verizon Company 1-800-555-4833

ACT of GOD Effecting Staff

Contingency Plan – Act of God

What	Notification	Action Plan	Restoration
Staff unable to work due to the following: Flood Ice Snow Blizzard Inaccessible road ways	Administrator/ immediate supervisor	<ul style="list-style-type: none"> - Cancel clinics if necessary - Reassign duties to cover staff shortage - Follow DHHR Inclement Weather Policy 	God

Crisis/Disaster Recovery Plan – Act of God

What	Notification	Action Plan	Restoration
Staff unable to work due to the following: Flood Ice Snow Blizzard Inaccessible road ways	Administrator/ Immediate supervisor	<ul style="list-style-type: none"> - Contact staff with information concerning reporting to work - Reassign staff to meet the need of the public - Cancel clinics if necessary - Follow DHHR Inclement Weather Policy 	Weather Change

ACT of GOD – Effecting Workplace

Contingency Plan – Act of God

What	Notification	Action Plan	Restoration
Flood Ice Snow Blizzard	Staff Board of Health Health Officer Public service Announcement	<ul style="list-style-type: none"> -Public Service Announcement - Relocate staff to alternate site if building damaged by initiating call down or WARN system - Ensure generator is operational to supply lights/refrigeration if possible power outage to occur - Ensure vaccine viability - Cancel clinic - Reassign duties as necessary - Follow DHHR Inclement Weather Policy 	God

Crisis/Disaster Recovery Plan – Act of God

What	Notification	Action Plan	Restoration
Flood Ice Snow Blizzard	Staff Board of Health Health Officer Bureau Of Public Health Public Service Announcement	<ul style="list-style-type: none"> -Public Service Announcement - Relocate staff to alternate offices if building damaged - Cancel clinics - Work with minimal staff - Ensure generator is operational to supply lights and power for vaccine refrigerator if possible power outage to occur - Vaccine to 911 center if appropriate - Contact Board of Risk if necessary - Follow DHHR Inclement Weather Policy - Assess equipment, supplies, and structure regarding loss. - Contact company for snow removal (if applicable) - Work with another agency to arrange data entry for Home Health if feasible 	God

Water Leak
Contingency Plan – Water Leak Within Building

What	Notification	Action Plan	Restoration
Water leaking in building flooding offices	Ripley PSD Staff Local Plumber	<ul style="list-style-type: none"> - Public Service Announcement - Turn off water to facility located in the men’s public bathroom in main building only - Contact Ripley PSD at 372-3482 - Secure office equipment in line of flood is moved - Relocate staff to alternate office if building is inoperable - Contact carpet cleaners 372-8839 vacuum excess water to dry carpet - Cancel clinic - Contact adjacent businesses for employee use of their facility - Contact Board of Risks - Assess damage – equipment, supplies, structure, etc. 	Plumber Carpet Cleaner

Crisis/Disaster Recovery Plan – Water Leak Within Building

What	Notification	Action Plan	Restoration
Water leaking in building flooding offices	Staff Local Plumber City of Ripley Public Water Works Adjacent businesses Public (if relocate) - Newspaper -Public ServiceAnnouncement	<ul style="list-style-type: none"> - Public Service Announcement - Turn off water to facility located in the men’s public bathroom in main building only - Contact Ripley PSD at 372-3482 - Secure office equipment in line of flood is moved - Relocate staff to alternate office if building is inoperable - Contact carpet cleaners 372-8839 vacuum excess water to dry carpet - Cancel clinic - Contact adjacent businesses for employee use of their facility - Contact Board of Risks - Assess damage – equipment, supplies, structure - Set up secondary location to perform services if applicable - Work with another agency to arrange data entry for Home Health if possible 	Plumber Carpet Cleaner

Power Outage

Contingency Plan – Power Outage

What	Notification	Action Plan	Restoration
Power Outage	Staff Board of Health Health Officer	<ul style="list-style-type: none"> -Public Service Announcement - Notify Power Company 1-800-982-4237 (If outage greater than eight hours, refer to Crisis/Disaster Plan) - Ensure generator is operational to supply lights, refrigeration, etc. - Use pencil/paper for record keeping - Cancel clinics - Utilize flashlights - Relocate staff to alternate office if applicable 	Power Company

Crisis/Disaster Recovery Plan – Power Outage (greater than 24 hours)

What	Notification	Action Plan	Restoration
Power Outage	Staff Board Of Health County Commission Bureau of Public Health Public Public Service Announcement Local Newspaper	<ul style="list-style-type: none"> - Public Service Announcement - Relocate staff to alternate site if possible - Cancel clinics - Start generator refuel every three hours initiate staff schedule to refuel generator - Vaccines – generator to run refrigerator (see immunization policy) - If generator inoperable transfer vaccine to Office of Emergency Services - Assess work production for voluntary time off 	Power Company