

Region 6 Health & Medical Area Command Procedures Manual

APPENDIX E: Business Continuity Operations Section

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BC OPERATIONS SECTION MISSION

BC planning has become a standard component of public and private sector preparedness programs, and is mandated for public health agencies under HIPAA. The BC Plan for PHSKC is an integral component of the Department’s preparedness program. All Divisions across the Department play an active and essential part in maintaining the continuity of critical Department functions.

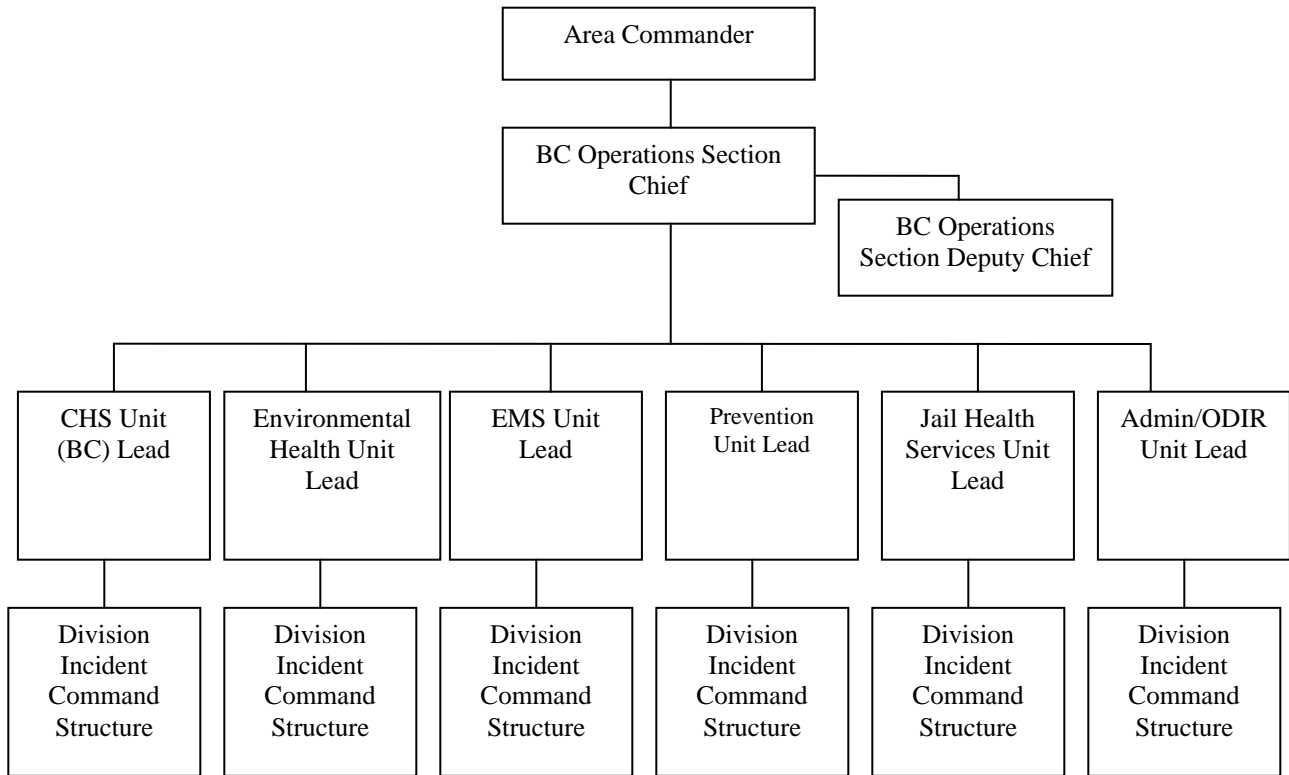
The purpose of the BC Operations section is to assure communication between Area Command and PHSKC operating divisions, maintain the continuity of PHSKC Priority 1 & 2 functions, provide analysis and sharing of information and intelligence related to PHSKC division continuity operations, and orchestrate the orderly scaling back and later restoration of lower priority services to free resources for emergency response operations.

BC OPERATIONS SECTION ORGANIZATION

The BC Operations Section is organized into six units representing the six operating divisions of Public Health – Seattle & King County:

- Admin/ODIR BC operations
- CHS BC operations
- Environmental Health BC operations
- EMS BC operations
- Jail Health Services BC operations
- Prevention BC operations

FIGURE 1: BC OPERATIONS SECTION, ORGANIZATIONAL CHART



BC OPERATIONS SECTION ROLES

Under the direction of the BC Operations Section Chief, the Division BC Leads:

- Keep their division leadership informed of Area Command operations and issues
- Actively solicit and document intelligence on division operations, including:
 - Line of succession status and contact information
 - Operational status of Priority 1 & 2 functions
 - Contingency plans to sustain Priority 1 & 2 functions
 - Building and infrastructure impacts
 - Anticipated future resource needs
 - Status of non-critical functions
 - Staff absenteeism
 - The impact of emergency response operations on ability to deliver Priority 1 & 2 functions
- Maintain situational awareness on the status of division continuity operations
- Analyze divisional intelligence with a focus on forecasting future status (for the next operational period or longer) or escalation of needs
- Identify and anticipate operational needs to keep Priority 1 & 2 functions running. In this capacity, can request resources from Area Command to sustain operations of Priority 1 & 2 functions (though resource requests can also come to Area Command through other channels)

- Ensure BC Operations Chief has access to divisional intelligence via Area Command Center (“AC Center”) display boards, WATrac, information emails or other appropriate means
- Generate ways to achieve continuity objectives for the division during the current operational period and support implementation of these plans at the division level
- Coordinate with the division emergency response lead / deployment coordinator to ensure Priority 1 & 2 functions can be maintained as staff are redeployed to emergency response roles

BUSINESS CONTINUITY OPERATIONS SECTION CHIEF CHECKLIST

Mission: Gather and assess intelligence on agency sites and operations. Ensure business functions are maintained, restored or augmented to meet designated objectives and provide limited interruptions to continuity of essential business operations. Advise Finance & Administration Section on workforce deployment issues to minimize impact of call-out on continuity of business functions.

Direct Supervisor:
Area Commander

Supervisory Responsibilities:
Business Continuity Division Unit Leads

Beginning Shift Duties
Receive appointment and briefing from the Area Commander. Obtain packet containing Business Continuity Section Job Action Sheets.
Read this entire Job Action Sheet and review incident management team chart. Put on position identification.
Notify your usual supervisor of your ACC assignment.
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis.
Appoint Unit Leaders, as appropriate; distribute corresponding Job Action Sheets and identification.
Brief the Business Continuity Section on current situation, incident objectives and strategy; outline Section action plan and designate time for next briefing.
Evaluate Business Continuity Section capacity to: <ul style="list-style-type: none"> • Perform department and facility business continuity plan activation • Determine ability to meet RTO (response time objectives) for all impacted business functions • Ascertain continuity of business functions including assessment of impacted areas • Acquire access to essential business records (e.g., patient medical records, purchasing contracts, etc.) • Support needed movement or relocation to alternate business operation sites
Assess problems and needs in Section area; coordinate resource management with Support Branch Director, as appropriate.
Instruct Division Business Continuity Leads to evaluate business capabilities, recovery plan actions, and progress in meeting RTOs; report status to the Area Commander.
Participate in briefings and meetings as requested.
Regularly meet with the Operations Section Chief and Deployment Branch Lead to discuss plan of action and staffing.

Beginning Shift Duties
Receive, coordinate, and forward requests for IT and communications support to the Tactical Communications / IT Unit.
Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.
During Shift Duties
Meet regularly with Area Commander for status reports, and relay important information to Section staff.
Continue coordinating the Business Continuity Section’s ability to maintain or recover impacted business functions.
Evaluate all activated business continuity plans and modify as necessary any predicted unmet RTOs.
Identify specific activities or resources needed to ensure timely resumption of business functions.
Coordinate with the Facilities / Security Unit Lead for access to critical power needs or building assessments.
Coordinate with the Facilities / Security Unit Lead for building access and staff safety
Coordinate with the PH IT Service Delivery Manager to ensure shared strategies for business resumption.
Advise the Area Commander immediately of any recovery issue you are not able to correct or resolve.
Develop and submit a Section action plan to the Area Commander when requested.
End of Shift Duties
Continue to monitor Business Continuity Section’s ability to maintain or recover impacted business functions
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Safety Officer. Provide for staff rest periods and relief.
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.
Stand Down Duties
As needs for Business Continuity Section staff decrease, return staff to their usual jobs, and combine or deactivate positions in a phased manner.
Assist Department with restoring all business functions to normal operating condition. Notify

Stand Down Duties
the Area Commander when restoration is complete.
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.
Debrief staff on lessons learned and procedural/equipment changes needed.
Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Documentation Section.
Upon deactivation of your position, brief the Area Commander on current problems, outstanding issues, and follow-up requirements.
Submit comments to the Area Commander for discussion and possible inclusion in the after-action report; topics include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.

BUSINESS CONTINUITY UNIT LEAD CHECKLIST

Mission: Division Business Continuity Leads within the BC Operations Section keep division leadership informed of ACC operations, gather and assess intelligence on division sites and operations, identify operational needs to keep priority functions running, coordinate scaling back and restoration of division services, and bring continuity issues and concerns to the attention of the BC Operations Section Chief with a recommended course of action.

Direct Supervisor:

BC Operations Section Chief (Operations Chief if no BC Operations Section Chief is appointed)

Supervisory Responsibilities:

Division Business Continuity Staff as assigned

Responsibilities:

- Keeps division leadership informed of ACC operations
- Collects and analyzes information regarding division facilities, infrastructure, and operations
- Maintains situational awareness on the status of division continuity operations
- Forecasts future status of division facilities and operations (for the next operational period or longer term) or escalation of needs
- Can identify and communicate division resource needs to the ACC logistics section (resource requests may be initiated at other points in the division as well)
- Communicates and makes recommendations to the BC Operations Section Chief on policy issues that impact BC operations
- Coordinate with the division emergency response lead / deployment coordinator to ensure Priority 1 & 2 functions can be maintained as staff are identified to serve in emergency response roles
- Generates ways to achieve continuity objectives for the division during the current operational period
- Supports implementation of COOP contingency plans at the division level
- Participates in action planning and operational meetings when necessary
- Maintains clear documentation of all decisions and actions, and all incident information affecting ACC operations

Beginning Shift Duties

Obtain a situational briefing from the BC Operations Section chief and from the current Division BC Lead being replaced. Become aware of the following:

- The nature and scope of the incident
- The Area(s) of Operation (impacted areas).
- The estimated type and extent of damages, injuries or deaths.
- Immediate and forecasted risks to life and property.
- ESF-8 and Public Health response actions currently underway and planned.
- Relevant information regarding public health threats.
- Health, Medical, and Mortuary resource availability.
- Trends and issues that could impact future response and recovery efforts
- Status of County, City and State Emergency Proclamations.

Beginning Shift Duties
<ul style="list-style-type: none"> • Status of Federal Disaster Declarations • AC Center hours of operation and briefing schedule.
Read the current Operational Objectives, Incident Action Plan, and Situation Report.
Review the Division Status Update form with the BC Operations Section Chief and confirm the data points needing collection from your division
Coordinate with Planning Section, Situation Status Unit regarding role of BC lead in fulfilling the ACC Intel Strategy
Review and ensure the appropriate ACC Display Board is updated, as necessary.

During Shift Duties
Gather and document division continuity status information and communicate to BC Operations Chief in the timelines and format requested.
Gather and document other division intelligence in support of the ACC intel strategy, as directed by the Planning Section, Situation Status Unit Lead
Directly inform the BC Operations Section Chief of critical or time-sensitive information
Maintain situational awareness on the status of division operations
Analyze divisional intelligence with a focus on forecasting future status (for the next operational period or longer term) or escalation of needs
Coordinate with Section Chief on a regular basis regarding policy issues and future planning and logistics concerns affecting Priority 1 & 2 services
Ensure BC Operations Chief has access to divisional intelligence via Area Command Center (“AC Center”) display boards, WATrac, information emails or other appropriate means
Establish and implement a system for sharing Area Command information and updates with division management
Generate and recommend ways to achieve continuity objectives for the division during the current and future operational periods, and support implementation of the selected option at the division level as directed by the BC Operations Section Chief
Coordinate with the division emergency response lead / deployment coordinator to ensure Priority 1 & 2 functions can be maintained as staff are identified to serve in emergency response roles
As requested by the BC Operations Section Chief, participate in action planning and operational meetings and conference calls as needed to address and resolve critical issues, coordinate decisions regarding courses of action, and identify future operational concerns
Ensure the Division BC Lead station is continually staffed or that the responsibilities for the position are passed to the BC Operations Section Chief
Maintain a written log of all significant actions and decisions, on paper or in WATrac

End of Shift Duties

Identify and document status of division intelligence gathering, COOP contingency plans being implemented, and other urgent issues
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Brief the in-coming Division BC Lead

Stand Down Duties

Support the BC Operations Section Chief with implementing the ACC deactivation plan

Develop items for After Action discussion

Business Continuity Operations Section: Division Status Update Form

Instructions: The Division BC Lead actively reaches out to sources in the division to collect and compile this information by the deadline established by the BC Operations Section Chief. Submit form to BC Operations Section Chief upon completion. The updates are used by Command Staff to inform situation status reports and the development of ACC objectives and tasks.

Division		Time of Update	
Form completed by			

Line of succession			
Division Manager	Name:	<input type="checkbox"/> In office <input type="checkbox"/> Telecommuting	Contact info:
Program Administrative and Clinical Lines of Succession	Comments:		

Priority 1 Function Status: Report for all Priority 1 functions		
Priority 1 Function	Operational Status	
	<input type="checkbox"/> Functional <input type="checkbox"/> Functional but with operating challenges <input type="checkbox"/> Not operational	Comments:
	<input type="checkbox"/> Functional <input type="checkbox"/> Functional but with operating challenges <input type="checkbox"/> Not operational	Comments:
	<input type="checkbox"/> Functional <input type="checkbox"/> Functional but with operating challenges <input type="checkbox"/> Not operational	Comments:

Priority 2 Function Status: Report by exception only		
Priority 2 Function	Operational Status	
	<input type="checkbox"/> Functional but with operating challenges <input type="checkbox"/> Not operational	Comments:
	<input type="checkbox"/> Functional but with operating challenges <input type="checkbox"/> Not operational	Comments:
	<input type="checkbox"/> Functional but with operating challenges <input type="checkbox"/> Not operational	Comments:

	<input type="checkbox"/> Functional but with operating challenges <input type="checkbox"/> Not operational	Comments:
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Contingency Planning

Plans to sustain Priority 1 and 2 functions OR Resources / assistance needed	
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Staffing Status

Issues with absenteeism, labor relations, or other continuity staffing concerns to elevate for discussion	
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Facility/Infrastructure Status

Facilities/infrastructure not fully functional	Comments
1.	
2.	
3.	
4.	

Non-Critical Function Status

Priority 3 & 4 functions altered or discontinued	Change in service (telecommuting, moved to alternate location, etc.)
1.	
2.	
3.	
4.	



DAMAGE ASSESSMENT FORM FOR COUNTY FACILITIES

Facility
Incident
Time Complete <input type="checkbox"/> AM <input type="checkbox"/> PM
Time Reported <input type="checkbox"/> AM <input type="checkbox"/> PM
Date / /
Form Completed By
Phone Number
Usual Operating Schedule

DIRECTIONS: A knowledgeable staff member at site may complete and relay to PH Area Command Center (ACC) using methods listed on bottom of form. Programs based at non-county facilities (e.g. Harborview) may substitute the form used by their facility management and relay to PH Area Command.

Evacuation Assessment (complete after earthquake, explosion, etc)

If you find any damage listed in this section:

- **EVACUATE cautiously.** (If you are in or near a **HIGH RISE BUILDING**, only evacuate if absolutely necessary)
- Look for falling debris, downed power lines, and other hazards as you exit

EVACUATE - FACILITY EXTERNAL STRUCTURAL DAMAGE

External Walls Leaning	<input type="checkbox"/>	NOTES:
Other External Structural Damage	<input type="checkbox"/>	

EVACUATE - FACILITY INTERNAL STRUCTURAL DAMAGE

Exposed Corners (Skylight)	<input type="checkbox"/>	Evacuation also necessary for: Natural gas leak, fire, or large chemical spill
Bent Columns	<input type="checkbox"/>	
Cracked Beams	<input type="checkbox"/>	NOTES:
Skewed Door Frames	<input type="checkbox"/>	
Deformed Window Casings	<input type="checkbox"/>	
Other Internal Structural Damage	<input type="checkbox"/>	

All Hazards Damage Assessment

SITE GROUNDS CONDITION	Ice	Snow in Inches	Standing Water	Running Water & Source	Debris	Other
Site Parking Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site Walkways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to Facility (Driveways)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Road Closures/Obstructions						
UTILITIES (CIRCLE ALL THAT APPLY)	Operational		Neighborhood-wide		Look for	

Electrical Power	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	<input type="checkbox"/> Sparks <input type="checkbox"/> Frayed/exposed wires <input type="checkbox"/> Downed lines
Landline Telephone	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	
Natural Gas	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	<input type="checkbox"/> Odor <input type="checkbox"/> Hissing <input type="checkbox"/> Spinning dials
HVAC	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	
Heat	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	
Water	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	<input type="checkbox"/> Leaks
Sewer	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	<input type="checkbox"/> Leaks
Network Connectivity	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	

Overall Assessments

Overall Operational Assessment (please check best answer)	NOTES:
<input type="checkbox"/> Full Function <input type="checkbox"/> Partial Function <input type="checkbox"/> Not Sure <input type="checkbox"/> Request a Formal Building Inspection	
Overall Damage Assessment (please circle best answer)	
<input type="checkbox"/> No Damage: Building OK to Occupy <input type="checkbox"/> Minor Damage: Building can still function routinely <input type="checkbox"/> Minor Damage: Partial building functional <input type="checkbox"/> Major Damage: Part or all of the facility is unsafe and/or unusable <input type="checkbox"/> Catastrophic: Entire facility unusable for extended period of time	

ADDITIONAL INFORMATION REQUESTED BY AREA COMMAND CENTER (ACC):	
<input type="checkbox"/> Attached staff attendance list for facility operational assessment <input type="checkbox"/> Attached separate sheet for more detail, as needed	NOTES:
WHEN COMPLETE, REPORT THIS INFORMATION USING ONE OF THE FOLLOWING:	
<input type="checkbox"/> Conference Call, if call was planned ahead of time <input type="checkbox"/> ACC Fax: 206-296-1372 <input type="checkbox"/> ACC/ PHSKC Duty Officer Phone: 206-296-4606	<input type="checkbox"/> HealthEOC@kingcounty.gov <input type="checkbox"/> 800 MHz radio (A-1, DPH Common) <input type="checkbox"/> Amateur Radio (147.080)

* Items must be assessed, even after a *minor* storm. When in doubt, complete entire form

Revised March 2010



DAMAGE ASSESSMENT FORM FOR COUNTY FACILITIES

EXAMPLE

DEFINITIONS: A knowledgeable staff member at site may complete and relay to PH Area Command Center (ACC) using methods listed on bottom of form. Programs based at non-county facilities (e.g. Harborview) may substitute the form used by their facility management and relay to PH Area Command.

Facility: north phc
Incident: earthquake
Time Complete: 4:50 <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM
Time Reported: 5:12 <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM
Date: 1/2/2015
Form Completed By: maryann deminsky
Phone Number: 263-8310
Usual Operating Schedule: 8am-7:30pm

Evacuation Assessment (complete after earthquake, explosion, etc)
 If you find any damage listed in this section:

- EVACUATE cautiously. (If you are in or near a **HIGH RISE BUILDING**, only evacuate if absolutely necessary)
- Look for falling debris, downed power lines, and other hazards as you exit

EVACUATE - FACILITY EXTERNAL STRUCTURAL DAMAGE

External Walls Leaning	<input type="checkbox"/>	NOTES: cracks in façade, but no apparent structural damage
Other External Structural Damage	<input type="checkbox"/>	

EVACUATE - FACILITY INTERNAL STRUCTURAL DAMAGE

Exposed Corners (Skylight)	<input type="checkbox"/>	Evacuation also necessary for: Natural gas leak, fire, or large chemical spill
Bent Columns	<input type="checkbox"/>	
Cracked Beams	<input type="checkbox"/>	NOTES: cracked dry wall, loose ceiling fixtures, fallen equipment, but no apparent structural damage. staff evacuated while assessment was done, but now back in building.
Skewed Door Frames	<input type="checkbox"/>	
Deformed Window Casings	<input type="checkbox"/>	
Other Internal Structural Damage	<input type="checkbox"/>	

All Hazards Damage Assessment

SITE GROUNDS CONDITION	Ice	Snow in Inches	Standing Water	Running Water & Source	Debris	Other
Site Parking Area	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site Walkways	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access to Facility (Driveways)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Road Closures/Obstructions	field nurse reported by text msg meridian ave closed at northgate, traffic signal out, severe traffic back-ups, nearby buildings collapsed					
UTILITIES	Operational		Neighborhood-wide		Look for (mark all that apply)	

Electrical Power	Y <input checked="" type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	<input type="checkbox"/> Sparks <input type="checkbox"/> Frayed/exposed wires <input type="checkbox"/> Downed lines
Landline Telephone	Y <input type="checkbox"/> N <input checked="" type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input checked="" type="checkbox"/> ? <input type="checkbox"/>	Fax machine is working
Natural Gas	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	<input type="checkbox"/> Odor <input type="checkbox"/> Hissing <input type="checkbox"/> Spinning dials
HVAC	Y <input type="checkbox"/> N <input checked="" type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	
Heat	Y <input type="checkbox"/> N <input checked="" type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	
Water	Y <input checked="" type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	<input type="checkbox"/> Leaks
Sewer	Y <input checked="" type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	<input type="checkbox"/> Leaks
Network Connectivity	Y <input type="checkbox"/> N <input checked="" type="checkbox"/> ? <input type="checkbox"/> NA <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> ? <input type="checkbox"/>	

OVERALL ASSESSMENTS

<p>*Overall Operational Assessment* (please check best answer)</p> <input type="checkbox"/> Full Function <input checked="" type="checkbox"/> Partial Function <input type="checkbox"/> Not Sure <input checked="" type="checkbox"/> Request a Formal Building Inspection	<p>NOTES: Can accommodate staff and clients inside building with blankets and other emergency supplies for up to 3 days or until receive authorization to go home. Non-structural damage has made it unsafe to use some areas. Loss of main phone system and heat would also make it difficult to provide services, but not impossible.</p>
<p>*Overall Damage Assessment* (please circle best answer)</p> <input type="checkbox"/> No Damage: Building OK to Occupy <input type="checkbox"/> Minor Damage: Building can still function routinely <input checked="" type="checkbox"/> Minor Damage: Partial building functional <input type="checkbox"/> Major Damage: Part or all of the facility is unsafe and/or unusable <input type="checkbox"/> Catastrophic: Entire facility unusable for extended period of time	

ADDITIONAL INFORMATION REQUESTED BY AREA COMMAND CENTER (ACC):

<input type="checkbox"/> Attached staff attendance list for facility operational assessment <input type="checkbox"/> Attached separate sheet for more detail, as needed	NOTES:
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WHEN COMPLETE, REPORT THIS INFORMATION USING ONE OF THE FOLLOWING:

<input type="checkbox"/> Conference Call, if call was planned ahead of time <input checked="" type="checkbox"/> ACC Fax: 206-296-1372 <input type="checkbox"/> ACC/ PHSKC Duty Officer Phone: 206-296-4606	<input type="checkbox"/> HealthEOC@kingcounty.gov <input type="checkbox"/> 800 MHz radio (A-1, DPH Common) <input type="checkbox"/> Amateur Radio (147.080)
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* Items must be assessed, even after a *minor* storm. When in doubt, complete entire form Revised March 2010

Instructions for Completing the PHSKC Damage Assessment Form for Facilities

GENERAL INSTRUCTIONS

- Knowledgeable staff members at the site should complete the form and relay the information to the PH Area Command Center (ACC). Programs based at non-county facilities may substitute the form used by their facility management and relay it to the ACC. Buildings with onsite facilities staff include Chinook, programs housed at Harborview Medical Center (STD and TB clinics), KC Administration Building, Yesler, etc.
- Fill in as much of the form as possible
- For minor storms and situations, the minimum fields that must be completed are marked with an asterisk (*). But when in doubt of the severity of the situation, complete the entire form.
- If staff is onsite for a prolonged period of time after damage has occurred, complete damage assessments at regular intervals, fill out a new form each time and report each assessment to the ACC and the division.
- There may be times when one person will be asked to complete the damage assessment on their own without a partner. This should only occur during a situation when severe damage and dangerous conditions are not expected, such as after a minor storm.

BUILDING DAMAGE ASSESSMENT

- Two people should assess the building, especially when building damage or dangerous situations are possible, such as after an earthquake.
- Wear hard hats and bring flashlights
- Team members completing the assessment should ideally use walkie talkie (Family Radio Service) radios to communicate with each other and back to a third person, in case one of them encounters danger.
- Circle the outside of the building first.
 - Before exiting, look for hazards (power lines, falling bricks, lights, etc)
 - Send one person outside at a time. The second person should stay back until the first person has found the area to be safe.
 - Use caution (downed power lines, falling bricks and debris, etc)
 - Step far enough away that you can see the entire building. Is it leaning? Is there obvious structural damage?
- Sweep the inside of the facility second. Assess all areas.
 - Use caution (falling light fixtures, book cases, wall hangings, etc)
 - Send one person into an unassessed area at a time. The other person, should stay back until the first person has found it to be clear.
- If only part of the building is damaged, but other areas are safe to occupy, block off damaged areas with caution tape and signs

BOX IN UPPER RIGHT-HAND CORNER OF FORM

Complete all fields in this box:

- **Facility** – Name of facility
- **Incident** – A general incident type, such as earthquake, flooding, wind storm, or snow storm are sufficient
- **Time Complete** – Note the time when the assessment was completed. Check AM or PM or use military time
- **Time Reported** – Note the time the assessment was reported
- **Date** – Include the month, day, and year
- **Form Completed By** – Note at least one of the staff members who completed the assessment and the form.
- **Phone Number** – Note the best phone number for reaching one of the staff members who completed the assessment and the form
- **Usual Operating Schedule** – The hours the facility was scheduled to be open today

EVACUATION ASSESSMENT

Complete this section after an earthquake, explosion, severe windstorm or other event that may have caused serious damage to the building. Evacuate if you find any of the following:

- **Natural gas leak**
- **Fire**
- **Large chemical spill**

It is helpful to get to know your building structural components (inside and out) before a disaster strikes. What elements of the building appear to be structural (columns, posts) vs. what are cosmetic or non-structural (brick façade, plaster, windows, etc.). Ask facilities management staff for information about your building's structural elements and vulnerabilities. General rule: If you find during your assessment that the building's structural components look the same as they did before the disaster, it is probably safe to occupy.

- **Facility External Structural Damage:**
 - External walls leaning
 - Any other external structural damage.
- **Facility Internal Structural Damage:**
 - Exposed corners

- Bent columns
- Cracked beams
- Skewed door frames
- Deformed window casings
- Other internal structural damage – again, get to know your building ahead of time

Evacuation procedures:

- If you are in or near a **HIGH RISE BUILDING**, only evacuate if absolutely necessary
- **EVACUATE cautiously** (Look for falling debris, downed power lines, and other hazards as you exit)

ALL HAZARDS DAMAGE ASSESSMENT

- **Site Grounds Condition**

Check all that apply

- Ice
- Snow in inches – includes small field to note how many inches
- Standing water
- Running Water and source – includes small field to note the source
- Debris –
- Other – includes small field to note type of hazard

- **Utilities**

For all utilities

1. Check mark utilities that are not operable
2. If inoperable, check mark if the problem is **neighborhood-wide**.
3. Look for specific signs of danger listed in the **Look for** column. Place a checkmark next to any specific signs that are present. There are small fields that can be filled in to further describe these signs, if necessary. Reminders:
 - A. Any sign of a gas leak is grounds for evacuation. At leased sites, evacuate and turn off gas at the meter.
 - B. Stay at least 30 feet away from downed power lines. Note whether line is touching a fence or anything else and stay at least 30 feet away from that as well.
 - C. Leased sites may turn off electricity when there are sparks or frayed/exposed wires. King County owned sites should evacuate and seek guidance from the ACC.

OVERALL ASSESSMENTS

Although this section is somewhat subjective, the Area Command Center (ACC) may find this helpful, so please complete this entire section.

- **Overall Operational Assessment** - below are some general guidelines
 - Full Function - people inside the building are safe and all regular business functions can continue without repairs or emergency resources
 - Partial Function – people inside the building are safe and only some normal business functions can continue without repairs or emergency resources
 - Not Sure
 - Request a Formal Building Inspection – After a major event such as an earthquake, the county will likely schedule an inspection, but a request from you along with documentation of damage may be beneficial for the process.
- **Overall Damage Assessment** – definitions are included with each selection on the form as follows:
 - No Damage: Building OK to Occupy
 - Minor Damage: Building can still function routinely
 - Minor Damage: Partial building functional
 - Major Damage: Part or all of the facility is unsafe and/or unusable
 - Catastrophic: Entire facility unusable for extended period of time

ADDITIONAL INFORMATION REQUESTED BY AREA COMMAND CENTER (ACC)

Note whether you are attaching additional pages

- Attaching a staff attendance list is highly recommended
- Attach additional pages, if necessary

WHEN COMPLETE, REPORT THIS INFORMATION USING ONE OF THE FOLLOWING:

Check mark all methods that will be used to report this information:

- Conference Call – occasionally, when a major storm or other event is expected, a conference call will be planned in advance. Often you will be asked to report the most critical information on the call and submit the form via fax or email.
- Area Command Center (ACC) Fax: 206-296-1372
- ACC/ PHSKC Duty Officer Phone for a quick verbal report: 206-296-4606
- Email form filled in electronically or scanned copy to HealthEOC@kingcounty.gov
- 800 MHz radio – start on channel A-1, DPH Common. State your location and that you are looking for the Area Command Center and then **WAIT** to be acknowledged before giving your damage report
- Amateur Radio start on frequency 147.080. State your location and that you are looking for the Area Command Center and then **WAIT** to be acknowledged before giving your damage report

SAMPLE BC ACTION CHECKLIST FOR ANTICIPATED EVENTS (I.E. SNOWSTORM)**DAY BEFORE ANTICIPATED EVENT**

- Facilitate BC conference call to develop recommendations regarding site closures or service changes for following day
- Update employee information line/PHSKC website with information on site closures or service changes
- Activate division mechanisms for disseminating information on site closures/service changes to employees

DAY OF EVENT

- Conduct early morning facility assessments
- Determine which services can be offered based on who shows up at work
- Facilitate a BC conference call mid-morning to review site and service status and develop recommendations regarding site closures or service changes for PHSKC Director and/or King County Executive
- Facilitate a mid-afternoon conference call to assess operations for the next day
- Update employee information line/PHSKC website with information on facility closures or service changes
- Activate division mechanisms for disseminating information on site closures/service changes to employees

BC OPERATIONS SECTION CRITICAL TASKS

- Keep division leadership informed about ACC operations
- Request / Implement BC Plan Activation
- Provide warning/notification to department, division, and medical lines of succession
- Analyze, summarize, and communicate to Plans Section intelligence on status of sites and operations, including
 - Absenteeism
 - Building status
 - Infrastructure
- Assess impact of above conditions on critical functions
- Identify operational needs to keep priority 1 & 2 functions running
- Make recommendations to Area Commander and PHSKC leadership regarding facility usage and service prioritization
- Plan ahead – anticipate division staffing & resource needs and BC branch staffing and resource needs
- Coordinate division recovery efforts

BUSINESS CONTINUITY CONFERENCE CALL PROCEDURE

The Business Continuity Operations Section Chief / Business Continuity Program Manager:

1. Notifies call participants that conditions (e.g. inclement weather) may warrant a BC conference call and to watch email for further information.
2. In consultation with the Area Commander, determines whether to schedule a BC conference call.
3. Works with Plans section to book conference call system and schedule call on planning clock.
4. Sends announcement to call participants, along with agenda and instructions for accessing the conference line.
5. Personally confirms participation Chief of Staff (COS) or designee.
6. Invites and confirms participation of external liaisons or subject matter experts needed for the call, e.g. King County Facilities Management Division, King County OIRM, or agencies who share space with PHSKC facilities.
7. Designates a note taker to document status, decisions, and next steps identified during the call.
8. Serves as call facilitator.
9. If the COS or his/her designee did not attend the conference call, briefs her/him as quickly as possible following the call.
10. If the Communications Section Manager or designee was not on the call, brief her/him as quickly as possible.
11. Update call participants on COS decisions made following the call.
12. Tracks implementation of action steps established on the call (closing sites, moving vaccine, updating PH employee info line or PH website, etc.)
13. Distributes call notes to call participants.

Call participants

- PHSKC Chief of Staff
- Area Commander
- Communications Manager
- Business Continuity Manager
- Logistics Chief
- PHIT Representative
- HR Representative
- Division Managers and additional staff invited by division manager
- Division BC Leads
- External liaisons or subject matter experts as appropriate

Agenda

- Roll call
- Situation status update as it affects BC
- Frame decisions/recommendations needed on call
- Division report out
 - Facility/infrastructure status
 - Priority 1 function status
 - Priority 2 function status

- Recommendations on decisions facing the group
- Finalize decisions/recommendations
- Identify and assign next steps
- Announce time of next call

Examples of decisions / recommendations to be made on call

- Close sites
- Reduce/stop delivery of Priority 3 & 4 services
- Change delivery mode of Priority 1 & 2 services

References

- Emergency Closure, Designation of First Responders and Mission Critical Employees (05-LER-01)
- PHSKC Business Closure Procedure
- Site emergency operation plans

PHSKC BUSINESS CLOSURE PROCEDURE: WORKING DRAFT 2.25.09The Functional Status of PHSKC Facilities During Disasters:

1. PHSKC facilities, owned or leased, shall be considered operational and open during business hours when utilities such as water, sewer, HVAC and electricity are functioning and the structure is not damaged in such a way as to pose risks to the health and safety of occupants.
2. Should any utility services listed above be compromised or damages occur to a structure that would pose risks to the health and safety of its occupants, the Department Director may close the site for one day. Decisions regarding closure for longer than one day must be made by the King County Executive.
3. When a site is determined to be operational during a disaster, the range of services and programs that can function there are contingent upon the number and qualifications of staff who present for work. Division managers must determine each day during a disaster which critical programs and services will continue at a given site and which programs and services must be maintained through alternate systems. Each Division and Section will strive to maximize the number of functions that remain operational at PH facilities, or via contingency planning such as telecommuting.
4. The Preparedness Section and Division staff will develop contingency plans for maintaining critical department functions and services when PHSKC facilities are not operational, and when transportation limitations or environmental concerns prevent PHSKC staff who perform critical functions from arriving at work.
5. Priority 1 functions defined in the PHSKC Business Continuity Plan will be maintained under all circumstances. Divisions and Sections will activate contingency plans whenever they deem necessary to maintain Priority 1 functions. The Preparedness Section, CPRES, and other PHSKC staff will support Divisions with maintaining Priority 1 functions.

Division Delegation of Authority

Line of Succession

Division Director	
Assistant Division Director	
Third Alternate	
Fourth Alternate	

The Division Director may temporarily delegate specific authorities in accordance with the Line of Succession (above) if the Division Director is absent due to vacation, illness or other circumstances.

In the event that the Division Line of Succession is activated, I hereby delegate all authorities and responsibilities identified within the scope of the Division Manager position, including those listed below, to staff members listed in the Line of Succession who may act in my absence, beginning with the Assistant Division Director and progressing through each alternate as necessary:

1. Activation and execution of the Division’s Business Continuity Plan as necessary.
2. Signatory authority for contracts, agreements or other actions which, under normal circumstances, require the written approval of the Division Director.
3. Specific authority to commit Division resources and establish any new operational policies, consistent with Department protocols, within the Division that may be required in the event of an emergency or disaster.
4. Re-direction, as necessary, of Division staff and programs to assure performance of the Division’s essential functions.
5. Providing information to the Department Director or their designee on the operational status and capabilities of the Division and, as needed, recommendations for the modification, reduction, or cessation of essential services within the Division.
6. Collaboration with external partners in forums and circumstances appropriate to the role of the Division Director.
7. Manage or delegate as appropriate all personnel activities within the Division such as hiring authority, employee leave of absence requests, potential disciplinary actions, lay off or termination actions in conjunction with Public Health Human Resources.
8. Oversee development and management of the Division budget.

_____ **Division Delegation of Authority, Continued**

Individuals acting for the _____ Division Director shall retain such authorities unless authority is assumed by the Director of Public Health - Seattle & King County or their designee, resumed by the Division Director, or the vacant Division Director position is filled by a new person. The _____ Division Line of Succession is designated by name of individual, not by job class. Only the individuals named above are included in the Line of Succession.

The _____ Division Director will notify all members of the Division Line of Succession, Executive Team, and Preparedness Director for Public Health – Seattle & King County via email any time delegation of authority occurs.

This delegation supersedes any prior delegation of authority.

[Name of Division Director], Director
_____ Division
Public Health – Seattle & King County

Date

Receipt of Division Delegation of Authority Statement

By signing this form, I acknowledge that I have received the Division Delegation of Authority Statement. I understand the duties, obligations and responsibilities associated with the assignment of Acting Division Director. I further understand that it is my responsibility to clarify any questions or concerns I have regarding department and county policies and procedures with my supervisor or with Public Health Finance & Administration staff, to ensure my actions as Acting Division Director will be in awareness of and compliance with applicable policies, laws and regulations.

[Name], [Position]

Date

Printed name _____

LINES OF SUCCESSION

PHSKC's Continuity of Operations Plan identifies the Line of Succession for key positions at the Department and Division level and mandates the development of Delegations of Authority for the Director and Division Manager positions. Further information on PHSKC continuity operations is documented in the COOP plan.

Lines of succession rosters

[INFORMATION REDACTED - INSERT YOUR LINES OF SUCCESSION HERE]