Emergency Management and

Business Continuity Plan

Security

# <insert logo here>

Emergency Management and

Business Continuity Requirements

**Security is a mission critical department requiring the continuity or immediate recovery of emergency services and processes.**

# Mission Critical Processes and Applications

**RECOVERY TIME [0-2 hours]**

|  |  |  |
| --- | --- | --- |
| **PROCESS** | **APPLICATION** | **DOWNTIME POLICY** |
| Security Communications Center Management | Radio System & Command Post (EIS handles the repeaters) |  |
| Provide Building, Employee, and Patient Security |  |  |
| Staffing posted in ED, Lobby, Command Post, 1-on-1 |  |  |
| Access Control and Campus Lockdown | * Ameg |  |
| Infant Abduction Monitoring | * HUG System |  |
|  |  |  |

**RECOVERY TIME [72+ hours]**

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| --- | --- | --- |
| **PROCESS** | **APPLICATION** | **DOWNTIME POLICY** |
| Issuing Badges/IDs |  |  |
|  |  |  |

# Continuity Procedures

## Following an event that impacts your department and/or your operations, consider the following:

* Round on staff
* Assess where to pull a security guards to cover high acuity areas
* Identify critical operation points, functions or skills necessary for continuity of operations (e.g., management staff; specific levels of expertise, training or experience; recording or documentation requirements; health and safety concerns)
* Assess need to close department and/or relocate services
* Update Hospital Command Center (HCC) regarding department status, including resource needs, closure requirements and staffing shortages
* Plan for service reduction based on need, critical nature of service and recovery times in plan
* Communicate with incident command, all interdependent departments and other affected services regarding status and strategies for continuity/recovery
* Provide written notification to employees regarding status and strategies for continuity/recovery for the duration of the event and compensation provisions, if feasible
* Document the duration of the event
* Track, record and report all expenses during and related to the event:
  + Loss of revenue (i.e.: income the hospital will not receive)
  + Physical losses (i.e.: damage done to space and equipment)
  + Fixed costs (i.e.: non-variable costs paid whether department is operating or not)
  + Operating costs (i.e.: variable costs that may increase due to the event)
* Track, record and report all on-duty time for personnel who are working during the event.
  + Establish and maintain documentation of all payroll activities
  + Ensure records are accurate and complete.
  + Keep time sheets on all staff (exempt or not)
  + Provide instructions to all employees to ensure time sheets and travel expense claims are completed properly
  + Ensure that time records, travel expense claims, and other related information are prepared and submitted to payroll
* Retain all invoices to ensure all costs are captured and attributable to the event
* Establish and maintain documentation of all purchasing activities
* Track costs for use of equipment purchased and leased during the event

Hospital Security Considerations

* Implement traffic control procedures, if needed
* Close parking to all traffic, if needed
* Consult with Administration (or HCC if activated), regarding areas being closed or need to be secured.
* Request support from Locksmith and Facilities for repairs and broken doors or locks
* Provide officers assigned to external checkpoints with department list and individuals authorized for entry.
* Coordinate with leased building security and security of nearby campuses as needed
* Based on available personnel and impact of the incident, deploy Security to the following:
  + Loading Dock
  + Perimeter Patrol
  + Lobbies
  + Bridges
  + Administration Office
  + Parking Buildings
  + Atrium Building
  + Research Building

# Personnel Procedures

Employee Checklist

* Report to your department
* Bring/Wear ID Badge at all times
* Receive assignment from Department/Unit Manager
* Report to Labor Pool at the direction of Department/Unit Manager
* Prepare to stay/sleep at the Medical Center and bring the following: Bottled Water
* Toiletries
* Flashlight
* Personal Medications
* Change of Clothing

## Following an event that impacts your department and/or your personnel, consider the following:

* Evaluate immediate and ongoing staff needs based on existing and predicted levels of human resources available
* Activate your call list
* Notify Employees: communicate event impact, estimated duration and location/time/frequency of updates
* Determine staff availability
* Notify human resources, managers, union representatives and other key personnel as to status and plan implementation
* Coordinate alternative staff resource options with human resources. If needed:
  + Identify similar core competencies that exist
  + Request staffing needs update from the labor pool to sustain essential functions
  + Secure contract staff or borrow from another facility
  + Cross train staff with similar competencies by educators
* Develop and implement contingency staffing schedules and Implement alternative staff resource options that may supplement staffing needs (i.e., runners)
* Use sign in and time reporting sheet to account for all staff and hours during incident

ALTERNATE WORK OPTIONS

* Identify alternate work options available through “telecommuting” or other off-site possibilities as determined in departmental BCPs
* Assess flexible leave options that would allow employees to address family needs while continuing to support the organization through a flexible work plan
* Collaborate with EIS for remote access for staff performing mission critical processes

HEALTH AND SAFETY

* Evaluate potential health and safety issues with Environmental Health and Safety that might arise through diversion of staff to new job roles

FAMILY CARE PLAN

It should be assumed during a disaster that all employees might be needed. If staff must perform role at the medical center and requires care for dependents during the response, confirm with the Hospital Command Center that the Family Care Plan has been activated.

* Work with Environmental Services to set up space for over night arrangements
* Communicate with food services needs to accommodate staff staying overnight and working extra shifts

# Interdependencies

To perform mission critical processes, the department depends on the following internal and external services.

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| **INTERDEPENDENCY** | **SERVICE/PROCESS** | **ACTIONS IF SERVICE IS UNAVAILABLE** |
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# Mission Critical Equipment and Supplies

* Conduct Inventory and document status of equipment and supplies
* Check condition of storage or onsite stockpiles to determine the level of damage, if applicable
* Create a resupply list
* Assess how long department can operate with available equipment and supplies
* Request assistance from HCC for Mutual Aid, if needed

Additional notes:

| **MISSION CRITICAL EQUIPMENT AND SUPPLIES** | | | | |
| --- | --- | --- | --- | --- |
| **EQUIPMENT/SUPPLY ITEM** | **QUANTITY/PAR LEVEL** | **POST INCIDENT INVENTORY** | **GAP/AMTNEEDED** | **ACTIONS IF ITEM IS UNAVAILABLE** |
| Computers |  |  |  |  |
| Printers |  |  |  |  |
| Copier |  |  |  |  |
| Office Equipment |  |  |  |  |
| Hazmat Supplies |  |  |  |  |
| Radios |  |  |  |  |
| Radio Bank |  |  |  |  |
| Phones |  |  |  |  |

# Vendors/Resources Call List

| COMPANY | POINT OF CONTACT | PHONE NUMBER | EMERGENCY CONTRACT IN PLACE Y/N? |
| --- | --- | --- | --- |
| [e.g. Advanced Medical Information System (HUGS)] |  |  |  |
| [e.g. G4S – Access Control] |  |  |  |
| Additional Security and Off-Duty Police Personnel |  |  |  |
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# Mission Critical Vital Records

| **RECORD NAME** | **LOCATION** | **ALTERNATE BACK UP SOURCE** | **RECORD TYPE**  **PAPER/ELECTRONIC** |
| --- | --- | --- | --- |
| Employee Files |  |  |  |
| Call Tree |  |  |  |
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# Staff Call List

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Last Name** | **First Name** | **City** | **Business Phone** | **Home Phone** | **Mobile Phone** | **Mobile Phone 2** | **Pager** | **ETA (min)** |
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Evacuation and Relocation Procedures

# Evacuation Procedures

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| --- | --- |
| **Horizontal Evacuation Location** |  |
| **Vertical Evacuation Location** |  |
| **Assembly for full building evacuation** |  |
| **Nearest Elevator** |  |
| **Nearest Stairwell** |  |

* If providing Security in the Emergency Department or on a patient care unit, follow procedures for the unit/floor where Security is being provided.

# Relocation Procedures

* <insert location here> is the alternate location for the main campus location.

# Recovery Procedures

The overall business continuity recovery strategy is based upon using existing internal resources for recovery of services and operations impacted by a disruptive event, whenever possible. Given security staff is distributed throughout the hospital to provide services, the procedures in this plan are designed to leverage distributed staff and equipment to continue and recovery services.

* Work with IT and Communications to identify missing or damaged computers or communications equipment.