Business Resumption Plan
St. Clair County Community Mental Health Authority
2020

Updated: April 15, 2020

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Overview

Purpose

The purpose of this document is to provide a plan for the St. Clair County Community Mental Health Authority (SCCCMHA) to insure continuity and resumption of business in the event any serious disruptive incident that could affect all, or partial, operations of the Agency. It will define Risk Management, mitigation, levels of emergency incidents and provide response plans for staff to follow if a disaster or emergency situation should occur. It will also provide a plan for periodic testing to ensure that safeguards that have been implemented are indeed effective.

Scope

The scope of this document is related to a significant disaster or emergency situation impacting all, or partial, Facility and its respective operations. Most facets of Agency business are dependent upon the IT infrastructure and, therefore, this document is to be used in conjunction with the Information Technology (IT) Disaster Recovery Plan. The plan, detailed in the following pages, will be an integral part of a business continuity plan for the agency, including alternative work sites, operational contingencies, or any other agency-wide recommendations.

Policy Statement

There is a requirement for the St. Clair County Community Mental Health Authority to develop a Business Continuity Plan, also known as a Disaster Recovery and Contingency Plan, to meet Commission on Accreditation Rehabilitation Facilities and Health Insurance Portability Accountability Act requirements. It is also a recommended best practice for any organization in order to respond efficiently and effectively to any disaster and continue minimal business operations.

Essential business activities that need to remain functioning during a disaster are:

· Telephones and computers for Access/Customer Service

· Working telephones for clerical staff at all program sites

· Critical Information Systems, including EHR (Electronic Health Records)

· Provide for all aspects of services related to Consumers

Testing of the Business Resumption Plan and supporting technology and services should occur according to the following guidelines:

- Annual tabletop simulation of an event, partial or total loss, at 3111 Electric Avenue program site

- Annual tabletop simulation of an event, partial or total loss, at remote site location; Capac, Marine City or Child and Family Services

- Scheduled drills related to evacuation or taking shelter

Also, there will be an annual review of the written Business Resumption Plan for appropriateness and modifications, if necessary. This review will occur before the end of the 4th quarter of every fiscal year and will insure that the Business Resumption Plan correlates appropriately with the Information Technology Disaster Recovery Plan.

Defining an Emergency Incident

Baselines for Defining Emergency Incident Levels

Not every Emergency situation affects the entire operations of SCCCMHA. Many incidents are of a smaller scale and brief duration, impacting only a portion of the agency. Incidents can also be isolated to one remote site or even one office or department. The purpose of this plan is to define levels of incidents and to ensure that the SCCCMHA has a baseline for classifying an emergency situation and determining the appropriate response.

Severity Levels	Severity Definitions	Examples
LEVEL 1	Critical Impact Total loss of Electric Avenue site and/or remote location(s)	Tornado that destroys all of Electric Avenue and/or one or more remote site Fire that destroys all of Electric Avenue or a remote site Explosion that destroys all of Electric Avenue or remote site (proximity to

LEVEL 2	<u>High Impact</u> Partial site loss In accessibility	Fire or Tornado Damage to a section of Electric Avenue site, or a portion of a remote site Short Term power failure at Electric Avenue or a remote site
LEVEL 3	<u>Medium Impact</u> Damage or Loss of one room or incident of short term duration	Tornado/Severe Weather Warning- requires seeking shelter Flooding in one or more rooms Fire in one office or Galley (Kitchen) Wind damage to the exterior or interior (windows) of the building

Safeguards

Overview

The following section outlines the safeguards that are in place to avoid or minimize emergency or disaster situations. It also details the maintenance and/or testing schedule for these safeguards in order to ensure full functionality. Finally, it provides for a periodic review of the existing safeguards for appropriateness along with suggestions for additional methods of safeguarding against disaster situations.

Training Documentation

Detailed Staff training for all potential disaster situations is next to impossible. Steps are in place to provide general training and a communication plan is in place to respond to emergency situations.

1. All Staff are provided with an Emergency Procedures Handbook when they are hired. This book is also available to all staff on the SCCCMHA Intranet (Compass) and this is handbook is updated and redistributed at a minimum of every three years, as deemed necessary by Management.

2. All Staff complete initial on-line Safety Training courses and these courses are reassigned, as required trainings, on an annual basis.

3. The Safety Committee disseminates appropriate community updates and weather notifications/warnings via the SCCCMHA email system.

4. Periodic drills, related to emergencies, including evacuation and taking shelter, are completed quarterly at the Electric Avenue as well as remote locations.

Physical Security

Physical security of the SCCCMHA sites is managed by a multifaceted approach.

1. There is a site security policy that governs all program sites for the agency which requires all guests to sign in and be escorted.

2. The Agency utilizes the lnformaCast Alerts and Call Aware (911) notification system which addresses varying levels of emergencies and weather conditions.

3. Electric Avenue building entry doors are secured with electronic swipe card locks. A limited number of staff approved by Management has access during non-standard business hours. Such accesses are reviewed on a periodic basis. In addition, audit reports are available that track all card usage.

4. Remote location access is restricted through key entry for non-standard business hours. All keys are assigned and procedural controls are in place for retrieving keys at termination of a position, or as deemed appropriate.

5. During Community events, where the building is open, or as deemed necessary by an incident, the elevator and second floor access door swipe card entry system can be activated by key personnel.

6. The rooms where the servers and network equipment are stored in the main building, at 3111 Electric Avenue, are secured with electronic swipe card locks. Only authorized staff are allowed to enter the room. The hardware/wiring connectivity in the IDF room at Electric Avenue, or the remote locations, is secured in locked wiring cabinets.

Power Failure

In the event of a power failure, our offices at Electric Avenue, Capac, and Marine City, each have a generator that will automatically start up and provide power to the entire building. These generators are fueled by natural gas. When the generators sense there is no utility power, they begin providing power within 15 seconds. During the 15 seconds, all sites have UPS (Uninterruptible Power Supply) devices that keep all critical network components running during the transition of power. (See the IT Disaster Recovery Plan for details).

Data Center UPS System

The Data Center located within the CMH Headquarters as well as the IDF Room has all servers and network equipment supported by American Power Conversion (APC) UPS systems. (See the IT Disaster Recovery Plan for details).

Program Location UPS Systems

Each remote program location has an APC UPS system to support the network router and LANNVAN switch. (See the IT Disaster Recovery Plan for details.)

<u>Roof Top Power Units</u>

SCCCMHA Electric Avenue site has a seven Roof Top Units. Depending on equipment requirements/load, some devices can operate in single phase while others require three phase. The Electric Avenue electrical box has been coded with red dots to signify equipment that is the most susceptible to damage for inadequate power. If a power incident occurs, designated staff turns off each coded circuit breaker to power down high risk units.

HVAC Failure

Other than periodic maintenance, little can be done to prevent an HVAC failure at the SCCCMHA Electric Avenue site. Due to excessive heat generated by today's microprocessors, keeping the environment cool in the server room is critical to prevent serious and expensive hardware failures. The IT Disaster Recovery Plan details safeguards related to the server room.

Temperature Monitoring

One APC NetBotz sensor is used to monitor the ambient air temperature and humidity within the server room. If the temperature exceeds 90 degrees, an alert is sent via text message to the designated IT support, along with Facilities Department personnel. If an "all clear" alert from the temperature sensors does not occur within 15 minutes, heat mitigation activities need to commence and disaster recovery procedures are initiated.

The current HVAC system related cooling safeguards for the server room are addressed in the IT Disaster Recovery Plan. The agency HVAC alarms are triggered by "fan status" rather than temperature. If the building is calling for heat, or cooling, and the fan in the RTU (roof top unit) does not come on, an alarm is sent to Facilities staff via text and email. Also, an alarm is sent for Boiler System Water Temperature, if it falls below 100*.

Water Leakage

Potential for water leak damage has been minimized through the following safeguards.

1. In the event of water leak, staff immediately contacts the Facilities Department.

2. If the boiler system leaks, the eventual change in water temperature will trigger an alarm and Facilities Department staff will receive a text message.

3. Building pipes/plumbing is located in "conditioned" areas of the primary and remote

site locations.

4. In the event of a rupture to the fire sprinkler system line during non-business hours (when no one is on site to report the problem to the Facilities Department), the flow switch will be tripped activating the fire alarm. This will directly call the fire department who will respond to the site and then call Facilities Staff. The Fire Department has access to our site locates through the use of a "knox-box".

Workplace Violence: Potentially Dangerous Person/Active Shooter

Since the fall of 2012 SCCCMHA has worked both internally and externally with the Port Huron Police Department (PHPD) and St. Clair County Sheriff Department to have a plan in place should an Active Shooter or similar event occur at any of our locations.

Protection plans include a programmed key card entry system at the Electric Avenue building. Each employee has access to the building at designated times depending on his or her position and need for access. Three (3) card readers have been located around the building (1st floor reception, 1st floor facilities and 2nd floor management area) that can have designated cards swiped through them that will active all external building doors to lock (all employees, during working hours, have access to pass through those locked doors).

SCCCMHA InformaCast software system on the telephones can alert certain staff ("Mr. Champion") for a Potentially Dangerous Person) or send alerts throughout the entire Agency of an occurring event.

Floor plans at the Electric Avenue location have been labeled with a numbering system which has been shared with PHPD so the officers know and understand the layout of the building and where the outside windows lead. Reflective number labels five to six inches tall have been placed on each outside window and smaller discrete numbering labels have been placed inside the building to identify offices and meeting rooms as well. The floor plans also depict areas of possible danger such as, the boiler room and the Galley (commercial kitchen, wherein knives are locked up).

In addition, each meeting room is equipped with an emergency packet that has signaling cards to let emergency responders know the status of safe and/or injured individuals. Also in 2015, the PHPD presented formal Alert Lockdown Inform Counter Evacuate (ALICE) Training (type of Active Shooter training) that included a live Active Shooter scenario, in which 264 SCCCMHA staff participated. Furthermore, SCCCMHA in conjunction with the PHDP and St. Clair County Sheriff Department provides quarterly Active Shooter

training for new employees and interim formal Active Shooter refresher training for staff who participated in the 2015 ALICE Training.

Pandemic

A pandemic is an outbreak of a disease that occurs over a wide geographic area and affects an exceptionally high proportion of the population. This calendar year 2020, most of the world and businesses including SCCCMHA encounter this type of critical event.

This mass critical event focused it's attach on our most valuable assess, our staff and the individuals we serve. To protect ourselves:
1. Medical staff (nurses) completed health screens including temperature assessments of staff and other as they entered approved open locations.

2. A hygiene station equipped with hand sanitizer, tissue, masks, and a waste receptacle is placed at the front entrance of each location.

3. Implement Pandemic Infection Control procedure throughout all sites.

4. Information sharing using all media formats with staff, the individual we serve, contract providers.

5. Network with community agencies and stakeholders (i.e. The Health Department, Emergency Operations Management).

6. Ensure contract agencies implement their pandemic plans.

7. Identify staff to ensure receipt and correspondence with Michigan Health Alert Network notification.

Incident and Restoration/Recovery Procedures Scope

For incidents and related restoration/recovery procedures, it would be next to impossible to detail processes for every potential disaster. The scope of this plan addresses several procedures that cover the bulk of disaster situations. Also, since this is a "living" document, procedures will be reviewed and updated, or new ones created, based on an annual review of the plan.

The scope of this document includes the more common or likely disaster recovery situations (NOTE: Incidents specific to the technical infrastructure are covered in the IT Disaster Recovery Plan):

- Tornado Involving Full Or Partial Loss Of One Or More Sites Explosion Involving

Full Or Partial Loss Of Site(s)

- Power Outage Of Duration Exceeding 4 Hours But Less Than 24 Hours Power Outage Of Duration Exceeding 24 Hours

- Fire Resulting In Full Or Partial Loss Of A

- Building Site Flooding Resulting In Complete Or

- Partial Damage To A Site Workplace Violence:

- Potentially Dangerous Person/Active Shooter

- Phone System Failure(s) Through Carrier HVAC Failure

- Chemical or Biological Incident

Notification Protocols

Communication of emergency or disaster recovery incidents is crucial and serves to not only keep all parties informed, but also aids in timeliness of problem resolution. In addition, appropriate record keeping during an emergency incident will enable the agency to perform appropriate retrospective reviews after an incident to ensure proper procedures were followed or to implement revised procedures. The following protocols for communication/notification will be used by SCCCMHA:

INCIDENT SEVERITY LEVEL	NOTIFICATION	DOCUMENTATION
Level 1	Executive Director, Deputy Director, Program Director Management Team - Direct consultation from Lead Facilities Staff, IT Staff after an assessment has been made. Periodic status updates to be provided as well as verbal consultation upon resolution. Postmortem document to be submitted within 48 hours of incident resolution.	TracklT Help Desk Work Order - Priority set to Critical, Disaster Recovery Level set to Level 1. All notes to findings, status updates and resolution.
Level 2	SCCCMHA Facilities Staff, IT Staff & Outsourced Provider responsible for support - Immediate and via email upon resolution Directly Impacted Users - Via email from designated SCCCMHA Facilities or IT staff after an assessment of the situation has been made. Also, via email upon resolution	TracklT Help Desk Work Order - Priority set to High, Disaster Recovery Level set to Level 2. All notes to findings, status updates and resolution.
Level 3	Directly Impacted User/Department - Immediate SCCCMHA Facilities, IT Staff, Outsourced Provider responsible for support (if applicable) - Immediate and via email upon resolution	TracklT Help Desk Work Order - Priority set to Medium, Disaster Recovery Level set to Level 3. All notes to findings, status updates and resolution.

Recovery Procedures

Outlined below are generic guidelines for the SCCCMHA staff with a few specific "decision points" that should occur. It is important that all incidents, regardless of what Disaster Recovery Severity level. Incidents involving small groups of people should documented using the Emergency Event form located on the COMPASS (intranet). Incidents involving large groups of people should be documented using voting email. All emergency/critical incidents are documented in the Safety drills database. A Postmortem meeting, including outage details root-cause analysis and follow-up actions, will be completed within 48 hours of the incident. Refer to Business Resumption Plan Table Attachment.

Tornado Involving Full or Partial Loss Of One Or More Sites

Disaster Recovery level - *1 (Full) or 2 (Partial) or 3 (1 – 3 End User Workspaces)*

1. Management Team, Lead Facilities, Lead IT and Lead Safety Staff assess the situation

2. Attend to injured/engage Emergency First Responders

3. Follow notification protocols, as appropriate

4. Activate appropriate Disaster Plan using Business Resumption Plan Table

5. Dispatch Staff to alternate location(s), as appropriate

6. Complete Media notification, as appropriate

7. Complete postmortem review and documentation

8. Implementation compensating controls/process improvements and/or revise procedures and plan accordingly

Explosion Involving Full or Partial Loss Of Site(s)

Disaster Recovery level - *1 (Full) or 2 (Partial) or 3 (1 – 3 End User Workspaces)*

1. Management Team, Lead Facilities, Lead IT and Lead Safety Staff assess the situation

2. Attend to injured/engage Emergency First Responders

3. Follow notification protocols, as appropriate

4. Activate appropriate Disaster Plan using Business Resumption Plan Table

5. Dispatch Staff to alternate location(s), as appropriate

6. Complete Medial notification, as appropriate

7. Complete postmortem review and documentation

8. Implement compensating controls/process improvements and/or review procedures and plan accordingly

Power Outage of Duration Exceeding 4 Hours But Less Than 24 Hours

Disaster Recovery Level - *1*

1. Follow notification protocols, as appropriate

2. Designated Facilities Staff issue outage report to utility company and/or electrician for restoration of service and advises Executive Director or Management Team Designee

3. Follow details of IT Disaster Recovery Plan

4. Activate appropriate Disaster Plan using Business Resumption Plan Table

5. Complete postmortem review and documentation

6. Implement compensating controls/process improvements and/or review procedures and plan accordingly

Power Outage of Duration Exceeding 24 Hours

Disaster Recovery Level -*1*

1. Management Team, Lead Facilities and Lead IT Staff assess the situation

2. Designated Facilities Staff issue outage report to utility company and/or electrician for restoration of service and advises Executive Director or Management Team Designee

3. Follow notification protocol, as appropriate

4. Activate appropriate Disaster Plan using Business Resumption Plan Table

5. Follow details of IT Disaster Recovery Plan related to power incidents

6. Complete postmortem review and documentation

7. Implement compensating controls/process improvements and/or review procedures and plan accordingly

Fire Resulting In Full or Partial Loss Of A Building Site

Disaster Recovery Level *1 (Full) or 2 (Partial) or 3 (1 – 3 End User Workspaces)*

1. Contact Emergency First responders by dialing 911

2. Management Team, Lead Facilities, Lead IT and Lead Safety Staff assess the situation

3. Designated Facilities Staff issue outage report to utility company and/or electrician for restoration of service and advises Executive Director or Management Team Designee

4. Follow notification protocol, as appropriate

5. Activate appropriate Disaster Plan using Business Resumption Plan Table

6. Shut down any non-critical devices to conserve power (printers, servers, copiers, fax machines, etc.)

7. Follow details of IT Disaster Recovery Plan related to power incidents

9. Complete postmortem review and documentation

10. Implement compensating controls/process improvements and/or review procedures and plan accordingly

Flooding Resulting In Complete or Partial Damage To A Site

Disaster Recovery Level – 1 (Complete) or 2 (Partial) or 3 *(1 – 3 End User Workspaces)*

1. Management Team and Lead Facilities Staff, and Lead IT Staff (if appropriate) assess the situation

2. Follow notification protocol, as appropriate

3. Activate appropriate Disaster Plan using Business Resumption Plan Table

4. Complete postmortem review and documentation

5. Implement compensating controls/process improvements and/or review procedures and plan accordingly

Workplace Violence: Potentially Dangerous Person / Active Shooter

Disaster Recovery Level – 1

1. Contact Emergency First responders by dialing 911or push Panic Button if unable to use the phone

2. Management Team, Lead Safety, Lead Facilities and IT Staff assess the situation and attend to the injured, when practical in relationship to the situation

3. Activate appropriate Disaster Plan using Business Resumption Plan Table

4. Follow notification protocol, as appropriate

5. Complete postmortem review and documentation

6. Implement compensating controls/process improvements and/or review procedures and plan accordingly

Pandemic

Disaster Recovery Level - 1

1. Management team to contact/consult with local Health Department, MDHHS, CMHA. EOM. Follow Center for Disease Control and state guidelines.

2. Management Team to assess SCCCMHA situations.

3. Identify key staff to receive Michigan Health Alert Network Notifications and provide to them needed input/feedback.

4. Implement Infection Control for Pandemic procedures. (Nursing staff to complete Health screenings and facility staff to increase disinfecting and everyone to use PPE.)

5. Implement notification procedure for staff, the individuals we serve and contract providers.

6. Restrict staff and people we serve from entering buildings.

7. Ensure contract agencies implement their Pandemic Plans.

8. Follow Pandemic Plan protocol- identify essential services and building hours of operations

9. Implement the CMH support phone line.

10. Implement compensation controls.

11. Complete postmortem review and maintain all documentation.

12. Recognize/support staff for their efforts to help he people we serve and others

Phone System Failure(s) Through Carrier

Disaster Recovery Level - *Level 1 or 2 (Partial)*

1. Follow notification protocols, as appropriate.

2. Lead IT Staff to use Customer Location Alternate Routing (CLAR) to quickly (within one minute) route the SCCCMHA Access Center lines to BHR (Behavior Health Responses). The IT staff will also coordinate routing of any other main lines for any SCCCMHA sties with the Telephone Carrier as appropriate.

3. Follow notification protocol, as appropriate

4. Complete postmortem review and documentation

5. Implement compensating controls/process improvements and/or review procedures and plan accordingly

HVAC Failure

Disaster Recovery Level - *Level 1 or 2 (Partial)*

1. Follow notification protocols, as appropriate.

2. Open Data Center door and deploy portable fans for heat mitigation.

3. Shut down any non-critical devices to reduce heat.

4. Turn off circuit breakers that are marked (red dots) as equipment susceptible to damage through improper voltage.

5. Facilities Designee contact appropriate vendor(s) for HVAC repair.

6. Management Team and Lead Facilities Staff activate appropriate disaster plan using Business Resumption Plan Table

7. After HVAC is restored and appropriate temperature is maintained, startup non-critical devices appropriately.

8. Complete postmortem review and documentation

9. Implement compensating controls/process improvements and/or review procedures and plan accordingly

Chemical or Biological Incident

Disaster Recovery – Level – 1 – *Level 1 (1 site 24 + hours), Level 2(1 site greater than 8 hours, Level 3 (1 site less than 4 hours)*

1. Contact Emergency First Responder by dialing 911

2. Follow notification protocols, as appropriate.

3. Management Team, Lead Facilities and Lead Safety Staff activate appropriate disaster plan using Business Resumption Plan Table

4. Complete a postmortem review and documentation

5. Implement compensating controls/process improvements and/or review procedures and plan accordingly

Safeguard Validation Procedures

In order to ensure that the safeguards which are in place help to mitigate disasters are actually functioning and appropriate, periodic testing and validation must occur. This section deals with processes and testing scenarios to ensure that, should a disaster occur, the defined safeguard(s) perform as expected.

Vendor Maintenance Plans

Vendor maintenance plans are critical to the Agency Business Resumption Plan as well as, the Information Technology Disaster Recovery Plan. It is the most economical way to ensure that problems are resolved as quickly as possible, up to and including having replacement parts shipped at no additional cost. Not every piece of equipment should be covered for its lifetime as technology changes in both hardware and software can create obsolescence. Maintenance plans are purchased and reviewed based on mission critical software and hardware (see the IT Disaster Recovery Plan for further detail).

Disaster Scenarios

A critical aspect of any Business Resumption and Disaster Recovery Plan is test scenarios. By testing the plan, you ensure that the safeguards, which are in place, will be effective should a true disaster occur. In disaster recovery situations, stress levels are elevated. Practicing disaster scenarios will help keep anxiety levels down in the event of a true disaster instance.

Test scenarios should occur based on the following schedule:

Critical Application Server Failure

On an annual basis, a practice restoration of a critical application server will occur. This will not only validate that images are kept up to date, but all backup files are indeed current and accessible. These are a scheduled drill.

Phone System Failure

On an annual basis, a phone system failure will be replicated at a program site. The goal is to ensure that the fail- over mode operates correctly and phone service can be maintained.

Power Failure

On an annual basis, a power failure will be simulated at the Data Center and a remote site. This will ensure that the UPS batteries can maintain the power load correctly and give us enough time to safely shutdown our equipment in event of an extended power outage.

Full or Partial Facility Loss/ Program Impact

On an annual basis, a tabletop simulation of an event, partial or total loss, at 3111 Electric Avenue program site will occur. In addition, a tabletop simulated test of one of the remote site, Capac or Marine City, will be conducted.
Scheduled drills related to evacuation or taking shelter are conducted at all sites on a periodic basis.

Business Resumption Plan Table

Incident	Incident Severity Level	Action	Notification Protocols
Tornado - Full Site(s) Loss	1	- Notify Emergency First Responders, as appropriate and attend to injured - Management/Supervisors Account for all staff (utilize sign-in books, text messaging, if available and complete department "roll calls") - Determine Severity/Physical site impact and outline plan of action - Engage IT, Facilities, Safety Staff, as necessary - Contact Lead Staff at Temporary Site to coordinate use of their facility - Determine site location for Company Meeting to outline the Plan, if appropriate - Potentially engage IT Resource (Technical IT Staff) Staff to respond to our site or assist through remote access - Move Vehicle Fleet to alternate location - Complete postmortem review Loss assets list and maintain all documentation Implement compensating controls/process improvements and/or revise procedures and plan accordingly	- Executive Director, Deputy Director and Program Director contact their direct reports who, in turn, contact their direct reports with Plan or Meeting Place - IT staff to use CLAR to quickly route the SCCCMA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate - Contact BHR to relay Incident & Plan - Contact Local Media (News and Radio), as appropriate - Update Agency Webpage and Facebook page (from smart phone or home internet) - Contact Genoa Pharmacy - Contact IT Resource, Merit Support and RESA related to data connectivity - Notify MDHHS - Contact Contract Agencies - Contact Utility Companies - Contact Insurance Company - Contact Port Huron Post Office (or Marine City or Capac Post Office, if related to those sites)

Business Resumption Plan Table

| Tornado - Partial Site Loss | 2=Multi-Rooms
3=1-3 Workstations | Notify Emergency First Responders, as appropriate and attend to injured Management/Supervisors Account for all staff (utilize sign-in books, text messaging, if available and complete department "roll calls") Determine Severity/Physical site impact and outline plan of action Engage IT, Facilities, Safety Staff, as necessary Contact Lead Staff at Temporary Site to coordinate use of their facility, if necessary Conduct Company Meeting, or use email, to outline the Plan Potentially engage IT Resource (Technical IT Staff) Staff to respond to our site or assist through remote access Complete postmortem review, Loss Assets list and maintain all documentation Implement compensating controls/process improvements and/or revise procedures and plan accordingly | Executive Director or Designee, send email to all staff detailing appropriate temporary procedures, as dictated by the severity of the incident and / or add information to Agency Facebook page as applicable When dictated by the incident severity, complete the following: IT staff to use CLAR to quickly route the SCCCMA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate Contact BHR to relay Incident & Plan Contact Local Media (News and Radio), as appropriate Update Agency Webpage and Facebook page (from smart phone or home internet) Contact Genoa Pharmacy Contact IT Resource, Merit Support and RESA related to data connectivity Notify MDHHS Contact Contract Agencies Contact Utility Companies Contact Insurance Company |

Business Resumption Plan Table

Explosion - Full Site Loss	1	- Notify Emergency First Responders, as appropriate and attend to injured - Management/Supervisors Account for all staff (utilize sign-in books, text messaging, if available and complete department "roll calls") - Determine Severity/Physical site impact and outline plan of action - Engage Safety, IT, Facilities Staff, as necessary - Contact Lead Staff at Temporary Site to coordinate use of their facility - Determine site location for Company Meeting to outline the Plan, if appropriate - Potentially engage IT Resource (Technical IT Staff) Staff to respond to our site or assist through remote access - Move Vehicle Fleet to alternate location - Complete postmortem review, Loss Assets list and maintain all documentation Implement compensating controls/process improvements and/or revise procedures and plan accordingly	- Executive Director, Associate Director and Program Director contact their direct reports who, in turn, contact their direct reports with Plan or Meeting Place - IT staff to use CLAR to quickly route the SCCCMA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate - Contact BHR to replay Incident & Plan - Contact Local Media (News and Radio), as appropriate - Update Agency Webpage and Facebook page (from smart phone or home internet) - Contact Genoa Pharmacy - Contact IT Resource, Merit Support and RESA related to data connectivity - Notify MDHHS - Contact Contract Agencies - Contact Utility Companies - Contact Insurance Company Contact Port Huron Post Office (or Marine City or - Capac Post Office, if related to those sites)

Business Resumption Plan Table

Explosion - Partial Site Loss	2=Multi-Rooms
	3=1-3 Workstations
		- Notify Emergency First Responders, as appropriate and attend to injured - Management/Supervisors Account for all staff (utilize sign-in books, text messaging and if available and complete department "roll calls") - Determine Severity/Physical site impact and outline plan of action - Engage Safety, IT or Facilities Staff, as necessary - Contact Lead Staff at Temporary Site to coordinate use of their facility, if necessary - Conduct Company Meeting, or use email, to outline the Plan - Potentially engage IT Resource (Technical IT Staff) Staff to respond to our site or assist through remote access - Complete postmortem review, Loss Assets list and maintain all documentation
		Implement compensating controls/process improvements and/or revise procedures and plan accordingly
			- Executive Director or Designee send email to all staff detailing appropriate temporary procedures, as dictated by the severity of the incident - When dictated by the incident severity, complete the following: o IT staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate
			    o Contact BHR to relay Incident & Plan
			    o Contact Local Media (News and Radio), as appropriate
			    o Update Agency Webpage and Facebook page (from smart phone or home internet)
			    o Contact Genoa Pharmacy
			    o Contact IT Resource, Merit Support and RESA related to data connectivity
			    o Notify MDHHS
			    o Contact Contract Agencies
			    o Contact Utility Companies
			    o Contact Insurance Company

Business Resumption Plan Table

Power Outage – 4 to 24 hours	1	• Management to determine severity/impact on site(s) and outline plan of action
		• Engage IT or Facilities Staff, as necessary to contact utility company and telephone provider(s)
		• Follow IT Disaster Recovery Plan guidelines
		• Complete post power outage report review and maintain all documentation
		
		Implement compensating controls/process improvements and/or revise procedures and plan accordingly
			• Executive Director or Designee send email to all staff detailing appropriate temporary procedures as dictated by the severity of the incident
			• When dictated by the incident severity, complete the following:
			  o IT staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate
			  o Contact BHR to relay Incident & Plan
			  o Update Agency Webpage and Facebook page (from smart phone or home internet)
			  o Contact Genoa Pharmacy
			  o Contact IT Resource, Merit Support and RESA related to data connectivity
			  o Contact Contract Agencies
			  o Contact Utility Company

| Power Outage - 24+ hours | 1 | Determine business impact and outline plan of action Engage IT or Facilities Staff, as necessary Follow IT Disaster Recovery Plan guidelines Contact Lead Staff at Temporary Site to coordinate use of their facility Determine site location for Company Meeting to outline the Plan, if appropriate Potentially engage IT Resource (Technical IT Staff) Staff to respond to our site or assist through remote access Move Vehicle Fleet to alternate location Complete post power outage report and maintain all documentation Implement compensating controls/process improvements and/or revise procedures and plan accordingly | Executive Director, Associate Directors and Program Director contact their direct reports who, in turn, contact their direct reports with Plan or Meeting Place IT staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate Contact BHR to relay Incident & Plan Contact Local Media (News and Radio), as appropriate Update Agency Webpage and Facebook page (from smart phone or home internet) Contact Genoa Pharmacy Contact IT Resource, Merit Support and RESA related to data connectivity Notify MDHHS Contact Contract Agencies Contact Utility Company |

Attachment A

Business Resumption Plan Table

Fire – Full Site Loss	1	- Notify Emergency First Responders, as appropriate and attend to injured - Management/Supervisors Account for all staff (utilize sign-in books, text messaging, if available and complete department "roll calls") - Determine Severity/Physical site impact and outline plan of action - Engage Safety, IT or Facilities Staff, as necessary - Contact Lead Staff at Temporary Site to coordinate use of their facility - Determine site location for Company Meeting to outline the Plan, if appropriate - Potentially engage IT Resource (Technical IT Staff) Staff to respond to our site or assist through remote access - Move Vehicle Fleet to alternate location - Complete postmortem review, Loss Assets list and maintain all documentation Implement compensating controls/process improvements and/or revise procedures and plan accordingly	- Executive Director, Associate Director and Program Director contact their direct reports who, in turn, contact their direct reports with Plan or Meeting Place - IT staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate - Contact BHR to relay Incident & Plan - Contact Local Media (News and Radio), as appropriate - Update Agency Webpage and Facebook page (from smart phone or home internet) - Contact Genoa Pharmacy - Contact IT Resource, Merit Support and RESA related to data connectivity - Notify MDHHS - Contact Contract Agencies - Contact Utility Companies - Contact Insurance Company Contact Port Huron Post Office (or Marine City or Capac Post Office, if related to those sites)

Business Resumption Plan Table

Fire – Partial Site Loss	2=Multi-Rooms
	3=1-3 Workstations
		• Notify Emergency First Responders, as appropriate and attend to injured
		• Management/Supervisors Account for all staff (utilize sign-in books, text messing, if available and complete department "roll calls")
		• Determine Severity/Physical site impact and outline plan of action
		• Engage Safety, IT or Facilities Staff, as necessary
		• Contact Lead Staff at Temporary Site to coordinate use of their facility, if necessary
		• Conduct Company Meeting, or use email, to outline the Plan
		• Potentially engage IT Resource (Technical IT Staff) Staff to respond to our site or assist through remote access
		• Complete postmortem review, Loss Asset list and maintain all documentation
		
		Implement compensating controls/process improvements and/or revise procedures and plan accordingly
			• Executive Director or Designee send email to all staff detailing appropriate temporary procedures as dictated by the severity of the incident
			• When dictated by the incident severity, complete the following:
			  o IT staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate
			  o Contact BHR to relay Incident & Plan
			  o Contact Local Media (News and Radio), as appropriate
			  o Update Agency Webpage and Facebook page (from smart phone or home internet)
			  o Contact Genoa Pharmacy
			  o Contact IT Resource, Merit Support and RESA related to data connectivity
			  o Notify MDHHS
			  o Contact Contract Agencies
			  o Contact Utility Companies
			  o Contact Insurance Company

Business Resumption Plan Table

Flooding -Full Site	1	• Management/Supervisors Account for all staff (utilize sign-in books, text messaging, if available and complete department "roll calls") • Determine Severity/Physical site impact and outline plan of action • Engage IT or Facilities Staff, as necessary • Contact Lead Staff at Temporary Site to coordinate use of their facility • Determine site location for Company Meeting to outline the Plan, if appropriate • Potentially engage IT Resource (Technical IT Staff) Staff to respond to our site or assist through remote access • Move Vehicle Fleet to alternate location Complete postmortem review, Loss Assets list and maintain all documentation Implement compensating controls/process improvements and/or revise procedures and plan accordingly	• Executive Director, Associate Director and Program Director contact their direct reports who, in tum, contact their direct reports with Plan or Meeting Place • IT Staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate • Contact BHR to relay Incident & Plan • Contact Local Media (News and Radio), as appropriate • Update Agency Webpage and Facebook page (from smart phone or home internet) • Contact Genoa Pharmacy • Contact IT Resource, Merit Support and RESA related to data connectivity • Notify MDHHS • Contact Contract Agencies • Contact Utility Companies • Contact Insurance Company Contact Port Huron Post Office (or Marine City or Capac Post Office, if related to those sites)

Business Resumption Plan Table

| Flooding – Partial Site | 2 = Multi – Rooms
3 = 1-3 Workstations | Management/Supervisors Account for all staff (utilize sign-in books, text messaging if available and complete department "roll calls") Determine Severity/Physical site impact and outline plan of action Engage IT or Facilities Staff, as necessary Contact Lead Staff at Temporary Site to coordinate use of their facility, if necessary Conduct Company Meeting, out use email to outline the Plan Potentially engage IR Resource (Technical IT Staff) Staff to respond to our site or assist through remote access Complete postmortem review, Loss Assets list and maintain all documentation
Implement compensating controls/process improvements and/or revise procedures and plan accordingly | Executive Director or Designee to send email to all staff detailing appropriate temporary procedures as dictated by the severity of the incident When dictated by incident severity, complete the following: IT Staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate Contact BHR to replay Incident & Plan Contact Local Media (News and Radio) as appropriate Update Agency webpage and Facebook page (from smart phone or home internet) Contact Genoa Pharmacy Contact IT Resource, Merit Support and RESA related to data connectivity Notify MDHHS Contact Contract Agencies Contact Utility Companies Contact Insurance Company |

Business Resumption Plan Table

Workplace Violence: Active Shooter	1	- Notify Emergency First Responders, as appropriate and attend to injured - Management/Supervisors to account for all staff (utilize sign-in books, text messaging, if available and complete department "roll calls") - Determine Severity/Physical site impact and outline plan of action - Engage Safety, IT or Facilities Staff, as necessary - Contact Lead Staff at Temporary Site to coordinate use of their facility - Determine site location for Company Meeting to outline the Plan, if appropriate - Potentially engage IT Resources (Technical IT Staff) Staff to respond to our site or assist through remote access - Move Vehicle Fleet to alternate location - Complete postmortem review, Emergency Events Report and maintain all documentation Implement compensating controls/process improvements and / or revise procedures and plans accordingly.	- Executive Director, Associate Director and Program Director contact their direct reports who, in turn, contact their direct reports with Plan or Meeting Place - IT staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate - Contact BHR to relay Incident & Plan - Contact Local Media (News and Radio) as appropriate - Update Agency Webpage and Facebook page (from smart phone or home internet) - Contact Genoa Pharmacy - Contact IT Resource, Merit Support and RESA related to data connectivity - Notify MDHHS (Michigan Department of Health and Human Services) - Contact Contract Agencies - Contact Utility Companies - Contact Insurance Company - Contact Port Huron Post Office (or Marine City or Capac Post Office, if related to those sites)
Phone System Failure(s) through Carrier	1or 2 (Partial)	- Determine business impact and outline plan of action - Engage IT Staff, as necessary - Follow IT Disaster Recovery Plan guidelines - Potentially engage IT Resource (Technical IT Staff) Staff to respond to our site or assist through remote access - Complete applicable reports and maintain all documentation	- Executive Director or Designee sends email to all staff detailing the plan - IT staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate - Contact BHR to replay Incident & Plan

		Implement compensating controls/process improvements and/or revise procedures and plans accordingly.	• Update Agency webpage and Facebook page (from smart phone or home internet) • Contact Genoa Pharmacy • Contact IT Resource, Merit Support and RESA related to data connectivity

HVAC Failure	1 or 2 (Partial)	• Determine business impact and outline plan of action • Engage IT or Facilities Staff, as necessary • Follow IT Disaster Recovery Plan guidelines • Contact Lead Staff at Temporary Site to coordinate use of their facility • Determine site location for Company Meeting to outline the Plan, if appropriate • Potentially engage IT Resource (Technical IT Staff) Staff to respond to our site or assist through remote access • Move Vehicle Fleet to alternate location • Complete port HVAC Failure report and maintain all documentation Implement compensating controls/process improvements and/or revise procedures and plan accordingly.	• Executive Director or Designee send email to all staff detailing appropriate temporary procedures as dictated by the severity of the incident • When dictated by the incident severity, complete the following: • IT Staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate • Contact BHR to relay Incident & Plan • Contact Local Media (News and Radio), as appropriate • Update Agency Webpage and Facebook, as applicable (from smart phone or home internet) • Contact Genoa Pharmacy • Contact IT Resource, Merit Support and RESA related to data connectivity • Notify MDHHS • Contact Contract Agencies • Contact Utility Companies

Business Resumption Plan Table

Chemical or Biological Incident	1	• Notify Emergency First Responders, as appropriate and attend to injured • Management/Supervisors to account for all staff (utilize sign-in books, text messaging, if available and complete department "roll calls") • Determine Severity/Physical site impact and outline plan of action • Engage Safety, IT or Facilities Staff, as necessary • Contact Lead Staff at Temporary Site to coordinate use of their facility • Determine site location for Company Meeting to outline the Plan, if appropriate • Potentially engage IT Resources (Technical IT Staff) Staff to respond to our site or assist through remote access • Move Vehicle Fleet to alternate location • Complete post Chemical or Biological Incident Report and maintain all documentation Implement compensating controls/process improvements and / or revise procedures and plans accordingly.	• Executive Director, Associate Director and Program Director contact their direct reports who, in turn, contact their direct reports with Plan or Meeting Place • IT Staff to use CLAR to quickly route the SCCCMHA Access Center line to BHR. The IT staff will also coordinate routing of any other main lines for any SCCCMHA sites with the Telephone Carrier as appropriate • Contact BHR to relay Incident & Plan • Contact Local Media (News and Radio) as appropriate • Update Agency Webpage and Facebook page, as applicable (from smart phone or home internet) • Contact Genoa Pharmacy • Contact IT Resource, Merit Support and RESA related to data connectivity • Notify MDHHS • Contact Contract Agencies • Contact Utility Companies • Contact Insurance Company • Contact Port Huron Post Office (or Marine City or Capac Post Office, if related to those sites)

Management Team:

Executive Director:
Deb Johnson

Medical Director:
Mohammad Saeed

Deputy Director:
Tracey Pingitore

Administrative Services Director
Kimberly Prowse

Program Director
Kathleen Gallagher

Finance Director:
Karen Farr

Support Services Director:
Michelle Measel-Morris

Information Technology Director:
Dann Hayes

Recipient Rights Director:
Telly Delor

Temporary Site Options:

- County EOC (Emergency Operations Center) - County Airport - 177 Ash Dr., Kimball - (810) 364-6890 Girl Scouts - 2186 Water Street, Port Huron - (810) 984-3189
- Sanilac CMH - Would provide access to PCE (OASIS), Internet, AbraSuite and AbraESS (would re-direct connection to SCCCMHA Capac)
- Lapeer CMH - Would provide access to PCE (OASIS), Internet, AbraSuite and AbraESS (would re-direct connection to SCCCMHA Capac)
- Capac – SCCCMHA Remote Site 14675 Downey Rd., Capac Mi. 48014 – Backup images in place
- Child and Family Services 2415 24th Street Port Huron, Mi. 48060
- Marine City – SCCCMHA Remote Site 135 Broadway, Marine City – (would provide access to PCE (OASIS), Internet AbraSuite and AbraAESS (would re-direct connection to SCCCMHA Capac)
- Home Internet Access to PCE (OASIS)
- Port Huron Hospital or Mercy Hospital for Medications
- Genoa Pharmacy, formally Advanced Care Pharmacy
  – use Mobile Pharmacy (810) 824-5120