



**St. Clair County  
Community Mental Health**

*Providing Opportunities for Health, Wellness, & Connection*

---

**BUSINESS  
RESUMPTION  
and  
DISASTER  
RECOVERY  
and  
CONTINGENCY  
PLAN**

---

Revised February 2026

# TABLE OF CONTENTS

<b>SUBJECT</b>	<b>PAGE NUMBERS</b>
<b>Overview</b>	5
Purpose	5
Scope	5
Policy Statement	5
Testing Guidelines	5
<b>Defining an Emergency Incident</b>	6
Emergency Incident Levels	6
<b>Safeguards</b>	7
Overview	7
Training and Education	7
Physical Security	7
Power Failure	8
HVAC Failure	8
Vendor Maintenance Plans	9
Water Leakage	9
Workplace Violence: Potentially Dangerous Person/Active Shooter	9-10
Pandemic	10
<b>Incident and Restoration/Recovery Procedures</b>	11
Notification Protocols	11-12
Recovery Procedures	13
Chemical or Biological Incident – External Threat	13

<b>SUBJECT</b>	<b>PAGE NUMBERS</b>
----------------	---------------------

**Incident and Restoration/Recovery Procedures (cont.)**

Chemical or Biological Incident – Internal Threat	13
Explosion Involving Total/Partial Loss of One or More Sites	13
Fire Resulting in Total/Partial Loss of One or More Sites	14
Flooding Resulting in Total/Partial Damage of One or More Sites	14
HVAC Failure	14
Pandemic	15
Phone System Failure(s) Through Carrier	15
Power Outage of Duration Exceeding 4 but Less than 24 Hours	15
Power Outage of Duration Exceeding 24 Hours	16
Tornado Involving Total or Partial Loss of One or More Sites	16
Workplace Violence: Potentially Dangerous Person/Active Shooter	16

**Safeguard Validation Procedures**

Disaster Scenarios	17
Critical Application Server Failure	17
Phone System Failure	17
Power Failure	17
Total or Partial Loss / Program Impact	17

**Business Resumption Plan Table – Attachment A**

Chemical or Biological Incident – External Threat	18
Chemical or Biological Incident – Internal Threat	18-19

<b>SUBJECT</b>	<b>PAGE NUMBERS</b>
----------------	---------------------

**Business Resumption Plan Table (cont.) – Attachment A**

Explosion Resulting in Partial Service Location Loss	19-20
Fire: Total Service Location Loss	20-21
Fire: Partial Service Location Loss	21-22
Flooding: Total Service Location Loss	22
Flooding: Partial Service Location Loss	23
HVAC Failure	23-24
Phone System Failure Through Carrier	24
Power Outage: 4 – 24 Hours	25
Power Outage: 24+ Hours	25-26
Tornado: Total Service Location Loss	26-27
Tornado: Partial Service Location Loss	27-28
Workplace Violence: Active Shooter	28-29
<b>Directory</b>	<b>30</b>

## OVERVIEW

---

### **Purpose**

The purpose of this document is to provide a detailed plan for St. Clair County Community Mental Health Authority (SCCCMHA) to ensure continuity and resumption of business in the event of a disaster or emergency event that impacts all or partial operations of the organization. This plan includes testing guidance to ensure the responses are effective. The Business Resumption and Disaster Recovery and Contingency Plan is reviewed on an annual basis.

### **Scope**

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

### **Policy Statement**

St. Clair County Community Mental Health Authority is required to develop a Business Resumption Plan, also known as a Business Resumption and Disaster Recovery and Contingency Plan, to meet Commission on Accreditation Rehabilitation Facilities (CARF) and Health Insurance Portability and Accountability Act (HIPAA) requirements. Such a plan is also a recommended best practice to support an efficient and effective response to a disaster to ensure the continuation of essential business operations.

### **Testing Guidelines**

The Business Resumption Plan should be tested as follows:

- Electric Avenue: Annual Disaster Recovery Drill, partial or total loss.
- Capac, Child and Family Services, Marine City-Broadway, and Marine City-King: Annual Disaster Recovery Drill, partial or total loss.
- All service locations: Quarterly drills related to evacuation and sheltering in-place.

# DEFINING AN EMERGENCY INCIDENT -----

## Emergency Incident Levels

Not every emergency situation impacts the total operation of SCCCMHA. Most incidents are of a smaller scale and brief duration, impacting only a portion of the organization or a specific service location. Incidents can also be isolated to one office or department. This section is dedicated to defining incident severity levels to ensure SCCCMHA has a baseline for classifying an emergency.

SEVERITY LEVEL	DEFINITION	EXAMPLES
Level 1	<b>Critical Impact:</b> Total loss of the Electric Avenue service location and/or any service location.	<ul style="list-style-type: none"> <li>▪ Tornado that destroys Electric Avenue and/or one or more service locations</li> <li>▪ Fire that destroys Electric Avenue and/or one or more service locations.</li> <li>▪ Explosion that destroys Electric Avenue and/or one or more service locations.</li> <li>▪ Pandemic that impedes full access and/or functioning of Electric Avenue and/or one or more service locations.</li> <li>▪ Total network loss at Electric Avenue.</li> <li>▪ Active Shooter at Electric Avenue and/or one or more service locations.</li> </ul>
Level 2	<b>High Impact:</b> Partial site loss in accessibility or internet outage that impacts email and/or Oasis.	<ul style="list-style-type: none"> <li>▪ Fire or Tornado damage to a section of Electric Avenue or portion of one or more service locations.</li> <li>▪ Short-term power failure at Electric Avenue and/or one or more service locations.</li> <li>▪ Biochemical incident, greater than one day, at Electric Avenue and/or one or more service locations.</li> <li>▪ Partial network loss.</li> <li>▪ Pandemic.</li> </ul>
Level 3	<b>Medium Impact:</b> Damage or loss of one room or incident of short-term duration; Local network loss, e.g., wire down at Electric Avenue.	<ul style="list-style-type: none"> <li>▪ Tornado/Severe Weather Warning, which requires taking shelter.</li> <li>▪ Flooding in one (1) or more rooms/offices at any service location.</li> <li>▪ Fire in one room/office at any service location.</li> <li>▪ Wind damage to the exterior (walls or windows) of any service location.</li> </ul>

# SAFEGUARDS

---

## Overview

This 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 to ensure full functionality during emergency/disaster situations.

## Training and Education

1. All staff are provided with an Employee Emergency Procedures Handbook upon hire. This handbook is also available on each employee's desktop computer.
2. All staff complete an initial Safety Training course upon hire and refresher training annually thereafter.
3. The Safety Committee disseminates appropriate community updates via the SCCCMHA email system and the *In the Know* employee newsletter.
4. Two (2) emergency drills are completed quarterly at every service location.
5. Training for Emergency Responders and floor wardens is provided upon assignment and frequently thereafter.

## Physical Security

The physical security of the SCCCMHA service locations is maintained through a multifaceted approach.

1. The Employee Emergency Procedures Handbook, Visitor Protocol section, requires all vendors and contractors entering SCCCMHA service locations to sign-in.
  - a. All vendors/contractors must check-in at Reception, meet with the identified employee/director that arranged their visit (Facilities Department, IT Department, etc.), and be assigned a visitor badge.
2. SCCCMHA utilizes the InformaCast Alerts and 911 notification systems, which address varying levels of emergency situations.
3. All service locations are secured with electronic swipe card locks. A limited number of staff have access to each service location during non-standard business hours. Access is reviewed on a periodic basis in consultation with the Leadership Team. In addition, audit reports are available to track all card usage / building access.
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 when an employee separates from the organization due to a resignation, retirement, termination, etc., and as deemed appropriate.
5. During community events, and as deemed necessary due to an emergency incident, the Electric Avenue 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 at each service location are secured with electronic swipe card locks or physical locks. Only authorized staff are allowed to enter these rooms. The hardware/wiring connectivity in the IDF rooms is secured in locked wiring cabinets.

## **Power Failure**

In the event of a power failure, the Electric Avenue, Capac, Child and Family Services, Marine City-Broadway, and Marine City-King Road service locations have generators that will automatically start up and provide power to each 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 second transition, all sites have Uninterruptible Power Supply (UPS) 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:**

All servers and network equipment in the Data Center and IDF Room at the Electric Avenue building are supported by the American Power Conversion (APC) UPS system. See the IT Disaster Recovery Plan for details.

- **Program Location UPS Systems:**

Each service location has an APC UPS system to support the network router and switch. See the IT Disaster Recovery Plan for details.

- **Roof Top Power Units (RTU):**

The Electric Avenue building has seven (7) roof top units. Depending on equipment requirements/load, some devices can operate in single phase while others require three phases. The Electric Avenue building's electrical box is coded with red dots to signify equipment that is the most susceptible to damage during inadequate power. If a power incident occurs, designated staff turn off each coded circuit breaker to power down high risk units.

## **HVAC Failure**

Due to excessive heat generated by microprocessors, keeping the environment cool in all server rooms is critical to prevent serious and expensive hardware failures. The IT Disaster Recovery Plan details safeguards related to the server rooms.

- **Temperature Monitoring**

Sensors are used to monitor the ambient air temperature and humidity within the server rooms. If the temperature exceeds 80 degrees, an alert is sent via text message to the designated IT support and Facilities Department personnel. If an "all clear" alert from the temperature sensors does not occur within 15 minutes, heat mitigation activities must commence.

The current HVAC system related cooling safeguards for the data rooms are addressed in the IT Disaster Recovery Plan. The SCCCMHA HVAC alarms are triggered by "fan status," rather than temperature. If the building is calling for heating or cooling, and the fan in the RTU does not turn on, an alarm is sent to Facilities Department personnel via text and email. Also, an alarm is sent for Boiler System Water Temperature if it falls below 100 degrees.

## **Vendor Maintenance Plans**

Vendor maintenance plans are critical to SCCCMHA's Business Resumption and Disaster Recovery and Contingency 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 details.

## **Water Leakage**

The potential for water leak damage has been minimized through the following safeguards:

1. In the event of a water leak, staff immediately contact the Facilities Supervisor, James Krzywiecki, at Ext. 7831 or via cell phone at (810) 434-3473.
2. If the boiler system leaks, the eventual change in water temperature will trigger an alarm and Facilities Department personnel will receive a text message.
3. Building pipes and plumbing are located in "conditioned" areas at each service location.
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 the Facilities Team. The fire department has access to our service locations through the use of a Knox Box.

## **Workplace Violence: Potentially Dangerous Person/Active Shooter**

SCCCMHA consulted with the Port Huron Police Department (PHPD) and St. Clair County Sheriff's Department to develop a response to an Active Shooter or similar event at any service location.

Protection plans include a programmed key card entry system at the Electric Avenue service location. Each employee has access to the service location at designated times depending on their position and need for access. Four (4) blue lockdown button boxes are located in the Electric Avenue service location: 1<sup>st</sup> floor Kiosk Desk, 1<sup>st</sup> floor Reception/Scheduling Desks, 1<sup>st</sup> floor Facilities Department, and 2<sup>nd</sup> floor CEO office area. Pressing these buttons triggers a full-scale lockdown of all exterior doors and the elevator. All employees, during working hours, have access to exit through the locked doors.

The SCCCMHA InformaCast software system can alert SCCCMHA staff emergency responders of a potentially dangerous person/incident or send alerts to the entire workforce.

The Electric Avenue floor plan was shared with the PHPD. Reflective number labels five (5) to six (6) inches tall are displayed on each exterior window and smaller, discrete numbering labels are displayed inside the building to identify offices and meeting rooms. The floor plans also depict safety locations such as the boiler room, C.I.S. Kitchen Classroom, and The Lotus Café, commercial kitchens wherein knives are stored.

In addition, every meeting room is equipped with an emergency packet that has signaling cards (green=safe; red=injured/at risk) to alert emergency responders to the status of occupants. The PHPD and/or Sheriff's Department presented formal trainings to employees that included a live Active Shooter scenario. SCCCMHA in conjunction with the PHPD and St. Clair County Sheriff's Department provides quarterly Active Shooter training for new employees.

### **Pandemic**

A pandemic is an outbreak of a disease that occurs over a wide geographic area and impacts an exceptionally high proportion of the population. During a pandemic, the following safeguards will be implemented:

1. Medical staff (nurses) will complete health screenings including temperature assessments of staff, individuals served, and visitors as they enter each service location.
2. Hygiene stations equipped with hand sanitizer, tissue, face masks, and waste receptacles will be placed at the entrances of each service location.
3. Pandemic Infection Control procedures will be implemented at every service location.
4. Information sharing (using all media formats) will be initiated to provide up-to-date protocols and practices for staff, individuals served, contract providers, and visitors.
5. Networking with community agencies and stakeholders (i.e., St. Clair County Health Department, St. Clair County Emergency Operations Center, etc.).
6. Identified staff to ensure receipt and correspondence with the Michigan Health Alert Network notification system.

# INCIDENT AND RESTORATION/RECOVERY PROCEDURES

---

The most common emergency and disaster situations include:

- Chemical or Biological Incidents
- Explosions involving full or partial loss of a service location
- Fires resulting in full or partial loss of a service location
- Flooding resulting in full or partial damage to a service location
- HVAC failures
- Phone System Failure(s) through carrier
- Power Outages of duration exceeding four (4) hours but less than 24 hours
- Power Outages of duration exceeding 24 hours
- Tornadoes involving full or partial loss of a service location
- Workplace Violence: Potentially dangerous person/Active shooter

NOTE: Incidents specific to the technical infrastructure are covered in the IT Disaster Recovery Plan.

## 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 and business resumption. In addition, appropriate recordkeeping during and after an emergency or disaster incident will enable SCCCMHA to perform appropriate retrospective reviews to ensure proper procedures were followed or to implement revised procedures. The following protocols for communication/notification will be used by SCCCMHA:

SEVERITY LEVEL	NOTIFICATION	DOCUMENTATION
<b>Level 1: Critical Impact</b>	<b>Leadership Team</b> <ul style="list-style-type: none"> <li>▪ Immediate and direct consultation with the Chief Executive Officer/designee, Facilities Team, IT Team, and/or Safety Coordinator after an assessment has been made of the incident.</li> <li>▪ Team Lead(s) identified.</li> <li>▪ Periodic status updates will be provided to the Leadership Team by appointed Team Lead(s) as well as verbal consultation upon resolution of the incident.</li> <li>▪ An After-Action Report must be submitted to the Leadership Team by the Team Lead(s) within 48 hours of the resolution of the incident.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Help Desk Work Order: Priority set to Critical; Disaster Recovery Level set to Level 1.</li> <li>▪ All notes to findings, status updates, and resolution.</li> </ul>

<p><b>Level 2: High Impact</b></p>	<p><b>CEO/Designee, Facilities Team, IT Team, Safety Coordinator, and/or Outsourced Provider responsible for support</b></p> <ul style="list-style-type: none"> <li>▪ Immediate consultation with all parties after an assessment has been made of the incident.</li> <li>▪ Team Lead(s) identified.</li> <li>▪ Update provided to the Leadership Team via email by appointed Team Lead(s) as well as verbal consultation upon resolution of the incident.</li> <li>▪ An After-Action Report must be submitted to the Leadership Team by the Team Lead(s) within 48 hours of the resolution of the incident.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Help Desk Work Order: Priority set to High; Disaster Recovery Level set to Level 2.</li> <li>▪ All notes to findings, status updates, and resolution.</li> </ul>
<p><b>Level 3: Medium Impact</b></p>	<p><b>Directly Impacted User / Department</b></p> <ul style="list-style-type: none"> <li>▪ Immediate consultation with staff and supervisor.</li> </ul> <p><b>SCCCMHA Facilities Team, IT Team, Safety Coordinator, and/or Outsourced Provider responsible for support</b></p> <ul style="list-style-type: none"> <li>▪ Immediate consultation with all parties after an assessment has been made of the incident.</li> <li>▪ Team Lead(s) identified.</li> <li>▪ Update provided to the Leadership Team via email by appointed Team Lead(s) upon resolution of the incident.</li> <li>▪ An After-Action Report must be submitted to the Leadership Team by the Team Lead(s) within 48 hours of the resolution of the incident.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Help Desk Work Order: Priority set to Medium; Disaster Recovery Level set to Level 3.</li> <li>▪ All notes to findings, status updates, and resolution.</li> </ul>

## **Recovery Procedures**

Outlined below are guidelines for SCCCMHA staff and support partners. It is important that all incidents, regardless of the severity level, include a thorough assessment and response. Incidents involving small groups of people should be documented using the Emergency Event form located on the forms index. Incidents involving large groups of people should be documented using voting email. All emergency/critical incidents are documented in the Safety Drills database. An After-Action Report (AAR) will be completed within 48 hours of each incident.

### **Chemical or Biological Incident – External Threat**

*Disaster Recovery Levels: 1 (1 site, 24 + hours); 2 (1 site, greater than 8 hours); 3 (1 site, less than 4 hours)*

1. DO NOT Dial 911 unless immediate emergency assistance is required.
2. Follow notification protocols, as appropriate.
3. Leadership Team, Facilities Supervisor/Designee, and Safety Coordinator activate appropriate disaster plan using the Business Resumption Plan Table.
4. Complete After-Action Report (AAR).
5. Implement process improvements, as needed.

### **Chemical or Biological Incident – Internal Threat (gas or carbon monoxide leak)**

*Disaster Recovery Levels: 1 (1 site, 24 + hours); 2 (1 site, greater than 8 hours); 3 (1 site, less than 4 hours)*

1. Dial 911 and report the incident.
2. Follow notification protocols, as appropriate.
3. Go to the designated evacuation area (as in the case of a fire).
4. Leadership Team, Facilities Supervisor/Designee, and Safety Coordinator activate appropriate disaster plan using the Business Resumption Plan Table.
5. Complete AAR.
6. Implement process improvements, as needed.

### **Explosion Involving Total or Partial Loss of Site(s)**

*Disaster Recovery Levels: 1 (Total); 2 (Partial); 3 (1–3 Workspaces)*

1. Leadership Team, Facilities Supervisor, IT Supervisor, and Safety Coordinator assess the situation.
2. Attend to injured/engage Emergency Responders.
3. Follow notification protocols, as appropriate.
4. Activate Disaster Plan using Business Resumption Plan Table.
5. Dispatch Staff to alternate service location(s), as appropriate.
6. Complete Media notifications, as appropriate.
7. Complete AAR.
8. Implement process improvements, as needed.

## **Fire Resulting in Total or Partial Loss of a Building Site**

*Disaster Recovery Levels: 1 (Total); 2 (Partial); 3 (1–3 Workspaces)*

1. Contact Emergency Responders by dialing 911.
2. Leadership Team, Facilities Supervisor/Designee, IT Supervisor/Designee, and Safety Coordinator assess the situation.
3. Facilities Supervisor/Designee issues outage report to utility company and/or electrician for restoration of service and advises Chief Executive Officer/Designee.
4. Follow notification protocol, as appropriate.
5. Activate 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 the IT Disaster Recovery Plan related to power incidents.
8. Complete AAR.
9. Implement process improvements, as needed.

## **Flooding Resulting in Total or Partial Damage to a Site**

*Disaster Recovery Levels: 1 (Total); 2 (Partial); 3 (1–3 Workspaces)*

1. Leadership Team, Facilities Supervisor/Designee, IT Supervisor/Designee, and Safety Coordinator assess the situation.
2. Follow notification protocol, as appropriate.
3. Activate Disaster Plan using Business Resumption Plan Table.
4. Complete AAR.
5. Implement process improvements, as needed.

## **HVAC Failure**

*Disaster Recovery Levels: 1 (Total); 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 Supervisor/Designee contacts appropriate vendor(s) for HVAC repair.
6. Leadership Team and Facilities Supervisor/Designee activate appropriate disaster plan using Business Resumption Plan Table.
7. After HVAC is restored and the appropriate temperature is maintained, start-up non-critical devices appropriately.
8. Complete AAR.
9. Implement process improvements, as needed.

## **Pandemic**

### *Disaster Recovery Level: 1*

1. Leadership Team to contact / consult with local Health Department, MDHHS, CMHAM, EOM, and follow Center for Disease Control and state guidelines.
2. Leadership 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.
5. Implement notification procedure for staff, the individuals we serve and contract providers.
6. Restrict staff and individuals served from entering buildings.
7. Follow Pandemic Plan protocol: Identify essential services and building hours of operations.
8. Implement the SCCCMHA support phone line.
9. Implement compensation controls.
10. Complete After-Action Report (AAR).
11. Recognize/Support staff for their efforts to help the individuals we serve and others.

## **Phone System Failure(s) Through Carrier**

### *Disaster Recovery Levels: 1 (Total); 2 (Partial)*

1. Follow notification protocols, as appropriate.
2. In the event of a phone system failure, the IT Department will work with our primary phone carrier and set up a remote call forward to a designated number, as appropriate.
3. Complete After-Action Report (AAR).
4. Implement process improvements, as needed.

## **Power Outage of Duration Exceeding 4 Hours, but Less Than 24 Hours**

### *Disaster Recovery Level: 1*

1. Leadership Team, Facilities Supervisor, IT Supervisor, and Safety Coordinator assess the situation.
2. Facilities Supervisor/Designee issues outage report to utility company and/or electrician for restoration of service and advises Chief Executive Officer/Designee.
3. Follow notification protocol, as appropriate.
4. Activate Disaster Recovery Plan using Business Resumption Plan Table.
5. Complete After-Action Report (AAR).
6. Implement process improvements, as needed.

## **Power Outage of Duration Exceeding 24 Hours**

*Disaster Recovery Level: 1*

1. Leadership Team, Facilities Supervisor, IT Supervisor, and Safety Coordinator assess the situation.
2. Facilities Supervisor/Designee issues outage report to utility company and/or electrician for restoration of service and advises Chief Executive Officer or Designee.
3. Follow notification protocol, as appropriate.
4. Activate Disaster Plan using Business Resumption Plan Table.
5. Complete After-Action Report (AAR).
6. Implement process improvements, as needed.

## **Tornado Involving Total or Partial Loss of One Or More Sites**

*Disaster Recovery Levels: 1 (Total); 2 (Partial); 3 (1-3 Workspaces)*

1. Leadership Team, Facilities Supervisor, IT Supervisor, and Safety Coordinator assess the situation.
2. Attend to injured / engage Emergency Responders.
3. Follow notification protocols, as appropriate.
4. Activate Disaster Plan using Business Resumption Plan Table.
5. Dispatch staff to alternate location(s), as appropriate.
6. Complete Media notifications, as appropriate.
7. Complete After-Action Report (AAR).
8. Implement process improvements, as needed.

## **Workplace Violence: Potentially Dangerous Person/Active Shooter**

*Disaster Recovery Level: 1*

1. Contact Emergency Responders by dialing 911 or push Panic Button if unable to use the phone.
2. Leadership Team, Facilities Supervisor / Designee, IT Supervisor / Designee, and Safety Coordinator assess the situation and attend to the injured, when practical in relationship to the situation.
3. Activate Disaster Plan using Business Resumption Plan Table.
4. Follow notification protocol, as appropriate.
5. Complete After-Action Report (AAR).
6. Implement process improvements, as needed.

## **SAFEGUARD VALIDATION PROCEDURES -----**

To ensure the safeguards in this plan help mitigate disasters, periodic testing and validation must occur. This section addresses the testing scenarios.

### **Disaster Scenarios**

A critical aspect of any Business Resumption and Disaster Recovery and Contingency Plan is to test common scenarios. In an emergency/disaster situation, stress levels are elevated. Practicing emergency/disaster scenarios will help keep anxiety levels down in the event of a true disaster/emergency incident. As such, testing 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 current and accessible. This is a scheduled drill.
- **Phone System Failure**  
On an annual basis, a phone system failure will be replicated at each service location. The goal is to ensure that the failure mode operates correctly, and phone service can be maintained. This is a scheduled drill.
- **Power Failure**  
On an annual basis, a power failure will be simulated at each service location. This will ensure the UPS batteries can maintain the power load correctly and provide time to safely shut down our equipment in the event of an extended power outage. This is a scheduled drill.
- **Total or Partial Facility Loss/Program Impact**  
On an annual basis, a tabletop simulation of an event, total or partial loss, at the Electric Avenue service location will occur. In addition, a tabletop simulated test will occur at every service location on an annual basis. Scheduled drills related to evacuation or taking shelter are conducted at all service locations each year.

## BUSINESS RESUMPTION PLAN TABLE-----

INCIDENT	SEVERITY LEVEL	ACTION	NOTIFICATION PROTOCOL
<p><b>Chemical or Biological Incident:</b></p> <p><b>External Incident</b></p>	<p><b>Level 1: Critical Impact</b></p>	<ul style="list-style-type: none"> <li>• <b>DO NOT</b> notify Emergency Responders unless immediate assistance is required.</li> <li>• Attend to the injured.</li> <li>• Chief Executive Officer (CEO)/Designee determines the Incident Command Center (ICC) location within the service location used to identify the Response Plan, if appropriate; Engage IT Team, Facilities Team, and Safety Coordinator, as necessary.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• Supervisors account for all employees (utilize sign-in books, text messaging, roll call, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer (CEO), Chief Clinical Officer, Chief Financial Officer, and Chief Operating Officer (COO) contact their direct reports who contact their direct reports with the Response Plan.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, MRS, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage.</li> </ul> </li> <li>• The Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul>
<p><b>Chemical or Biological Incident:</b></p> <p><b>Internal Incident</b></p>	<p><b>Level 1: Critical Impact</b></p>	<ul style="list-style-type: none"> <li>• Notify Emergency Responders, as appropriate, and attend to the injured.</li> <li>• CEO/Designee determines ICC location used to identify the Response Plan, if appropriate; Engage IT Team, Facilities Team, and Safety Coordinator, as necessary.</li> <li>• CEO/Designee sends mass communication to all employees and community</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer (CEO), Chief Clinical Officer, Chief Financial Officer, and Chief Operating Officer (COO) contact their direct reports who contact their direct reports with the Response Plan.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ CEO/designee sends a mass</li> </ul> </li> </ul>

<p><b>Chemical or Biological Incident:</b></p> <p><b>Internal Incident (cont.)</b></p>		<p>partners registered to receive emergency communications.</p> <ul style="list-style-type: none"> <li>• Supervisors account for all employees (utilize sign-in books, text messaging, roll call, etc.).</li> <li>• Facilities Supervisor/Safety Coordinator contacts Lead Staff at temporary site to coordinate use of their facility, if necessary.</li> <li>• Facilities Supervisor/Safety Coordinator engages the IT Resources Team (Technical IT Team) to respond to the impacted site or assist through remote access, if necessary.</li> <li>• Transportation Team moves vehicle fleet to alternate location, if needed.</li> <li>• COO/Safety Coordinator completes After-Action Report (AAR); Implement compensating controls/process improvements and/or revise procedures and plans accordingly.</li> </ul>	<p>communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, MRS, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</p> <ul style="list-style-type: none"> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage.</li> <li>○ The Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul>
<p><b>Explosion Resulting in Partial Service Location Loss</b></p>	<p><b>Level 2: High Impact (Multiple Rooms)</b></p> <p><b>Level 3: Medium Impact (1-3 Work-stations)</b></p>	<ul style="list-style-type: none"> <li>• Notify Emergency Responders, as appropriate, and attend to the injured.</li> <li>• CEO/Designee determines ICC location used to identify the Response Plan, if appropriate; Engage IT Team, Facilities Team, and Safety Coordinator, as necessary.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• Supervisors account for all employees (utilize sign-in books, text messaging, roll</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer/Designee sends an email to all staff detailing temporary procedures, as dictated by the severity of the incident.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, MRS, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as</li> </ul> </li> </ul>

<p><b>Explosion Resulting in Partial Service Location Loss</b> (cont.)</p>		<p>call, etc.).</p> <ul style="list-style-type: none"> <li>• Facilities Supervisor/Safety Coordinator contacts Lead Staff at temporary site to coordinate use of their facility, if necessary.</li> <li>• Facilities Supervisor/Safety Coordinator engages the IT Resources Team (Technical IT Team) to respond to the impacted site or assist through remote access, if necessary.</li> <li>• Transportation Team moves vehicle fleet to alternate location, if needed.</li> <li>• COO/Safety Coordinator completes AAR; Implement compensating controls/process improvements and/or revise procedures and plans accordingly.</li> </ul>	<p>appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</p> <ul style="list-style-type: none"> <li>○ The COO notifies our insurance company of incident/damage.</li> <li>○ The Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul>
<p><b>Fire:</b> <b>Total Service Location Loss</b></p>	<p><b>Level 1: Critical Impact</b></p>	<ul style="list-style-type: none"> <li>• Notify Emergency Responders, as appropriate, and attend to the injured.</li> <li>• CEO/Designee determines ICC location used to identify the Response Plan, if appropriate; Engage IT Team, Facilities Team, and Safety Coordinator, as necessary.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• Supervisors account for all employees (utilize sign-in books, text messaging, roll call, etc.).</li> <li>• Facilities Supervisor/Safety Coordinator contacts Lead Staff at temporary site to coordinate use of their facility, if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer, Chief Clinical Officer, Chief Financial Officer, and Chief Operating Officer contact their direct reports who contact their direct reports with Response Plan.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, MRS, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage.</li> <li>○ The Clerical Manager contacts the Port</li> </ul> </li> </ul>

<p><b>Fire:</b></p> <p><b>Total Service Location Loss</b> (cont.)</p>		<ul style="list-style-type: none"> <li>• Facilities Supervisor/Safety Coordinator engages the IT Resources Team (Technical IT Team) to respond to the impacted site or assist through remote access, if necessary.</li> <li>• Transportation Team moves vehicle fleet to alternate location, if needed.</li> <li>• COO/Safety Coordinator completes AAR; Implement compensating controls/process improvements and/or revise procedures and plans accordingly.</li> </ul>	<p>Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</p>
<p><b>Fire:</b></p> <p><b>Partial Service Location Loss</b></p>	<p><b>Level 2: High Impact</b> (Multiple Rooms)</p> <p><b>Level 3: Medium Impact</b> (1-3 Work-stations)</p>	<ul style="list-style-type: none"> <li>• Notify Emergency Responders, as appropriate, and attend to the injured.</li> <li>• CEO/Designee determines ICC location used to identify the Response Plan, if appropriate; Engage IT Team, Facilities Team, and Safety Coordinator, as necessary. CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• Supervisors account for all employees (utilize sign-in books, text messaging, roll call, etc.).</li> <li>• Facilities Supervisor/Safety Coordinator contacts Lead Staff at temporary site to coordinate use of their facility, if necessary.</li> <li>• Facilities Supervisor/Safety Coordinator engages the IT Resources Team (Technical IT Team) to respond to the impacted site or assist through remote access, if necessary.</li> <li>• Transportation Team moves vehicle fleet to alternate</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer, Chief Clinical Officer, Chief Financial Officer, and Chief Operating Officer contact their direct reports who contact their direct reports with Response Plan.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, MRS, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage.</li> <li>○ The Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul> </li> </ul>

<p><b>Fire:</b></p> <p><b>Partial Service Location Loss (cont.)</b></p>		<p>location, if needed.</p> <ul style="list-style-type: none"> <li>• COO/Safety Coordinator completes AAR; Implement compensating controls/process improvements and/or revise procedures and plans accordingly.</li> </ul>	
<p><b>Flooding:</b></p> <p><b>Total Service Location Loss</b></p>	<p><b>Level 1: Critical Impact</b></p>	<ul style="list-style-type: none"> <li>• Notify Emergency Responders, as appropriate, and attend to the injured.</li> <li>• CEO/Designee determines ICC location used to identify the Response Plan, if appropriate; Engage IT Team, Facilities Team, and Safety Coordinator, as necessary.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• Supervisors account for all employees (utilize sign-in books, text messaging, roll call, etc.).</li> <li>• Facilities Supervisor/Safety Coordinator contact Lead Staff at a temporary site to coordinate use of their facility, if necessary.</li> <li>• Facilities Supervisor/Safety Coordinator engages the IT Resources Team (Technical IT Team) to respond to the impacted site or assist through remote access, if necessary.</li> <li>• Transportation Team moves vehicle fleet to alternate location, if needed.</li> <li>• COO/Safety Coordinator completes AAR; Implement compensating controls/process improvements and/or revise procedures and plans accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer, Chief Clinical Officer, Chief Financial Officer, and Chief Operating Officer contact their direct reports who contact their direct reports with Response Plan.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage.</li> <li>○ The Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul> </li> </ul>

<p><b>Flooding:</b></p> <p><b>Partial Service Location Loss</b></p>	<p><b>Level 2: High Impact</b> (Multiple Rooms)</p> <p><b>Level 3: Medium Impact</b> (1-3 Work-stations)</p>	<ul style="list-style-type: none"> <li>• Notify Emergency Responders, as appropriate, and attend to the injured.</li> <li>• CEO/Designee determines ICC location used to identify the Response Plan, if appropriate; Engage IT Team, Facilities Team, and Safety Coordinator, as necessary.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• Supervisors account for all employees (utilize sign-in books, text messaging, roll call, etc.).</li> <li>• Facilities Supervisor/Safety Coordinator contact Lead Staff at a temporary site to coordinate use of their facility, if necessary.</li> <li>• Facilities Supervisor/Safety Coordinator engages the IT Resources Team (Technical IT Team) to respond to the impacted site or assist through remote access, if necessary.</li> <li>• Transportation Team moves vehicle fleet to alternate location, if needed.</li> <li>• COO/Safety Coordinator completes AAR; Implement compensating controls/process improvements and/or revise procedures and plans accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer/Designee sends email to all staff detailing appropriate temporary procedures as dictated by the severity of the incident.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage.</li> <li>○ The Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul> </li> </ul>
<p><b>HVAC Failure</b></p> <p><b>Total and Partial Failure</b></p>	<p><b>Level 1: Critical Impact</b> (Total HVAC Failure)</p> <p><b>Level 2: High Impact</b></p>	<ul style="list-style-type: none"> <li>• Facilities Supervisor/Designee determines business impact and notifies CEO/Designee of plan of action.</li> <li>• Facilities Supervisor engages the IT Team and Facilities Team (Response</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer/Designee sends email to all staff detailing appropriate temporary procedures as dictated by the severity of the incident.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile</li> </ul> </li> </ul>

<p><b>HVAC Failure:</b></p> <p><b>Total And Partial Failure (cont.)</b></p>	<p>(Partial HVAC Failure)</p>	<p>Team), as necessary.</p> <ul style="list-style-type: none"> <li>• Response Team follows IT Disaster Recovery Plan Guidelines.</li> <li>• Facilities Supervisor contacts Lead Staff at a temporary site to coordinate the use of their facility, if necessary.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• COO/Safety Coordinator completes AAR; Implement compensating controls/process improvements and/or revise procedures and plans accordingly.</li> </ul>	<p>Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</p> <ul style="list-style-type: none"> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage, as appropriate.</li> <li>○ The Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul>
<p><b>Phone System Failure(s) through Carrier</b></p>	<p><b>Level 1: Critical Impact</b> (Total Phone System Failure)</p> <p><b>Level 2: High Impact</b> (Partial Phone System Failure)</p>	<ul style="list-style-type: none"> <li>• IT Director/Supervisor determines business impact and notifies CEO/Designee of plan of action.</li> <li>• IT Director/Supervisor engages the IT Team (Response Team), as necessary.</li> <li>• Response Team follows IT Disaster Recovery Plan Guidelines.</li> <li>• IT Director/Supervisor contacts Lead Staff at a temporary site to coordinate use of their facility, if needed.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• COO/Safety Coordinator completes After-Action Report (AAR); Implement compensating controls / process improvements and/or revise procedures and plans accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer/Designee sends email to all staff detailing appropriate temporary procedures as dictated by the severity of the incident.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage, if needed.</li> <li>○ The Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul> </li> </ul>

<p><b>Power Outage:</b></p> <p><b>4 to 24 Hours</b></p>	<p><b>Level 1: Critical Impact</b></p>	<ul style="list-style-type: none"> <li>• CEO/Designee, IT Director/Supervisor, and Facilities Supervisor determine severity/impact on service locations and identify plan of action.</li> <li>• IT Director engages the IT Team and Facilities Team (Response Team) to contact utility companies and telephone carriers.</li> <li>• Response Team follows IT Disaster Recovery Plan Guidelines.</li> <li>• Transportation Team moves vehicle fleet to alternate location, if needed.</li> <li>• Facilities Supervisor/Safety Coordinator contact Lead Staff at temporary site to coordinate use of their facility, if needed.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• COO/Safety Coordinator completes AAR; Implement compensating controls / process improvements and/or revise procedures and plans accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer/Designee sends email to all staff detailing appropriate temporary procedures as dictated by the severity of the incident.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage, as appropriate.</li> <li>○ The Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul> </li> </ul>
<p><b>Power Outage:</b></p> <p><b>24+ Hours</b></p>	<p><b>Level 1: Critical Impact</b></p>	<ul style="list-style-type: none"> <li>• CEO/Designee, IT Director/Supervisor, and Facilities Supervisor determine severity/impact on service locations and identify plan of action.</li> <li>• IT Director engages the IT Team and Facilities Team (Response Team) to contact utility companies and telephone carriers.</li> <li>• Response Team follows IT</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer/Designee sends email to all staff detailing appropriate temporary procedures as dictated by the severity of the incident.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> </ul> </li> </ul>

<p><b>Power Outage:</b></p> <p><b>24+ Hours (cont.)</b></p>		<p>Disaster Recovery Plan Guidelines.</p> <ul style="list-style-type: none"> <li>• Transportation Team moves vehicle fleet to alternate location, if needed.</li> <li>• Facilities Supervisor/Safety Coordinator contact Lead Staff at temporary site to coordinate use of their facility, if needed.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• COO/Safety Coordinator completes AAR; Implement compensating controls / process improvements and/or revise procedures and plans accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage, as appropriate.</li> <li>○ The Clerical Manager contacts the Port Huron Post Office (or Marine City Post Office or Capac Post Office if related to those service locations).</li> </ul>
<p><b>Tornado:</b></p> <p><b>Total Service Location Loss</b></p>	<p><b>Level 1: Critical Impact</b></p>	<ul style="list-style-type: none"> <li>• Notify Emergency Responders, as appropriate, and attend to the injured.</li> <li>• CEO/Designee determines ICC location used to identify the Response Plan, if appropriate; Engage IT Team, Facilities Team, and Safety Coordinator, as necessary.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• Supervisors account for all employees (utilize sign-in books, text messaging, roll call, etc.).</li> <li>• Facilities Supervisor/Safety Coordinator contacts Lead Staff at temporary site to coordinate use of their facility, if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer, Chief Clinical Officer, Chief Financial Officer, and Chief Operating Officer contact their direct reports who contact their direct reports with Response Plan.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ The IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ The Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ The COO notifies our insurance company of incident/damage.</li> <li>○ The Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac</li> </ul> </li> </ul>

<p><b>Tornado:</b></p> <p><b>Total Service Location Loss</b> (cont.)</p>		<ul style="list-style-type: none"> <li>• Facilities Supervisor/Safety Coordinator engages the IT Resources Team (Technical IT Team) to respond to the impacted site or assist through remote access, if necessary.</li> <li>• Transportation Team moves vehicle fleet to alternate location, if needed.</li> <li>• COO/Safety Coordinator completes AAR; Implement compensating controls/process improvements and/or revise procedures and plans accordingly.</li> </ul>	<p>Post Office if related to those service locations).</p>
<p><b>Tornado:</b></p> <p><b>Partial Service Location Loss</b></p>	<p><b>Level 2: High Impact</b> (Multiple Rooms)</p> <p><b>Level 3: Medium Impact</b> (1-3 Work-stations)</p>	<ul style="list-style-type: none"> <li>• Notify Emergency Responders, as appropriate, and attend to the injured.</li> <li>• CEO/Designee determines ICC location used to identify the Response Plan, if appropriate; Engage IT Team, Facilities Team, and Safety Coordinator, as necessary.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• Supervisors account for all employees (utilize sign-in books, text messaging, roll call, etc.).</li> <li>• Facilities Supervisor/Safety Coordinator contacts Lead Staff at temporary site to coordinate use of their facility, if necessary.</li> <li>• Facilities Supervisor/Safety Coordinator engages the IT Resources Team</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer, Chief Clinical Officer, Chief Financial Officer, and Chief Operating Officer contact their direct reports who contact their direct reports with Response Plan.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ When safe, the IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ When safe, the CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, the Lotus Café, Office of the Public Guardian, People's Clinic, and DHHS.</li> <li>○ When safe, the Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ When safe, the COO notifies our insurance company of incident/damage.</li> <li>○ When safe, the Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul> </li> </ul>

<p><b>Tornado:</b></p> <p><b>Partial Service Location Loss</b> (cont.)</p>		<p>(Technical IT Team) to respond to the impacted site or assist through remote access, if necessary.</p> <ul style="list-style-type: none"> <li>• Transportation Team moves vehicle fleet to alternate location, if needed.</li> <li>• COO/Safety Coordinator completes AAR; Implement compensating controls/process improvements and/or revise procedures and plans accordingly.</li> </ul>	
<p><b>Workplace Violence:</b></p> <p><b>Active Shooter</b></p>	<p><b>Level 1: Critical Impact</b></p>	<ul style="list-style-type: none"> <li>• Notify Emergency Responders, as appropriate, and attend to the injured.</li> <li>• All employees, individuals served, and visitors run out of the service location (if safe to do so), hide in an office/meeting room (if it is not safe to run out of the service location), or fight (if the run and hide options are not possible); Await direction from emergency personnel.</li> <li>• CEO/Designee determines ICC location used to identify the Response Plan, if appropriate; Engage IT Team, Facilities Team, and Safety Coordinator, as necessary. Notify First Responders of ICC location.</li> <li>• CEO/Designee sends mass communication to all employees and community partners registered to receive emergency communications.</li> <li>• Supervisors account for all employees (utilize sign-in books, text messaging, roll call, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive Officer, Chief Clinical Officer, Chief Financial Officer, and Chief Operating Officer contact their direct reports who contact their direct reports with Response Plan.</li> <li>• Responsible parties complete the following: <ul style="list-style-type: none"> <li>○ When safe, the IT Team to use remote call forwarding from the Telco central office to quickly route incoming calls to the Mobile Crisis Unit; coordinate routing of any other main lines for any SCCCMHA service sites with the telephone carrier(s), Internet Service Providers, and Merit for remote site connectivity, as appropriate.</li> <li>○ When safe, the CEO/designee sends a mass communication to all registered staff and community partners regarding the incident/response plan, to include Genoa Pharmacy, the Lotus Café, Office of the Public Guardian, People’s Clinic, and DHHS.</li> <li>○ When safe, the Community Relations Team issues a press release to contract agencies and local media (news and radio), as appropriate, and updates the SCCCMHA webpage, Facebook page, and Instagram page, as applicable (from smart phone or home internet).</li> <li>○ When safe, the COO notifies our insurance company of incident/damage.</li> <li>○ When safe, the Clerical Manager contacts the Port Huron Post Office (or Marine City/Capac Post Office if related to those service locations).</li> </ul> </li> </ul>

<p><b>Workplace Violence:</b></p> <p><b>Active Shooter</b> (cont.)</p>		<ul style="list-style-type: none"> <li>• Facilities Supervisor/Safety Coordinator contacts Lead Staff at temporary site to coordinate use of their facility, if necessary.</li> <li>• Facilities Supervisor/Safety Coordinator engages the IT Resources Team (Technical IT Team) to respond to the impacted site or assist through remote access, if necessary.</li> <li>• COO/Safety Coordinator completes After-Action Report (AAR); Implement compensating controls/process improvements and/or revise procedures and plans accordingly.</li> </ul>	
--	--	--	--

## DIRECTORY

---

**Emergency: 911**

**Poison Control: 800-222-1222**

---

### **SCCCMHA Emergency/Disaster Response Team:**

▪ Facilities Supervisor:	James Krzywiecki	Ext. 7831
▪ I.T. Supervisor:	Patrick Wells	Ext. 7843
▪ Safety Coordinator:	Jennifer Dugger	Ext. 2580
▪ Transportation Manager:	King Thomason	Ext. 4474

### **SCCCMHA Leadership Team:**

▪ Chief Executive Officer:	Debra Johnson	Ext. 7886
▪ Chief Clinical Officer:	Kathleen Gallagher	Ext. 7857
▪ Chief Financial Officer:	Danielle Hazlewood	Ext. 3559
▪ Chief Operating Officer:	Telly Delor	Ext. 3743
▪ Adult Services Director:	Jason Marocco	(810) 278-1382
▪ Adult Services Director:	Kristen Thompson	Ext. 3747
▪ Child & Family Services Director:	Heidi Fogarty	Ext. 8845
▪ I.T. & Network Security Director:	Dann Hayes	Ext. 7826
▪ Human Resources Director:	Stephanie Shank	Ext. 3528
▪ Medical Director:	Dr. Brandon Moore	Ext. 3723
▪ Support Services Director:	Michelle Measel-Morris	Ext. 7801

### **SCCCMHA Utility/Other Providers:**

▪ Electricity – All Service Locations:	Detroit Edison (DTE)	800-477-4747
▪ Gas – Capac:	Consumer’s Energy	800-477-5050
▪ Gas – Marine City and Port Huron:	Semco Energy	800-624-2019
▪ Generators:	Cummins	248-573-1900
▪ Internet – Primary Contact:	Merit	734-763-3448
▪ Internet – Back-Up:	Comcast Business	888-266-2278
▪ Security System:	Dyck Security	810-982-5331
▪ Site Connectivity:	RESA Helpdesk	810-455-1006
▪ Telephone:	Telnet Worldwide	800-508-1254
▪ Water – Electric Avenue:	City of Port Huron	810-984-9780
▪ Water – Child and Family Services:	Port Huron Township	810-987-6600
	* <i>After Hours/Holidays:</i>	810-982-3543
▪ Water – Marine City:	City of Marine City	810-676-5255
	* <i>After Hours/Holidays:</i>	810-985-8115
▪ Water – Capac:	Village of Capac	810-395-4355