



## Piney Woods Regional Advisory Council TSA-G Healthcare Coalition Continuity of Operations (COOP)

October 2022

Plan Capability: Submit DRAFT Grantee Continuity of Operations Plan (COOP) specific to Grantee's management and oversight of HPP. DSHS HEPRS will provide additional guidance as needed. [B7]

**RAC-G's COOP PLAN: COOP** is an initiative to ensure that all departments, at the modality level, can continue operations of their essential functions under a broad range of circumstances. (Section 4 will record the anticipated operational management of TSA-F.) To achieve a comprehensive COOP plan, it was determined that identifying the need for and gaining executive and senior leader support is primary to the success of any COOP plan. If our Board of Directors does not understand nor support the program and creation of a COOP plan, shortcuts may be taken, and operations to sustain will fail. Our Board of Directors is informed of all activities in our COOP plan and strongly supports the RAC-G office policies and procedures.

(NOTE: RAC-G refers both to TSA-F and TSA-G)

RAC-G's Tyler office is in the Regions Bank Building in downtown Tyler. The RAC-F's Coordinator's office is at Titus Regional Medical Center in MT. Pleasant. Emergency Medical Task Force-4 (EMTF) Coordinator is officed at a second location and is used for education/training. The warehouse/office is located at 12918 HWY 64 West Tyler, TX 75704

### SECTION 1: ASSESSMENT, CHANGES IN DAILY PRACTICES

#### DELEGATION OF AUTHORITY/ASSIGNMENT OF COOP RESPONSIBILITIES:

- The HPP Manager appoints the team for planning and executing the plans. The HPP Manager will maintain communication with the RAC-G President/CEO.
- Team members: HPP Manager/Training Coordinator, Contract Compliance Administrator, TSA-G Healthcare Coalition Coordinator, TSA-F Healthcare Coalition Coordinator, Data Information System Administrator, Emergency Medical Task Force-4 (EMTF), and the President/CEO, All team members must be familiar with the information and procedures of his/her plan regardless of their assigned roles.
- Functional grouping/duties of team members:
  - Administration/Management —President/CEO, HPP Manager, EMTF-4 Coordinator, TSA-F & TSA-G HCC Coordinators, TSA-G, and the Contract Compliance Administrator
  - Duties: Facilitate communications among team members and oversee plans and plan tests.
  - Damage assessment and contact with the Board of Directors and the insurance company. Locate temporary office space and coordinate activity around setup. Coordinate activity between and among staff regarding partners, membership, vendors, and other party communications to ensure the continuation of operations.
- Systems/telecommunications recovery — Data Information System Administrator



- Duties: Conduct all activities around IT and communication systems, as well as data preservation, security, and recovery. Test backup file restoration.
- General additional team duties: Periodically reassess preparedness needs based on staff, experiential, and best practices feedback.
- Conduct at least one annual test of one aspect of the COOP
- Annually review and revise the COOP as needed.

### **ORDER OF EXECUTIVE SUCCESSION**

During or after a disaster or any other event described herein, the long-term absence or inability of the President/CEO to perform executive functions, the following are authorized to act on behalf of the President CEO in the order of succession listed until their return or until the Board of Directors names a replacement:

1. HPP Manager
2. Contract Compliance Administrator
3. TSA-G HCC Coordinator
4. TSA-F HCC Coordinator
5. EMTF-4 Coordinator

At their discretion, the Board of Directors may modify this order of executive succession and appoint a person other than those listed as acting COOP Manager.

The HPP Manager will develop and periodically update an emergency succession checklist.

### **EMPLOYEE/STAFF MANAGEMENT**

#### **Staff and visitor preparedness:**

- All staff will receive training in emergency preparedness. At a minimum:
- All staff will review this COOP as part of the initial employment briefing.
- All staff will initially and periodically receive an orientation by the training coordinator on the location, first aid kit, evacuation routes, and assembly points.
- An AED is also located in the RAC-G office.
- All staff will periodically discuss office and computer security, locking procedures, and other personal security techniques.



### **Employee Contact Information:**

- Sheryl Coffey – [sheryl@rac-g.org](mailto:sheryl@rac-g.org) President/CEO -903-593-4722
- Michael Johnson – [michael@rac-g.org](mailto:michael@rac-g.org) Hospital Preparedness Program Manager
- Loretta Kuhn- [loretta@rac-g.org](mailto:loretta@rac-g.org) Contract Compliance Administrator
- Todd Duckett-[todd@rac-g.org](mailto:todd@rac-g.org) Hospital Coalition Coordinator
- Aaron Wells-[aaron@rac-g.org](mailto:aaron@rac-g.org) Data Information Systems Administrator
- Eric Bailey – [eric@rac-g.org](mailto:eric@rac-g.org) Emergency Medical Task Force Coordinator

- The team will utilize their cell phones, Outlook system, and personal contact notes to record employee contact information which can be accessed from any location with Internet access. Additional backup employee contact information will be maintained in the RAC-G locked personnel files (backup information accessible to the President/CEO and HPP Manager.)
- During emergencies or any situation which closes the office during regular office hours (prolonged loss of power, localized flooding/weather conditions, etc.), the team will utilize the Alert Media Communications system to notify staff of the situation and anticipated resumption of operations or any other serious office situation or security issue.
- The team will utilize staff members' rac-g.org email, plus any existing secondary email addresses, to supplement and augment emergency notification information.
- All staff members will utilize the Microsoft Outlook program to maintain personal work calendars and share them with other staff members. The HPP Manager will regularly review staff calendars and will be generally cognizant of the current location of each staff member.

### **Emergency Assembly Location:**

- P & I Real Estate Management provides tenants with an annual evacuation plan.
- The Building Management's plans are reviewed annually in the event of an emergency evacuation. The RAC-G TSA-G'S office, staff members, and visitors together will assemble in the North parking lot of Regions Bank parking lot across the street from the building loading docks. Situations such as a fire alarm or known fire, security situation, or any other emergency deemed to render the office unsafe shall prompt emergency evacuation alerted by Building Management.
- In the event of emergency activities in the RAC-G TSA-F office area, the TSA-G HCC Coordinator will notify the President/CEO and HPP Program Manager of the situation and react with fire safety actions for that area (currently Titus Regional Medical Center in MT. Pleasant.)

### **Staff Preparedness**

Employees of RAC-G should be prepared for emergencies and have a plan for personal and family preparedness. In addition to the specific office-related procedures for mass illness, hurricanes, and other unannounced disasters, employees should prepare themselves and their families. One recommendation is for employees to have a go-bag and carry it in their vehicle, most likely used for



commuting to and from work. This bag would have several essential items in the event of office evacuation. Another recommendation is for staff to heed the federal and state Ready program's general message on the DSHS website: make a basic emergency supply kit and a family emergency plan and stay informed. In advance of any predicted storm which causes power outages, staff should fully charge laptop computers, cell phones, hot spots and power packs, etc., and keep them 'hot' as long as power is available.

### **Data Protection, Redundancy, and Recovery**

The RAC-G office in Tyler and Mt. Pleasant (TSA-F will take steps to preserve critical electronic files and equipment.)

- RAC-G policies require all staff to save all work-related electronic files on the network server and cloud syncing applications.
- The network server is configured to conduct continual backups stored both on-site and off-site. Backup files may be restored by IT support as needed. Employees will periodically save work while work is in progress and save and close open files at the end of use. Desktops and laptops should automatically be configured to commit to a default network file. The staff members can select an appropriate program or topical folder from there.
- UPS will protect the server PC. UPS is an upstream system that sends data to the Collaboration Server system. A downstream system is a system that receives data from the Collaboration Server system and will protect all desktops and servers, including surge suppression. Surge suppressors will protect all laptop computers and other significant electronic equipment.
- All employees will be assigned personal new work passwords, which should not be shared.
- The main network server, related equipment, and onsite backup hardware will be maintained in a non-public area accessible to the team and IT support technician. As IT support recommends, all computers/laptops will have up-to-date antivirus software, firewalls, and other processes to avoid malicious attacks.
- The Coalition's website and email service will be provided and maintained on servers protected with UPS, physical site security, nightly backups, and redundant Internet connectivity.
- The Coalition's telephone system has an available call forwarding feature that allows forwarding incoming calls to a different phone number when your device is not accessible.
- RAC-G IT department will also periodically verify the information above for the TSA-F HCC Coordinator's electronic files and equipment.

## **ESSENTIAL BUSINESS FUNCTIONS**

### **Risk Management, Insurance, and Liability**

- The Coalition covers all assets, staff, and visitors by RAC-G general business insurance coverage (fire, theft, and general liability).



- The Coalition is covered by RAC-G's general risk management policy (umbrella liability coverage) to provide staff, board, and office volunteer coverage.
- The Coalition is covered through RAC-G for the required worker's compensation insurance to cover employees for job-related injuries and illness.
- Through RAC-G, the Coalition will indemnify the Board of Directors and maintain Directors and Officers Liability (or equivalent) insurance.
- Staff will monitor general conditions of furnishings, carpets, and other aspects of the Coalition office and correct or report to the President/CEO any situation which might cause a hazard.

### **Event Cancellation or Postponement**

Since office closures are due to impending weather or unannounced disaster that can disrupt planned meetings involving visitors to the office, the plan includes notification of closure, cancellation, or postponement to expected visitors. Anticipated attendee information should be collected in advance of meetings or other activities in the office. Program support staff and meeting coordinators should be prepared to rapidly communicate information by email and telephone as time and abilities allow. Staff should use the Coalition's website, Facebook page, list serve, committee email list, etc., to notify members and others of event cancellations, changes, or office closings.

### **PLAN REVIEW AND TESTING:**

This plan will be reviewed, and one COOP component will be tested annually.



## SECTION 2: HAZARD-SPECIFIC GUIDANCE AND PLANNING SCENARIOS

### **Loss of Services Due to Reduction of Workforce/Mass Illness:**

To help prevent the spread of communicable illnesses and maintain essential office operations as much as possible, and to take action to help restore normal office operations as soon as possible, staff members are advised to take personal activities such as staying home when sick, frequent handwashing or use of hand sanitizers, distancing from others with the disease and other activities consistent with recommendations provided by public health directors. The Coalition will support electronic meetings, teleconferencing, etc. committee meetings, and other networking necessary to continue Coalition activities. The Coalition will maintain a subscription to the "GoToMeeting" or equivalent online meeting/webinar program along with a conference call telephone number. (See Appendix 1)

### **Loss of Access and/or Loss of Facility:**

The Coalition's Tyler office is in downtown Tyler in the Regions Bank building on the seventh floor and is subject to the building manager's oversight. Staff will be aware of any weather, road, or social conditions which may cause the downtown Tyler area and Region's Bank Building to be closed. The building manager notifies the President/CEO if the site is unsafe and will notify staff by phone with the conditions. At that time, staff will be provided with a meeting location to discuss further actions. The Coalition's office in Mt. Pleasant, located at Titus Regional Medical Center also run by a building manager. All safety instructions provided by that building manager should be followed accordingly.

### **Loss of Services Due to Equipment or System Failure/Other Unannounced Disasters:**

A loss of information technology or system or other critical equipment or system may prompt the need for COOP activation. In general, this plan helps ensure the coalition is prepared to restart operations regardless of the disaster by restoring data, short- or long-term relocation or other actions to get back in business as soon as possible. An unannounced disaster such as a fire might prompt immediate evacuation, then a return after an "all clear." Significant fire damage might start with temporary or other permanent office relocation, depending on the severity of the damage. A tornado may not prompt an immediate evacuation, but resulting damage might cause the need for office relocation. In all cases of unannounced disaster, the more immediate plan calls for life safety measures.

Following the disaster, the team will assess the need for follow-up actions and advise the remaining staff.



## SECTION 3. RECOVERY/RECONSTRUCTION AFTER AN EMERGENCY

### Continuity of Facilities

Planning for predesignated short-term office relocation—the RAC-G staff has the tools (laptops, cell phones, internet capabilities, Cloud base, etc.) to work from home should there be a temporary loss of office facilities. Depending on the anticipated need and duration for office relocation, use of the Hwy 64 Office/warehouse or a quick "work from home" alternative will be considered. The team will use current vendor contact information, computer network information, and telephone information and re-use existing undamaged equipment to recreate a reliable office infrastructure (See Appendix I-Computer network documentation and Appendix 2, Contract Lists).

### Electronic Meetings

Temporary relocation, mass illness, or other factors may prompt the need to conduct coalition business of committee meetings or other networking by electronic means. The Coalition maintains a conference calling capability with a third-party vendor which supports audio and a remote session (GoToMeeting, Zoom, etc.) that supports web conferencing. Web conferencing includes document sharing for large groups or document sharing and video conferencing for small groups.

### Recovery/Relocation

- Returning to Office: upon return, the team will access, document, and photograph damages, if any, report damages to the President/CEO, and attempt to reestablish the office infrastructure (telephone, computers, other electronics, etc., Both RAC-G offices are located inside a general office building so delays may result as the building managers will provide instructions of intent to operate/reopen.
- Reestablish/purchase office equipment, internet service, and telephone service: A comprehensive list of current vendors, service providers, IP assignments, office equipment, etc., will be maintained to assist in the re-establishment or purchase or replacement of office electronics and other equipment (See Appendices 1 & 2).
- Reestablish mail delivery: RAC-G team will notify the United States Postal Service (USPS), FedEx, and UPS of any short- or long-term office relocation changes.
- Continuation of accounts payable, payroll, and accounts receivable is a priority in reestablishing office operations and supporting others. Redundant financial records are maintained on the RAC-G Tyler office server and Cloud base with paper back-up in the Coalition offices. Office administrative staff with knowledge of the bookkeeping program is 'backup' for a contracted CPA. The CPA is primarily responsible for bookkeeping/accounting and financial data and RAC-G Coalition. It is accountable for restoring the CPA's computer and QuickBooks software.



#### **Section 4: DEVOLUTION OF CONTROL AND DIRECTION:**

##### **Planning Long-term Office Relocation:**

Consideration for long-term or permanent office relocation would be driven by catastrophic damage to the existing structure and resulting relocation decisions. Any timetable would be evaluated by the RAC-G Board of Directors and the President/CEO. The HPP Manager or designee would explore these issues in consultation with the President/CEO to identify suitable office space for long-term or permanent relocation with approval by the Board of Directors.

##### **Transferring operations to another Party:**

Catastrophic regional damage or other significant disaster causing complete disruption of Coalition operations and dislocation of staff may temporarily or permanently transfer Coalition operations to another entity. The RAC-G President/CEO and HPP Manager or designee, in consultation with the Department of State Health Services (DSHS), would explore this issue with the other regional healthcare coalitions, identifying a receiving entity and facilitating the transfer.





RAC-G Piney Woods Regional Advisory Council TSA-G  
Healthcare Coalition Continuity of Operations (COOP)

**APPENDIX 1**  
**COMPUTER/IT SOURCES/VENDORS**

Quick Books  
Alert Media  
Microsoft Office  
Dell Laptops  
EMResource - Juvare  
WebEOC - Juvare  
Suddenlink  
AT&T Wireless  
Verizon Wireless

**APPENDIX 2**

**Healthcare Coalition Continuity of Operations Plan**

**ESSENTIAL PERSONNEL CONTACT INFORMATION**

<b>NAME</b>	<b>PHONE NUMBER</b>	<b>ALTERNATE PHONE</b>
Sheryl Coffey	903-312-2960	903-593-4722
Michael Johnson	903-474-3282	903-593-4722
Loretta Kuhn	903-258-5377	903-593-4722
Aaron Wells	903-393-3226	903-593-4722
Eric Bailey	903-571-5012	903-593-4722
Todd Duckett	817-999-1390	903-593-4722
Glenn House	903-293-7860	N/A