ALL-HAZARDS EMERGENCY OPERATIONS GUIDELINES FOR BOARDS OF NURSING

NCSBN
National Council of State Boards of Nursing

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INTRODUCTION

By their nature emergencies significantly disrupt customary operations and create chaotic conditions which threaten the safety and well-being of life, as well as physical resources and facilities. It should be the goal of all boards of nursing **to protect life, minimize injury and conserve facilities** during a disaster, while **preserving continuity** in the mission of the institution and operations of board of nursing services.

The need for nurses to respond across borders for disaster medical services, such as the terrorist events of September 11, hurricanes and flooding of Katrina, and recent Midwest tornados, have forced boards of nursing to revisit the measures they take to operate as normally as possible during and after a natural or man-made disaster. Today's business environment demands a rapid-response approach that allows for fluid continuity of core business operations in the event of a catastrophe.

This **Emergency Operations Guideline** is a multi-hazard functional guide that seeks to outline the structure on how information is gathered, channeled and assessed, when decisions are made and communicated, and what essential operations are to be maintained.

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Member Board Disaster Preparedness Committee, Chair FY08

I. BACKGROUND/OVERVIEW

This document provides guidance and direction to the boards of nursing's (BON) ongoing activities of preparedness, response and recovery in the event of an emergency or crisis situation.

An emergency is any unplanned event that can cause death or significant injury to employees, customers or the public; shut down your business, disrupt operations, cause physical or environmental damage; or threaten the facility's financial standing or public image.

One assessment of the BON's strength is its ability to respond quickly, professionally and supportively to board members, staff, licensees and the general public during and after a crisis, as well as its ability to resume business functions within a reasonable timeframe. Since every possible scenario for every crisis cannot be predicted, these guidelines are flexible to allow for fast adaptation to events as they unfold. The following guidelines are divided into three sections: Emergency Preparedness, Response and Recovery.

Because it is impossible to write detailed plans covering every contingency, this is a living document that provides broad guidelines and references, rather than specific procedures and policies.

Your plan should include the following basic components:

Executive Summary: The executive summary gives management a brief overview of:

- The purpose of the plan;
- The facility's emergency management policy;
- Authorities and responsibilities of key personnel;
- The types of emergencies that could occur; and
- Where response operations will be managed.

Emergency Management Elements: This section of the guidelines briefly describes the facility's approach to the core elements of emergency management, which are:

- Direction and control;
- Communications;
- Life safety;
- Property protection;
- Community outreach;
- Recovery and restoration; and
- Administration and logistics.

Implement the Plan: Implementation means more than simply exercising the plan during an emergency; it means acting on recommendations made during the vulnerability analysis, integrating the plan into company operations, training employees and evaluating the plan.

Note: BONs should review inter-state procedures for receiving volunteers in times of declared disasters and other special emergencies where in-state licensure/registration is not necessarily required. Additionally, BONs should devise a process for accepting, verifying and investigating public complaints (e.g., ombudsman office/800 #) regarding emergency volunteers and working with law enforcement on issues involving criminal behavior.

II. PURPOSE
To provide for a comprehensive framework for the management of emergency prevention, preparedness and recovery that addresses the needs of BON's members, employees, licensees and the public.

III. OBJECTIVES

- To provide for the safety and well-being of individuals in the BON's offices at the time of an emergency;

- To maintain, test and implement a systematic plan which enables the BON to survive and continue its critical operations in the event of a state-of-emergency or crisis situation;

- To provide a contingency plan to guide a methodical approach to full recovery and recommencement of normal BON operations and activities in a time efficient manner;

- To establish management succession and emergency powers; and

- To assure offsite storage, maintenance and availability of data critical to the BON's operations.

IV. VULNERABILITY ASSESSMENT

A. TYPES OF EMERGENCIES MOST LIKELY TO AFFECT THE BOARD OF NURSING

Events considered emergencies include:

- Fire;
- Hazardous materials incident;
- Flood or flash flood;
- Hurricane;
- Tornado;
- Winter storm;
- Earthquake;
- Communications failure;
- Radiological accident;
- Technological;
- Civil disturbance;
- Loss of a key supplier or customer;
- Explosion;
- Biological; and/or
- Chemical.

For the purpose of these guidelines, an emergency is defined as a situation creating imminent danger to the BON:

1. Lives and health of employees, visitors or guests;

2. Physical property or assets; and/or

3. The ability of the BON to reasonably carry on with normal operations.

Emergencies could be caused by natural or man-made disasters; pandemic or epidemic infectious diseases; as well as other violent or threatening behaviors by an individual or group.

Hazard	Vulnerability			2007 Project
	Low	Medium	High	
Hurricane			X	High
Flooding			X	High
Winter storms			X	High
Wildfire	X			Low
Landslide	X			Low
Tornado		X		Medium
Earthquake	X			Low
Fire		X		Medium
HazMat accident		X		Medium
Computer system failure/crash		X		Medium
Power outage		X		Medium
Infectious diseases		X		Medium
Add others as needed for individual BON				

V. BUSINESS AND FISCAL IMPACT ASSESSMENT

The purpose of this business and fiscal impact assessment is to determine the potential economic impact of emergencies upon the BON financially and to determine the "pain threshold" (i.e. length of time the BON can survive without access to systems, services and office).

SAMPLE:

The BON maintains liquid assets equal to the cost of office operations for a 30-day period. Theoretically, the office could go without processing receipts for a 30-day period. In accordance with fiscal policies, invoices and other payables must be processed within a 30-day timeframe.

SAMPLE:

The ongoing migration and conversion of the BON's licensure applications to online services via the Internet with e-commerce payment options reduces the impact of the need for staff to process paper applications and assists with collection of revenue.

Funds for all online applications can be processed and settled in the finance department by one individual.

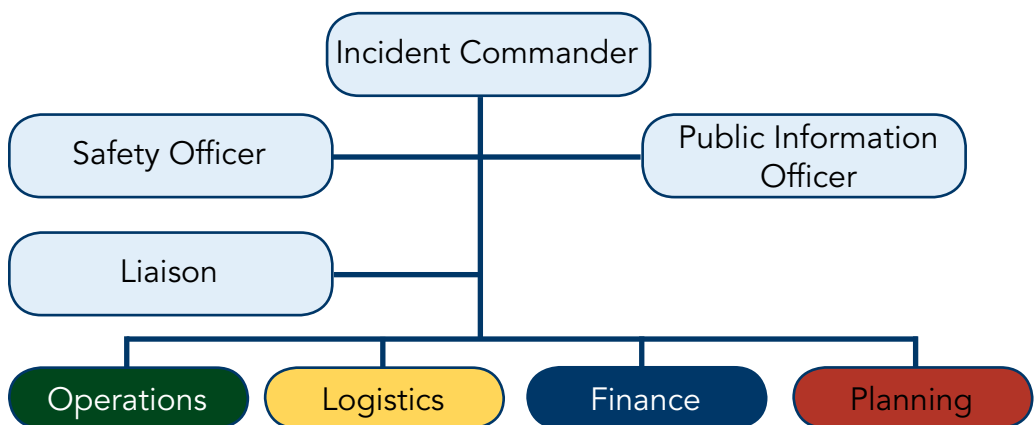## VI. IDENTIFICATION OF CRITICAL FUNCTIONS (ESSENTIAL SERVICES)

Listed below are the identified functions of the BON, which must continue in the event of an emergency:

- Computer system operations;
- Validation of credentials of nurses entering the state;
- Review and issuance of licenses;
- Financial management;
- Communications;
- Enforcement;
- Human resources; and/or
- Other.

The BON's business continuity is very dependent on the functioning of its information technology systems and the security/protection of computerized mission critical records and files. Dependence on information technology resources is driven by many of the office's primary functions to include licensure, financial management and communications. Information technology plays a central role in the BON's day-to-day business operations, as well as recovery efforts following an emergency.

BOARD OF NURSING INCIDENT COMMAND CHART

```
                    ┌─────────────────────┐
                    │ Incident Commander  │
                    └─────────────────────┘
┌──────────────────┐         │         ┌──────────────────────┐
│  Safety Officer  │─────────┤         │ Public Information   │
└──────────────────┘         │         │      Officer         │
                             │         └──────────────────────┘
┌──────────────────┐         │
│     Liaison      │─────────┤
└──────────────────┘         │
        ┌──────────┬─────────┴──────────┬──────────┐
   ┌─────────┐ ┌─────────┐      ┌─────────┐   ┌─────────┐
   │Operations│ │Logistics│      │ Finance │   │Planning │
   └─────────┘ └─────────┘      └─────────┘   └─────────┘
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VII. EMERGENCY/DISASTER PREPAREDNESS

A. COMMAND AND CONTROL/DECISION MAKING PROTOCOL

The Incident Command System (ICS) was developed specifically for the fire service, but its principles are being applied to all emergencies. The ICS provides for coordinated response and a clear chain of command and safe operations. The Incident Commander (IC) is responsible for front-line management of the incident, for tactical planning and execution, for determining whether outside assistance is needed and for relaying requests for internal resources or outside assistance through the Emergency Operations Center (EOC). The IC can be any employee, but is usually a member of management. Please see the FEMA Web site listed in the resources section.

SAMPLE:

In the event the executive director/executive officer is incapacitated during an emergency or as a result of other circumstances, the associate executive director – operations and associate executive director – programs shall share joint responsibility for office operations, as designated, until the BON appoints an interim replacement.

B. OFFICE SAFETY: OFFICE ACCESS MANAGEMENT AND SECURITY

Some facilities are required to develop emergency escape procedures and routes, procedures for employees who perform or shut down critical operations before an evacuation, procedures to account for all employees, visitors and contractors after an evacuation is completed, rescue and medical duties for assigned employees, procedures for reporting emergencies, and names of persons or departments to be contacted for information regarding the plan. In an emergency, all personnel should know:

1. What is my role?

2. Where should I go?

SAMPLE:

The BON utilizes a security system as its security consultant and monitoring services. The BON issues an unmarked keyless entry access device to each employee that provides for entry into the main doors of the building, as well as the BON's suite of offices. The office's main entrance door is opened automatically at 8:00 am and closed at 5:00 pm, Monday-Friday on a routine basis. Doors are programmed to remain closed during holidays and inclement weather days. The following processes are applied:

1. The associate executive director-operations maintains a roster of keyless devices issued to employees. Upon separation, each employee returns the device and the vendor deactivates access.

2. The security system is regularly monitored and tested.

3. Lost devices are reported to the associate executive director-operations immediately.

Note: In the event an emergency occurs during the workday and the office is being closed, the vendor must be contacted to secure the premises.

SAMPLE: OFFICE GUESTS/VISITORS

The following security procedure is utilized when staff receives guests and visitors in the BON office:

1. Upon arrival of guests and visitors to the BON office, the receptionist requests each person to register in the daily log of BON visitors and guests and then notifies the appropriate staff member of their arrival.

2. Staff members greet the guests in the reception area and escort them through the office to the appropriate location (conference room, office, etc.). Under no circumstance are visitors allowed to go unescorted.

3. At the completion of the visit, the staff member shall escort the visitor to the reception area where the visitor signs out on the daily log.

SAMPLE: LOCKED DOORS AND LIMITED ACCESS

1. The front doors (double doors) to the suite shall remain unlocked during the workday. All other entrance doors to the office remain locked.

2. Locked entrance doors to the office should not be propped or caused to remain open under any circumstance.

3. All doors are locked at 5:00 pm daily.

SAMPLE: EMERGENCY ALARM SYSTEM

An emergency alarm device is housed at the receptionist desk. A remote panic device is available for use by board members or staff, as needed within BON offices or offsite meeting locations. The remote device is maintained by the operations coordinator. Both instruments are capable of activating a buzzer and flashing lights in the cubicle areas and simultaneously dialing 911 automatically for assistance. In the event of an emergency, the following procedure shall be implemented:

1. Receptionist or member presses alarm button;

2. Designated staff responds to the alarm, all other staff should remain in their office;

3. Designated staff evaluates the situation in accordance with training received;

4. Proper authorities respond to the 911 call.

SAMPLE: LIMITED ACCESS AND/OR QUARANTINE

Employee access to the BON offices may be denied and/or restricted in response to the need to limit employee exposure during a pandemic, epidemic infectious disease or other emergency. BON management will comply with all local, state and national guidelines/directives to protect staff members. Staff members are expected to follow all access instructions as disseminated by BON management.

In the event limited access becomes necessary due to quarantine, isolation or other methods of community containment as invoked by public health agencies, a remote work infrastructure may be implemented by the BON, as appropriate.
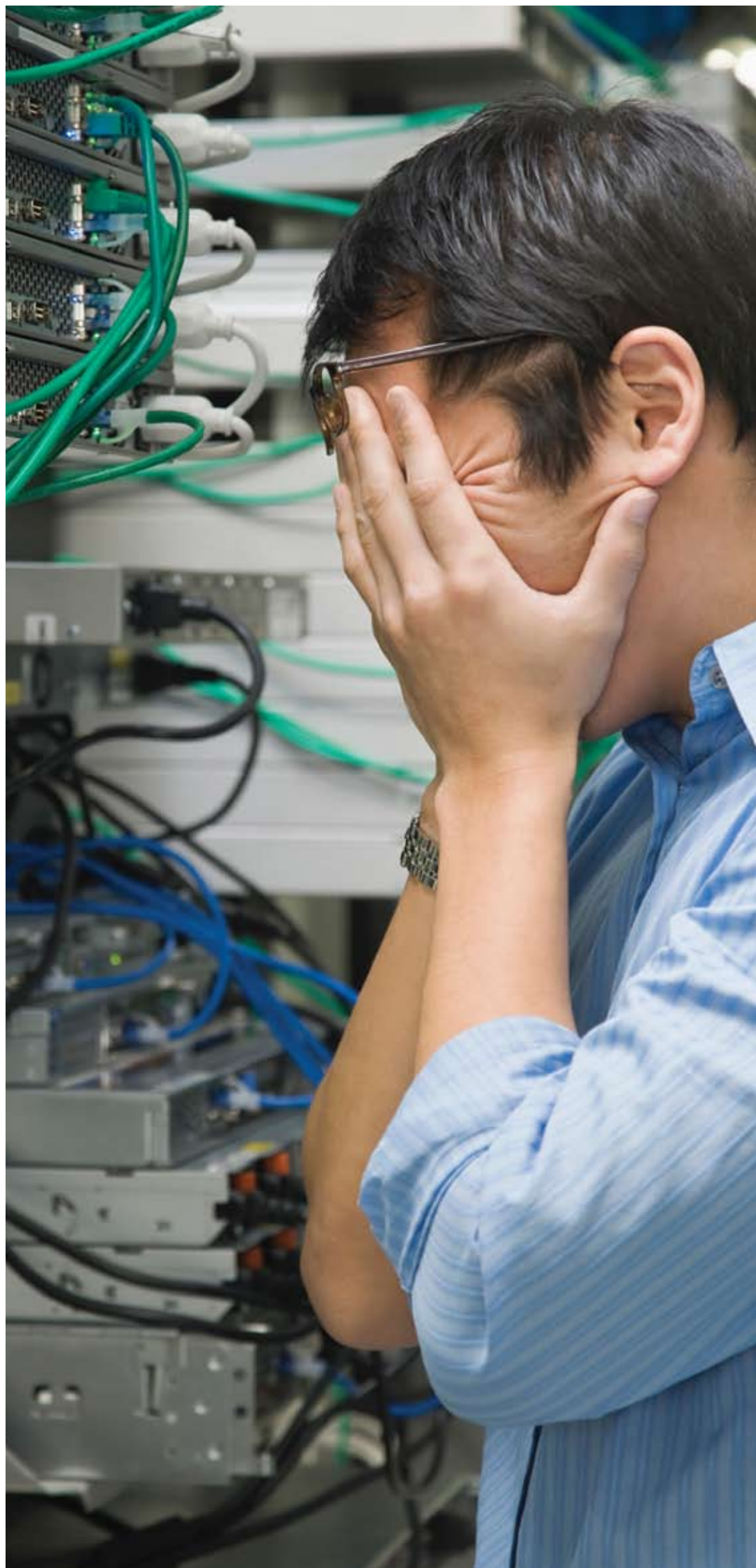
C. INSURANCE COVERAGE

SAMPLE: The BON maintains corporate insurance policies to cover damages resulting from an emergency. The coverage is tailored to meet the organizational needs of the BON and is reviewed annually, during licensure renewal, to reflect the BON's fixed assets.

The types of relevant insurance coverage include property, fire, general liability and worker's compensation.

The general timeframe for submitting and receiving payment of claims for property damage/destruction following an emergency ranges from 30-60 days, as reported by the state's Department of Insurance or other state agency.

D. DESIGNATED RISK MANAGEMENT FUND

SAMPLE: The BON earmarks monies annually to insure timely continuity of its mission critical functions in the event of an emergency. Such funds are available to pay for fit-up of office space and purchase/rental of furniture, equipment and supply items, pending payment of insurance claims.

E. OFF-SITE STORAGE OF INFORMATION TECHNOLOGY SYSTEM FILES

Records Preservation: Vital records may include:

- Financial and insurance information;
- Engineering plans and drawings;
- Product lists and specifications;
- Employee, customer and supplier databases;
- Formulas and trade secrets; and/or
- Personnel files.

Preserving vital records is essential to the quick restoration of operations. Analyzing vital records involves:

1. Classifying operations into functional categories, e.g., finance, production, sales, administration.

2. Determining essential functions for keeping the business up and running, such as finance, production, sales, etc.

3. Identifying the minimum information that must be readily accessible to perform essential functions, e.g., maintaining customer collections may require access to account statements.

4. Identifying the records that contain the essential information and where they are located.

5. Identifying the equipment and materials needed to access and use the information.

Next, establish procedures for protecting and accessing vital records. Among the many approaches to consider are:

- Labeling vital records;
- Backing up computer systems;
- Making copies of records;
- Storing tapes and disks in insulated containers;
- Storing data off-site where they would not likely be damaged by an event affecting your facility;
- Increasing security of computer facilities;
- Arranging for evacuation of records to backup facilities;
- Backing up systems handled by service bureaus; and/or
- Arranging for backup power.

VIII. EMERGENCY RESPONSE
A. LEVELS OF EMERGENCY RESPONSE

SAMPLE: The executive director or designee determines a level of severity based on the information received and standard operating procedures. The levels are defined as:

Level 1: Minor incident or closing due to short-term loss of power or inclement weather conditions.

Level 2: Serious events that involve threat to people, property or data. May involve evacuation for a limited period.

Level 3: A fairly large event that requires significant evacuation; it may involve injuries, but not fatalities. Requires significant coordination with city and county emergency services.

Level 4: A major event that impacts a sizable portion of the area and surrounding regions and is beyond the scope of the BON's emergency response capabilities. Adhere to directives, ordinances and regulations of local and federal emergency agencies.

B. EMERGENCY RESPONSE TEAM

SAMPLE: FIRST RESPONDERS
In case of an emergency event during the workday, which causes injuries to employees, visitors or guests, call 911. The BON's licensed nurses will administer first aid, emergency care and provide triage functions in conjunction with EMS personnel, as appropriate.

The BON's Emergency Response Team (BERT) is comprised of the following individuals:

- Executive director or designee;
- Associate executive director – operations;
- Information technology director; and
- Licensure/listing manager.

This team's responsibility, in the event of an emergency, is to manage business continuity and recovery efforts.

C. EMERGENCY EVACUATION

Life Safety: Protecting the health and safety of everyone in the facility is the first priority during an emergency.

Evacuation Planning: One common means of protection is evacuation. In the case of fire, an immediate evacuation to a predetermined area away from the facility may be necessary.

Shelter: In some emergencies, the best means of protection is to take shelter either within the facility or away from the facility in a public building.

Family Preparedness: Consider ways to help employees prepare their families for emergencies. This will increase their personal safety and help the facility get back up and running. Those who are prepared at home will be better able to carry out their responsibilities at work.

SAMPLE: The BON maintains evacuation and shelter plans for the safe and orderly evacuation and sheltering of employees, visitors and guests from its premises in case of fire or other emergency events. The plan is tested periodically through the use of emergency drills. The plan's routes for evacuation and locations for sheltering are posted in highly visible locations throughout the office.

D. COMMUNICATIONS

Communications are essential to any BON business operation. A communications failure can be an emergency in itself, cutting off vital business activities. Communications are needed to report emergencies, to warn personnel of the danger, to keep families and off-duty employees informed about what's happening at the facility to coordinate response actions, and to keep in contact with customers and suppliers.

SAMPLE: The executive director or designee is responsible for all communication with the BON's chair, members, media and the general public. The executive director is responsible for providing directions/instructions to be disseminated to members, staff and the public. The executive director or designee will collaborate with the public information officer (PIO) as deemed appropriate.

The following communication methods/vehicles may be used as necessary to keep members, staff and the public informed:

General Public and Media:

In the event of an emergency circumstance, the following procedure will be followed:

1. Announcements will be placed on the BON's Web site;

2. Messages will be placed on telephone system; and

3. Conduct press conferences and public service announcements (PSAs), as needed.

BON Chair and Members:

Tier 1: Telephone System – 400 Mailboxes

In the event of an emergency, an emergency circumstance or inclement weather that may cause a delay in opening or closing the office, the following procedure will be followed:

1. Call the BON main telephone number.

2. Enter 400 to access the Staff Inclement Weather Hotline.

3. Listen to the recorded message for information on office opening/closing.

Special Note: If the telephone system does not answer (i.e. the phone continues to ring), electrical power to the office is out.

Tier 2: Emergency message will be broadcast to personal e-mail of BON members and placed on the BON members Web site.

Tier 3: If a board meeting or conference call is necessary, members will be contacted by telephone.

Board Staff:

Tier 1: Telephone System – 400 Mailboxes

In the event of an emergency circumstance or inclement weather which may cause a delay in opening or closing the office, the following procedure will be followed:

- Call the BON main telephone number.
- Enter 400 to access the staff Inclement Weather Hotline.
- Listen to the recorded message for information on office opening/closing.

Special Note: If the telephone system does not answer (i.e. the phone continues to ring), electrical power to the office is out.

Tier 2: Emergency message will be broadcast to personal e-mail of staff member.

Tier 3: The BON's staff calling tree is activated whereby each manager calls subordinates. Supervisors must maintain a current listing of staff accessible off premise.

Tier 4: Remote access to Intranet activated – post announcement on front page.

IX. EMERGENCY RECOVERY

A. RECOVERY

Business recovery and restoration, or business resumption, goes right to a facility's bottom line: keeping people employed and the business running. Maintain complete and accurate records at all times to ensure a more efficient emergency response and recovery. Certain record retention may also be required by state or federal regulation, by your insurance carriers or prove to be invaluable in the case of legal action after an incident. Emergency funding can be critical immediately following an emergency. Consider the need for pre-approved purchase requisitions and whether special funding authorities may be necessary.

SAMPLE: The BON contracts with a vendor for information systems emergency recovery provisions onsite. The contract contains provisions for critical information technology (IT) functions and serves as a "hot site" work group configuration with five workstations equipped with PCs and digital telephone sets. This modular temporary facility is designed to allow for the continuity of the previously identified BON's critical business functions. In accordance with the deliverables in the contract, this self contained modular unit would be available at a designated BON location within 48 hours of notification of an emergency.

Note: This deliverable is subject to emergency direction and ordinances of local, state and federal government.

Telephone lines would be connected in the modular unit within 72 hours of an emergency by the telephone company and the BON's lead telephone numbers forwarded to the temporary location. In the event that use of this facility becomes necessary, an abbreviated work schedule (shifts) for staff would be implemented to ensure critical functions are covered.

B. RESUMPTION OF CRITICAL FUNCTIONS

Sample of a BON's Critical Business Functions

Below is a chart of the critical business functions that the BON must resume within a reasonable timeframe. A restoration priority code is included.

Criticality Ranking based on Restoration Priorities:

> A = Function must resume within 48 hours
>
> B = Function must resume within 72 hours
>
> C = Function must resume within one week

Business Category	Essential Business Functions (Mission Critical Services)	Criticality
Information technology		
Computer system operations	Verification of licensure data	
	Access to Nursys® database and other BONs for verification	
	Disseminate info via Web site	
	Electronic applications	
	Communication: e-mail	
	Financial management/accounting	
	E-commerce transactions	
	Issuance of licenses	
	Data backup	
	License renewal/reinstatement via Internet	
	Secure alternate recovery facility	
Licensure Review/issuance of licenses/listings	Electronic applications for endorsement/issuance of temporary licenses	
Verification	Validation of credentials of licensees/ registrants entering jurisdiction	
Enforcement		
Finance	Financial transactions: e-commerce	
	Payroll	
	Accounts payable	
Operations	Telecommunication	
	Acquisition of temporary office space	
Other		

C. ALTERNATE FACILITIES

If the BON offices are deemed destroyed or damaged beyond safe occupancy, the BON should locate alternate facilities within 48 hours of notification. Logistically, the temporary recovery facility would be moved to the new alternate office location.

SAMPLE: FURNITURE/SUPPLIES

Using the quick delivery options of office furniture supply vendors, minimal fit-up furniture for office operations would be available within 10 working days.

Equipment Rental

Copier and fax capability would be operational within 10 working days.

Telecommunications

Voice telephone system would be operational within 10 working days.

Alternate facilities suitable to accommodate all BON staff would be fit-up within 12-15 working days of loss of property.

D. PERMANENT FACILITIES

Upon completion of fit-up of alternate office space, designated staff will coordinate securing adequate permanent office space.

E. BUSINESS RECOVERY CHECKLIST

This checklist provides a task schedule for operationalizing the BON:

Senior management (including the executive director):

- Remain visible to members, employees and public;
- Delegate recovery roles;
- Serve as media spokesperson;
- Direct, manage and monitor the recovery;
- Avoid temptation to participate hands-on;
- Publicly praise success;
- Clearly communicate new roles and responsibilities;

- Rationally amend business plans and projections;
- Closely control media and analyst communications; and
- Re-assess/prioritize allocation of resources.

Technology/Management:

- Identify and prioritize critical applications;
- Prepare business impact analyses by unit;
- Re-assess original recovery plans;
- Continuously assess recovery site availability; and
- Recover/reconstruct all critical data.

Within the recovery environment:

- Assess the adequacy of information security;
- Assess the adequacy of system security;
- Re-assess recovery tolerance/timeframes;
- Evaluate recovery contingencies;
- Develop and test recovery plans; and
- Develop emergency plans for recovery staff.

Operations and licensure:

- Assess ability to resume licensing critical functions;
- Evaluate pros and cons of outsourcing opportunities;
- Refresh supply chain management;
- Analyze lease requirements/options;
- Establish new risk-mitigating controls;
- Formally notify insurers of claims;
- Seek interim relief from insurers; and
- Pay current insurance premiums.

Continuously re-assess the adequacy of:

- Temporary office facilities;
- Existing facilities and equipment;
- Communications; and
- Separately track losses and recovery costs.

Department directors:

- Monitor productivity of personnel;
- Provide appropriate retraining;
- Monitor employee morale;
- Guard against employee burnout;
- Monitor for delayed stress/trauma; and
- Provide counseling and support.

Suppliers:

- Recover, reconstruct contracts, customer data; and
- Inquiries.

Financial management:

- Payroll and benefits processes;
- Accounts payable/receivable processes;
- External/internal reporting;
- Key reconciliations;
- Other financial controls;
- Meaningful key performance indicators; and
- Transaction controls/limits.

Re-assess:

- Cash flow projections;
- Budgeting and closing process/timing; and
- Timely pay to employees/beneficiaries.

X. DISTRIBUTE AND EXERCISE THE PLAN

Distribute the Plan: Maintain secure electronic and hard copy versions of the plan both on and off-site. The plan should be distributed to key staff/board members as determined by the executive officer.

Emergency planning must become part of the BON's culture. Look for opportunities to build awareness; to educate and train personnel; to test procedures; to involve all levels of management, all departments and the community in the planning process; and to make emergency management part of what personnel do on a day-to-day basis. Provide guests with appropriate information regarding the plan for their safety.

SAMPLE: The All-Hazards Emergency Operations Plan will be reviewed and exercised annually. The plan will be revised as deemed appropriate. As revisions are incorporated into this plan, each recipient will be forwarded a package containing instructions for updating the plan as well as the changes with their respective revision dates. Plan reviewed/revised: September 2005, September 2006.

Staff training:

- All staff: Sept. 26, 2006 (All Hazards Emergency Operations Plan)

- IT and licensure staff: Jan. 10, 2007 (Critical functions – tabletop discussion with scenarios)

- All staff: Jan. 30, 2007 (In place sheltering, emergency evacuation and social distancing during influenza outbreak with practical scenario)

- IT, finance, licensure staff (Critical functions – tabletop): Oct. 30, 2007 (Discussion of scenarios)

- All staff: Oct. 31, 2007 (Grubb Properties – emergency evacuation drill)

XI. APPENDICES

A. ADMINISTRATION

1. Administrative consultants and advisors

2. Board member contacts

3. Evacuation shelters

4. Medical emergency

5. Public safety contacts

B. FINANCE

1. Financial consultants and advisors

2. Sources of emergency cash

C. INFORMATION SYSTEMS

1. Computer contact list

2. Essential computer equipment notes

D. OPERATIONS/LICENSURE

1. Backup operating facility

2. Insurance information

3. Staff contacts

4. Suppliers of equipment and supplies needed quickly in an emergency

5. Telecommunication

XII. RESOURCES

A. Emergency Management Guide for Business and Industry (http://www.cdc.gov/niosh/topics/prepared/pdfs/bizindst.pdf)

B. Preparing Your Business for the Unthinkable (http://www.redcross.org/services/disaster/beprepared/unthinkable2.pdf)

C. Open for Business – A Disaster Planning Toolkit for the Small to Mid-Sized Business Owner (http://www.ibhs.org/docs/OpenForBusiness.pdf)

D. Federal Emergency Management Agency (http://www.fema.gov/)

E. Emergency Management Assistance Compact (EMAC) (http://www.emacweb.org/)

F. Emergency System for the Advanced Registration of Volunteer Healthcare Professionals (ESAR-VHP) (http://www.hhs.gov/aspr)

G. The American Red Cross (www.redcross.org)

H. Altered Standards of Care in Mass Casualty Events (http://www.ahrq.gov/research/altstand/)

I. Uniform Law for Emergency Healthcare Volunteers (http://www.uevhpa.org/DesktopDefault.aspx)

XIII. TOOLS

RECORD OF CHANGES

Change #	Date Changed	Entered By	Date Entered
Revised and Updated EOP			

APPROVAL AND IMPLEMENTATION

Under the direction of _____the _____Board of Nursing Emergency Operations Plan has been approved.

_____   _____
Executive Director Signature   Date

_____   _____
Board Chair Signature   Date

**ACRONYMS, ABBREVIATIONS AND DEFINITIONS
(BONS SHOULD PLACE THE ONES SPECIFIC TO THEIR PLANS HERE)**

BON   Board of Nursing

THE FOLLOWING CONTAINS SOME SENSITIVE INFORMATION; PLEASE MAINTAIN THESE DOCUMENTS IN A SECURE MANNER.

Administrative Consultants and Advisors

Attorney
Firm: Contact:
Address:
Office Telephone:
Employee Assistance Program
Company:
Contact:
Address:
Office Telephone:

Evacuation Shelters

Shelters
Closest Shelter:
Address:
Next Closest:
Address:
Next Closest:
Address:
Next Closest:
Address:
Next Closest:
Address:

Medical Emergency

Hospitals
Closest Hospital:
Telephone:
Address:
Next Closest:
Telephone:
Address:

Public Safety Contacts

Police (Other than 911, which may be jammed)
Address:
Telephone:
Fire
Address (nearest department):
Telephone (nearest department):
Address (headquarters):
Telephone (headquarters):
Rescue Squad/Ambulance
Contact:
Address:
Telephone:

Poison Control Center
Contact Poison Center:
Address:
Telephone:
Federal Emergency Management Agency (FEMA)
Contact:
Address:
Telephone:
Red Cross
Address:
Telephone:
Centers for Disease Control
Telephone:

Financial Consultants and Advisors

CPA*
Contact:
Address:
Office Telephone:
E-mail:
Investment Advisor/Broker(s) (include account numbers)*
Contact:
Account Number:
Office Telephone:
E-mail:
Contact:
Account Number:
Office Telephone:
E-mail:
Telephone:

Sources of Emergency Cash

Bank 1:
Contact:
Account Number:
Office Telephone:
Type of Account:
Signators:

Computer Contact List

Computer Consultant or Primiary IT Staff Person
Contact:
Office Telephone:
Cellular Telephone:
E-mail:
Backup IT Staff Person – 1
Contact:
Office Telephone:
Cellular Telephone:
E-mail:
Backup IT Staff Person – 2
Contact:
Office Telephone:
Cellular Telephone:
E-mail:
IT Vendor Support – Network
Contact:
Office Telephone:
Cellular Telephone:
E-mail:
IT Vendor Support – Network
Contact:
Office Telephone:
Cellular Telephone:
E-mail:

IT Vendors' Tech Support – Network
Contact:
Office Telephone:
Cellular Telephone:
E-mail:
Web site:
IT Vendors' Tech Support – AS400
Contact:
Office Telephone:
Web site:
Backup Emergency Recovery Service Center
Contact:
Office Telephone:
Daily Backup Tape Storage and Courier Service
SC DATA CONTACT: TELEPHONE:
Personnel Authorized to Declare and Verify Emergency to SC DATA, Inc.

Name	Cell Number/Pager	Office Number	Home Number

OFF-SITE STORAGE OF INFORMATION SYSTEM FILES

The following information system files are archived in a secure location and stored as depicted below:

Computer System	Files on Backup Media	Backup Frequency	Off-Site Location

Emergency Planning
Current level of readiness:

ESSENTIAL EQUIPMENT NOTES

Computer systems:

<u>**IBM AS/400**</u>
Currently in place:

<u>**Novell Network, Intranet Server, DMR system server, WOW development server**</u>

<u>**Document Imaging System**</u>

<u>**Telephone Verification – IVR**</u>

<u>**BON Web site**</u>

<u>**Equipment replacement capability**</u>
Insurance coverage
Replacement equipment availability and procurement IBM AS/400
Novell Network and Windows servers
Staff PCs
Telephone verification – IVR system

Suppliers of Computer Systems Needed Quickly in an Emergency

IBM AS 400
Vendor:
Contact:
Address:
Office Telephone:
Windows and Novell Servers
Vendor:
Contact:
Address:
Telephone:
Fax:

DMR System Recovery
Vendor:
Contacts:
Address:
Office Telephone:
Fax:
E-mail:
Financial Systems Recovery
Vendor:
Contact:
Address:
Telephone:
Fax:
Telephone Verification Systems Recovery
Vendor:
Contact:
Address:
Office Telephone:
E-mail:
Web Site Services, Online Licensure Services Recovery
Vendor:
Contacts:
Address:
Office Telephone: Fax:

Backup Operating Facility (Office Space)

New Location
Contact:
Address:
Office Telephone:
Note: Emergency space located within two business days
Repair and Cleanup Services
Contact:
(See landlord information)

Security Consultant:
Telephone:
Contact:
Address:
After 5:00 p.m. – Central Office:
Locksmith:
Telephone:
Fax:
Address:

Insurance Information

Property: 1 of 2 policies
Company:
Agent:
Address:
Office Telephone:
Cellular Telephone:
Coverage: Business Propoerty:
Money & Securities:
Deductible:
Type of Policy: Business Property:
Policy Number:
Property: 1 of 2 policies
Company:
Agent:
Address:
Office Telephone:
Coverage: Business Property and Fire:
All Risk:
Extended – All Risk:
Policy Number:

General Liability
Company:
Agent:
Address:
Office Telephone:
Cellular Telephone:
Coverage: General Aggregate:
Occurance Limit:
Tenant Liability:
Medical:
Policy Number:
Workers' Compensation
Company:
Agent:
Address:
Office Telephone:
Cellular Telephone:
Policy Number:

Staff Contacts

Key Officers
Contact: Executive Director
Address:
Home telephone:
Cellular telephone:
Contact: Associate Executive Director – Programs
Address:
Home telephone:
Cellular telephone:
Contact: Associate Executive Director – Operations
Address:
Home telephone:
Cellular telephone:
Key Staff
(See attached personnel roster)

Board Members
(See attached roster of board members)

Suppliers of Equipment and Supplies Needed Quickly in an Emergency

Supplier: (Quick Ship Option)
Contact:
Address:
Office telephone:
List of key items: office supplies, furniture
Supplier: (Quick Ship Option)
Address:
Office telephone:
List of key items: office supplies, furniture
Supplier:
Contact:
Address:
Office telephone:
Fax:
List of key items:
Supplier:
Contact:
Pager:
List of key items: Jobber printing (applications, NPA, envelopes)
Supplier (purchase and rental-postal equipment):
Address:
Service:
Service number:
Model number:
Postage by telephone:
Account number:
Meter service number:
Supplier (purchase and rental-copier):
Address:
Office telephone:

List of key items:
Equipment ID number:
Supplier (purchase and rental-office equipment):
Contact:
Address:
Office telephone:
Fax:
Pager:
Cellular telephone:
E-mail:
List of key items: office equipment rental
Supplier (purchase and rental-office furniture):
Address:
Office telephone:
Fax:
Web site:

Telecommunication: Voice/Video/Fax Communication Vendors

North Carolina Information Technology Services Voice Lines
Company:
Contact:
Address:
Office telephone:
TI Digital Line and Video/Web Cast Equipment
Contact:
Address:
Office telephone:
Cellular telephone:
Installation/Service/Maintenance of Video/Web Cast/Presentation Equipment
Vendor:
Contacts:

Telephone Equipment and Engineering
Vendor: Site Code:
Contact:
Address:
Office telephone:
Fax
Company:
Contact:
Address:
Telephone: