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Open

Community Clinic and Health Center
Emergency Operations Plan

Basic Emergency Operations Plan

I Purpose, Scope and Assumptions

The Emergency Operations Plan (EOP) provides a systems-based approach for clinics and health centers to manage, respond to and recover from incidents. The EOP is located at *(insert hard- and electronic-copy locations of the Plan)*.

1. Purpose: The purpose of this EOP is to guide staff during an all-hazards response and recovery for internal and external events that exceed the daily capability of *(insert Clinic or Health Center name)*. The EOP is a critical component of the overall EMP, which addresses preparedness, mitigation, response and recovery activities. The EMP includes annual Hazard Vulnerability Analysis and mitigation strategies, annual education and training, communications plans, equipment lists, etc.

Responsive to regulatory and accreditation requirements, the EOP follows the guidance of the National Fire Protection Act and the National Incident Management System (NIMS), including use of the Incident Command System (ICS), and addresses The Joint Commission (TJC) Ambulatory Health Care Emergency Management Standards. *(See Appendix 3)*

2. Scope: This Clinic EOP describes activities required to respond to emergency situations. Normal and routine functions not affected by the emergency are outside the scope of this Plan. Those day-to-day functions not directly related to an emergency response may be suspended for the duration of the emergency, as determined by the Chief Executive Officer (CEO)/Executive Director and/or Incident Commander. The EOP applies to all portions of the organization, including clinical and non-clinical sections.

3. Assumptions:

a. Mitigation and Preparedness (Part of the Emergency Management Program)

i. An incident that affects *(insert Clinic or Health Center name)* is likely to also affect the surrounding communities and region. Communication and cooperation with local government agencies is crucial for coordinated planning and response, but *(insert Clinic or Health Center name)* will also plan to manage all incidents with limited external resources for the first 96 hours.

ii. *(insert Clinic or Health Center name)* will maintain and disseminate this all-hazards Clinic EOP and educate personnel on the general framework for responding to emergency incidents and disasters.

iii. Mitigation activities conducted prior to the event can result in a reduction in injuries, facility damage and loss of life.

3. Brainstorm unique issues for the site.

Conduct a brainstorming process that engages team members in identifying their site's unique strengths and challenges that must be addressed in an EOP. For example, if the site only has one main road in and out, traffic flow needs to be addressed in the emergency response plans.

4. Review the Basic EOP section.

Have participants use highlighters to scan the Basic section for places in the plan that need to be customized for their site. These places are in italics in the Word document and have the pencil icon. Participants should also identify places in the basic document where they need more information or data to complete a plan.

5. Review the Functional Annexes and assign tasks.

Point out that the Functional Annexes tab largely involves inserting specific sections that must be completed. The purpose of this section in the EOP is to ensure continued operations during an emergency. Assign tasks for the planning team to:

- Identify the key functions (continuity, security, evacuation).
- Identify specific tasks for each function.
- Identify the staff person responsible for carrying out each task.

6. Review Hazard-Specific Appendices and assign tasks.

Point out the Hazard Specific Appendices. Explain that this section must be customized according to the clinic or health center's vulnerabilities. Use Hazard Vulnerability Analysis reports to determine the site- and community-specific hazards.

7. Review the Plan Appendices.

Point out the tab for Plan Appendices. This section includes the following sub-sections:

1. Acronym List
2. Glossary
3. Joint commission Emergency Management Standards of Compliance Tools for Clinics
4. Clinic Incident Command System
5. Contact Lists
6. Emergency Communications
7. Primary and Alternative Sites for Clinic and Health Care and Emergency Operations
8. Forms

Have each task force member review a different sub-section. Give them time to scan these sections. Then have each task force member report out, explaining what the sub-section is and how their site could use the tools.

8. Identify action items and a timeline.

Ask task force members to identify the action items that come out of this session and identify the person responsible. Put a deadline on each action item and set a date for the next meeting. Use the chart paper to record the action items, staff person responsible, and the deadline. Then transcribe these notes and make copies for the entire task force.

Closure

Continue the planning process until the entire EOP is complete and customized. Then get the required signatures on the document and store a complete copy in a secure place. Provide awareness training for staff about the plan and conduct table-top exercises to test your plan. Revise the plan, as needed, after each exercise.

INCIDENT REPORTING

Incident Reporting Procedure Investigation



Critical Incident Plan

Rationale

At some time, Woodville Primary School may become directly or indirectly involved in a tragic or traumatic event. The incident may involve loss of life, serious injury or emotional disturbance. The incident may occur in the school environment or outside. It may involve staff, students or those close to them. The network of those involved in a traumatic event can be wide, especially if it directly involves the school. Feelings of grief and loss can continue over long periods of time.

Aims

To provide guidelines for responding to critical incidents within the school.

Implementation

- Incidents vary in complexity. These guidelines provide a framework for action and would not necessarily be followed in all cases. However, the following 4 principles must be followed:
 - provide clear, accurate information
 - describe the actions to be followed
 - provide help for all affected
 - maintain a normal school program as close as possible.
- Obtain accurate information. Deal only with substantiated facts
- As soon as possible inform staff, especially those most directly involved. Inform close friends and family individually. Allow questions and discussion as they arise. Dispel rumours
- Appoint a skilled Critical Incident Recovery Team to assist in the management of the incident. The team may include staff members, psychologists, counsellors, external Department of Education and Training (DET) personnel, support agencies etc. The size and composition of the team will be related to the nature of the incident. Distribute names of the Critical Incident Recovery Team members, and inform others of the role of the team
- As soon as possible, provide information to the community as to what has happened, and what is being done
- Appoint a skilled Critical Incident Recovery Team member to respond to media enquiries. A written press release may be useful. If necessary, protect others from contact with the media. Advice regarding this may be obtained from the DET Emergency Communications Centre and the DET Media Unit (03) 9637 2871
- Establish an open line of contact with the family or families directly involved
- Provide out of school hours contact if necessary. This could be as simple as circulating the Principal's telephone number. In more complex situations it may mean maintaining telephone contact at the school
- Continue contact with the family to identify their expectations of the school, e.g. student participation in funeral or memorial service.
- Try to identify those most likely to need help, e.g. classmates, teacher, special friends. Some students not directly affected may become distressed
- Ensure that counselling help is available. Contact the Regional Office and/or DET if necessary. All emergency or criminal activity, in which the safety or well-being of staff or students is at risk, or where there is a threat to property, must be reported immediately to the Department's 24 hour Emergency and Security Management Branch on (03) 9589 6266.

Preventive and Corrective Action Form

This form is to be completed for accidents, incidents/near-misses, audit findings, workplace inspection findings, work refusals, identified hazards, etc. Please forward the completed and signed form to the Office of Occupational Health & Safety.

SECTION A: DESCRIPTION OF PROBLEM (To be completed by Initiator)

Name:	Date:	Non-conformance / hazard rating: <input type="checkbox"/> Major <input type="checkbox"/> Moderate <input type="checkbox"/> Minor <input type="checkbox"/> Opportunity for improvement	How was the event discovered? <input type="checkbox"/> Accident/incident investigation <input type="checkbox"/> Audit <input type="checkbox"/> Workplace inspection <input type="checkbox"/> Work refusal <input type="checkbox"/> Hazardous condition observed <input type="checkbox"/> Other:
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Have you collected all the information to allow you to do an investigation as required (e.g. witness statements, photographs, training records)? YES NO

SECTION B: IMMEDIATE ACTION, ROOT CAUSE AND ACTION PLAN (To be completed by Implementer, if different from the Initiator)

Take immediate action. What immediate action should be taken to prevent recurrence (e.g. isolate hazard, remove hazard, lock out, post signage, restrict access, etc.)? Date of First Response:

Identify the root cause. Use the "5 Whys" - ask Why 5 times to identify the root cause, or other comparable method. Implementer must observe process visually. Also, use the checklist to identify contributing factors and provide additional details for each that apply.

Identify contributing factors.

<input type="checkbox"/> Lack of training	<input type="checkbox"/> Improper housekeeping/storage
<input type="checkbox"/> More than one operator/employee	<input type="checkbox"/> Lack of proper safety tool or device
<input type="checkbox"/> Hazardous personal attire	<input type="checkbox"/> Unsafe method or procedure
<input type="checkbox"/> Unsafe equipment/tools/illumination	<input type="checkbox"/> Obstructing, loading, unfill, misconnect
<input type="checkbox"/> Improper machine operation	<input type="checkbox"/> Employee(s) of another company
<input type="checkbox"/> Failure to use PPE	<input type="checkbox"/> Other:
<input type="checkbox"/> Improper maintenance	

Identify the corrective preventive action(s) which will permanently address the causes identified above. Identify if the action creates a new risk. If so, do not implement action and contact the OHS Manager. Identify who is the responsible party, due date, and completion date (e.g. instructions of persons involved, reassignment of persons, improved PPE, installation of guard or safety device, notify all department supervision, disciplinary action).

PCA #	Preventive/Corrective Action	Responsible Party	Department(s) Affected	Due Date	SECTION C: VERIFICATION**		
					Date Complete	Effectiveness of Action Verified by	Date Verified

** PCA number to be reported to the Office of Occupational Health and Safety
** If a new risk is created by the PCA, do not implement the action and contact the Occupational Health & Safety Manager for alternative solutions.
** Following the completion of Section B and prior to the completion of Section C, the form should be signed by the Initiator and the implementer and forwarded to the Office of Occupational Health & Safety.

SECTION D: SIGNATURES

Implementer Signature:	Title:	Date:
Initiator Signature:	Title:	Date:
CSC Member Signature (required when hazards are reported):		Date:

Attach additional sheets if necessary.

Security incident response plan template sans. Sans cyber incident response plan template.

Other organizations outsource incident response to security organizations. For example, Cynet provides a managed incident response service based on our holistic security platform. Identification 3. Preparation 2. Sysnet Security Incident Response Plan Created by: Sysnet Pages: 11 Main sections: How to recognize a security incident Roles and responsibilities External contacts Payment cards. What to do if compromised Incident response steps Report, investigate, inform Maintain continuity Resolve and recover Review Specific incident response types Malware Tampering with payment terminals Unauthorized wireless access points Loss of equipment Noncompliance with security policies Testing and periodic updates for IR plan Get .DOC file (requires registration) 5. Some organizations have a dedicated incident response team, while others have employees on standby who form an ad-hoc incident response unit when the need arises. Preparation 1. In most organizations there is a critical shortage of security staff. When an attack scenario occurs, the relevant playbook is automatically executed. Containment 4. Below are several templates you can download for free, which can give you a head start. It is impossible to review all alerts, not to mention investigate and respond to all security incidents. Detection and Analysis 2. Thycotic Incident Response Template Created by: Thycotic Pages: 19 Main sections: Roles, responsibilities and contact info Threat classification Compliance and legal obligations Phases of incident response and actions taken. Learn more about Cynet Response Orchestration. Cynet Incident Response Plan Template Created by: Cynet Pages: 16 Main sections: Incident Response Team Responsibilities Testing and Updates Incident Response Process Overview Incident response checklists: Incident Discovery and Confirmation, Containment and Continuity, Eradication, Recovery, Lessons Learned Download .DOC file 2. Automated Response with Cynet Cynet provides a holistic solution for cybersecurity, including Cynet Response Orchestration, which can automate the answer to the incident. California Government Department of Technology Incident Response Plan created by: Pages of the California Technology Department: 4 Summary: Response procedure in 17 steps, with references to more detailed plans for types of specific accidents such as malware, system failure, intrusion attempt Active. Post-incident activity 4. Cynet Response Orchestration can address any threat involving infected endpoints, processes or malicious files, network traffic control by attackers or compromised user accounts. Only if there is no corresponding playbook, the incident is pushed to the security team for a manual response. For example, when traffic is detected from the network to an unknown external IP, an accident playbook is performed, adding a safety rule to the firewall and blocking traffic up to further investigation. Recovery 6. It is essential to allow a timely response to an accident, mitigating the attack and adequately coordinating the effort with all interested parties. Lessons learned Read our in-depth posts on the NIST Incident Response and Sans Incident Response frameworks. Response model for the I-Sightcase created by: Pages I-Sight: 6 Main sections: Definitions and examples of accidents Roles and responsibilities Phases and response procedures to the accident Obtain .doc files (Request registration) Models and procedures for response to the accident response to accidents is fundamental, but not enough. 1. Plans of the accident response plan There are two primary paintings that you can use to plan and perform a process of response to accidents, created by NIST, a standard government body, and Sans, .otneminetnoC .otneminetnoC .1 SNAS itnedinci ilga atopsir id ossecorP TSN itnedinci ilga atopsir id ossecorP .osserrpa ni itussair onos issE .orcul id opocs aznes azzerucis allus acrecir id And recovery 3. An automated tool can detect a security condition and automatically perform an accident reply playbook that can contain and mitigate the accident. An accident response plan is a practical procedure that security teams and other employees involved follow when a security accident occurs. Recovery 5. Response plan ITAnet created by: International Legal Technology Association pages: 5 main sections: Accident response group Notifications Response to accidents Employee Responsibility Types of accidents Definition of a safety violation Classification procedure for Potential accidents Response procedure Restore periodical tests and troubleshooting downloading the .ashx file 3. Statistics show that the average time to identify and correct a violation is more than 100 days. What is an accident response plan? Download the .doc file 6. Six accident response plan models When creating the accident response plan, it is much easier to start with a model, remove less relevant parts for the organization and complete the details and processes. You can define automatic response playbook to accidents, with predefined restore procedures for multiple attack scenarios. You get .doc files (registration is required) 4. To solve the problem, the security sector is developing tools to perform automatic response to accidents. By integrating manual response to automated playbook accidents, organizations can reduce the load on security teams and respond to many more security accidents, more quickly and more effectively. effectively.

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