

PARTNERSHIP



of CALIFORNIA

A Public Agency

**Disaster Recovery
and
Business Continuity Plan**

September 2025

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PARTNERSHIP HEALTHPLAN OF CALIFORNIA BUSINESS CONTINUITY AND DISASTER RECOVERY TEAMS

EXECUTIVE RECOVERY TEAM (ERT)

Department	Title	Site
Administration	Chief Executive Officer	Fairfield
Administration	Chief Operating Officer	Redding
Health Services	Chief Medical Officer	Fairfield
Health Services	Chief Health Services Officer	Fairfield
Information Technology	Chief Information Officer	Fairfield
Administration	Chief Strategy & Government Affairs Officer	Fairfield
Finance	Chief Financial Officer	Fairfield
Communications	Director of Communications & Government Affairs	Fairfield
Human Resources	Chief Human Resources Officer	Fairfield
Behavioral Health	Sr. Director of Behavioral Health	Fairfield
Administration	Director of Regional Operations	Fairfield
Administration	Regional Director	Santa Rosa
Administration	Regional Director	Redding
Administration	Regional Director	Eureka
Administration	Regional Director	Chico
Administration	Regional Director	Auburn

ERT Responsibilities

Command and Control	The Executive Recovery Team will form the command center for decision making and assignment of emergency powers during a disaster resulting in a business disruption. The ERT is also responsible for the overall coordination of the disaster recovery effort.
	The alternate headquarters to be used by Partnership HealthPlan of California (PHC) in case of an emergency will be determined under the specific authority and direction of the Executive Recovery Team . The ERT will document the specific plan for alternate headquarters.
	Under this plan, the members of the Executive Recovery Team (individually or acting together) have been delegated the authority of the Board to close one or more offices when an emergency condition exists.
	The ERT's authority extends only to the period of the disaster or until such time as (1) the business resumption phase of the plan has taken full effect or (2) the Board takes action to approve an alternative operational organization structure.

ERT Responsibilities

Support Activities	<input type="checkbox"/> Evaluate which recovery actions should be invoked and activate the corresponding recovery teams. <input type="checkbox"/> Evaluate and assess damage assessment findings. <input type="checkbox"/> Set restoration priority based on the damage assessment reports. <input type="checkbox"/> Work with the Business Unit Recovery Team to develop a rebuild/repair schedule.
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BUSINESS UNIT RECOVERY TEAM (BURT)

Department	Title	Site
Behavioral Health	Sr. Director of Behavioral Health	Fairfield
Claims	Senior Director of Claims	Fairfield
Claims	Director of Claims	Redding
Compliance/ Regulatory Affairs/Legal	Sr. Director of Regulatory Affairs & Contracting	Fairfield
Configuration	Director of Configuration	Fairfield
Facilities	Director of Facilities	Fairfield
Facilities	Associate Director of Facilities	Fairfield
Facilities	Senior Manager of Facilities	Redding
Finance/Accounting	Senior Director of Accounting/Controller	Fairfield
Finance/Financial Planning & Analysis	Sr. Director of Financial Analysis	Fairfield
Grievance and Appeals	Director of Grievance and Appeals	Redding
HS/Care Coordination	Sr. Director of Care Management	Fairfield
HS/Enhanced Health Services	Director of Enhanced Health Services	Fairfield
HS/Pharmacy	Director of Pharmacy Services	Fairfield
HS/Quality Improvement	Sr. Director of Quality and Performance Improvement	Fairfield
HS/Utilization Management	Director of Utilization Management	Redding
Human Resources	Chief Human Resources Officer	Fairfield
Human Resources	Director of Human Resources	Fairfield
Information Technology	Associate Director of IT Claims Systems	Fairfield
Information Technology	Senior Director, Enterprise Applications	Fairfield

Department	Title	Site
Information Technology	Senior Director, Enterprise Information Management	Fairfield
Information Technology	Director, Data Governance	Fairfield
Information Technology	Director, Data Warehouse	Fairfield
Information Technology	Director of IT Strategic Initiatives	Fairfield
Member Services / Grievance & Appeals	Sr. Director of Member Services & Grievance	Fairfield
OpEx/PMO	Director of OpEx/PMO	Fairfield
Provider Relations	Senior Director of Provider Relations	Fairfield
Provider Relations	Manager of PR Representatives	Fairfield
Transportation	Director of Transportation	Redding

BURT Responsibilities

Coordinate Business Area DR Effort	Coordinate the disaster recovery effort for each business area and communicate with the Location Recovery Team and Executive Recovery Team.
Support Activities	<ul style="list-style-type: none"> <input type="checkbox"/> Notify the recovery team members of the event. <input type="checkbox"/> Gather damage assessment information and report it to the ERT. <input type="checkbox"/> Determine recovery needs and coordinate recovery efforts. <input type="checkbox"/> Support the command center and related operations. <input type="checkbox"/> Determine if vendors or other teams are needed to assist with detailed damage assessment. <input type="checkbox"/> If no disaster is declared, take appropriate action to return to normal operation using regular staff.

COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

Northern Region			
Department	Title	CERT Role	Site
Administration	Regional Director	Captain	Redding
Administration	Supervising Administrative Assistant II	Assistant	Redding
Administration	Regional Director	Captain	Eureka
Administration	Administrative Assistant I	Assistant	Eureka
Care Coordination	Associate Director of Care Coordination	Captain	Redding
Care Coordination	Associate Director of Care Coordination	Alternate	Redding
Care Coordination	Administrative Assistant I	Assistant	Redding
Claims	Director of Claims	Captain	Redding
Claims	Manager of Claims	Alternate	Redding
Claims	Administrative Assistant II	Assistant	Redding
Enhanced Health Services	Associate Director of Enhanced Health Services	Captain	Redding
Enhanced Health Services	Administrative Assistant II	Assistant	Redding
Grievance & Appeals	Director of Grievance & Appeals	Captain	Redding
Grievance & Appeals	Manager of Grievance & Appeals Compliance	Alternate	Redding
Grievance & Appeals	Project Coordinator I	Assistant	Redding
Human Resources	Manager of Human Resources	Captain	Redding
Human Resources	Human Resources Coordinator	Assistant	Redding
Member Services	Manager of Member Services	Captain	Redding
Member Services	Supervisor of Member Services	Alternate	Redding
Pharmacy	Sr. Clinical Pharmacist	Captain	Redding
Pharmacy	Supervisor of Pharmacy Operations	Alternate	Redding
Provider Relations	Sr. Manager of PR Representatives	Captain	Redding
Provider Relations	Sr. Program Manager	Alternate	Redding
Transportation	Sr. Manager of Transportation	Captain	Redding

Northern Region			
Department	Title	CERT Role	Site
Transportation	Manager of Transportation	Alternate	Redding
Transportation	Administrative Assistant I	Assistant	Redding
Utilization Management	Director of Utilization Management	Captain	Redding
Utilization Management	Supervisor of Utilization Management	Alternate	Redding
Utilization Management	Administrative Assistant I	Assistant	Redding

Southern Region			
Department	Title	CERT Role	Site
Administration	Chief Operating Officer	Captain	Fairfield
Administration	Director of Regional Operations	Captain	Fairfield
Administration	COO Executive Assistant	Assistant	Fairfield
Administration	Board Clerk	Assistant	Fairfield
Administration	Regional Director	Captain	Santa Rosa
Administration	Administrative Assistant II	Assistant	Santa Rosa
Administration	Regional Director	Captain	Chico
Administration	Administrative Assistant I	Assistant	Chico
Administration	Regional Director	Captain	Auburn
Care Coordination	Associate Director of Care Coordination	Captain	Fairfield
Care Coordination	Administrative Assistant I	Assistant	Fairfield
Claims	Director of Claims	Captain	Fairfield
Claims	Associate Director of Claims	Alternate	Fairfield
Claims	Administrative Assistant II	Assistant	Fairfield
Communications	Director of Communications & Gov. Affairs	Captain	Fairfield
Communications	Sr. Manager of Communications	Alternate	Fairfield
Communications	Supervisor of Communications	Assistant	Fairfield

Southern Region			
Department	Title	CERT Role	Site
Configuration	Director of Configuration	Captain	Fairfield
Configuration	Manager of Configuration	Alternate	Fairfield
Configuration	Administrative Assistant I	Assistant	Fairfield
Government Affairs	Chief Executive Officer	Captain	Fairfield
Government Affairs	Director of Communications & Gov. Affairs	Captain	Fairfield
Government Affairs	Board Clerk	Assistant	Fairfield
Compliance/Regulatory Affairs/Legal	Chief Strategy & Government Affairs Officer	Captain	Fairfield
Compliance/Regulatory Affairs/Legal	Sr. Director of Reg. Affairs & Compliance	Alternate	Fairfield
Compliance/Regulatory Affairs/Legal	Executive Assistant	Assistant	Fairfield
Enhanced Health Services	Director of Enhanced Health Services	Captain	Fairfield
Enhanced Health Services	Associate Director of Enhanced Health Services	Alternate	Fairfield
Enhanced Health Services	Administrative Assistant II	Assistant	Fairfield
Grievance & Appeals	Director of Grievance & Appeals	Captain	Fairfield
Grievance & Appeals	Manager of Grievance & Appeals Resolutions	Alternate	Fairfield
Grievance & Appeals	Project Coordinator I	Assistant	Fairfield
Finance	Chief Financial Officer	Captain	Fairfield
Finance	Executive Assistant	Assistant	Fairfield
Health Services	Chief Medical Officer	Captain	Fairfield
Health Services	Executive Assistant	Assistant	Fairfield
Health Services	Regional Medical Director	Captain	Santa Rosa
Human Resources	Chief Human Resources Officer	Captain	Fairfield
Human Resources	Director of Human Resources	Alternate	Fairfield
Human Resources	Executive Assistant	Assistant	Fairfield
Information Technology	Chief Information Officer	Captain	Fairfield
Information Technology	Director of Network Operations	Alternate	Fairfield

Southern Region			
Department	Title	CERT Role	Site
Information Technology	Executive Assistant	Assistant	Fairfield
Member Services	Sr. Director of Member Services & Grievance	Captain	Fairfield
Member Services	Associate Director of Call Center	Alternate	Fairfield
Member Services	Administrative Assistant I	Assistant	Fairfield
OpEx/PMO	Director of OpEx/PMO	Captain	Fairfield
OpEx/PMO	Sr. Manager of OpEx/PMO	Alternate	Fairfield
OpEx/PMO	Administrative Assistant II	Assistant	Fairfield
Pharmacy	Director of Pharmacy Services	Captain	Fairfield
Pharmacy	Sr. Clinical Pharmacist	Alternate	Fairfield
Pharmacy	Project Coordinator II	Assistant	Fairfield
Population Health	Director of Population Health Management	Captain	Fairfield
Population Health	Associate Director of Population Health	Alternate	Fairfield
Population Health	Project Coordinator II	Assistant	Fairfield
Provider Relations	Sr. Director of Provider Relations	Captain	Fairfield
Provider Relations	Director of Network Services	Alternate	Fairfield
Provider Relations	Manager of PR Representatives	Alternate	Fairfield
Provider Relations	Sr. Manager of PR Representatives	Alternate	Fairfield
Provider Relations	Administrative Assistant I	Assistant	Fairfield
Utilization Management	Director of Utilization Management	Captain	Fairfield
Utilization Management	Associate Director of Utilization Management	Alternate	Fairfield
Utilization Management	Administrative Assistant I	Assistant	Fairfield

CERT Responsibilities

<p>Definitions</p>	<ul style="list-style-type: none"> • CERT Captain: Designated individual to be the first point of contact of a department or functional area in the event of an emergency. This individual will attend all relevant meetings and ensure their department(s) is implementing response and recovery actions, according to the Community Emergency Response Team guidelines. • CERT Alternate: Individual designated by CERT Captain who will act on their behalf in their absence.
<p>Coordinate Community Recovery Effort</p>	<p>Work within the team to implement actions and recoveries to proactively cope with situations and/or healthcare events resulting from states of emergency, including: keep covered services available to members; keep the revenue stream flowing to providers in order for covered services to be available; transfer members from provider-to-provider if needed; and promptly notify DHCS of the status of the availability and locations of covered services, and/or providers.</p>
<p>Support Activities</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Notify the response team when an emergency occurs that affects a PHC region. <input type="checkbox"/> Gather damage assessment information and report it to the CERT. <input type="checkbox"/> Determine recovery needs and coordinate recovery efforts. <input type="checkbox"/> Support the command center and related operations.
<p>In the event of a disaster or emergency that affects the communities within PHC's regions, the CERT will follow procedures outlined in the Community Emergency Response Plan (Section 14).</p>	

CRISIS COMMUNICATION TEAM (CCT)

Department	Title	Site
Administration	Chief Strategy & Government Affairs Officer	Fairfield
Human Resources	Chief Human Resources Officer	Fairfield
Communications	Director of Communications & Government Affairs	Fairfield
Communications	Senior Manager of Communications	Fairfield

CCT Responsibilities

Internal and External Communications (Media Relations)	Following a formal disaster declaration, members of the CCT are the principal contacts with the media (radio, television, and print), regulatory or governmental agencies, and other external organizations. They are responsible for delivering internal and external communications during a disaster.
Support Activities	<input type="checkbox"/> Upon notification that a disaster or emergency has been declared, prepare communication of the event and/or DR/BCP plan activation to the employees, partners, vendors, and/or media outlets (e.g., television, radio, newspaper, social media, and websites). <input type="checkbox"/> Using the contact lists (for corporate updates/employees/vendors/media), members of the CCT will contact all recovery team members to inform them of the situation. If known, advise as to when operations will be restored or what actions will be taken to restore operations. <input type="checkbox"/> The CCT maintains communication until operations are restored and the situation is stabilized. <input type="checkbox"/> Maintain recovery personnel contact information so that it can be readily available if/when a significant outage impacts the organization.

TECHNICAL RECOVERY TEAM (TRT)

Department	Title	Site
Information Technology	Chief Information Officer	Fairfield
	Director of Network Operations	Fairfield
	Sr. Director of IT Security	Fairfield
	IT Security Analyst / BCP Coordinator	Redding
	Sr. Security Engineer	Fairfield
	Sr. Security Engineer	Fairfield
	Security Engineer	Fairfield
	Security Engineer	Fairfield
	Sr. Database Architect	Fairfield
	Database Administrator	Fairfield
	Sr. Systems Administrator (VoIP)	Fairfield
	Sr. Systems Administrator	Fairfield
	IT Operations Manager	Fairfield
	Systems Administrator II	Fairfield
	Systems Administrator II	Fairfield
	Systems Administrator II	Fairfield
	Systems Administrator II	Fairfield
	Systems Administrator II	Fairfield
	Systems Administrator II	Redding
	Associate Director of Network Operations	Fairfield
	Operations and Systems Tech. III	Redding (Airpark)
	Operations and Systems Tech. III	Redding (Avtech)
Operations and Systems Tech. III	Fairfield	
Director of Web Applications Development	Fairfield	
Director of Data Strategy & Governance	Fairfield	

Department	Title	Site
Information Technology	Senior Director, Enterprise Information Management	Fairfield
	Senior Director, Enterprise Applications	Fairfield
	Director, Data Warehouse	Fairfield
	Associate Director of IT Claims Systems	Fairfield
	Director of IT Strategic Initiatives	Fairfield
	Executive Assistant	Fairfield

TRT Responsibilities

Assess Damage to Technology	The TRT is responsible for assessing damage to servers, networks, and systems and for ensuring that all enterprise applications operate as required to meet business objectives in the event of and during a disaster.
	The TRT is responsible for network infrastructure and for provisioning data and voice network connectivity, including WAN, LAN, and any telephony connections within the enterprise as well as telephony and data connections with the outside world.
Support Activities	<input type="checkbox"/> Team members are responsible for providing the physical server infrastructure required for the enterprise to run its IT operations and applications in the event of and during a disaster. The TRT is responsible for providing baseline server, network, and systems functionality and may assist other IT Disaster Recovery teams. <input type="checkbox"/> Recover and restore technology activities. <input type="checkbox"/> Provide guidance on replacement of equipment and systems. <input type="checkbox"/> Coordinate removal of salvageable equipment at disaster site that may be used for alternate site operations.



1. STATEMENT OF PURPOSE

The purpose of this plan is to prepare Partnership HealthPlan of California for potential extended service outages caused by factors beyond Partnership HealthPlan of California's control (e.g., a fire or emergency, natural disaster, etc.) so that it can restore services to the widest extent possible in a minimum time frame. This plan is intended to address any event which will significantly impact or disrupt the business of Partnership HealthPlan of California or interrupt members' access to their accounts and services. It is important to note that this is not a daily problem resolution document.

All sites are expected to implement preventive measures whenever possible to minimize the impact of a disaster or emergency and to be prepared to recover as rapidly as possible when a failure occurs. For such events, this plan provides processes for the physical safety of employees along with communication within the company and to critical external sources during and after a declared event.

In the event of a disaster or emergency, the first priority is to prevent loss of life. Before any secondary measures are undertaken, ensure that all employees and any other individuals on the premises are safe and secure. After all individuals have been brought to safety, the next goal is to enact the steps outlined in this plan and bring all of Partnership HealthPlan of California's business units back to business-as-usual as quickly as possible.

2. SCOPE AND OBJECTIVES

This plan encompasses all of Partnership HealthPlan of California’s system sites and operations facilities. The provisions of this plan are applicable to all directors, executives, and other employees of Partnership HealthPlan of California.

The DR/BCP plan is focused on business resumption efforts prior to, during, and after a declared Disaster Recovery/Business Continuity event. The plan for execution of each aspect of the emergency program will be prepared, approved, and controlled by the various emergency teams that comprise the contingency organization structure of Partnership HealthPlan of California. The authority for this organizational structure is granted by the Board of Commissioners of Partnership HealthPlan of California to the specific emergency teams, as described in this plan.

OBJECTIVES	
1	Serve as a guide for the Partnership HealthPlan of California recovery teams.
2	Address recovery from the initial impact through the restoration of essential business operations, resumption of normal business operations, relocation of damaged facilities and employees, and replacement of damaged equipment.
3	Address training of management and employees on proper response to a disaster or emergency events.
4	Reference and point to the location of any data that resides outside this document.
5	Provide procedures and resources needed to assist in recovery.
6	Identify vendors and members that must be notified in the event of a disaster.
7	Assist in avoiding confusion experienced during a crisis by documenting, testing, and reviewing recovery procedures.
8	Identify alternate sources for supplies, resources, and locations.
9	Document storage, safeguarding, and retrieval procedures for vital records.
10	Address the ability to: <ul style="list-style-type: none"> <input type="checkbox"/> Avoid or minimize human loss of life or injury <input type="checkbox"/> Avoid or minimize financial loss to Partnership HealthPlan of California <input type="checkbox"/> Avoid or minimize damage to company owned property <input type="checkbox"/> Ensure ability to restore services to members and providers and meet their needs <input type="checkbox"/> Mitigate the negative effects disruptions can have on Partnership HealthPlan of California’s reputation, operations, credit quality, and liquidity <input type="checkbox"/> Maintain compliance with applicable laws and regulations

3. AUTHORITIES AND RESPONSIBILITIES

This DR/BCP plan was created under the assumption that key people (team leaders or alternates) will be available following a disaster or emergency.

3.1. AUTHORITIES

Executive Recovery Members	<p>The Executive Recovery Team (ERT) is responsible for declaring a disaster and/or emergency and activating the various recovery teams as outlined in this plan.</p> <p>Listed below are the Executive Recovery Team members authorized to invoke the plan.</p>	
	<p>The CEO may solely invoke the BC/DR Plan.</p>	<p>In the event the CEO is unavailable, the CHSO or any two members of the ERT may invoke the BC/DR Plan.</p>

3.2. RESPONSIBILITIES

Recovery Team Members	<ul style="list-style-type: none"> <input type="checkbox"/> All recovery team members should keep an updated calling list of their work team members' primary and secondary contact telephone numbers for work and after-hours contact. <input type="checkbox"/> All team members should keep a DR/BCP binder for reference at home in case a disaster or emergency arises after regular work hours. <input type="checkbox"/> All team members should familiarize themselves with the contents of this plan.
Business Unit Manager/Supervisor	<ul style="list-style-type: none"> <input type="checkbox"/> Each business unit is required to have its own plan consisting of unique recovery procedures, as determined by the departmental Business Impact Analysis (BIA), defining critical resource information and procedures.
DR/BCP Administrator	<ul style="list-style-type: none"> <input type="checkbox"/> This document and all vital records are to be maintained in a secure off-site location in order to survive a disaster and be accessible immediately following the disaster.

4. DEFINITIONS

Term	Definition
Disaster	<p>Any loss of utility service (power, water) or connectivity or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by the organization. A disaster can be caused by man or nature and results in Partnership HealthPlan of California not being able to perform all or some of its regular roles and responsibilities for a period of time. Partnership HealthPlan of California’s definition of a disaster event is inclusive of the following triggering events:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Natural or Cataclysmic Event: Earthquake, fire, flood, storm (hurricanes/tornadoes, etc.), volcanic eruption, or airborne/waterborne contamination (hazardous chemical spills, water contamination, etc.) <input type="checkbox"/> Human Behavior: Robbery, bomb threat, act of arson, fraud, blackmail, vandalism, looting, hostage event, shooting, or work stoppage (strike) <input type="checkbox"/> Technological Breakdown: Power outage, computer outage, or virus <input type="checkbox"/> Pandemic Event: Widespread illness impacting employees, members, providers, and vendors of Partnership HealthPlan of California <input type="checkbox"/> Acts of Terrorism or War: Terrorist attack or threat, sabotage, or widespread civil unrest. <input type="checkbox"/> Loss of Facilities: An event which causes the following physical facilities to be unavailable for an extended period of time: (1) data center; (2) disaster recovery data center; (3) headquarters; or (4) a regional office
Emergency	<p>An emergency condition is one that poses an immediate or imminent threat to the safety of persons or property and is defined as any condition that may physically interfere with the conduct of normal operations.</p>

5. EMERGENCY MANAGEMENT ORGANIZATION

5.1. INVOKING THE PLAN

In the event that the CEO or the CHSO is not available to take command of a disaster or emergency situation, the **Executive Recovery Team (ERT)** will designate authority to any two or more members of the **ERT** to constitute a quorum for the full conduct and management of Partnership HealthPlan of California's affairs in accordance with the emergency powers enumerated below.

5.2. EMERGENCY SUCCESSION

The Board requires that management succession shall generally be enacted according to the standards set forth in the Board's policy entitled "Management Succession Policy." In accordance with that policy:

- In the event of the incapacity or inability of the Chief Executive Officer (CEO) to perform his/her duties, the Chief Health Services Officer (CHSO) shall assume the duties of the CEO.
- However, in the event that both the CEO and CHSO are unable to perform the duties of the CEO, the **ERT** will temporarily execute the authority, duties, and responsibilities of the CEO.
- The executives who assume the authority, duty, and responsibility of the CEO may continue to serve in that capacity until either the return of the CEO or the election of a new CEO.

5.3. EMERGENCY POWERS

Partnership HealthPlan of California delegates the following emergency powers to the CEO, his/her designated alternate, or the **Executive Recovery Team** when acting together:

- To establish a command location.
- To close or move any office, department, facility, or function.
- To establish bank accounts in the name of Partnership HealthPlan of California, to deposit into and withdraw funds from any and all Partnership HealthPlan of California accounts, and to sign checks and other negotiable documents drawn upon those Partnership HealthPlan of California accounts.
- To borrow funds, as may be necessary, from any governmental agency, bank, or other financial institution from time to time in the name of Partnership HealthPlan of California.
- To execute such promissory note or notes or other documents or agreements as may be required by a lender in support of any borrowing or to carry out any action as may be necessary to fully perform the provisions of any such notes, documents, or agreements, in the name of Partnership HealthPlan of California.

- ❑ To delegate to any officer or employee the authority to act within such limits and under such conditions as may be specified in writing.
- ❑ To exercise all powers normally reserved for other management committees.

5.4. DISASTER DECLARATION

The **Executive Recovery Team** is responsible for declaring a disaster or emergency and activating the various recovery teams as outlined in this plan. The **ERT** will respond to an event based on the information reported by the affected **Business Unit Recovery Team (BURT)**.

If the disaster or emergency is technical in nature, the **Technical Recovery Team (TRT)** will provide information to the **ERT**. The decision to declare a disaster or emergency will be determined based on this information.

Regardless of the disaster or emergency circumstances or the identity of the person(s) first made aware of the disaster or emergency, the available members of the **ERT** must be notified. The following scenarios will likely result in a declaration of a disaster or emergency:

- ❑ A Partnership HealthPlan of California office or facility is partially or totally lost due to a natural disaster or emergency.
- ❑ Critical business systems are offline for an extended period of time, impacting member or provider access and violating regulatory requirements.
- ❑ A security breach occurs, impacting Partnership HealthPlan of California members and compromising member information. In such a situation, the Incident Response Plan will be invoked (see page 129).
- ❑ There is an imminent threat of a natural disaster, such as a flood, tornado, hurricane force winds, etc.
- ❑ In response to any situation in which the safety of Partnership HealthPlan of California's employees or members on the premises is in jeopardy due to a bomb threat, building fire, active shooter, civil disturbance, or otherwise hazardous working conditions.



5.5. NOTIFICATION PROCESS

An alert will be sent by selected members of the **TRT** on behalf of the **ERT**, **BURT**, **CCT**, and **TRT**. This process is currently handled through the company's emergency communication systems

Notifications

- 1** An alert message will be sent by text, email, and voice message to notify employees of the event. The text of the alert will provide employees with an appropriate method for immediate communication.
- 2** The notification process is currently managed by the **Technical Recovery Team (TRT)**. Depending on the impact of the event, the **TRT** will activate the alerting system for the various teams.
- 3** In the event of a major disaster or emergency, the **TRT** will activate an alert to all recovery teams for notification. This notification will send a conference bridge to the recovery teams to allow for initial collaboration and communication.
- 4** After Partnership HealthPlan of California's recovery teams have discussed the event, secondary conference bridges will be set up that focus on functional recovery teams (i.e., the **ERT**, **BURT**, **CCT**, and **TRT**). This will allow effective communication as well as concentrated recovery efforts within the recovery teams.
- 5** The Business Continuity Coordinator is responsible for testing and managing this process. *Currently, the TRT is responsible for these duties.*

6. LOCATIONS, CONTACTS, AND EMERGENCY MANAGEMENT PROCEDURES

The following procedures are to be followed by system operations personnel and other designated PHC personnel in the event of an emergency. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and personnel safety.

Important Note: Life, Health, Safety standards (LHS) dictate that all in-office staff will check in at their building’s rally point with the designated head count coordinator. Once all staff are accounted for, they may be released to a secondary location or to shelter in place at home.

6.1. RESPONSE TEAMS

SERT/PERT Responsibilities

<p>Safety Evacuation Response Team (SERT)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Keeps a current list of all employees within their department <input type="checkbox"/> Works with the Facilities Team in getting their department staff outside during building evacuations and assists staff with finding designated meeting spots <input type="checkbox"/> During an emergency evacuation, helps assist individuals that may need assistance getting out of the building
<p>PHC Emergency Response Team (PERT)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Responds to medical emergencies in a PHC building and assists accordingly <input type="checkbox"/> If 911 is called, creates a path and helps direct outside emergency response individuals to the emergency <input type="checkbox"/> Helps keep crowd calm and away from emergencies <input type="checkbox"/> During an emergency evacuation, helps assist individuals that may need assistance getting out of the building

6.2. FAIRFIELD OFFICE (HEADQUARTERS)

HQ - Corporate	4665 Business Center Drive Fairfield, CA 94534-1675	800-863-4155	Fax - 707-863-4117
Evacuation Rally Locations			
<i>Primary</i>	Northwest parking lot		
<i>Secondary</i>	Southwest parking lot		
Agency	Contact Information		
<i>Solano County OES</i>	707-784-1600		
<i>Fire Department</i>	707-428-7375		
<i>PG&E</i>	800-743-5000		
<i>Sewer District</i>	707-429-8930		
<i>Solano County Sheriff's Department</i>	707-421-7030		
<i>Water Department</i>	707-428-7502		
<i>American Red Cross</i>	707-438-7060		

6.3. FAIRFIELD OFFICE – SECOND SITE

HQ - Corporate	4605 Business Center Drive Fairfield, CA 94534-1675	800-863-4155	Fax - 707-863-4117
Evacuation Rally Locations			
<i>Primary</i>	Northwest parking lot		
<i>Secondary</i>	Southwest parking lot		
Agency	Contact Information		
<i>Solano County OES</i>	707-784-1600		
<i>Fire Department</i>	707-428-7375		
<i>PG&E</i>	800-743-5000		
<i>Sewer District</i>	707-429-8930		
<i>Solano County Sheriff's Department</i>	707-421-7030		
<i>Water Department</i>	707-428-7502		
<i>American Red Cross</i>	707-438-7060		

6.4. EUREKA OFFICE

Eureka Office	1036 5th Street, Suite E Eureka, CA 95501	800-863-4155
Evacuation Rally Locations		
<i>Primary</i>	West side parking lot	
<i>Secondary</i>	South parking lot	
Agency	Contact Information	
<i>Humboldt OES</i>	707-268-2500/707-445-7251	
<i>Police Department</i>	707-441-4060	
<i>Fire Department</i>	707-441-4000	
<i>Public Works</i>	707-445-7491	
<i>Humboldt Water district</i>	707-443-5018	
<i>PG&E</i>	800-743-5000	
<i>American Red Cross</i>	707-443-4521	

6.5 REDDING OFFICE – SHASTA VIEW

Redding Office	2175 Shasta View Dr Redding, CA 96002	855-798-8760
Evacuation Rally Locations		
<i>Primary</i>	TBD	
<i>Secondary</i>	TBD	
Agency	Contact Information	
<i>Redding Police</i>	530-225-4200	
<i>Shasta County Sheriff</i>	530-245-6000	
<i>Redding Fire Dept.</i>	530-225-4141	
<i>City of Redding Utilities</i>	530-339-7300	
<i>PG&E</i>	530-246-6553	
<i>American Red Cross</i>	530-244-8000	

6.6 REDDING OFFICE – AIRPARK

Redding Office	2525 Airpark Drive Redding, CA 96001	855-798-8760	Fax – 530-245-0658
Evacuation Rally Locations			
<i>Primary</i>	West side parking lot		
<i>Secondary</i>	East side parking lot		
Agency	Contact Information		
<i>Redding Police</i>	530-225-4200		
<i>Shasta County Sheriff</i>	530-245-6000		
<i>Redding Fire Dept.</i>	530-225-4141		
<i>City of Redding Utilities</i>	530-339-7300		
<i>PG&E</i>	530-246-6553		
<i>American Red Cross</i>	530-244-8000		

6.7 SANTA ROSA OFFICE

Santa Rosa Office	495 Tesconi Circle, Santa Rosa, CA 95401	800-863-4155	Fax - 707-545-2313
Evacuation Rally Locations			
<i>Primary</i>	North parking lot		
<i>Secondary</i>	East parking lot		
Agency	Contact Information		
<i>Sonoma County OES</i>	707-565-3856		
<i>Fire Department</i>	707-543-3500		
<i>Police Department</i>	707-543-3600		
<i>PG&E</i>	800-743-5000		
<i>Sewer District</i>	707-543-4200 / 707-543-3805		
<i>Water Department</i>	707-543-4200		
<i>American Red Cross</i>	707-577-7600		

6.8 AUBURN OFFICE

Auburn Office	281 Nevada St, Auburn, CA 95603	800-863-4155
Evacuation Rally Locations		
<i>Primary</i>	Parking lot	
<i>Secondary</i>	Parking lot	
Agency	Contact Information	
<i>Placer County OES</i>	530-886-5300	
<i>Fire Department</i>	530-823-4211, ext. 182	
<i>Police Department</i>	530-823-4237	
<i>PG&E</i>	530-889-3270	
<i>Sewer District</i>	530-889-0624	
<i>Water Department</i>	530-823-4850	
<i>American Red Cross</i>	916-993-7070	

6.9 CHICO OFFICE

Chico Office	2760 Esplanade Ave Suite #130, Chico, CA 95973	800-863-4155
Evacuation Rally Locations		
<i>Primary</i>	Parking lot	
<i>Secondary</i>	Parking lot	
Agency	Contact Information	
<i>Butte County OES</i>	530-552-3333	
<i>Fire Department</i>	530-897-3400	
<i>Police Department</i>	530-897-4900	
<i>PG&E</i>	800-743-5000	
<i>Sewer District</i>	888-530-4360	
<i>Water Department</i>	530-893-6300	
<i>American Red Cross</i>	530-446-4912	

7. DISASTER SCENARIOS AND PROCESSES

7.1. PURPOSE

The purpose of this document is to establish a response plan to address Life/Health/Safety concerns regarding Partnership HealthPlan of California’s staff during a potential disaster scenario.

The goal is to accomplish the safe evacuation of personnel from the offices and buildings of PHC in the event of a fire, bomb threat, act of terrorism, or other man-made or natural disasters requiring evacuation.

7.2. REALISTIC DISASTER SCENARIOS AND RESPONSES

7.2.1. In the Event of an Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Active Shooter	<p>In the event of an active shooter:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Victims are selected at random <input type="checkbox"/> The event is unpredictable and evolves quickly <input type="checkbox"/> Knowing what to do can save lives <p>When an active shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.</p>
	<p>Information to provide to 911 operators:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Location of the active shooter <input type="checkbox"/> Number of shooters <input type="checkbox"/> Physical description of shooters <input type="checkbox"/> Number and type of weapons shooter possesses <input type="checkbox"/> Number of potential victims at location

You Have Three Options:

1. Run

- Have an escape route and plan in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands visible
- Call 911 when you are safe

2. Hide

- Hide in an area out of the shooter's view
- Lock door or block entry to your hiding place
- Silence your cell phone (including vibrate mode) and remain quiet

3. Fight

- Fight as a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with as much physical aggression as possible
- Improvise weapons or throw items at the active shooter

Commit to your actions... YOUR life depends on it.

What to expect next:

- The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow the initial officers. These rescue teams will treat and remove the injured.
- Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control and all witnesses have been identified and questioned.
- Do not leave the area until law enforcement authorities have instructed you to do so.

	<p>When law enforcement arrives:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Remain calm and follow instructions <input type="checkbox"/> Drop any items in your hands (i.e., bags, jackets) <input type="checkbox"/> Raise hands and spread fingers <input type="checkbox"/> Keep hands visible at all times <input type="checkbox"/> Avoid quick movements toward officers, such as holding on to them for safety <input type="checkbox"/> Avoid pointing and screaming or yelling <input type="checkbox"/> Do not ask questions when evacuating
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7.2.2. In the Event of an Earthquake

California experiences the most frequent damaging earthquakes. Unlike other natural disasters, earthquakes can strike at any time and occur without prior warning. Ground shaking from earthquakes can collapse buildings and bridges; disrupt gas, electric, and phone service; and sometimes trigger landslides, avalanches, flash floods, fires, and tsunamis. When an earthquake occurs in a populated area, it may cause death, injuries, and extensive property damage.

Earthquake	<p>Preparation and Awareness</p> <ul style="list-style-type: none"> <input type="checkbox"/> Be aware of “safe places” in the workplace. A “safe place” could be under a sturdy table or desk or against an interior wall away from windows and tall furniture. The shorter the distance to move to safety, the less likely you will be injured. <input type="checkbox"/> Contact Operations Administration in the event of an earthquake. Know the location of the disaster/emergency bag. <input type="checkbox"/> Know the Emergency Evacuation Assembly Site for your office.
	<p>In the event of an earthquake at any of the facilities, the guidelines and procedures in this section are to be followed.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Remain calm! <input type="checkbox"/> Do not run outside (falling debris may cause injury). <input type="checkbox"/> Stay indoors... duck, cover, and stay away from windows. <p>If Indoors:</p> <ul style="list-style-type: none"> <input type="checkbox"/> If possible, turn off the computers and other electrical equipment. <input type="checkbox"/> Duck (crouch), cover (crawl under desk or table, cover head with arms, and hold (hang onto something) until shaking stops. <input type="checkbox"/> Stay away from windows, heavy file cabinets, etc. <input type="checkbox"/> Do not use elevators. <input type="checkbox"/> Stay put, if possible, in case of aftershocks. <p>If Outdoors:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Move away from building, utility wires, and overhead obstructions.

	<p>After the Earthquake</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check for people who might be trapped in rooms, meeting rooms, offices, and other department areas. <input type="checkbox"/> If injuries exist, contact emergency medical service (911). <input type="checkbox"/> Finally, contact your Business Unit Recovery Team (BURT) member to assess the damage and begin the recovery processes. <p>Check and Reassure Staff</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Remain calm!</i> If you stay calm, you will be better able to assess the situation and render assistance to others. <input type="checkbox"/> Assess yourself; if you are injured, seek help. <input type="checkbox"/> Find out if anyone is injured; administer first aid or summon help. <input type="checkbox"/> Check for fires and extinguish, or summon help. <input type="checkbox"/> Check for potential chemical hazards, gas leaks, or broken water lines in your immediate area. Summon assistance as needed. <input type="checkbox"/> Turn off gas appliances and all electricity if it can be done safely.
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7.2.3. In the Event of a Fire

In the event of fire or smoke in any of the facilities, the guidelines and procedures in this section are to be followed.

Fire	<p>Employees should know how to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Recognize and report fire hazards; <input type="checkbox"/> Activate fire alarms, if available; and <input type="checkbox"/> Properly use fire extinguishers. <p>Preparation and Awareness</p> <ul style="list-style-type: none"> <input type="checkbox"/> Know the telephone number of Operations Administration in the event of a fire at the regional offices. <input type="checkbox"/> Know the telephone number of the local fire department (refer to Appendix A). <input type="checkbox"/> Know the location of the fire extinguisher and understand how to properly use it. <input type="checkbox"/> Review the facility/evacuation assembly site descriptions for the locations of and procedures for turning off the office’s main water valve and/or main electrical switch as well as illustrations of exit routes (refer to Section 6 for the evacuation rally locations and Appendix I for site floor plans).
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Fire	<p>When fire or smoke is present:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Evaluate the situation and determine the severity, categorize the fire as major or minor, and take the appropriate action as defined in this section. Call 911 as soon as possible if the situation warrants it. <hr/> <ul style="list-style-type: none"> <input type="checkbox"/> Personnel are to attempt to extinguish minor fires (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Any other fire or smoke situation will be handled by qualified building personnel until the local fire department arrives. <input type="checkbox"/> In the event of a major fire, call 911 and immediately evacuate the area. <input type="checkbox"/> In the event of any emergency situation, system site security and personnel safety are the major concerns. If possible, the operations supervisor should remain present at the facility until the fire department arrives. <input type="checkbox"/> In the event of a major catastrophe affecting the facility, immediately notify a Business Unit Recovery Team member. <input type="checkbox"/> Remember P.A.S.S. steps to extinguish fire. <ul style="list-style-type: none"> <input type="checkbox"/> P. – Pull the safety pin. TWIST first to break the plastic tie, then pull. <input type="checkbox"/> A. – Aim at the base of the fire. <input type="checkbox"/> S. – Squeeze the trigger handles together. <input type="checkbox"/> S. – Sweep from side to side across the base of the fire. <input type="checkbox"/> If trapped in a room, place cloth material under the door to prevent smoke from entering. <input type="checkbox"/> Retreat and close as many doors as possible between you and the fire. <input type="checkbox"/> Be prepared to signal for help from a window. <input type="checkbox"/> If caught in smoke, drop to your hands and knees and crawl. <input type="checkbox"/> Hold your breath as much as possible. If forced to advance through flames, hold your breath, move quickly, cover your head and hair, keep your head down, and close your eyes as much as possible. <input type="checkbox"/> If your clothes catch fire...Stop, Drop, and Roll!
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7.2.4. In the Event of a Flood

Occasionally, rainstorms and broken water pipes create unexpected flood conditions within a facility. If such a problem occurs after hours or on a weekend, the problem may go undetected and extensive damage may occur.

In the event of a flood or water leak within any PHC facility, the guidelines and procedures in this section are to be followed.

Note: All staff should know where the main shut-off valve is and how it functions.

Flood	<p>Preparation and Awareness</p> <ul style="list-style-type: none"> ❑ Contact Operations Administration in the event of a flood at the regional office. Operations Administration will notify Facilities. ❑ Know the telephone number of the local fire department (refer to Section 6 – Locations, Contacts, and Emergency Management Procedures for the emergency numbers). ❑ Review the facility/evacuation assembly site descriptions for the locations of and procedures for turning off the office’s main water valve and/or main electrical switch as well as illustrations of exit routes (refer to Section 6 – Locations, Contacts, and Emergency Management Procedures for the evacuation assembly sites and Appendix I for the facility diagrams).
	<p>In the Event of a Flood</p> <ul style="list-style-type: none"> ❑ Assess the situation and determine if outside assistance is needed; if this is the case, dial 911 immediately. ❑ Immediately notify all other personnel in the facility of the situation and be prepared to cease operations accordingly. ❑ Alert a BURT member, or if you’re a BURT member, notify the Executive Recovery Team. Note: During non-staffed hours, personnel will notify the Business Unit Recovery Team member directly responsible for the location. ❑ If water is originating from above the equipment, power down the individual devices and cover with protective shrouds located in the facility. <ul style="list-style-type: none"> ❑ Water detected below the raised floor may have different causes. If water is slowly dripping from an air conditioning unit and not endangering equipment, contact Facilities staff immediately who will contact repair personnel. ❑ If water is of a major quantity and flooding beneath the floor (water main break), immediately implement power-down procedures. While power-down procedures are in progress, evacuate the area and follow the supervisor’s instructions.

7.2.5. In the Event of a Gas Leak

In the event of a gas leak within any PHC facility, the guidelines and procedures in this section are to be followed. The gas shut-off valve in Fairfield is located outside the receiving doors on the right or to the left as you exit the east doorway near the generator. At 4605 it is outside the East doorway near the generator.

Note: All staff should know what leaking gas smells like, where the main shut-off valve is, and how to shut off the gas.

Gas Leak	<ul style="list-style-type: none"> ❑ Once gas is smelled, immediately evacuate the building. ❑ All of the PHC Safety Emergency Response Team (SERT) members should know exactly where the facility’s main shut-off valve is located. ❑ Typically, the main shut-off valve is located next to the meter on the inlet pipe. Use a wrench to give the valve a quarter turn in either direction so that it runs crosswise to the pipe. The line will then be closed. ❑ The SERT will call the fire department and the gas company from a telephone outside the building. ❑ Do not turn any light or appliance switches on or off; it could cause a spark that could ignite a fire. ❑ Do not use any lighters or matches if a gas leak is suspected. ❑ Once it has been determined that it is safe to reenter the building, only gas company employees should attempt to relight the pilot lights on any gas appliance. ❑ The Business Unit Recovery Team (BURT) will file an INCIDENT/DISASTER FORM with the Business Continuity Coordinator.
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7.2.6. In the Event of a Pandemic

In the event that a pandemic outbreak is reported from any facility, the guidelines and procedures in this section are to be followed.

Pandemic Threat	In the event of a pandemic Influenza, a large number of employees will become ill or stay home to care for ill family members. Because of this substantial shift in the number of employees who are available to report to work, each department should understand their services and determine the priority of services that need to be maintained and how this will be accomplished utilizing minimal human resources.
	The primary purpose of the Pandemic Flu Plan is to enable PHC to respond effectively and efficiently, ensuring that essential operations are maintained during an influenza pandemic.
	The Department of Health and Human Services (HHS) and the Centers for Disease Control and Prevention (CDC) have developed a checklist to assist with risk assessment and planning. PHC has incorporated the Pandemic Flu Plan checklist as part of the Risk Assessment with parallel references to the Disaster and Recovery Manual. Additional information can be found at http://www.pandemicflu.gov and http://www.cdc.gov/business .

<p>Supporting Plans</p>	<p>The pandemic segment of the PHC Business Continuity Plan will be flexible enough to address a wide range of possible effects resulting from a pandemic.</p> <p>The Business Unit Recovery Team (BURT) will coordinate the required restoration, securing of assets, and efforts to ensure the continuity of business operations. The Executive Recovery Team (ERT) will identify essential BURT members after an assessment of the pandemic situation is completed.</p> <p>PHC will make a concentrated effort to cross-train employees in critical aspects of operations to ensure adequate coverage in the event of pandemic influenza.</p> <p>Regional office and back office personnel may need to be consolidated to a central location to be determined by the BURT during staffing reductions due to the pandemic.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Human Resources will track excessive absences and make adjustments to policy to accommodate the predicted 30%-40% of absences that may be caused by an influenza outbreak. <input type="checkbox"/> To reduce the exposure between PHC staff members and members of the public, additional remote access users can be added to PHC's system as needed. Additional cell phones may be issued to assist with telecommunication and website communication. <input type="checkbox"/> The Technical Recovery Team (TRT) will be engaged as needed to configure remote access for employees.
<p>Documented Strategies</p>	<p>Establish "Social Distancing" Protocols</p> <ul style="list-style-type: none"> <input type="checkbox"/> Separate employees' desks and work stations whenever possible. <input type="checkbox"/> Advise employees to avoid hand shaking, sharing of utensils, and other interactions through which flu germs can be spread. <input type="checkbox"/> Limit travel to organization meetings and other organization business. <input type="checkbox"/> Stress to employees the importance of not traveling during a pandemic. <input type="checkbox"/> Use the option of working from VPN or remote access. <input type="checkbox"/> Establish flexible work hours or staggered shifts.

	<p>If there is reason to suspect that employees have come into direct contact with someone infected with the virus, direct the employees to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Change shirts, scarves, jewelry, hair bands, and any other clothing or accessory articles in the general area of the suspected contact contamination. <input type="checkbox"/> Wash hands immediately with hand sanitizer or antibacterial soap before touching the face, eyes, nose, mouth, or mucous membrane surfaces. <input type="checkbox"/> Using latex gloves, put exposed clothing and accessories in a plastic bag, seal it, and then dispose of the latex gloves in a separate plastic bag using an “inside-out” removal process. Then seal this bag and dispose or sanitize both bags properly <input type="checkbox"/> If possible, take a thorough shower. <input type="checkbox"/> It is recommended that facilities establish a disinfection program, which supplements routine office cleaning efforts with disinfection procedures, particularly for common areas at the facility. <input type="checkbox"/> Establish temporary isolation of areas that may have been contaminated. <input type="checkbox"/> Supervisors will be instructed to monitor employees for signs of stress and depression. Please refer to the Human Resource Department regarding available counseling services. <input type="checkbox"/> Depending on the severity of the pandemic, regional offices/departments may be understaffed. In this case, contact the Business Unit Recovery Team for extra staffing or possible closure of the facility. <input type="checkbox"/> Supervisors will be instructed to keep communications open with employees through the web page, emails, and handouts. <input type="checkbox"/> Employee supervisors and management will coordinate any required emergency assistance from appropriate agencies.
<p>Plan Testing</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Testing for a pandemic will include annual tabletop exercises with the PHC recovery teams; the ERT, BURT, and CCT will test various scenarios related to increasing absentee rates due to a pandemic. <input type="checkbox"/> The test results will be reported to the ERT. Appropriate updates will then be made to the Pandemic Flu Plan and testing program. <p><i>For pandemic response procedures, refer to the PHC Pandemic Planning Program. (See Human Resources for information.)</i></p>

7.2.7. In the Event of a Power Outage

In the event of a power outage to any facility, the guidelines and procedures in this section are to be followed.

Power Outage	<ul style="list-style-type: none"><input type="checkbox"/> Retrieve flashlights immediately.<input type="checkbox"/> Locate and check the circuit breakers to see whether they need to be turned back on, repaired, or replaced.<input type="checkbox"/> The primary BURT member will contact the TRT to report the outage.<input type="checkbox"/> Turn off all electrical equipment that was in use before the outage. This will prevent problems when the power is turned back on.<input type="checkbox"/> If evacuation is necessary, use stairways, not elevators.<input type="checkbox"/> When power is restored, notify your local BURT member.
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8. PLAN REVIEW AND MAINTENANCE

This plan is intended to be a living document and as such must be reviewed on a regular basis. The plan will be reviewed semi-annually, or when a significant change has occurred, and tested on an annual basis. The review may be in the form of a walk-through, mock disaster or emergency, or component testing. Additionally, with the dynamic environment present within Partnership HealthPlan of California, it is important to regularly review the listing of personnel and phone numbers contained within the plan.

The plan will be maintained on SharePoint (Partnership HealthPlan of California’s intranet) where it can be viewed by system site personnel and the **Executive Recovery Team**. Each team is responsible for reviewing and updating the team members’ names and contact information in this plan. The teams should work through the Business Continuity Coordinator to update their information.

8.1. PLAN MAINTENANCE PROCESS

The **Executive Recovery Team** will be responsible for ensuring that this plan is updated and maintained. The team’s specific responsibilities are described in the table below.

When there is a significant change, or semi-annually at the very least:

1	Provide a hard copy of the plan to all recovery team members.
2	Regularly review and update information in the DR/BCP plan (e.g., contact lists, equipment inventories, etc.). Communicate with the Business Continuity Coordinator to periodically receive up-to-date information.
3	Maintain an accurate record of the locations of alternate sites, equipment suppliers, data storage locations, portable power generators, and implementation plans.
4	Hold an initial team meeting to acquaint team members with the plan and hold periodic meetings thereafter (no less than semi-annually) to review the plan on an ongoing basis.

8.2. PLAN TESTING

The DR/BCP plan will be tested using various methods, including scenarios that simulate the loss of IT resources and personnel as well as evacuation and emergency situation drills.

Testing Plan:

- 1** The **Business Continuity Coordinator (BCC)** will facilitate BC Plan testing with the PHC recovery teams. Recovery team members will provide “post BC Plan test results” for the **BCC’s** review. The **BCC** will then develop action plans to address any perceived weaknesses as the result of the BC Plan testing process.
- 2** Partnership HealthPlan of California’s pandemic responsiveness will be tested no less than annually.
- 3** Other periodic tests will also be conducted no less than annually to review various significant business units’ abilities to recover operational capability according to specifically defined regional office/department business continuity plans.
- 4** PHC will submit a report to DHCS within 30 calendar days of each training drill which identifies drill activities, provides a summary of outcomes, and creates a plan to address any vulnerabilities found.
- 5** Upon request, PHC will participate in mock disaster drills coordinated by governmental entities, if available, to ensure coordination during an emergency.

8.3. BUSINESS IMPACT ANALYSIS (BIA)

The TRT is responsible for maintaining a comprehensive Business Impact Assessment (BIA) as an essential component of Partnership HealthPlan of California's DR/BCP Plan process. The BIA will include risk assessment processes designed to detect/reveal any significant vulnerabilities as well as a planning component to develop strategies for minimizing risk. The BIA will be reviewed and updated, if needed, no less frequently than every six months. The BIA report will quantify the importance of business components and examine the appropriate allocation of protective measures.

9. ALERT/VERIFICATION/DECLARATION PHASE

The following information defines the processes that Partnership HealthPlan of California employees should follow to alert and notify the proper recovery team personnel when a disaster or emergency has been identified.

If in-hours:

Upon observation or notification of a potentially serious situation during working hours at a system/facility, Partnership HealthPlan of California employees are to ensure personnel on site have enacted standard emergency and evacuation procedures, if appropriate, and notified the primary office contact. Personal safety is the first priority; however, if possible, alert the **PHC Emergency Response Team (PERT)** or the **Safety Emergency Response Team (SERT)** so they can begin to initiate emergency procedures.

Once safety procedures have been conducted, the **SERT/PERT** will make sure a **BURT** member is aware of the situation. The **BURT** member will assess the situation and determine the appropriate action. This may involve contacting a recovery team member that has the authority to access and initiate the recovery team alerting system. Currently, this responsibility resides with the **Technical Recovery Team (TRT)**.

At that point, the **TRT** will determine if a recovery team alert is required to initiate the recovery team notification process.

If out-of-hours:

Personnel should contact the primary office contact. The primary office contact will then notify a **BURT** member of the situation. The **BURT** member will assess the situation and determine the appropriate action. This may involve contacting a recovery team member that has the authority to access and initiate the recovery team alerting system. Currently, this responsibility resides with the **TRT**.

At that point, the **TRT** will determine if a recovery team alert is required to initiate the recovery team notification process.

9.1. ALERTING/NOTIFICATION SYSTEM

Partnership HealthPlan of California's alerting/notification system is set up and has been tested to notify the recovery teams as well as all staff.

The alerting system will:

- Notify individual recovery teams and staff on an as needed basis
- Notify all recovery teams when a major disaster or emergency occurs to one or more of Partnership HealthPlan of California's office locations
- Assist with the coordination of access to the conference bridge software
- Provide the steps needed to initiate a conference call. These steps can be found in the alerting system user guide, which is included in this manual as a printed version

Alerting capabilities have been created for the **ERT, BURT, CCT, and TRT**.

9.2. PROVIDE STATUS TO ERT

The **BURT** will contact the **ERT** and provide the information below when any of the following conditions exist.

- One or more facilities suffer heavy physical damage or are inaccessible or offline; the **BURT** will escalate to **ERT** within four hours.
- Any problem with any system or location that could cause the above condition to be present, or there is a certain indication that the above condition is about to occur.
- An incident causing bodily harm to an employee.
- Any disaster or emergency occurs. See [Section 4](#) for the definitions of these terms.

The BURT will provide the following information:

- Location of disaster or emergency/incident.
- Type of disaster or emergency (e.g., fire, hurricane, flood, power outage).
- Summary of the damage (e.g., minimal, heavy, total destruction).
- An estimated timeframe of when the damage assessment process can begin.

9.3. DECIDE COURSE OF ACTION

Based on the information obtained, the **ERT** decides (with the **BURT**) how to respond to the event: engage recovery efforts, repair/rebuild existing site(s) with location staff, or relocate to a new facility.

9.4. INFORM TEAM MEMBERS OF DECISION

If a disaster or emergency is not declared, the **BURT** or **TRT** will continue to address and manage the situation through its resolution and provide periodic status updates to the **ERT**.

If a disaster or emergency is declared, the **BURT** or **TRT** will immediately notify the proper recovery members for deployment. Recovery efforts will begin and updates will be provided to the **ERT**. The **Crisis Communication Team (CCT)** will be engaged, and they will follow the processes developed during the Crisis Communication Phase. See [Section 11](#) for the Crisis Communication Phase.

9.5. ENGAGE THE BUSINESS UNIT RECOVERY TEAM

Once a disaster or emergency is declared, the **BURT** is engaged. This recovery team will initiate and coordinate the appropriate business recovery actions. **BURT** members will assemble at a designated Partnership HealthPlan of California location based on the event that is transpiring. This could be an alternate location or via conferencing solution.

9.6. CRISIS COMMUNICATION TEAM NOTIFIES OUTSIDE SOURCES

Using the processes defined in the Crisis Communication Phase, **CCT** members will contact affected PHC members as well as providers, vendors, regulators, etc. and notify them of the disaster or emergency and its impact. The **CCT** will follow the processes defined in [Section 11](#) of this document.

10. DISASTER OR EMERGENCY DECLARED

10.1. BUSINESS UNIT RECOVERY TEAM (BURT) – COORDINATES RESPONSE

Currently, the **TRT** is responsible for sending alerts to engage recovery teams, including the **BURT**.

10.2. SAFETY EMERGENCY RESPONSE TEAM (SERT) – DAMAGE ASSESSMENT

(This may also be performed prior to declaring a disaster or emergency).

If a major disaster or emergency occurs at a facility, appropriate authorities or personnel must first ensure that the premises are safe to enter before any employees can enter the facility.

Members of the **BURT** and **SERT** will work with the Facilities team and the appropriate authorities to deem the premises safe to enter. The **BURT** and **Safety Emergency Response Team(s)** will complete an examination of the building and submit a report to the Business Continuity Coordinator and the primary office contact, likely a **BURT** member. The **BURT** member will then communicate the facility's status to the **ERT**. If necessary, the **ERT** will call for the required recovery teams to begin their recovery responsibilities.

During each team's review of their relevant areas, they must assess any space in which further damage can be prevented and take the necessary means to protect Partnership HealthPlan of California's assets. Any necessary repairs or preventative measures must be taken to protect the facilities. Costs greater than an aggregate of \$25,000 that have not been preapproved must first be approved by the **ERT**.

Under the direction of local authorities, the **BURT** or **SERT** assesses the damage to the affected location and/or assets. Include vendors/providers of installed equipment to ensure that their expert opinion regarding the condition of the equipment is determined ASAP.

Document the assessment results using the Assessment and Evaluation Forms contained in [Appendix C](#).

Facility Review:

- Conduct an on-site inspection of affected areas to assess damage to essential hardcopy records (files, manuals, contracts, documentation, etc.) and electronic data.
- Obtain information regarding damage to the facility(s) (e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the **BURT**.
- Develop a Restoration Priority List: identify facilities, vital records, and equipment needed for resumption activities that could be operationally restored and retrieved quickly.
- Develop a Salvage Priority List: identify sites and records which could eventually be salvaged.
- Develop recommendations for required resources.
- Work with the **ERT** to determine whether the situation requires the initiation of business recovery plans (i.e., it is a long-term disaster or emergency requiring a month or more to



remediate) or if work can return to the primary location (i.e., it is a short-term event lasting less than a month).

10.3. BURT COMMUNICATION WITH ERT

The Business Recovery Phase of this plan will be implemented when resources are required to support the full restoration of system and/or facility functionality at an alternate recovery site (e.g., another company office, disaster recovery data center, vendor hot site, or cold site) that would be used for an extended period of time.

The **BURT** gathers information and contacts the **ERT** to provide detailed damage assessment information. Based on the information obtained from the **BURT**, the **ERT** decides whether to continue to the Business Recovery Phase of this plan. If the situation does not warrant this action, continue to address the situation at the affected site(s), providing periodic status updates to the **ERT**.

NOTE: During the Initial Response Phase, service may be shifted to alternate sites. Initially, reduced service may be provided until original sites can be fully restored.

11. CRISIS COMMUNICATION PHASE

Communicating before, during, and after a crisis is important – not only when working with the media, but also with employees, family members, and company stakeholders. The following is a four-step approach:

- Direct the **CCT** in the communication role in an emergency.
- Follow and support company procedures and in place policies.
- Know what communication actions to take.
- Approve and release messages.

Depending on the intensity of the situation, it is possible that all these steps could be taken within the first few hours of a crisis and then repeated as needed during the course of the situation.

11.1. STEP ONE - VERIFY THE SITUATION

The first step is to determine what has happened (what, when, who, and how) by convening at the site of the incident and immediately identifying as many facts as possible, for instance:

- DEFINE the audience.
- WHAT happened and where?
- WHEN did this happen?
- WHO is involved?
- HOW did it happen?
- WHAT is currently being done?

When collecting the data, consider the following:

- Do you have all of the facts (to the best of your knowledge)?
- What other information do you need to put the event in perspective?
- Has the situation been confirmed?
- Was your information source(s) credible?
- Has information been collected from other sources, and if so, is the information consistent?

11.2. STEP TWO - ASSESS THE COMMUNICATION CRISIS LEVEL

Based on the level of communication required, as listed in the criteria below, determine the crisis level of the situation and then find out who is available with the authority to release information.

LEVEL	COMMUNICATION RISK LEVEL CHARACTERISTICS
4 HIGHLY INTENSE	<ul style="list-style-type: none"> Media has immediate and urgent need for information about the crisis. CEO may need to provide opening statement of empathy/caring.
	<ul style="list-style-type: none"> One or more groups or individuals express anger or outrage.
	<ul style="list-style-type: none"> Broadcast and print media appear on site for live coverage.
3 INTENSE	<ul style="list-style-type: none"> Crisis causes growing attention from local and regional media.
	<ul style="list-style-type: none"> Media contacts non-CCT staff for information about the crisis.
	<ul style="list-style-type: none"> In addition to the media, stakeholders, and community partners are present at the site.
2 MODERATELY INTENSE	<ul style="list-style-type: none"> Crisis situation may/may not have occurred; the situation is attracting slow, but steady media coverage.
	<ul style="list-style-type: none"> External stakeholders receive media inquiries.
	<ul style="list-style-type: none"> The public at large is aware of the situation/event but is attracting very little attention.
1 MINIMALLY INTENSE	<ul style="list-style-type: none"> Crisis attracts little or no attention.
	<ul style="list-style-type: none"> Public and/or media are virtually unaware of the crisis.

11.3. STEP THREE - DEVELOP MESSAGES

Once the crisis level has been determined and factual information to be communicated has been confirmed, it is time to begin planning a response strategy for communicating critical information and responding to potential questions for each audience. During this step, the **Crisis Communication Team** should:

- Develop a message for conveying key information points.
- Develop short and long-term solutions.
- Develop or refer to a list of questions that could be asked by a variety of audiences (families, media, partners, organizations) about the crisis.
- Modify messages or develop new messages based on this process.



- ❑ Be prepared to address the company's status for the relevant crisis situation (e.g., employee safety, financial integrity, resumption of business, etc.).
- ❑ Identify the best methods for delivering these messages.
- ❑ Monitor the crisis and update messages based on its evolution.

11.4. STEP FOUR - APPROVE AND RELEASE MESSAGES

Once messages are developed for each potential audience, all messages that will be distributed internally to employees and externally to the public (i.e., shareholders, the media, etc.) must be approved by the following individuals:

- ❑ CEO
- ❑ **Crisis Communication Team (CCT)**
- ❑ Legal Counsel (with the exception of the CEO)

Once the legal team and the CEO have reviewed, they will work with the **Crisis Communication Team (CCT)** to make the necessary changes and finalize for official release.

Message Release

Messages can be released through a variety of means and messengers and at various time frames, depending on the crisis. For crisis levels three and four, the main statement or overarching message should come from the CEO and, if deemed appropriate, include a message of empathy and caring.

Delivering messages to a broad range of people will need to be a team effort; however, ALL messages in a disaster or emergency situation should be coordinated with the **CCT** and channeled through the approved processes to make sure that they are aligned with the company's general statements and approved for release.

11.5. EXTERNAL COMMUNICATION APPROVAL MATRIX

EXECUTIVE	ORGANIZATION – WIDE OR EXTERNAL COMMUNICATION INCLUDING COMMUNICATION WITH MEDIA
CEO	<input type="checkbox"/> Single authority approval (<i>if the CEO is unavailable to deliver communication, the CHSO can deliver the message</i>)
ERT	<input type="checkbox"/> Joint approval by two ERT members (<i>if the CEO or CHSO is unavailable to deliver communication, an ERT member can deliver the message with concurrence from another ERT member.</i>)
Legal Counsel and Communications	<input type="checkbox"/> Legal counsel will provide guidance and review of communication statements. <input type="checkbox"/> Communications may participate in the preparation of statements and releases; develop Q&A and key messages for the spokesperson(s).

11.6. EXTERNAL AND INTERNAL COMMUNICATION PROCESSES

Once a disaster or emergency is declared, the **Crisis Communication Team** will determine which impacted groups must be contacted. The processes by which to contact these groups are as follows:

11.6.1. Authorities

The first priority of the **Crisis Communications Team** will be to ensure that the appropriate authorities, including police, fire, and first responders, have been notified of the disaster or emergency and provided the following information:

- The location of the disaster or emergency
- The nature of the disaster or emergency
- The magnitude of the disaster or emergency
- The impact of the disaster or emergency
- Assistance required in overcoming the disaster or emergency

11.6.2. Board of Commissioners

The Board of Commissioners should be informed and kept apprised of a disaster or emergency situation that impacts Partnership HealthPlan of California and causes a significant business impact, resulting in the loss of revenue, decline of reputation, or high public visibility. The following individuals are responsible for maintaining the commissioners’ personal contact information.

Department	Title	Site
Administration	Board Clerk	Fairfield
Administration	Executive Assistant to the CEO	Fairfield

11.6.3. Contacting the Board of Commissioners List

The following individuals are responsible for contacting the commissioners.

Contacting the Board of Commissioners		
Department	Title	Site
Administration	Chief Executive Officer	Fairfield
Administration	Board Clerk	Fairfield

11.6.4. Employees and Their Families

The Human Resources Department is the primary resource for communication with employees and/or their families regarding employee safety and well-being. The **Crisis Communication Team** will determine the appropriate method of communication based on the situation. The Human Resources Department maintains a complete list of employees and their emergency contact information.

11.6.5. Providers

The Provider Relations department will have access to the full contact information of service providers. Provider Relations will communicate the “PHC Message” to the provider network. Communications should work alongside Provider Relations to most effectively communicate with providers.

11.6.6. Members

The **Crisis Communication Team** will engage the respective **Executive Recovery Team** member and/or their designee to develop messages to PHC’s members. Based on the situation, the release of the message and the method of communication will be determined by the **Crisis Communication Team**.

11.6.7. Vendors and Suppliers

During a disaster or emergency, vendors and suppliers will need to be contacted, notified, and utilized to resume business and assist in recovery efforts. The **Crisis Communication Team** will determine the content of these messages as well as the means of their release.

Currently, the CIO is assigned the primary responsibility of contacting the information technology vendors and suppliers during a disaster or emergency. If the CIO is unavailable, the **CCT** will reassign this responsibility to the appropriate recovery team member(s).

11.6.8. Media

The information that Partnership HealthPlan of California maintains is generally highly confidential.

- ❑ All contact with media representatives must be referred only to Partnership HealthPlan of California’s President/CEO. In their absence, the **Crisis Communication Team** will determine how to handle a media inquiry.
- ❑ Please inform the **Crisis Communication Team** of any media relations inquiries you receive.
 - ❑ The Communications Department may participate in the preparation of media statements and releases as well as the development of Q&As and key messages for the spokesperson(s).
 - ❑ For additional information, please refer to Partnership HealthPlan of California’s Media Relations Policy.
- ❑ Only authorized spokespersons are approved to participate in media interviews.
 - ❑ When time allows, all authorized spokespersons will be briefed and prepared for every media interview.
 - ❑ During all interviews, authorized spokespersons will be appropriately open and transparent with the media, respond quickly and effectively to all qualified media inquiries, keep executive management informed of all media relations activities, avoid giving inaccurate responses to questions,

refrain from making disparaging remarks about any individual or company, and avoid making any political statements.

11.6.9. Community Leaders – Emergency Support

Community leaders may be an effective resource during a disaster or emergency. These leaders often have access to information, funds, and resources that can assist a business and a community in safety and recovery efforts. For a list of community leaders to contact in the event of a disaster or emergency, please see [Appendix A](#).

11.6.10. Regulators

When a disaster or emergency occurs, regulatory agencies will need to be contacted. Partnership HealthPlan of California’s regulatory agencies’ contact information is maintained by the Regulatory Affairs and Compliance Department. Depending upon the nature and extent of the incident, varying degrees of notification will be required. General Counsel and the Director of Communications and Government Affairs will advise the CEO and the **Executive Recovery Team** regarding proper notification, which may include:

- Notifying the Board of Directors
- Notifying Law Enforcement, if required
- Submitting a sample notification letter to the California Attorney General

Listed below are the individuals that will help notify the regulators. Please refer to [Appendix A](#) for the regulators’ contact information.

Department	Title	Site
Administration	Chief Strategy & Government Affairs Officer	Fairfield
Administration	Director of Communications & Government Affairs	Fairfield

11.7. GUIDE FOR TALKING TO THE PRESS

Leave this to the CEO	Management should speak with one voice, and all inquiries should be directed to that person. Inquiries from the press and the public will come in at every level of Partnership HealthPlan of California, and the media may try to get in touch with anyone who works at Partnership HealthPlan of California. It is important that every employee knows that inquiries should be directed to the CEO or, in his/her absence, to a member of the Executive Recovery Team .
What should you tell the press?	The following guidelines must be followed by those persons who are authorized by the CEO to make a statement on behalf of Partnership HealthPlan of California: <ul style="list-style-type: none"> <input type="checkbox"/> Prepare a simple and factual press release in advance and then follow it carefully. <input type="checkbox"/> Do not be emotional; relate information in a factual and calm manner. Anything that you can do to de-escalate the emotion is going to be very positive.

- ❑ Avoid the use of jargon or terminology. Realize that when you talk to the press, you are talking to a wide range of people who may have limited knowledge of financial concepts and language.
- ❑ DON'T PREDICT; be as simple and specific as possible. If you are asked to make a prediction, state, "I won't comment on that at this time."
- ❑ Don't discuss Partnership HealthPlan of California's financials or make any financial predictions.
- ❑ Tell the truth, but remember that it may not be prudent to "tell it all." If there is something that you absolutely cannot say – or don't want to say for competitive or legal reasons – simply tell the reporter something to the effect that:
 -"I would rather not get into that at this time."
 -"An investigation has yet to be made."
 -"It would be premature to comment on that at this time."
 -"It isn't appropriate to comment on that, for legal reasons."

11.8. WHAT SHOULD BE SAID TO THE PRESS (AND WHY)

An interview with reporters is an excellent avenue for building public understanding and for getting the correct information to the public; however, a reporter is a person with a job to do, and he/she will get the story from PHC or from someone else. It is in the best interest of Partnership HealthPlan of California that the story be delivered by PHC's CEO or by the authorized member(s) of the **Executive Recovery Team**.

Information Checklist

Focus on information that can be given in relative safety; in other words, information that is not controversial or provocative.

Provide information such as:

- Time of occurrence
- Location
- General nature of the incident
- Presence or absence of injuries
- Name of hospitals in use
- Corrective measures being taken
- General description of facilities involved
- Cause of the emergency (only if apparent and confirmed)

Explain that the highest priority is the safety of people and then the facility.

Do not reveal names of persons injured, missing, or dead. The **ERT** Leader will ensure that a member of the immediate family has been notified **prior to any** public release of this type of information. If a reporter suggests the name of an injured person, do not confirm such information.

Do not make dollar estimates regarding the extent of damage. Leave any damage estimates up to the police or emergency response experts.

11.9. IMPORTANT NOTES ON CONTROLLING THE SITUATION

<p>Controlling the Situation</p>	<ul style="list-style-type: none"><input type="checkbox"/> Assume that anything said to a reporter will end up in print or on the air. Don't say anything that you would not want to see on the television news.<input type="checkbox"/> If a television camera is pointed in your direction, always assume that it is "on."<input type="checkbox"/> Be careful about letting a photographer or news camera crew into the building or onto the scene where a situation has occurred. Ask yourself:<ul style="list-style-type: none"><input type="checkbox"/> What damage might a picture of the area do if it showed up in the newspaper or on television?<input type="checkbox"/> Would a photo compromise security measures?<input type="checkbox"/> Would it undermine depositor confidence in recovery?<input type="checkbox"/> Is there a risk of personal injury to the photographer if he/she went into the area?<input type="checkbox"/> Remember that the building is still a business facility, regardless of its condition, and there is no law that mandates that people from the media have a right of access in order to get a story.<input type="checkbox"/> Observe security precautions.<input type="checkbox"/> Ask to see identification from any person who requests admission to the area or anyone who asks for an interview.<input type="checkbox"/> Do not rely on identification that does not clearly identify the newspaper or other legitimate publication or media entity that the person represents.<input type="checkbox"/> If in doubt, keep the person out.
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12. BUSINESS RECOVERY PHASE – THE FIRST 48 HOURS

This section documents the steps necessary to activate business recovery plans to support the restoration of systems or facility functionality at an alternate/recovery site that would be used for an extended period of time. It also lists the actions required for coordinating resources to reconstruct business operations at the temporary/permanent system location and deactivating recovery teams upon return to normal business operations.

12.1. BUSINESS PROCESS RECOVERY REQUIREMENTS

Partnership has conducted a Business Impact Analysis (BIA). This BIA is a guide to applications, services, and processes that need to be recovered and the timelines needed for recovery. If a business process is offline, processes for conducting work in an alternate method are in place where possible and are the responsibility of the business department owner or **BURT** member.

12.2. SYSTEM AND FACILITY OPERATION REQUIREMENTS

The system and facility configurations for each location are critical to re-establishing normal operations. For detailed information regarding the data center configurations, please contact the **Technical Recovery Team (TRT)**.

12.3. THE FIRST 48 HOURS – RECOMMENDED PROCESSES

12.3.1. First One to Four Hours After Event

**LIFE THREATENING
SITUATION**

Immediately assess and decide whether to evacuate.

This section describes the actions to be taken during the first one to four hours of disaster recovery by the officer in charge of and in control of the situation and Facilities leadership, as follows, in descending order:

1. Member of the **Executive Recovery Team (ERT)**
2. Most senior officer on-site at the time of the emergency (**BURT**)
3. Member of the **SERT/PERT**

Utilize the [Disaster Assessment Report](#) located in [Appendix C: Forms](#).

12.3.2. Four to 24 hours After Disaster

This section describes the actions to be taken during the first four to 24 hours of disaster recovery by the officer in charge of and in control of the situation and Facilities leadership, as follows, in descending order:

1. Member of the **Executive Recovery Team (ERT)**
2. Most senior officer on-site at the time of the emergency (**BURT**)
3. Member of the **SERT/PERT**

Utilize the [Disaster Assessment Report](#) located in [Appendix C: Forms](#).

<p>This section provides post-disaster guidelines covering, in general, the first eight to 24 hours after the event.</p>	
<p>Checklists Provided</p>	<p>The information in this section will be largely delivered in a series of checklists that can be utilized when appropriate to the need and circumstances.</p> <p>The checklists in this section cover the following issues:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Procedures for Control Site <input type="checkbox"/> Security and Records Damage Assessment <input type="checkbox"/> Establish Business Resumption Site <input type="checkbox"/> Establish Telecommunication Lines <input type="checkbox"/> Management Issues <input type="checkbox"/> Insurance Claims

<p>Procedures for Site Control</p>	<p>These procedures are applicable when there is an evacuation from the building.</p>
	<ul style="list-style-type: none"> <input type="checkbox"/> Hold employees at the evacuation control site until all employees can be accounted for. <input type="checkbox"/> Designate which employees are to remain at the recovery site pending implementation of the business resumption site. <input type="checkbox"/> Assign key employees to perform the following tasks, as necessary: <ul style="list-style-type: none"> <input type="checkbox"/> Assess street conditions. <input type="checkbox"/> Assess the condition of nearby buildings. <input type="checkbox"/> Check to see if there are fires from broken gas lines. <input type="checkbox"/> Determine whether there are broken electrical wires in the area. <input type="checkbox"/> Collect all available company cellular phones to use for communication. <input type="checkbox"/> When determined safe, release all other employees and request that they leave the area. Assist with coordination of transportation arrangements, as needed. <input type="checkbox"/> Arrange for transportation of key employees to the business resumption recovery site. <input type="checkbox"/> Educate employees; hold appropriate meetings at the control site and inform employees of the following key issues: <ul style="list-style-type: none"> <input type="checkbox"/> Communications with the Executive Recovery Team <input type="checkbox"/> Vehicle movement procedures <input type="checkbox"/> Rules for discussion with media <input type="checkbox"/> Business resumption plans <input type="checkbox"/> Alternate recovery site

<p>Guide for Vehicle Movement After Disaster</p>	<p>This checklist provides general guidelines regarding the use of vehicles following a disaster that may affect a large portion of the surrounding geographic area.</p>
<p>General Policy</p>	<p>Until the situation is safe and employees are released to leave the area, employees should not drive their vehicles in the disaster area except in emergency situations. The primary head count coordinator, or BURT/SERT/PERT member, is to be informed of any employee who intends to exit the control site, whether by vehicle or by other means.</p>
<p>Leaving Area</p>	<p>The head count coordinator will keep a log of employees leaving the area. Each employee's intended destination, route, and means of transportation will be recorded on the log.</p>
<p>Be Alert for Aftershocks</p>	<ul style="list-style-type: none"> <input type="checkbox"/> If traveling by vehicle, pull off the road and stop as soon as possible after feeling a tremor. <input type="checkbox"/> Never stop on or under a bridge, or under a power line or other overhead hazard. <input type="checkbox"/> Remain in the vehicle until the tremor has subsided. <input type="checkbox"/> Watch for new hazards on the roadway.
<p>Watch for Hazards</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Look for fallen or falling objects. <input type="checkbox"/> Watch the roadway carefully. Be alert for sunken portions of pavement. <input type="checkbox"/> Drive SLOWLY!! Look ahead for broken or undermined roadways. Be especially careful when approaching bridges or overpasses. <input type="checkbox"/> Avoid downed electrical wires.
<p>Use Telephones Wisely</p>	<p>Use telephones only to report important information, such as fires, injury, or dangerous situations. Reserve cellular phones for emergency use as well.</p>

<p>Establish a Business Resumption Site</p>	<p>The checklist below provides guidance for establishing the alternative operational site for Partnership HealthPlan of California in the event that it will not be possible to reoccupy the evacuated building within the following 24 to 48 hours, or more.</p>
<p>Determine that the Alternate Site is Appropriate</p>	<p>Authorize the notification of appropriate personnel and their immediate response to the alternate business resumption site.</p>
<p>Minimum Response</p>	<p>A minimum response level is appropriate when the disaster affects the community around Partnership HealthPlan of California or it is more widespread. For a minimum level response, only selected managers should be called to respond immediately. All other employees should be asked to remain on “stand-by” and to provide contact information about where they can be reached.</p> <ul style="list-style-type: none"> <input type="checkbox"/> As employees are dismissed from the control site, keep a record of the telephone number and location at which they expect they can be reached. <input type="checkbox"/> Place temporary signs on the closed facility indicating that operations involving members are temporarily suspended pending opening of the recovery facility.
<p>Maximum Response</p>	<p>A maximum response level is implemented in response to a fire or other disaster that affects only Partnership HealthPlan of California or the building that it occupies. In a maximum level response, all employees relocate to safe areas and await assignment.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The affected areas of Partnership HealthPlan of California are immediately closed. <input type="checkbox"/> All employees are instructed to remain at their current locations. <input type="checkbox"/> Members and employees are evacuated from the emergency area. <input type="checkbox"/> Areas not affected by the emergency remain occupied by the employees but closed to members. <input type="checkbox"/> All personnel are on alert. Operations in unaffected areas continue to a reasonable extent.
<p>ERT Control</p>	<p>The Executive Recovery Team Leader directs and controls the establishment of the alternate business resumption site as well as the resumption of the core areas of member service and supporting data and business processes.</p>

Establish Telecom	The checklist below provides guidance for establishing the alternative operational site for Partnership HealthPlan of California, in the event that it will not be possible to reoccupy the evacuated building in the following 24 to 48 hours, or more.
Telephone Information	Telephone communication lines will have to be re-established, either to the undamaged areas of Partnership HealthPlan of California’s facility or to the alternate business recovery facility. Please reference the Technical Recovery Phase or contact the TRT for these processes.
“Switchboard Failure” Only	In the event that only Partnership HealthPlan of California’s telephone system is affected by the emergency, there are direct dial lines in Partnership HealthPlan of California that will not be brought down by the main system failure. Determine whether to direct the telephone vendor to switch over Partnership HealthPlan of California’s primary contact number to a direct dial line where incoming calls can be answered. This will be handled by the TRT .
Assigning Someone to Manage Line Relocation	The TRT is responsible for knowing how to back up and restore communications. Escalate to the Technical Recovery Team to ensure they are aware of the emergency.
Establish “Hot Line” for Directors and Other Key Persons	Establish a cellular line, a direct dial fax line, or another available line to be kept available for communication with Partnership HealthPlan of California’s board members, key regulators, legal counsel, insurance broker, and other experts with whom rapid communication will be critical. If possible, designate more than one telephone line for this purpose and “batch” the types of persons to whom each number will be communicated. This will help to assure that the line is available when a key person attempts to contact the business resumption team.

<p>Management Issues</p>	<p>The checklist below provides guidance for various management issues that should be considered or accomplished in the first eight to 24 hours after the disaster.</p>
<p>ERT Telephone Information</p>	<p>Communicate the telephone number to use to reach the Executive Recovery Team leader; provide the number to all appropriate members of management, the Board, and to external persons, as appropriate to their need to know status.</p>
<p>Management Team</p>	<p>The ERT Leader should call an immediate meeting of the management team. Initial meetings will be held at the Evacuation Control Site. Thereafter, they will be held at a location designated by the ERT Leader, possibly at the business resumption location or as a conference, web, or audio call.</p>
<p>Board of Directors</p>	<p>At the first opportunity, the ERT leader should call a special meeting of the Board of Directors (either telephonic or “in person,” as circumstances will allow and at the discretion of the Board).</p>
<p>Alternate Control Center Management</p>	<p>It is not expected that the alternate recovery site “control center” will operate in a highly regimented manner. All team members are expected to pursue their assigned functions as independently as possible and to coordinate activities only as required by the actual composition of each team. All activities will be directed by the ERT leader.</p>



Group Meetings

Certain group meetings will be required as part of the control center operational activity. Meetings that should have taken place during the first two to 24 hours after the disaster are as follows:

- Team Activation and Assignments**
- Initial Damage Assessment**
 - Facilities
 - Personnel
 - Equipment
 - Records and Backup Records
 - Supplies
- Operational Review**
 - Impact Assessment; All Core Functions
 - Critical Staff Reassignment

<p>Insurance Claims</p>	<p>The checklist below provides guidance for evaluating the damage and making the initial notification of claims to the appropriate insurance representatives.</p>
<p>Damage Assessment</p>	<p>Gather the information from the completion of the Disaster Assessment Report, DR/BCP 1-5.</p> <p>Additionally, gather the information from the Security and Records Damage Assessment described in Appendix C.</p>
<p>Administrative Support Team Assignment</p>	<p>The Business Unit Recovery Team (BURT) is responsible for maintaining insurance records and information regarding claims. The Chief Operating Officer (COO) is the primary member of the ERT who should have all appropriate records. In his/her absence, Appendix F of this manual has information about Partnership HealthPlan of California’s insurance coverage and claims process.</p>
<p>Contacting Insurance Companies</p>	<p>The COO, or alternate responsible BURT member, should contact the insurance companies prior to any communication or interviews with the media. Thereafter, insurance representatives should be continuously advised regarding Partnership HealthPlan of California’s status and the result of recovery efforts.</p>
<p>Record of Insurance Contact</p>	<p>The COO, or alternate responsible BURT member, should keep a detailed log of contact made with insurance representatives and the nature and extent of the information provided to the insurer. This record is vital in order to protect Partnership HealthPlan of California’s interests regarding the claims process. The record should be preserved and maintained for a period of three to five years after the recovery is complete.</p>

12.3.3. 24 to 48 hours After Disaster

This section describes the actions to be taken in the first 24 to 48 hours of disaster recovery by the officer in charge of and in control of the situation and Facilities leadership, as follows, in descending order:

1. Member of the **Executive Recovery Team (ERT)**
2. Most senior officer on-site at the time of the emergency (**BURT**)
3. Member of the **SERT/ PERT**

Utilize the [Disaster Assessment Report](#) located in [Appendix C: Forms](#).

This section provides post-disaster guidelines covering, in general, the first 24 to 48 hours after the disaster.

Checklists Provided	<p>The information in this section will be largely delivered in a series of checklists that can be utilized when appropriate to the need and circumstances.</p> <p>The checklists in this section cover the following issues:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Core Function Priorities <input type="checkbox"/> Regional Office Operations – General Operating Procedures <input type="checkbox"/> Regional Office Operations – Offline Processing <input type="checkbox"/> Employee Staffing Plan <input type="checkbox"/> Disaster Related Expenses
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Core Function Priorities	<p>The following table provides a definition of the core functions that are considered critical to Partnership HealthPlan of California’s operations and client services. In the event of a disaster, this priority table defines the focus of efforts to resume business.</p>
First 48 hours CRITICAL	<p>Information Technology Department (recovery)</p> <p>Data Center</p> <ul style="list-style-type: none"> <input type="checkbox"/> The TRT will utilize recovery runbooks and processes to address the outage. These runbooks are kept separately for security purposes. <p>Departmental Recovery</p> <ul style="list-style-type: none"> <input type="checkbox"/> See Section 12.4 for information on business resumption and employee displacement.

<p>Regional Office Operations – Offline Processing</p>	<p>In the event of a disaster affecting PHC’s ability to provide core data processing services, the IT BC Plan resumes operation at the fully functional HQ DC or fails over to the DR site at the end of the 48 hour “event evaluation” time. Partnership HealthPlan of California may operate in an “offline” mode for at least the first 48 hours following a disaster affecting the critical systems.</p>
<p>General Policy</p>	<p>The goal of “offline operation” is to recover/stabilize operations and to provide limited member services in the core functions of Partnership HealthPlan of California.</p>
<p>Recovery of Records and Disaster Supplies</p>	<p>If access to Partnership HealthPlan of California’s facility is possible, immediate operating records should be retrieved.</p> <p>Basic supplies of regional office and administrative operating forms have been boxed and stored at the off-site records facility. Retrieve these boxes immediately.</p>

<p>Employee Staffing Plan</p>	<p>The information in this table is provided as a guide to the establishment of a staffing plan for the critical functions of Partnership HealthPlan of California that are to be completed in an “off-line” mode. Administrative functions that may be relocated to the recovery control center are also included.</p>
<p>Staffing Analysis – Volumes Anticipated</p>	<p>The “normal” processing volumes (pre-disaster) of regional office operations should be used as a guide for forecasting the number of employees that will be needed to handle all work in an offline processing mode. Regional office and department managers are responsible for determining the amount of time that will likely be required to process the same volume in the offline mode. Assign a number of available employees to each function according to these forecasts.</p>
<p>Available Staff</p>	<p>All departmental staff in functions not deemed “critical” will be available for reassignment to support the critical member service functions. Recovery efforts should not be undertaken by department managers until all member service critical functions are appropriately staffed from the pool of available departmental employees.</p>
<p>Control Center Relocation</p>	<p>In the event that PHC is unable to occupy the headquarters building and administration is required to relocate to the Control Center, the ERT leader will be required to assign appropriate staff to a determined alternate location.</p> <p>The first priority will be to ensure that telecommunication with the data center is re-established from the alternate locations. Additionally, telecommunication with any alternate regional office recovery site (alternate site) must be established. The Technical Recovery Team will be needed to accomplish this.</p> <p>After computer and telecommunication restoration, key employees will be called in to manage the restoration of department operations.</p>

<p>Disaster Related Expenses</p>	<p>Management of disaster related expenses begins from the moment that the disaster situation subsides. The Executive Recovery Team is primarily responsible for approving/authorizing any disaster related expenditure. The following procedures are provided as a general guideline.</p>
<p>General Policy</p>	<p>The Executive Recovery Team leader (or alternate ERT member) is responsible for approving/authorizing any disaster related expenditure.</p>
<p>Expense Claims</p>	<p>Employees will submit expense claims to the Accounts Payable Department or to the controller in the same manner that was in place prior to the disaster. All disaster related expenses will be logged by the Accounting Department as such.</p>
<p>Control Center Relocation</p>	<p>In the event that it is necessary to relocate key members of management to the alternate business resumption location:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The Business Unit Recovery Team is primarily responsible for managing and supplying the needs at the control center location for temporary housing, food, transportation, and other employee support needs.
<p>Expenses</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The Business Unit Recovery Team is primarily responsible for coordinating all employee arrangements, including procedures to cover personal expenses.



12.3.4. Three or More Days After Disaster

This section describes the actions to be taken when approximately three or more days into the disaster recovery and business resumption process.

This section provides post-disaster guidelines covering, in general, the first three or more days following the disaster.

<p>Checklists Provided</p>	<p>The information in this section will be largely delivered in a series of checklists that can be utilized when appropriate to the need and circumstances.</p> <p>The checklists in this section cover the following issues:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Tasks to be Completed <input type="checkbox"/> Direct/Control Salvage Efforts <input type="checkbox"/> Regional Office General Operating Procedures
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<p>Tasks to be Completed</p>	<p>Within 48 to 72 hours after a business interruption, Partnership HealthPlan of California should be operational in its own facility or in its designated alternate facility or business resumption center. The following tasks should be in process or nearly complete.</p>
<p>Tasks Nearing Completion</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Temporary operating policies in place, if necessary, in order to operate in a restricted capacity <input type="checkbox"/> Prioritization of recovery tasks <input type="checkbox"/> Recovery planning <input type="checkbox"/> Resumption of business <input type="checkbox"/> Working on transition plan to restore normal operations <input type="checkbox"/> Management succession complete, if required <input type="checkbox"/> Personnel assessment complete <input type="checkbox"/> All health/safety and employee issues addressed <input type="checkbox"/> Facility/assets secured <input type="checkbox"/> Facility damage assessment complete <input type="checkbox"/> Insurance notifications complete <input type="checkbox"/> Alternate site(s) designated and appropriate staff assigned <input type="checkbox"/> Critical third-party service providers notified and working with PHC to restore normal operations <input type="checkbox"/> Regulators kept up-to-date regarding status of interim operations <input type="checkbox"/> Cash custody/security/transportation arrangements complete and in place; resupply complete <input type="checkbox"/> Public statements issued <input type="checkbox"/> Notifications mailed to members, providers, shareholders and key contacts <input type="checkbox"/> All core processes operational <input type="checkbox"/> Record retrieval nearing completion <input type="checkbox"/> Temporary communication links in place <input type="checkbox"/> Interim communications procedures distributed <input type="checkbox"/> Interim facility security measures in place <input type="checkbox"/> Alternate control center operational, if needed <input type="checkbox"/> Transportation plan formulated, including several alternate routes to destinations, if necessitated by external conditions <input type="checkbox"/> Plan for keeping emergency vehicles fully fueled, if needed

<p>Direct/Control Salvage Efforts</p>	<p>The Business Unit Recovery Team is responsible for managing/controlling the recovery effort and salvaging of records, equipment, and other assets. The guidelines in this table are provided to assist in the development of priorities.</p> <p>The following table provides a classification of records for assistance in prioritizing retrieval. “Critical” records are those necessary to establish the asset and liability position of Partnership HealthPlan of California and its relationship with providers and members</p> <p>“Other” records are considered desirable but secondary in nature.</p>
<p>CRITICAL Records</p> <p>Corporate</p>	<ul style="list-style-type: none"> <input type="checkbox"/> PHC charter, certificate of incorporation, by-laws <input type="checkbox"/> Minute books of directors, committees <input type="checkbox"/> Record of insurance coverage <input type="checkbox"/> Record of fixed assets owned <input type="checkbox"/> Expense checks <input type="checkbox"/> Reconciliation of outstanding expense checks <input type="checkbox"/> Official checks <input type="checkbox"/> Reconciliation list of outstanding official checks <input type="checkbox"/> Stop payment orders accepted on official checks <input type="checkbox"/> Recent general ledger
<p>OTHER Records</p> <p>(Desirable, Not Critical)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Auditors’ reports and examiners’ reports <input type="checkbox"/> Monthly board reports <input type="checkbox"/> Monthly management reports <input type="checkbox"/> Tax records/returns <input type="checkbox"/> Bank statements <input type="checkbox"/> Corporate correspondence <input type="checkbox"/> Proxies <input type="checkbox"/> Insurance policies <input type="checkbox"/> Title papers to real estate owned <input type="checkbox"/> Personnel records and attendance records <input type="checkbox"/> Job descriptions and operational policy manuals <input type="checkbox"/> Registered mail records – incoming/outgoing <input type="checkbox"/> Checks cut but not yet mailed to members <input type="checkbox"/> Salary ledger – current payroll records <input type="checkbox"/> Dual custody keys/combo records

<p>General Regional Office Operating Policies</p>	<p>General operating guidelines for restricted operations in the event that the regional office is recovering from a disaster.</p>
<p>Services Offered at Alternative Recovery Site</p>	<p>Within 48 to 96 hours after the disaster, PHC plans to be operational at the alternative recovery site. In regards to regional office operations, PHC plans to obtain an alternate site near the damaged facility.</p>
<p>Additional Services</p>	<p>Additional services may be offered. These policy decisions will be written and added to this manual, as assigned, for permanent record purposes.</p>

<p>Disaster Control Center Checklist</p>	<p>The Executive Recovery Team leader is responsible for authorizing, controlling, and coordinating the establishment of the alternate site control center in the event that PHC is unable to reoccupy the building. The following checklist is provided as a guide for steps necessary to implement the control center.</p>	
	<p>TASK</p>	<p>Time/Date Completed</p>
<input type="checkbox"/>	<p>All repair and reconstruction contracts prepared and signed.</p>	
<input type="checkbox"/>	<p>Required facility purchases, if any, have been identified.</p>	
<input type="checkbox"/>	<p>Audit procedures have been identified and put in place to control salvage operations.</p>	
<input type="checkbox"/>	<p>Equipment installation schedules, including data processing equipment, if any, have been finalized.</p>	
<input type="checkbox"/>	<p>Centralized mail service in place to control outgoing mail.</p>	
<input type="checkbox"/>	<p>Furniture orders completed and delivery dates forecast.</p>	
<input type="checkbox"/>	<p>Permanent facilities communication plan has been finalized and equipment for telecommunications has been ordered. Delivery dates have been forecast.</p>	
<input type="checkbox"/>	<p>All permanent facilities scheduled for occupation.</p>	
<input type="checkbox"/>	<p>Moving arrangements from temporary facilities have been completed.</p>	
<input type="checkbox"/>	<p>Utility and communications installation is complete and tested.</p>	
<input type="checkbox"/>	<p>All permanent facilities are operational and fully staffed.</p>	
<input type="checkbox"/>	<p>Emergency expenditures completed.</p>	
<input type="checkbox"/>	<p>All insurance claims submitted.</p>	
<input type="checkbox"/>	<p>Contingency plan evaluated and improved, as necessary.</p>	

Alternate Facilities	Plans for alternate facilities (in case of a disaster closing the primary facility) are described in the following table.
Regional Office or Temporary Office Facility	A mobile recovery unit service has been contacted, and PHC plans to locate a unit as close as possible to the original regional office or temporary office location.
Questions Regarding Temporary Facility	<ul style="list-style-type: none"> <input type="checkbox"/> Check the building codes of the city and arrange with authorities for the necessary approval of a temporary structure. <input type="checkbox"/> Make arrangements for adequate land, utilities, and appropriate security measures, as required. <input type="checkbox"/> Prepare a plan for the transportation and safeguarding of records and equipment from the original office to the backup location. <input type="checkbox"/> Review insurance coverage and revise to incorporate coverage for the alternate location. <input type="checkbox"/> Prepare floor plans for the layout of the alternate facility. <input type="checkbox"/> Plan for necessary telecommunication capacity to restore vital operations from the temporary facility. <input type="checkbox"/> Provide advance notification of the implementation of the facility to: <ul style="list-style-type: none"> <input type="checkbox"/> Law Enforcement <input type="checkbox"/> Regulatory Agencies <input type="checkbox"/> Third-party Data Processors <input type="checkbox"/> Forms/Supply Providers <input type="checkbox"/> Janitors <input type="checkbox"/> Security Service Providers

Essential Supplies for Alternate Facilities	The following records or supplies are considered essential for the purposes of opening for member service in the alternate regional office facility.
<input type="checkbox"/>	Computers (see regional office or department recovery information) and printers
<input type="checkbox"/>	Fax machine
<input type="checkbox"/>	Miscellaneous office supplies: <ul style="list-style-type: none"> <input type="checkbox"/> pens and pencils <input type="checkbox"/> 3 ring binders <input type="checkbox"/> file folders <input type="checkbox"/> file labels <input type="checkbox"/> paper clips and binder clips <input type="checkbox"/> staplers; tape dispenser; supplies for same <input type="checkbox"/> staple removers <input type="checkbox"/> rubber bands <input type="checkbox"/> paper – copy paper, yellow tablets, letterhead <input type="checkbox"/> envelopes – various sizes
<input type="checkbox"/>	Photocopier
<input type="checkbox"/>	Small safe or other secure storage for cash and valuables – dual custody capable

12.4. BUSINESS RESUMPTION AND EMPLOYEE DISPLACEMENT

See PHC's BC/DR teams for staff contacts associated with a new location being set up as a permanent location (replacement for site).

Recovery teams are to begin addressing the event and using the approved conference solution to communicate. A static call-in line will be set up for each team. Recovery requirements and locations for each department are listed below.

During the first 48 hours, the following three departments will need to be a priority: Pharmacy, Member Services, and Health Services. These departments will begin to logistically prepare to resume business. This will include testing for remote access, either from home or a defined PHC business resumption location.

- If the Fairfield location is impacted by a disaster, Partnership HealthPlan of California will contact a recovery vendor for temporary housing options.
- Communication will begin on Partnership HealthPlan of California's Alerting System between recovery teams.
 - The **TRT** is responsible for initiating alerts/notifications and communication.
- BURT** members will notify affected employees of business resumption processes, including:
 - Identifying who will be required to relocate; and
 - Informing affected employees of the location to which they must go to resume business until normal operations are established.
- Recovery team members will begin to address the event using the approved company conference solution to communicate.
- Affected business units will begin to logistically prepare to resume business.
 - Begin arranging for remote access either from home or a defined business resumption location.

Pharmacy, Member Services, and Health Services will resume business operations ASAP, as their functions are deemed a priority. The Redding location will shoulder the initial load and maintain business operations until Fairfield employees can get to a location to resume business activities. Recovery teams will be mobilized and in "recovery mode."

Disaster status voicemail will be established (and updated).

12.4.1. Claims Department

The Claims Department Business Unit (BU) has staff that work on site and remote. Resumption team members will be assigned to specific resumption efforts during this period as needed.

During the first 48 hours, the Claims Department will handle business operations from the Fairfield site using remote workers or onsite staff if deemed to be safe. Based on the type of event/disaster, employees will be given instructions by their management or the **BURT** regarding how, where, and when to return to work.

Resumption mode team members will be assigned to specific resumption efforts during this period and may not be available for normal business operations.

12.4.2. Configuration Department

The Configuration department has 37 Configuration staff, 8 of which hold leadership roles for this department. The Configuration department is in the Fairfield office.

The Configuration department is subject to regulatory impact should an outage or interruption of service transpire. When the Configuration department is unable to perform their configuration updates effectively the requirements for benefit/contract implementation and updates would drive the need for system access depending on projects in progress at time of disaster.

12.4.3. Executive Recovery Team

During a declared disaster, Santa Rosa has available office space the Fairfield **ERT** members can utilize. If these **ERT** members cannot travel to Santa Rosa, they will fall back on their remote access capabilities using VPN solutions.

The **ERT** will lead recovery efforts during a declared disaster. Communication will be performed utilizing the Emergency Communication processes tools.

12.4.4. Finance/Facilities Departments

The Finance BU has a total of 56 employees, which are all located in the Fairfield HQ. Of these 56 employees, ten are considered resumption mode employees. The **BURT** members for the Finance Departments are the Senior Director of Accounting/Controller, the Chief Financial Officer, the Director of Facilities, and the Associate Director of Facilities.

12.4.4.1. Finance: Accounting Department

Accounting Processes	Accounting Roles
Accounting Department	Director
Accounting Department Financial Reporting	Senior Accountant, <i>Plus One TBD</i>
Cash Management, Treasury unit, Accounts Receivable	Manager and Three Staff
Payroll	Manager and Two Staff
Accounts Payable	Manager and Four Staff

During a declared disaster, the Accounting BU will require no less than 15 employees to maintain productivity. Resumption mode team members will be assigned to specific resumption efforts during this period and may not be available for normal business operations.

During the first 48 hours, the Accounting Department’s 15 resumption mode employees will handle business operations and utilize their secure access via VPN to continue business.

All non-resumption mode employees with remote access capabilities will work remotely using their secure VPN access. Non-resumption staff will periodically check into the emergency alert voicemail system for further direction. Based on the type of event/disaster, employees will be given instructions by their management or the **BURT** regarding how, where, and when to return to work.

12.4.4.2. Finance: Financial Planning & Analysis Department

The Finance/Financial Planning Analysis BU is located in the Fairfield HQ. The **BURT** member for this team the Senior Director of Financial Planning & Analysis. The daily staff count is 26 total.

Full operations staff requirements

Business Decision	Total 6 = 5 business analysts, 1 manager
FP&A	Total 10 = 1 Sr Director, 1 manager, 8 analysts
Health analytics:	Total 10 = 1 director, 1 manager, 1 project manager, 7 analysts

Recovery staff requirements

Business Decision	Total 2: 1 manager, 1 analyst
FP&A	Total 4: Director, Sr Director, manager and 2 analysts
Health Analytics:	Total 3: 1 director, 1 manager, 1 analyst

During a declared disaster, the Financial Planning and Analysis Department will require no less than nine employees to maintain productivity. Resumption team members will be assigned to specific resumption efforts during this period and may not be available for normal business operations.

During the first 48 hours, the Finance Department’s resumption mode employees will handle business operations. The nine designated resumption mode employees will utilize their secure access via VPN to continue business.

All non-resumption mode Finance Department staff with remote access capabilities will work remotely using their secure VPN access. Non-resumption staff will periodically check into the emergency alert voicemail system for further direction. Based on the type of event/disaster, employees will be given instructions by their management or the **BURT** regarding how, where, and when to return to work.



12.4.4.3. Finance: Internal Audit and Cost Avoidance Unit

The Internal Audit/CAU department is responsible for conducting various internal audits, auditing claims, and COB function.

This department is based in Fairfield as part of the Finance department. The Finance Internal Audit /CUA department has 10 staff members at this time.

All functions are important to the overall mission of the Internal Audit and CAU department and regulatory compliance. Claims where a member has other health coverage (OHC) cannot process without an updated record of the OHC in the claims system.

Recovery team staff requirements

Recovery Staff	<input type="checkbox"/> Fairfield – 2 to 4 weeks / Total staff is 3: 1 Director, 1 Manager, 1 Project Coordinator
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12.4.4.4. Finance: Facilities Department

The Facilities department is a department within the Finance department structure.

This department is based in Fairfield and supports and maintains the facilities that comprise the Partnership Healthplan organization. The Facilities Office has 14 staff members and 3 coordinators totaling 17. The Director of Facilities and the Associate Director of Facilities are members of the **BURT** team.

Southern Region	12
Northern Region	2
Coordinators	3 needed to assist recovery efforts

During an event that impacts the business operations all Facilities staff must be available to perform any emergency functions onsite or offsite.

Mail services will need to be processed during an event that has an extended duration.

12.4.5. Regulatory Affairs Compliance (RAC)

The Sr. Director of Regulatory Affairs & Contracting also serves as the Privacy Officer and is a member of the **BURT** and **CERT** teams.

During a business interrupting event, 5 recovery staff would be essential for this department.

Based on the type of the event/disaster, employees will be given instructions by their management or the **BURT** regarding how, where, and when to return to work.

There are some priority processes and systems that will be needed to maintain regulatory compliance during a business interrupting event.

Staff Systems:

- Laptops / Cell phones available from remote

Staff requirements to address a short emergency

- Sr. Director of Regulatory Affairs & Contracting
- Manager of Governance and Compliance
- Manager of Regulatory Affairs Analyst
- Regulatory Compliance Specialist
- Manager of Regulatory Affairs
- Regulatory Compliance Specialist

12.4.6. Grievance and Appeals

The Grievance and Appeals (G&A) Department is led by the Sr. Director of Member Services and Grievance.

During a declared disaster, G&A must stay operational in order to meet its contractual obligations with DHCS and NCQA credentialing standards. G&A will need to meet turnaround times for case investigations. The number of resumption employees greatly depends on the

volume of open cases at the time of the emergency, volume of incoming cases, and type of incoming cases, including expedited and state hearings cases. It also depends on the location and length of the emergency.

G&A has a total of 40 resumption employees that can be restricted to 13 resumption employees in extreme circumstances for a short period of time (e.g., one week).

Resumption Employees

Emergency:

Staff Count	Recovery Roles
1	Director of Grievance & Appeals
1	Manager of Grievance & Appeals
1	Grievance & Appeals Reporting Analyst
2	Grievance & Appeals Nurses
1	State Hearing Representative
4	Grievance & Appeals Case Analyst
2	Grievance Resolution Specialists
1	Grievance Associate

All non-resumption employees have remote capabilities and can sustain their responsibilities by working remotely via VPN. Non-resumption staff will periodically check into the emergency voicemail system for further direction on how, where, and when to return to work.

Non-Resumption Employees

Grievance & Appeals Compliance Manager, Quality & Training Supervisor, Grievance & Appeals Reporting Analysts, Grievance & Appeals Internal Auditors, Project Coordinator I.

12.4.7. Communications and Public Affairs

In the event of a business interruption event, all members of this team are able to work remotely. This will allow the team to timely address responses to members and regulatory inquiries.

12.4.8. Provider Relations

The Provider Relations business unit employees are located in the Fairfield, Redding, Eureka, and Santa Rosa offices. Thirty-two of the Provider Relations Department employees are considered resumption mode employees. The BURT member for the Provider Relations Department is the Senior Director of Provider Relations.

During a declared disaster, the Provider Relations Department will require no less than 17 employees to maintain productivity. Resumption team members will be assigned to specific resumption efforts during this period and may not be available for normal business operations.

During the first 48 hours, the Provider Relations Department's resumption mode employees will handle business operations. These employees will utilize their secure access to VPN to continue business.

All non-resumption mode Provider Relations Department staff with remote access capabilities will work remotely using their secure VPN access. Non-resumption staff will periodically check into the emergency alert voicemail system for further direction. Based on the type of event/disaster, employees will be given instructions by their management or the BURT regarding how, where, and when to return to work.

Notify	<input type="checkbox"/> Work with CCT on communication to providers
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12.4.9. Health Services

The Health Services (HS) business unit is managed by the Chief Health Services Officer. The CHSO is the BURT member for the Health Services Department and also a member of the CERT.

The HS Department has an approximate total of 250 staff within these departments:

- Health Services
 - Care Coordination
 - Enhanced Health Services
 - Health Equity
 - Pharmacy
 - Population Health
 - Quality Improvement
 - Utilization Management

Continuing basic business operations will require 13 resumption mode employees:

Resumption Mode And Role	<input type="checkbox"/> Five Coordinators <input type="checkbox"/> Five Nurses <input type="checkbox"/> Three Managers
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Resumption team members will be assigned to specific resumption efforts during this period and may not be available for normal business operations.

During the first 48 hours, the Redding Health Services Department will handle business operations. The designated resumption mode Health Services employees will be contacted for deployment to Redding, Santa Rosa, Eureka, or the business resumption site to continue recovery efforts.

All non-resumption mode Health Services staff with remote access capabilities will work remotely using their secure VPN access. Non-resumption mode staff will periodically check into the emergency alert voicemail system for further direction.

12.4.9.1. Care Coordination

The Care Coordination (CC) Department Business Unit (BU) has the Chief Health Services Officer, and Sr. Director of Care Management as its BURT members who will direct and deploy recovery staff for this department.

The Care Coordination (CC) Department BU has an approximate total of 103 budgeted staff across all sites:

Staff Roles	Southern Region:	Northern Region:
Nurses / Social Workers	29	16
HealthCare Guides	21	18
Program Managers	1	3
Project Coordinators	5	5
Training Specialist	3	1
Data Analyst	1	0
Total	60	43

During a declared disaster, Care Coordination must stay operational in order to meet the needs of the member case management processes. Care Coordination will need to meet turnaround times and substance standards for case investigations for those with the most risk.

Resumption Employees

Care Coordination Fairfield

Staff Count	Recovery Roles
24	Nurses and/or Social Workers
6	Healthcare Guides

Care Coordination Redding

Staff Count	Recovery Roles
6	Nurses and/or Social Workers
4	Healthcare Guides

12.4.9.2. Pharmacy

The Pharmacy Department BU has an approximate total of 20 employees.

The Director of Pharmacy Services is a member of the BURT team and the Sr. Clinical Pharmacist is a member of the CERT team.

Fairfield, CA HQ – Pharmacy Staff

Staff Count	Site
15	Total Staff
9	Teleworkers on staff

Redding, CA – Pharmacy Staff

Staff Count	Site
5	Total Staff

4	Teleworkers on staff
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There are eight designated recovery team members for each site that have been assigned roles for the Fairfield and Redding sites (see tables below).

Pharmacy Recovery Teams

Staff Count	Role
1	Director, Pharmacy Services
1	Clinical Pharmacy Manager
1	Pharmacy Operations Supervisor
3	Pharmacy Technician (I, II, Trainer or Project Coordinator)
2	Clinical Pharmacist

During a declared disaster, the Pharmacy BU will require six to eight employees to maintain minimal productivity. Resumption team members are assigned to specific resumption efforts during this period and may not be available for normal business operations.

During the first 48 hours, the Redding Pharmacy Department will handle business operations.

The six to eight designated resumption mode Pharmacy employees will be contacted for deployment to the Redding site to continue recovery efforts.

All non-resumption mode Pharmacy staff with remote access capabilities will work remotely using their secure VPN access. Non-resumption staff will periodically check into the emergency alert voicemail system for further direction. All Pharmacy staff have remote access and can deploy to other sites as needed.

The pharmacy business unit must notify the state of impaired operation.

If the event were to occur during the state’s annual audit and review (scheduled between December and February), the audit would be rescheduled.

Member services will utilize the pharmacy’s internal database.

12.4.9.3. Population Health

Population Health Management has a staff count of 24. The CERT member for this department is the Director of Population Health Management.

There are currently no BURT recovery team members identified, but department recovery team members would include: Director, 2 Managers, 2 Supervisors, 1 Sr. Health Educator, and 2 Admins and 2 Coordinators.



Applications Services	<input type="checkbox"/> HEDIS – Directives from DHCS – Report developed February to May <input type="checkbox"/> PQD – If Tableau host server is impacted, information must be communicated to providers and internal users about production environment <input type="checkbox"/> Patient Safety – PQIs must be resolved per DHCS guidance <input type="checkbox"/> Palliative Care – submit quarterly reports to DHCS
Physical Work Environment	<input type="checkbox"/> Hybrid staff now use laptop systems <input type="checkbox"/> Phones for conferencing calls and meetings <input type="checkbox"/> Printers will be required for some of these applications or services

During a declared disaster, the Population Health Management Department would be evaluated for next steps:

- Allocate the Population Health staff to other departments for their recovery
- Prepare the Population

Health staff to recover and resume business processes

Based on previous events this department is not business critical. For actual productivity 18 staff would be required to get the processes flowing again. This department is very capable of assisting other departments whose business processes may be impacted. Utilization management, Claims, and Member services received support and assistance from the Population Health team in the past.

12.4.9.4. Quality Improvement

The Quality Improvement Department is distributed across the Fairfield HQ, Santa Rosa, and Redding offices. The **BURT** member for the Quality Improvement Department is the Sr. Director of Quality and Performance Improvement.

Under normal operation the QI team has 65 staff total.

During a declared disaster, the Quality Improvement Department will require the following employees to continue productivity. Team members will be assigned to specific resumption efforts during this period and may not be available for normal business operations.

Recovery Staffing

Recovery Team Staff	<input type="checkbox"/> PQI team: Minimum of 4 to be functional <ul style="list-style-type: none"> ○ Team Roles: Program MGR, 2 RN's, 1 Medical Director <input type="checkbox"/> Patient Safety Investigations: <ul style="list-style-type: none"> ○ Manager, 1 RN <input type="checkbox"/> HEDIS team: HEDIS nurses (<i>HEDIS reporting during the months of February to May will require 20 staff with workstations and phones.</i>) <input type="checkbox"/> NCQA team: 3 Program Managers <input type="checkbox"/> QIP team: 6 staff <input type="checkbox"/> Performance Improvement and QIA teams – In general, zero for a short-term disaster. If there are key deliverables this may change, (i.e., state submissions for quality or provider facing webinar)
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The Quality Improvement Department staff are fully remote access capable and will work remotely using their secure VPN access. Quality Improvement staff will periodically check into the emergency alert voicemail system for further direction.

Based on the type of event/disaster, employees will be given instructions by their management or the **BURT** regarding how, where, and when to return to work.

12.4.9.5. Utilization Management

The Utilization Management department works with patients and providers to prepare and manage the authorization processes, concurrent reviews of patients, regulatory processes and the timely coordination of these processes to ensure patient care and regulatory requirements are met.

The **CERT** member for this department is the Director of Utilization Management.

During a declared disaster the UM team will direct recovery team members to maintain business operations.

Resumption Employees

UM Staffing (Redding Office)

Staff Count	Recovery Roles
15	Coordinators, Nurses, Supervisors, Leads, Managers, Admin Assistants, Directors, Project Coordinators, and Program Managers. Cross Training and SOPs are prepared.

UM Staffing (Fairfield Office)

Staff Count	Recovery Roles
45	Coordinators, Nurses, Supervisors, Leads, Managers, Admin Assistants, Directors, Project Coordinators, and Program Managers. Cross Training and SOPs are prepared.

Recovery Staffing Equipment Needs:

The Utilization Management team has converted many of their work force to remote workers with some of these being hybrid workers. Redding and Fairfield staff can stand in for each other, and Standard Operating Procedures (SOP) checklists are in use for procedures (desktops/laptops) and policies.

12.4.9.6. Enhanced Health Services

(Coming Soon)

12.4.10. Transportation

The Transportation Department is distributed across the Fairfield HQ and Redding offices. The **BURT** member for the Transportation Department is the Director of Transportation. The Director of Transportation and the Manager of Transportation are members of the **CERT** team.

This department is tasked with providing transportation services for PHC's members and patients. This team will provide essential needed equipment to facilitate transportation of members and patients to medical appointments. The team will provide gurneys, hotels, taxis and public transportation to safely deliver the members and patients to the proper facilities and return them to their homes and make arrangements for hotels, meals, and gas mileage reimbursement as appropriate.

Under normal operation the Transportation team has 44 staff total.

During a declared disaster, the Transportation Department will require all available team members to be assigned to specific resumption efforts during this period and may not be available for normal business operations.

In the event of a business impacting event, Transportation applications will be critical to support the needed transportation communications and scheduling in a timely fashion for the patients that require transportation services.

12.4.11. Human Resources (HR)

The Chief Human Resources Officer is responsible for the Human Resources Department located in the Fairfield office. The HR Department also has a presence in the Redding office.

The CHRO is a member of the **ERT** and **CCT** recovery teams. The Fairfield office requires no less than 10 employees to maintain production. Minimum staff count is seven.

The Sr. Manager of Human Resources is a member of the **BURT** and **CERT** teams. The minimum staff for the northern region is one. The primary business resumption location is the Redding office or the business resumption site.

During a declared disaster, the HR Department will require no less than seven employees to maintain productivity across the Fairfield and Redding sites. Resumption team members will be assigned to specific resumption efforts during this period and may not be available for normal business operations.

Up to 48 hours, all HR staff with remote access capabilities will work remotely using their secure VPN access. HR staff will periodically check into the emergency alert voicemail system for further direction.

Based on the type of event/disaster, employees will be given instructions by their management or the **BURT** regarding how, where, and when to return to work.

12.4.12. Member Services

The **BURT** member for the Member Services Department is the Sr. Director of Member Services.

The Member Services department consists of two units: the Call Center Unit and the Enrollment Unit.

The Member Services Department has approximately 70 staff, including on-site workers and teleworkers.

During a declared disaster, the Member Services Department will require no less than 32 employees to maintain productivity.

Member Services Recovery Team: Call Center

Staff Count	Role
4	Supervisors
7	Lead / Sr Lead
26	MS Rep. / Specialists

Member Services Recovery Team: Enrollment

Staff Count	Role
2	Supervisors
2	Lead
9	Specialist I/II

During the first 48 hours, the Member Services Department will handle business operations from the Fairfield, Redding, and/or teleworker sites. Based on the type of event/disaster, employees will be given instructions by their management or the **BURT** regarding how, where, and when to return to work.

All Member Services Department staff with remote access capabilities will work remotely using their secure VPN access. Member Services Department staff will periodically check into the emergency alert voicemail system for further direction.

Standard Operating Procedures (SOPs) are in place for reference by the staff.

Resumption team members will be assigned to specific resumption efforts during this period and may not be available for normal business operations.

12.4.13. Office of the CMO

The office of the Chief Medical Officer (CMO) is located at the Fairfield HQ. The CMO is the **BURT** member for the Medical Operations Department.

The Medical Operations Department BU works with other departments to assure the proper authorizations for medical services are provided in a timely fashion. PHC's members rely on the prompt and accurate delivery of medical services, supplies, and properly dispensed pharmacy products to maintain their quality of life.

During the first 48 hours, all Medical Operations staff will work remotely using their secure VPN access to provide appropriate authorizations for the Pharmacy, Quality, Utilization Management, and Care Coordination business units.

Based on the type of event/disaster, employees will be given instructions by their management or the **BURT** regarding how, where, and when to return to work.

The office of the CMO has staff across four sites: Fairfield, Redding, Eureka, and Santa Rosa.

During an event that impacts the Fairfield HQ, the Medical Directors at the other sites will be able to pick up the work until the Fairfield Medical Directors can get back in operation.

When a regional office other than the Fairfield HQ is impacted, the Medical Directors can move to a shelter or another regional office.

12.4.14. Operational Excellence and Project/Program Management Office

The Operational Excellence and Project/Program Management Office is located at the Fairfield HQ. The **BURT** member for the OpEx/PMO Department is the Director of OpEx/PMO.

The OpEx/PMO department has 20 staff including the Director of OpEx/PMO.

During a declared disaster, resumption team members will be assigned to specific resumption efforts during this period and may not be available for normal business operations.

The OpEx/PMO Department will require 3 employees to support the core processes of this department.

Up to 48 hours following the event, all OpEx/PMO department staff with remote access capabilities will work remotely using their secure VPN access. OpEx/PMO staff will periodically check into the emergency alert voicemail system for further direction.

Based on the type of event/disaster, employees will be given instructions by their management or the **BURT** regarding how, where, and when to return to work.

12.4.15. Technical Recovery Team

There are over 30 resumption mode IT staff that make up the **Technical Recovery Team**. The TRT will relocate to Partnership's High Availability Business Center (HABC) during a disaster or work from a remote location if able to do so. Members of the **TRT** will communicate via the company's emergency communication systems.

An event assessment of any affected employees, facilities, and business systems will be conducted, and a decision will be made by the **ERT** whether or not to declare a disaster. This will involve failing affected production services and systems over to the HABC.

Up to 48 hours, all Technical Services staff (IT) with remote access capabilities will work remotely.

IT staff that are not required for recovery efforts will periodically check into the emergency alert voicemail system to determine how they will resume business activities.

Available IT staff members may be deployed to Santa Rosa or another alternate location to assist employees with the business displacement processes and IT setup.

Facilities would need to be dispatched to Santa Rosa as well to facilitate seating and other logistical needs.

TRT members will connect remotely or relocate to the HABC to assist in the transition/failover of production services.



12.5. OPERATIONS RECOVERED

Assuming all relevant operations have been recovered to an alternate site and employees are in place to support operations, the ERT can declare that Partnership HealthPlan of California is functioning in a normal manner at the recovery location.

13. TECHNICAL RECOVERY PHASE

This section documents the steps necessary to activate technical recovery processes to support the restoration of Partnership HealthPlan of California’s systems or facilitate functionality at an alternate recovery site that would be used for an extended period of time. This phase coordinates resources to reconstruct technology operations at the temporary/permanent system location and to deactivate recovery teams upon return to normal business operations.

13.1. TECHNICAL RECOVERY PROCESSES BY TECHNICAL RECOVERY TEAM (TRT)

Partnership HealthPlan of California’s **TRT** has over 30 staff members, all of these essential resumption mode employees will be engaged for recovery roles.

- ❑ In the event of a disaster or emergency that impacts the Fairfield data center, these **TRT** members will relocate to the HABC data center to begin recovery efforts of Partnership HealthPlan of California’s critical systems and applications.
- ❑ If needed the HABC can provide 25 staff with desks / monitors / keyboard / network.
- ❑ Redding capacity will be available for the Business Recovery departments

Activity	Responsibility Assignment
IT Servers Recovery	PHC – IT Operations – Systems Engineers
EDI Applications and Processes Recovery	PHC – IT EDI Engineers
Web Applications and Processes Recovery	PHC – IT Web Engineers
Data Warehouse Applications and Processes Recovery	PHC – IT EIM Engineers
Enterprise Claims Systems Applications and Processes Recovery	PHC – IT Enterprise Claims Systems Engineers

- ❑ Members of the **TRT** will communicate via the company's emergency communication systems.
- ❑ **TRT** members will connect remotely from an alternate location (teleworking) or relocate to Partnership HealthPlan of California's HABC to assist in the transition/failover of production services.
- ❑ Available IT staff members may be deployed to alternate locations to assist employees with the business displacement processes and IT setup.
- ❑ An assessment of the affected facilities and business systems will be conducted by the **TRT** and a decision will be made by the **ERT** to declare a disaster or emergency. This may involve failing affected production services and systems over to the Partnership HealthPlan of California's HABC.
- ❑ IT staff that are not required for recovery efforts will periodically check in with the **TRT** and their manager to learn how they are needed for the recovery effort:
 - ❑ Setup to telework from home;
 - ❑ Setup to work remotely from the business resumption center; or
 - ❑ An alternate location to be determined based on safety and security requirements.

13.2. TECHNICAL PROCESS RECOVERY REQUIREMENTS

Partnership HealthPlan of California has conducted a Business Impact Analysis (BIA). This BIA is a guide for the Information Technology Department that will be used for prioritizing application, service, and process recoveries in the timelines defined by the business.

13.3. TECHNICAL COMMUNICATION PROCESSES

The **Technical Recovery Team (TRT)** utilizes Partnership HealthPlan of California's approved Emergency Alerting System for communicating in a disaster scenario. The **TRT** has access to the administrative console and can send alerts to team members to engage in recovery efforts. Currently, the Director of Network Operations is responsible for the **TRT's** communication oversight.

13.3.1. Backup

Backup	<ol style="list-style-type: none">1. Overview<p>This section defines the backup policy for computers within the organization which are expected to have their data backed up. These systems are typically servers but are not necessarily limited to servers. Servers expected to be backed up include the file server, mail server, and web server.</p>2. Purpose<p>This policy is designed to protect data in the organization to be sure it is not lost and can be recovered in the event of an equipment failure, intentional destruction of data, or disaster.</p>3. Scope<p>This policy applies to all equipment and data owned and operated by the organization.</p>4. Definitions<ul style="list-style-type: none"><input type="checkbox"/> Backup - The saving of files onto magnetic tape or other offline mass storage media for the purpose of preventing loss of data in the event of equipment failure or destruction.<input type="checkbox"/> Archive - The saving of old or unused files onto magnetic tape or other offline mass storage media for the purpose of releasing online storage room.<input type="checkbox"/> Restore - The process of bringing offline storage data back from the offline media and putting it on an online storage system such as a file server.
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For additional information regarding Partnership HealthPlan of California’s backup and recovery processes and policies, please contact the BCP Coordinator.



13.3.2. Incident Response Plan

PHC maintains a separate Technology Incident Response Plan (IRP) document for response to Tier 1 incidents. The IRP includes escalation processes and response team designations during and after a major incident.

13.3.3. Technology Recovery Checklists

The **TRT** recovery checklists are maintained by Partnership HealthPlan of California's IT Department. These checklists and documentation are maintained separately from this document to assure secure and controlled access to the critical information contained in these documents. The **TRT** will actively work from the IT Disaster Recovery Runbook to recover systems during a disaster.

13.4. TECHNICAL OPERATIONS RECOVERED

Assuming all relevant technology operations have been recovered to an alternate site and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the recovery location. The **ERT** declares that operations have recovered and business units, including the **TRT**, resume normal job duties.

The **ERT** declares that operations have recovered based on the information that the **TRT** provided.

14. COMMUNITY EMERGENCY RESPONSE PHASE

Each **CERT** member is to work within the team to implement actions and recoveries to proactively cope with situations and/or healthcare events resulting from states of emergency, including: keep covered services available to members; keep the revenue stream flowing to providers in order for covered services to be available; transfer members from provider-to-provider if needed; and promptly notify DHCS of the status of the availability and locations of covered services, and/or providers.

Any captain or PHC chief may initiate the Community Emergency Response Team protocol. The individual who first learns of an emergency affecting our PHC region should kick off the Community Emergency Response process.

*Refer to Partnership's Community Emergency Response Plan

14.1. COMMUNITY EMERGENCY RESPONSE PROCESS

- CERT** captain determines there is a community emergency situation. **CERT** captain composes email describing the situation and sends to the **CERT** captain's distribution group.
- CERT** captain schedules initial captain's meeting and sends the calendar invite to the distribution group. A text is sent to the **CERT** to check their email and also to advise them of the scheduled initial call.

14.2. INITIAL EMERGENCY NOTIFICATION

Upon initial notification of an emergency, the first captain to become aware of the emergency is to send a text notification to all **CERT** captains and alternate captains. The text will instruct the team to check their emails for further information and instructions. Please use the **CERT** Captains/Alternate Email Distribution List, located in the Global Address Book, for the email and the **CERT** Captains/Alternates list for the text.

- The following information should be included in this email:
 - A description of the emergency situation.
 - What region and service area the emergency occurred.
 - Information regarding when/where initial captain's meeting will be held to determine the next steps.
- All captains need to respond to confirm they have read the email.



14.3. INITIAL CERT CAPTAIN MEETING

The initial **CERT** captain's meeting will be set up immediately to:

- Discuss current emergency situation and impacts to communities within service area.
- Discuss impacts to operational areas and actions to respond to those impacts.
- Determine the best plan/messaging for communications to members and employees.
- Determine if further **CERT** calls are needed or if communication via email is appropriate for the situation.
- Determine if the **BCP** should be activated and its coordination/integration with **CERT** activities.

After the **CERT** captain's meeting, the **CERT** captain will send a summary to the team with instructions on follow-up ongoing meetings or email notifications as appropriate.

14.4. ONGOING UPDATE AND CLOSURE

The **CERT** will determine in the initial captain's meeting if there will be continued follow up via meetings or email, depending on the type of emergency and ongoing status of the emergency. The **CERT** members will share updates on the status of the emergency and any progress on response actions. Once the emergency situation is resolved and normal operations have resumed, there will be a closure meeting or email. The following is a guide on what should be covered:

- Each captain to provide a recap of response and recovery actions.
- Discuss lessons learned.
- Determine if any changes should be made to the **CERT**.

14.5. RESPONSE ACTIONS

Each business unit must maintain its own set of desktop procedures to respond to emergency situations impacting our members and service areas.

14.7. IMPACTED AREA EMERGENCY ORGANIZATIONS

County	Organization	Contact	Phone	Email/Website
Del Norte	American Red Cross		707-465-4199	http://www.redcross.org/
	Office of Emergency Services			http://preparedelnorte.com/
	Health and Human Services			https://www.co.del-norte.ca.us/departments/HealthAndHumanServices
Humboldt	American Red Cross		707-443-4521	http://www.redcross.org/
	Office of Emergency Services		707-268-2500	http://www.humboldt.gov/356/Office-of-Emergency-Services
	Health and Human Services			https://humboldt.gov/2543/Health-Human-Services
Lake	American Red Cross		707-263-8451	http://www.redcross.org/
	Office of Emergency Services			https://www.lakecountycal.gov/1394/About-OES
	Public Health Department			https://www.lakecountycal.gov/158/Public-Health
Lassen	American Red Cross		530-244-8000	http://www.redcross.org/
	Office of Emergency Services		530-257-5575	https://www.lassencounty.org/dept/office-emergency-services/office-emergency-services

County	Organization	Contact	Phone	Email/Website
	Public Health Department			https://www.lassencounty.org/dept/public-health/public-health
Marin	American Red Cross		415-721-2365	http://www.redcross.org/
	Office of Emergency Services		415-473-6584	https://www.marinsheriff.org/about-us/field-service-bureau/office-of-emergency-services
	Health Services			https://www.marinhhs.org/
Mendocino	American Red Cross		707-577-7600	http://www.redcross.org/
	Office of Emergency Services	Tami Bartolomei	707-463-5667	https://www.mendocinocounty.org/government/executive-office/office-of-emergency-services
	Public Health Department			https://www.mendocinocounty.org/departments/public-health
Modoc	American Red Cross		530-673-1460	http://www.redcross.org/
	Office of Emergency Services		530-233-4416	https://www.modocsheriff.us/office-emergency-services
	Health Services			https://healthservices.co.modoc.ca.us/
Shasta	American Red Cross		530-244-8000	http://www.redcross.org/
	Office of Emergency Services			https://www.shastacounty.gov/sheriff/page/office-emergency-services
	Public Health Department			https://www.shastacounty.gov/health-human-services/page/public-health

County	Organization	Contact	Phone	Email/Website
Siskiyou	American Red Cross		530-842-4476	http://www.redcross.org/
	Office of Emergency Services	Tina Garcia	530-841-2155	https://www.co.siskiyou.ca.us/emergencyservices
	Public Health Division			https://www.co.siskiyou.ca.us/publichealth
Trinity	Office of Emergency Services			https://www.trinitycounty.org/OES
	Public Health Department			https://www.trinitycounty.org/Public-Health
Napa	American Red Cross		707-257-2900	http://www.redcross.org/
	Office of Emergency Services		707-299-1592	https://www.countyofnapa.org/353/Emergency-Services
	Public Health Division			https://www.countyofnapa.org/3240/Public-Health
Solano	American Red Cross		707-643-5683	http://www.redcross.org/
	Office of Emergency Services			https://www.solanocounty.com/depts/oes/
	Public Health Division			https://www.solanocounty.com/depts/ph/default.asp
Sonoma	American Red Cross		707-577-7600	http://www.redcross.org/
	Office of Emergency Services		707-565-1152	https://socoemergency.org/

County	Organization	Contact	Phone	Email/Website
	Health Services			https://sonomacounty.ca.gov/health-and-human-services/health-services /
Yolo	American Red Cross		530-662-4669	http://www.redcross.org/
	Office of Emergency Services		530-406-4930	https://www.yolocounty.org/government/general-government-departments/office-of-emergency-services
	Health and Human Services			https://www.yolocounty.org/government/general-government-departments/health-human-services

14.8. EMERGENCY ORGANIZATIONS RESOURCES

	Organization	Website
State		
	CAL FIRE	https://www.fire.ca.gov/incidents
	California Disaster Center	http://disastercenter.com/californ/californ.htm
Federal		
	American Red Cross	http://www.redcross.org/
	Federal Emergency Management Agency (FEMA)	http://www.fema.gov/
	U.S. Geological Survey Earthquake Facts	http://www.seismo.unr.edu/
	2-1-1	http://www.211.org/

APPENDIX A: EMERGENCY NUMBERS

REGULATORS - CONTACT INFORMATION

Agency	Contact	Phone	Email	Department	Notify About:
Department of HealthCare Services (DHCS)	David Mora Contract Manager	916-449-5192	David.Mora@dhcs.ca.gov	Northern Operations Unit Operations Section	Healthcare Issues
	Janet Oto Privacy Analyst	916-322-0964	PrivacyOfficer@dhcs.ca.gov	HIPAA Compliance/Information Protection Unit	Data Breaches
	Farzaneh Aflatooni Analyst Compliance Unit	916-449-5241	PIUCases@dhcs.ca.gov Farzaneh.Aflatooni@dhcs.ca.gov	Program Integrity Unit	Fraud, Waste and Abuse
Centers for Medicaid Services (CMS)	David Wayen Regional Administrator	415-744-3501	ROSFOORA@cms.hhs.gov	Region 9, San Francisco	Healthcare Issues
	Catherine Kortzeborn Deputy Regional Administrator	415-744-3501	ROSFOORA@cms.hhs.gov	Region 9, San Francisco	Healthcare Issues
Office for Civil Rights	Michael Leoz Regional Manager	800-368-1019		Office for Civil Rights Region 9, San Francisco	HIPAA Privacy and Security
California Dept. of Managed HealthCare	Cassidy Drager Staff Counsel	916-322-4360	cdrager@dmhc.ca.gov	Healthy Kids	Healthcare Issues
	General	916-324-8176 877-525-1295	plans-providers@dmhc.ca.gov	For Health Plans and Providers	Healthcare issues
<i>*Once the plan of action has been determined, contact these Boards of Supervisors</i>					
*Applicable Boards of Supervisors					
Elected Officials					
State Senate and Assembly					
Federal Congressional Representatives and Senators					

COMMUNITY RESOURCES

Important Contact Information	
Centers for Disease Control and Prevention	www.cdc.gov
Official US Pandemic Site	www.pandemicflu.gov
US Department of Homeland Security	www.ready.gov
American Red Cross	www.redcross.org
Federal Emergency Management Agency	www.fema.gov
Citizens Corps	www.csc.ca.gov/cc/cc.asp
Local County Health Department	See Section 14.7

APPENDIX B: PHYSICAL SECURITY MEASURES

<p>Security and Records Damage Assessment</p>	<p>The following chart identifies steps that should be taken by the Facility Security Officer(s) or the Executive Recovery Team Leader at Partnership HealthPlan of California’s building in the aftermath of the initial alert/evacuation stage of the disaster.</p>
<p>General Policy</p> <p>Fire Resistant Files</p> <p>Monitor Entrance to Building</p> <p>Watch for Hazards</p>	<p>Maintain security over the Partnership HealthPlan of California facility to the extent possible and reasonable. After all persons have been evacuated, the top priority should shift to the protection of assets and vital records.</p> <p>Assign a senior employee to review and report on the condition of all fire-resistant safes and/or filing cabinets.</p> <ul style="list-style-type: none"> <input type="checkbox"/> KEEP THE FILE DOOR OR FILE DRAWERS CLOSED. <input type="checkbox"/> Perform an external, visual review of the condition of the file. <input type="checkbox"/> Write down everything observed and identify the location of the file or cabinet and the probable contents of the file for later use. <input type="checkbox"/> Don’t attempt to recover records at this time. <ul style="list-style-type: none"> <input type="checkbox"/> All entrances to the Partnership HealthPlan of California facility must be monitored. For the safety of those involved and the security of Partnership HealthPlan of California’s remaining physical assets, the identity of the employees entering the building must be recorded on a log sheet along with their intended destination in the building and intended route of travel. <input type="checkbox"/> The time of entrance and time of departure must also be monitored and logged. <input type="checkbox"/> Employees must watch for hazards inside of the building and report upon exit from the building. <input type="checkbox"/> A search must be initiated for employees detained in the building for an unreasonable period of time.

APPENDIX C: FORMS

LIFE/HEALTH/SAFETY HEAD COUNT CHECKLIST

Upon notification of an incident/disaster or emergency situation, identified employees will assist in evacuation efforts and perform a physical “head count” to ensure all employees and guests are safely present.

Date: _____ Time Completed: _____

Department Name: _____ Office Location: _____

Completed By: _____

Name of Employee or Visitor	Present	Absent /In Field	Injured	Unable to Locate/Last Known Location	Emergency Reassignment

INCIDENT/DISASTER OR EMERGENCY FORM

Upon notification of an incident/disaster or emergency situation, the on-site **Location Recovery Team** member will make the initial entries on this form. It will then be forwarded to the **Business Unit Recovery Team** in conjunction with Facilities leadership, which will continually update it. This document will be the running log until the incident/disaster or emergency has ended and “normal business” has resumed.

Time and Date

Type of Event

Location

Building Access Issues

CRITICAL EQUIPMENT STATUS FORM

**CRITICAL EQUIPMENT STATUS
ASSESSMENT AND EVALUATION FORM**

Recovery Team: _____

[-----STATUS-----]

<u>Equipment</u>	<u>Condition</u>	<u>Salvage</u>	<u>Comments</u>
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____
6. _____	_____	_____	_____
7. _____	_____	_____	_____
8. _____	_____	_____	_____
9. _____	_____	_____	_____
10. _____	_____	_____	_____
11. _____	_____	_____	_____
12. _____	_____	_____	_____
13. _____	_____	_____	_____
14. _____	_____	_____	_____
15. _____	_____	_____	_____

Legend

- Condition:
- OK - Undamaged
 - DBU - Damaged, but usable
 - DS - Damaged, requires salvage before use
 - D - Destroyed, requires reconstruction

What is the Extent of the Damage?

Estimated Down Time

WHERE IS THE DAMAGE?	Shut down operations? (yes/no)	Estimated Down Time				Who will survey damage and complete the damage assessment report? **
		8 hours	24 hours	48 hours	(None)	
Regional Office Facility						
Headquarters – Executive Area						
Accounting						
Human Resources						
Facilities (generator, electrical room and HVAC, etc.)						
Data Center – IT Department						
Call Center						

<p>Assign Responsible Employee to Notifications</p>	<p>Assign a responsible employee to carry out the emergency notifications using any available telephone or a cell phone. Tell him/her what to request, if necessary.</p>					
Operations Admin						

**** Assessment** should be assigned to a member of the **Business Unit Recovery Team** or to the Division/Department Manager. Complete the [Damage Assessment Report, form DR/BCP 1-5 in Appendix C.](#)

Contact:	Assigned to:	We should ask for:	Day	Time
Security Guard Service				
Alarm Monitoring Service_____				
Other Service Provider:				

Are There Health/Safety Issues – Employees or Members?

Determine whether there are any health/safety issues for employees and members or others present in the offices.

- The Facility Security Officer or a member of the **Safety Emergency Response Team (SERT/PERT)** is responsible for taking over the management of health/safety. (Alternatively, find any member of a recovery team or an officer/employee knowledgeable in first aid procedures.)
- Ask persons surveying damage to immediately report health/safety issues.

Assigned To: _____ **Time:** _____

Control External Communications – Especially to Media/Press

Refer to Crisis Communication, [Section 11](#).

- Remind all employees present** not to talk to the media or other third parties.
- A telephone call log should be started; all employees must log calls made.
- All communication with the media must be approved by the CEO or a member of the **ERT**.
- Under no circumstances should the security measures of Partnership HealthPlan of California or the status of its security be discussed with the media or any external party.

Held Meeting With Staff and Gave Instructions

Location: _____ **Time:** _____

<p>Call Executives/Officers to Notify Them</p>	<p>Assign any available employee or officer to initiate external calls to executives or other officers to notify them of the emergency.</p> <p>Assigned To: _____ Time: _____</p> <p>Contact the Human Resources Department to implement Partnership HealthPlan of California’s emergency calling tree for a more widespread notification process.</p>
<p>Call Absent Employees to Notify Them</p>	<p>Assign any available employee to determine those employees who were absent at the time of the emergency and call them to notify them of the emergency.</p> <p>Assigned To: _____ Time: _____</p>
<p>IT or Business Owner - Notify Primary Service Provider(s)</p>	<p>For a major corporate disaster or emergency, determine whether to notify primary third-party processors of closure of the corporate headquarters or other strategic closure.</p> <p><input type="checkbox"/> Contact: _____</p> <p><input type="checkbox"/> Contact: _____</p> <p><input type="checkbox"/> Contact: _____</p> <p>Assigned To: _____ Time: _____</p>

<p>Is Physical Security Adequate?</p>	<p>After the emergency subsides, determine whether physical security is adequate to secure the disaster site.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Is the alarm in working order? <input type="checkbox"/> Does the alarm monitoring service certify that they are receiving the proper monitoring signals through telecommunication lines for the security equipment? <input type="checkbox"/> Are the door locks and other security measures sufficient to prevent unauthorized access to the facility? <input type="checkbox"/> Is the internal elevator working properly? <input type="checkbox"/> Is a 24-hour guard in place, if needed? <input type="checkbox"/> Are the interior emergency lights in working order?
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<p>Determine Notifications to Courier Services</p>	<p>Determine whether to notify courier services not to pick up at or deliver to a location due to closure of the facility.</p> <p>This duty can be assigned to a supervisor or employee in the service area or Operations Admin, if available.</p> <p>Assigned To: _____ Time: _____</p>
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<p>Determine Whether to Notify Key (Large) Providers</p>	<p>Determine whether there are key or large providers who should be notified.</p> <p>For provider relations purposes, this should be assigned to a senior employee or Operations Officer. Caution employee to be careful about the type/amount of information to be discussed at this time.</p> <p>Assigned To: _____ Time: _____</p>
---	--

<p>Determine Alternate Site Notifications</p>	<p>Determine whether to notify PHC’s alternate site (headquarters, alternate headquarters at HABC, or the assigned “Recovery Office” for this office/department) of the facility closure and declared disaster.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Assign to the Technical Recovery Manager or the local Facility Security Officer. <input type="checkbox"/> Refer to DRM Section 34 for alternate site and “Recovery Office” information and plan. <input type="checkbox"/> Refer to DRM Section 7 for steps to follow in establishing the Control Center. <p>Assigned To: _____ Time: _____</p>
<p>Technical Recovery Manager Assess Telecom Needs</p>	<p>Determine whether to tell the telephone company to switch over telecommunication lines to a designated alternate location.</p>

In First Four Hours:

Collect Disaster Assessments

In the first four hours after the emergency or as soon thereafter as possible, collect damage assessment reports. (See [Appendix C](#) for Form DR/BCP 1-5.)

Determine the following:

- What departments/functions need to be relocated?
- Are we ready to identify the requirements for the alternative processing site, if needed?
- Have all critical members of management and other employees and directors received notification?
- What public notifications need to be made?
- Is medical care sufficiently under control?
- What is the state of the community outside of Partnership HealthPlan of California?
- Do we know what employee resources are available?
- Are Partnership HealthPlan of California’s vital records and physical assets appropriately protected?
- Summarize the extent of all physical damage being reported at this time.

- What is the estimated recovery time? _____

Assigned To: _____ **Time:** _____

DISASTER ASSESSMENT REPORT FORM

Page 1 of 2

DATE	TIME	REPORT COMPLETED BY
-------------	-------------	----------------------------

EXTENT OF DAMAGE *Damage Level Key: 0= no damage; 1=minor; 2=moderate, 3= extensive, 4=temporarily out of service, 5=cannot be reoccupied.*

FUNCTIONAL AREA	DAMAGE LEVEL	EXTENT OF DAMAGE	ESTIMATED RECOVERY TIME
PROPERTY			
Parking			
Grounds			
External Structure			
Access Points			
Doors			
Windows			
Fire Escapes			
BUILDING INFRASTRUCTURE			
Drainage			
Water Lines			
Ceilings			
Walls			
Roof			

FUNCTIONAL AREA	DAMAGE LEVEL	EXTENT OF DAMAGE	ESTIMATED RECOVERY TIME
UTILITIES			
Electrical			
Lighting			
Heating			
Air Conditioning			
Plumbing			
Water Supply			
SYSTEMS			
Telephones			
Communication Lines			
Security System			
Fire Protection			
Power Supply Systems (UPS)			
COMPUTER SUPPORT			
LAN Server			
PCs/Printers – Exec			
PCs/Printers – Operations			
FAX Machines – Ops			
FAX Machines – Exec			

OTHER SUPPORT TOOLS	DAMAGE LEVEL	EXTENT OF DAMAGE	ESTIMATED RECOVERY TIME
Software			
Policies And Documentation			

OTHER SUPPORT TOOLS	DAMAGE LEVEL	EXTENT OF DAMAGE	ESTIMATED RECOVERY TIME
Corporate Records			
Other			

<p>Assessing LAN and Server Room Damage</p>	<p>The CIO is responsible for completing the assessment of damage for areas of the LAN or server rooms that are damaged. The IT Department will complete a Damage Assessment form and provide a copy of the report to the SERT/PERT as quickly as possible after attaining access to the building or area.</p>
<p>Approval to Enter</p>	<p>Damaged buildings may not be entered without the approval of the Computer/Facility Restoration Team Leader or an Executive Recovery Team member.</p> <p>Access to and/or relocation or removal of computer equipment, software, and systems materials during the recovery period will require the approval of the IT Department Manager. In the event that the CIO is not available, the Technical Recovery Team Leader will be responsible.</p> <p>Under no circumstances will any employee be forced or coerced into entering a damaged facility. All personnel will be entering at their own risk and on a purely voluntary basis.</p>
<p>Facility Control</p>	<p>The Safety Emergency Response Team (SERT/PERT) will control access to the building and assign the appropriate personnel or external resources necessary to evaluate and report on the damage. Employees will not attempt to enter the damaged facility until the Facility Team Leader has determined that it is safe to do so and given consent to the specific individuals who will be involved. Refer to Forms, Disaster Assessment Report. This form should be completed as quickly as possible by the SERT/PERT.</p>
<p>Safety Measures</p>	<p>All personnel entering a damaged facility may be required to wear hard hats. Other safety measures may be required by the SERT/PERT, and all required safety measures must be enforced throughout the recovery effort. The SERT/PERT is responsible for assuring the safety and security of all employees and other persons entering the damaged site.</p>
<p>Equipment Control</p>	<p>The CIO is responsible for the safety and security of all computer hardware, software, peripherals, and related equipment or devices. The CIO is also responsible for the preservation and safeguarding of all member/provider related data/information and constant protection of consumer privacy. All computer systems salvage activities must be performed under the direction and guidance of the CIO.</p>

Supplies to Have On Hand	<p>Each Regional Office or Department Manager or Supervisor is responsible for ensuring that the following minimum amount of emergency supplies is on hand, in sufficient quantity for the number of employees in the regional office or department, and maintained in a state of readiness:</p> <ul style="list-style-type: none"> <input type="checkbox"/> First aid kit or emergency medical kit <input type="checkbox"/> Emergency food and water supply <input type="checkbox"/> Manually operated basic tools, such as a can opener, screw drivers, and pliers <input type="checkbox"/> Flashlight and a supply of batteries <input type="checkbox"/> Battery operated radio and a supply of batteries <input type="checkbox"/> Emergency blankets
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Community Emergency Response Damage Assessment Form										
Date	Captain	Facility	Disaster Type	Damage/Operable (Yes/No)	Member Population (#)	Membership Impacted? (Yes/No)	Require Member Communication? (approved by DHCS) (Yes/No)	Risk of PHI Exposure? (Yes/No)	Ongoing or Current PHI Risk? (Yes/No)	Member/Staff Injuries/Casualties (Yes/No)
1/24/15	Jane Doe	North Bay	Earthquake	Damage	2,000	Yes	Yes	No	No	Yes

APPENDIX D: HEALTH AND SAFETY

This section describes medical and safety information for reference in the aftermath of a disaster situation.

MEDICAL EMERGENCIES

Medical Emergency	In the event of an injury on premises, do not assume responsibility beyond first aid. Immediately call an ambulance for medical assistance. (See site emergency telephone numbers in the local site listing in Section 6.)
	<p>Provide the following information to the emergency technicians:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Location of person injured – office, floor, area of building <input type="checkbox"/> Description of the nature of the injury <input type="checkbox"/> Name, approximate age, and any other health related information that might be known <p>Send someone outside to wait to meet the ambulance and provide escort.</p>
	The following guidelines are to be implemented if the emergency requires immediate attention:
Bleeding	<ul style="list-style-type: none"> <input type="checkbox"/> Minor cuts, scrapes, bruises – wash thoroughly with soap and water, if possible. Hold under running water, if available. Cover surface with a sterile bandage. <input type="checkbox"/> Puncture wound – this type of wound bleeds very little, but it is dangerous because of possible tetanus infection. A doctor should look at this! A tetanus shot or booster shot may be required. <input type="checkbox"/> Severe external bleeding – An artery or vein may have been severed. Stop the bleeding by applying direct pressure on the wound using sterile gauze, a clean cloth, or a piece of material from a shirt or other fabric. The pressure must be constant and firm. Do not remove blood-soaked bandage/dressing. Add new dressing and continue to apply pressure until emergency medical personnel arrive.

<p>Electric Shock</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Remove victim from electrical contact by unplugging the wire of the equipment involved or removing the contact wire with a dry piece of wood or plastic. <input type="checkbox"/> Never pull the victim away using a rope or cord. DO NOT touch the victim while he/she is in contact with the source of the electricity. <input type="checkbox"/> The victim may need immediate mouth-to-mouth resuscitation and/or cardiac massage until emergency medical personnel arrive.
<p>Mouth-to-mouth Resuscitation</p>	<p>This method of artificial respiration re-establishes breathing by forcing the rescuer's breath directly into the victim's lungs. Speed is of the essence in preparing someone for this procedure.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Place victim on his/her back, face up. Open the mouth. <input type="checkbox"/> Remove any gum, food, false teeth, or other blockage. <input type="checkbox"/> Wipe inside of mouth with a finger wrapped inside a cloth. <input type="checkbox"/> Tilt the head back as far as it will go with the jaw pushed upward so that lower teeth are in front, rather than the upper ones. <input type="checkbox"/> Take a deep breath. <input type="checkbox"/> Open your mouth wide while the breath is still in your lungs and put your mouth firmly over the victim's mouth. <input type="checkbox"/> Pinch the victim's nostrils shut. <input type="checkbox"/> Blow forcefully into victim's mouth. <input type="checkbox"/> When you see the chest rise, remove your mouth so that victim can exhale. If the chest does not rise, tilt the victim's head further back and force another breath into victim's mouth. <input type="checkbox"/> When victim exhales, repeat the process every three seconds.
<p>Obstruction in Windpipe</p>	<p>Clear the airways. There are times when something swallowed the "wrong way" can block the passage of air so completely that the person begins to choke, gasp, or turn blue from lack of oxygen.</p> <p><i>Call a doctor at once!</i></p> <p>If the tip of the swallowed object can be seen with a flashlight, a quick attempt can be made to remove it with fingernails or a pair of tweezers, or with a hook made from something like a bent hairpin or paper clip. Do not pursue this procedure if the object appears to be going farther downward.</p>

<p>Heimlich Maneuver</p>	<ul style="list-style-type: none"> ❑ Stand behind victim. Put your arms around midriff in a sort of bear hug. Make a fist of one hand with the thumb placed against the victim’s stomach (below the rib cage, above the navel). ❑ With victim bent forward from the waist (about two o’clock angle), grab your fist with opposite hand and pull it sharply upward into the victim’s stomach. This compresses internal organs and forces air out of the lungs in a sort of artificial cough. Do four quick thrusts.
<p>Heart Attack</p>	<p>A heart attack is caused by interference with the blood supply to the heart muscle. When the attack is brought on because of a blood clot in the coronary artery, it is known as a coronary occlusion or thrombosis.</p> <p>Symptoms:</p> <ul style="list-style-type: none"> ❑ Crushing chest pain that usually travels down the left arm into the hand or into the neck and back ❑ Dizziness, cold sweat, complete collapse, or a loss of consciousness ❑ An ashen pallor – vomiting <p>Treatment:</p> <p>The victim must not be moved unless he/she has fallen in a dangerous place. Call an ambulance at once. Until help arrives, give the victim reassurance that he/she will receive prompt treatment. Keep the victim as calm and quiet as possible. DO NOT give the victim any medicine or stimulants.</p>

Epilepsy

Epilepsy is a disorder of the nervous system that produces convulsive seizures. Several kinds of epilepsy are currently being treated with medicines called anticonvulsants.

Symptoms:

- In a major seizure, the epileptic usually falls to the ground.
- The victim's body may begin to twitch or jerk spasmodically.
- Breathing may be labored and saliva may appear on the lips. Face may become pale or blue.

Treatment:

Make the victim as comfortable as possible by putting something soft under his/her head. Move any hard or dangerous objects away. Make no attempt to restrain movement. If the mouth is already open, you might put something soft between the victim's teeth to prevent biting of tongue or lips, but **DO NOT FORCE** anything into his/her mouth. Call for emergency medical care. If no care is immediately available, when the seizure is over, the victim should be allowed to rest quietly or to sleep.

**INSURANCE
ASSESSMENT**

Key Responsibilities of Insurance Assessment Function:

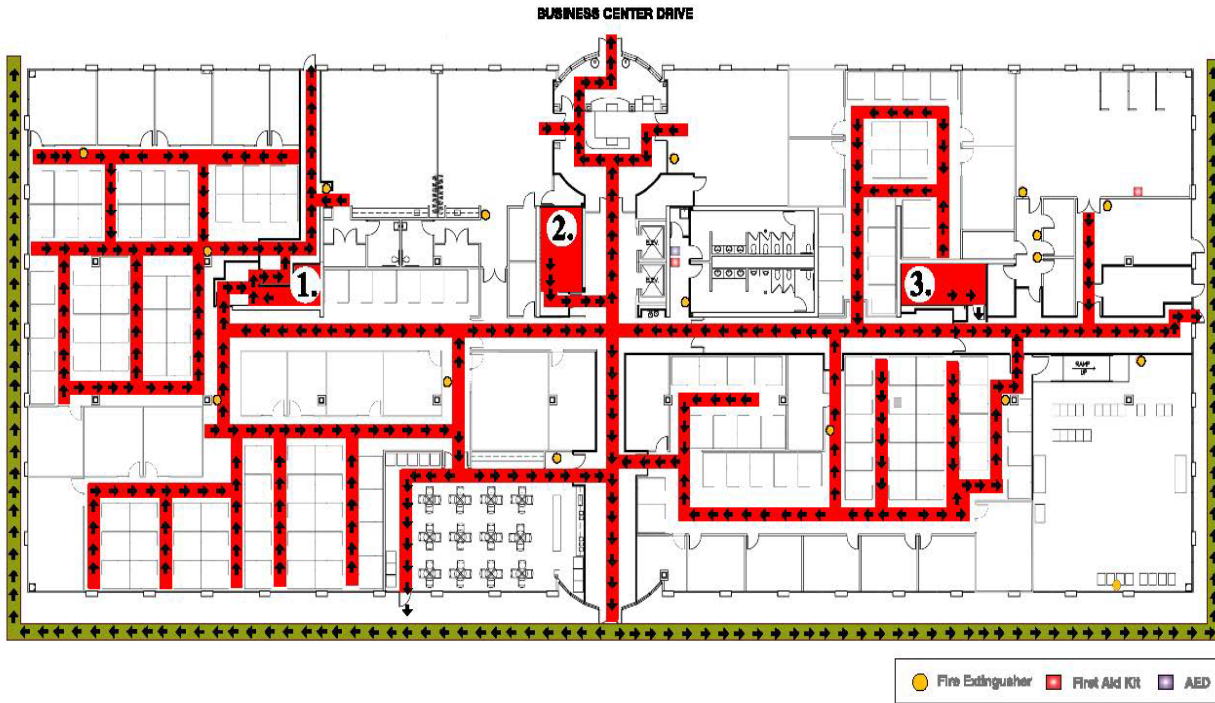
- Handle insurance matters. Initiate contact with insurance broker and claims procedures.
- Maintain an up-to-date listing of all insurance policies together with coverage amount and the amount of deductible. Include contact information for initiating claims.
- Consolidate and continuously update all damage reports, assessments, and department status reports. Identify areas where insurance coverage is available.
- Review the damage with a representative of the insurance company. Maintain records of all visitations by insurance representatives.
- Initiate claims. Track and record payments.
- Update Partnership HealthPlan of California's records of fixed assets and the accompanying depreciation schedules, as appropriate.

COMMUNICATIONS AND NETWORK SERVICES SUPPLIERS

Company Name/Service	Contact	Circuit ID	Account Number	Office

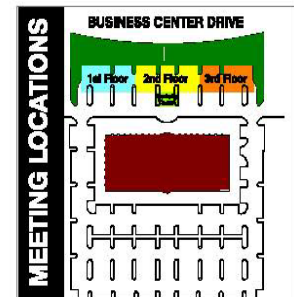
APPENDIX F: BUILDING EVACUATION FLOOR PLANS

FAIRFIELD HQ – FIRST FLOOR

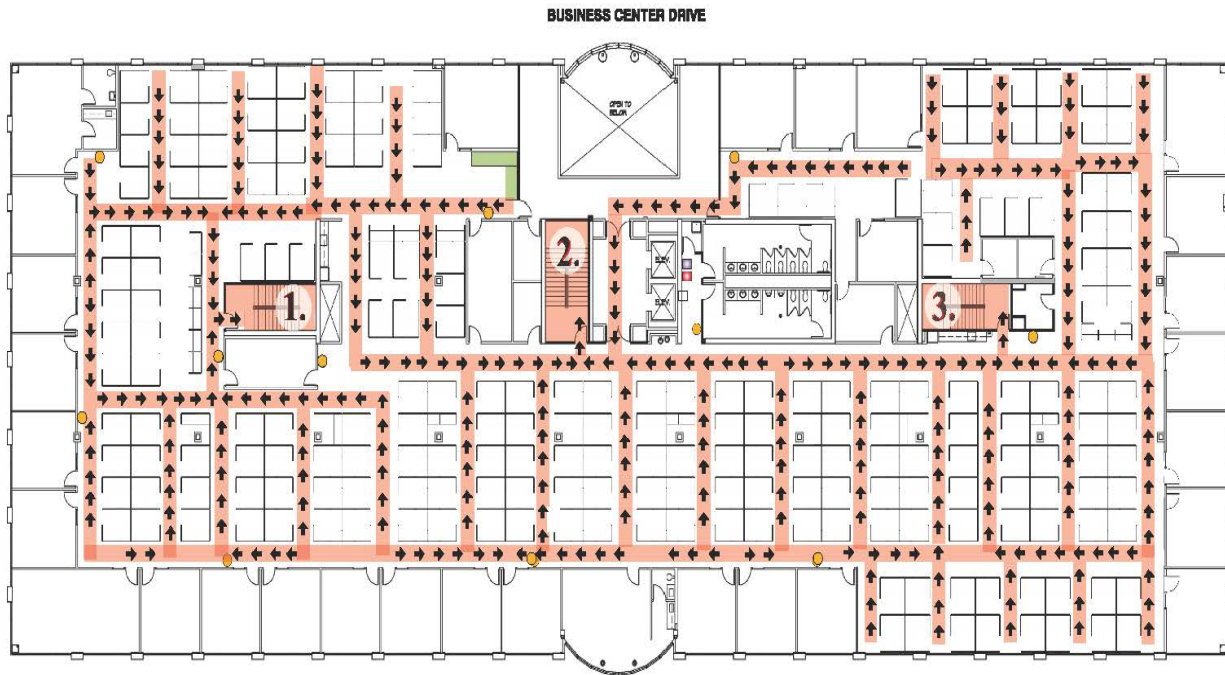


Partnership HealthPlan
of California

First Floor Evacuation Plan

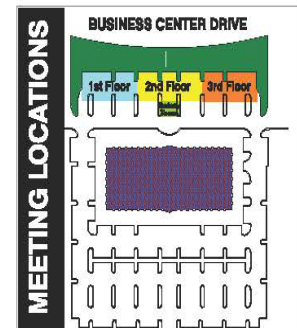


FAIRFIELD HQ – SECOND FLOOR

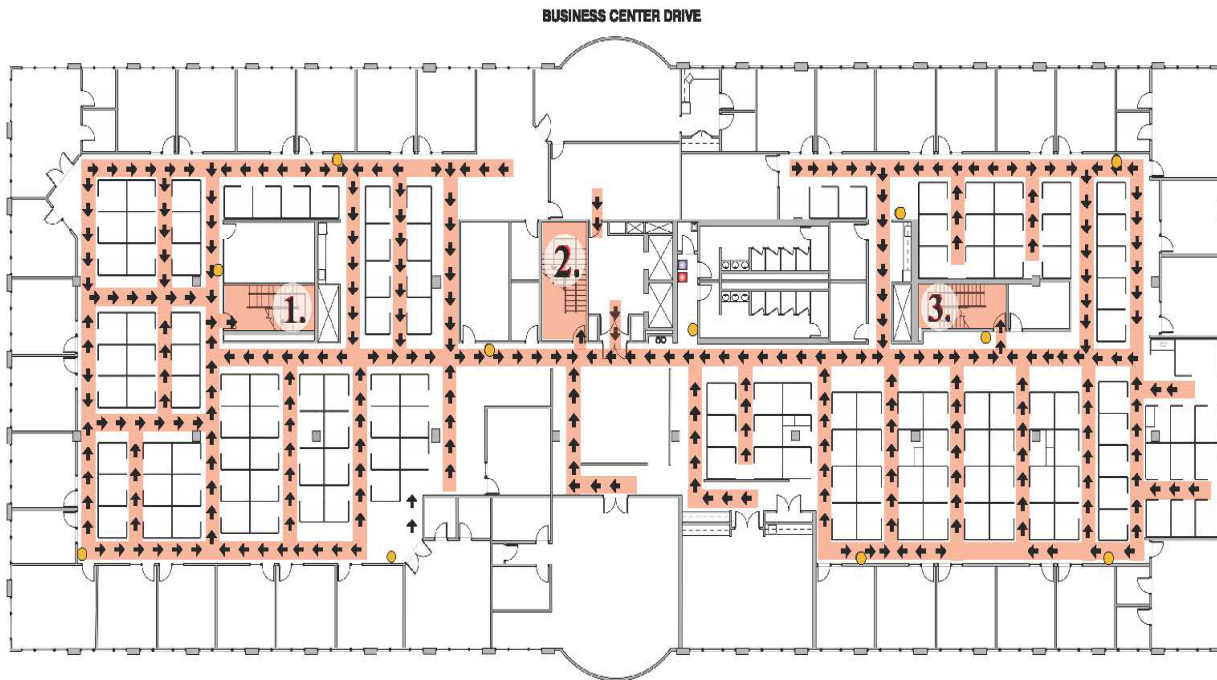


Partnership HealthPlan
of California

Second Floor Evacuation Plan

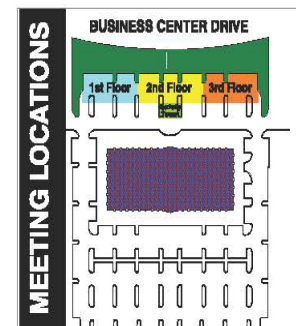


FAIRFIELD HQ – THIRD FLOOR

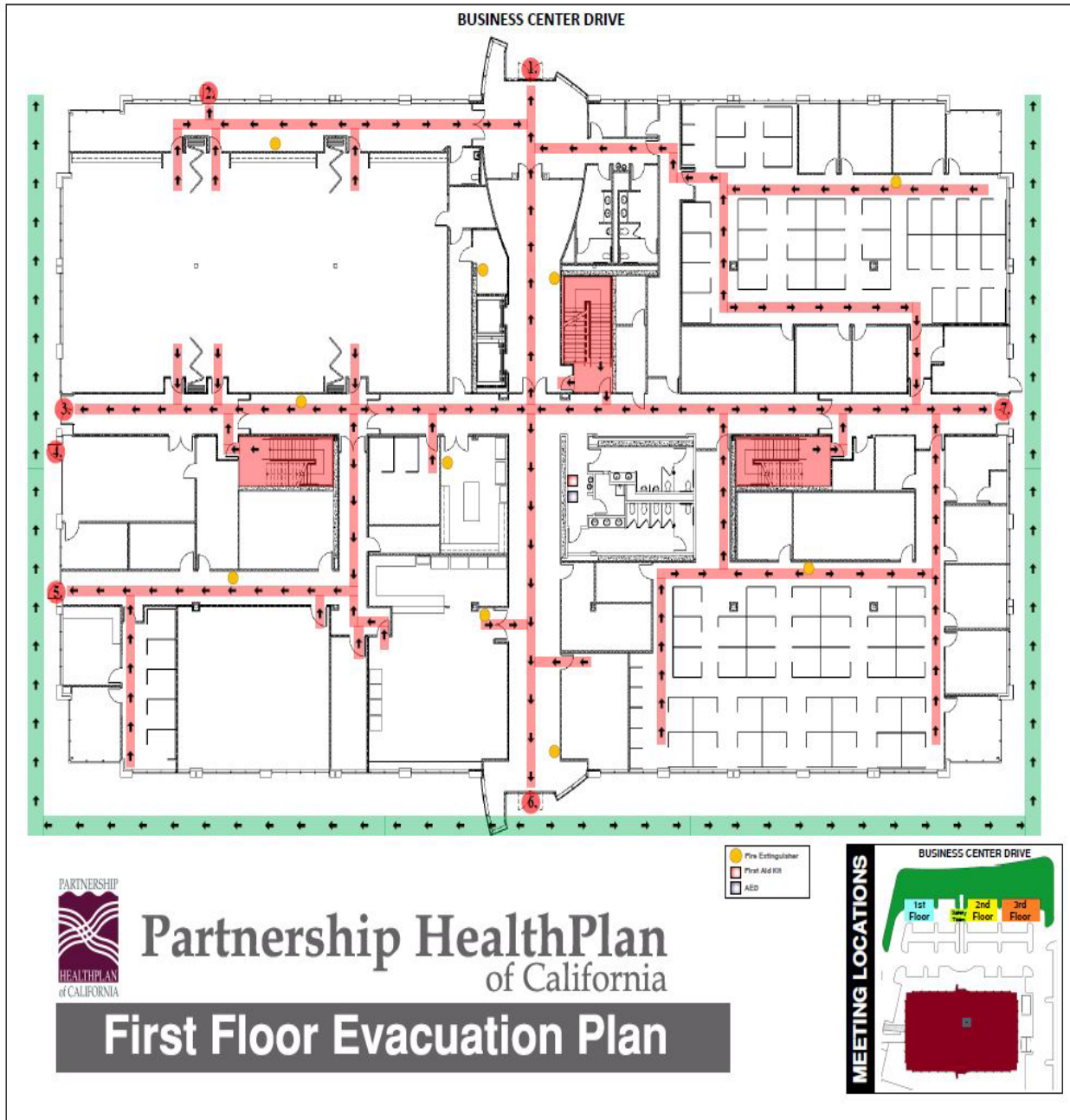


Partnership HealthPlan
of California

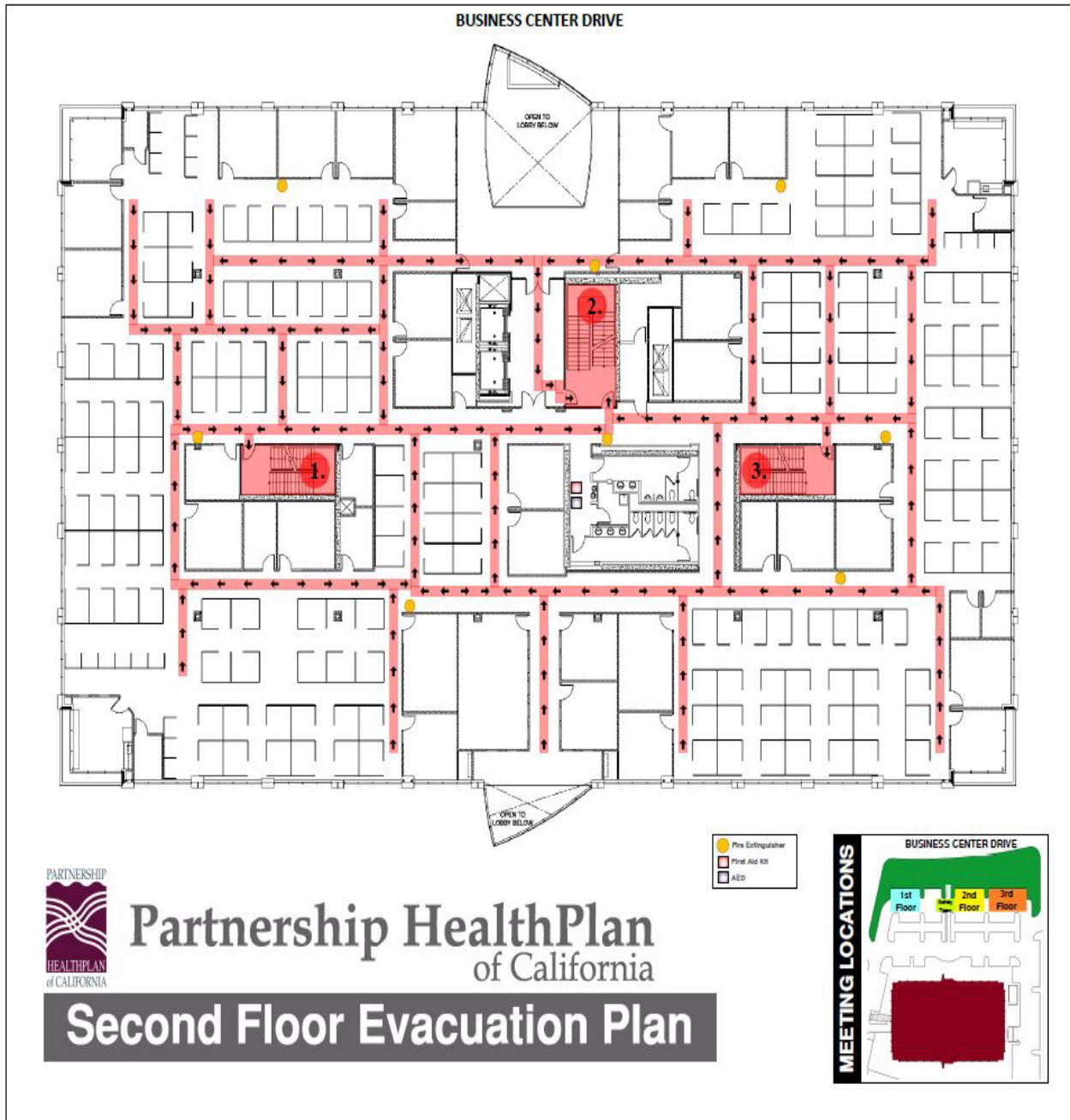
Third Floor Evacuation Plan



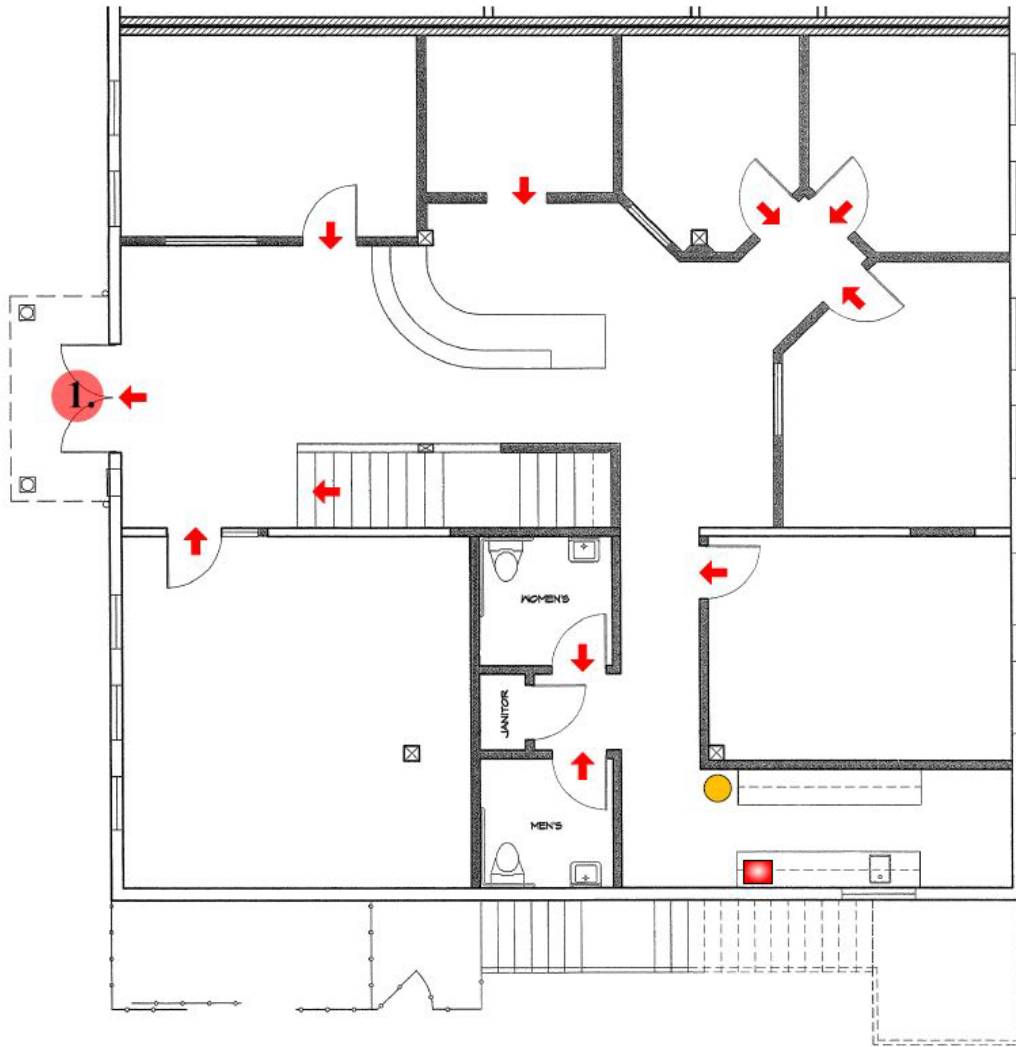
FAIRFIELD SECOND SITE (4605) – FIRST FLOOR



FAIRFIELD SECOND SITE (4605) – SECOND FLOOR



EUREKA – FIRST FLOOR

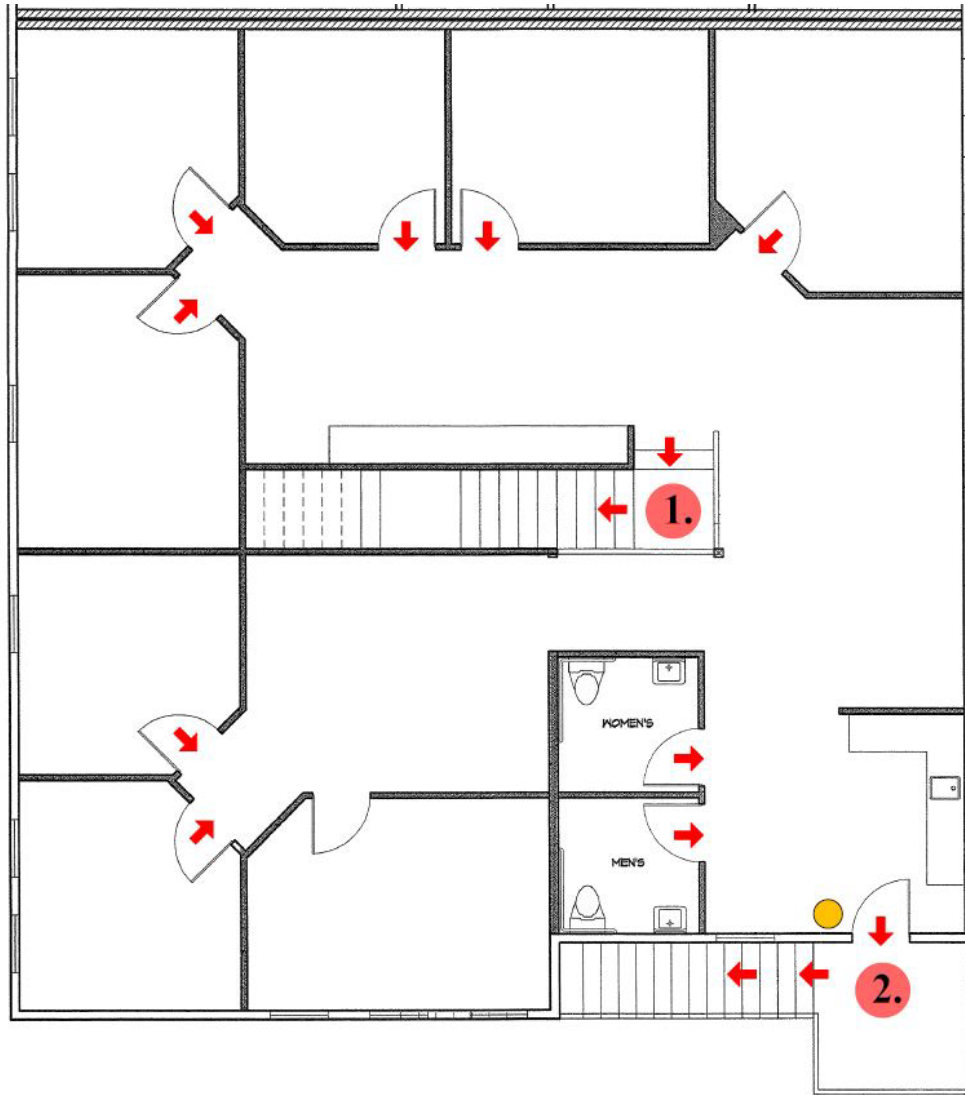


Eureka Office
1036 5th Street, Suite E
Eureka, CA 95501

First Floor
Last Updated: 8/6/2014

- Fire Extinguisher
- First Aid Kit
- AED

EUREKA – SECOND FLOOR

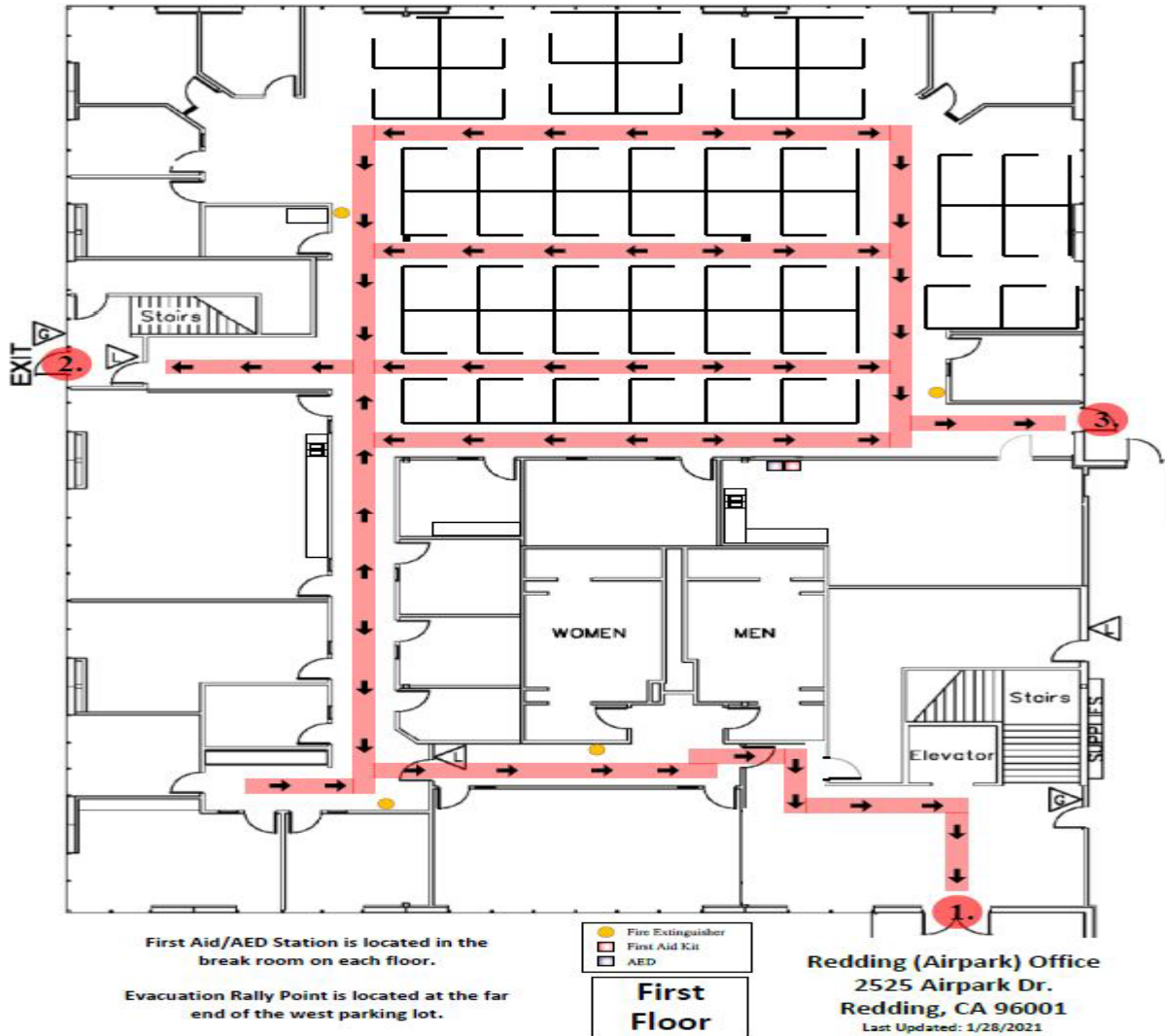


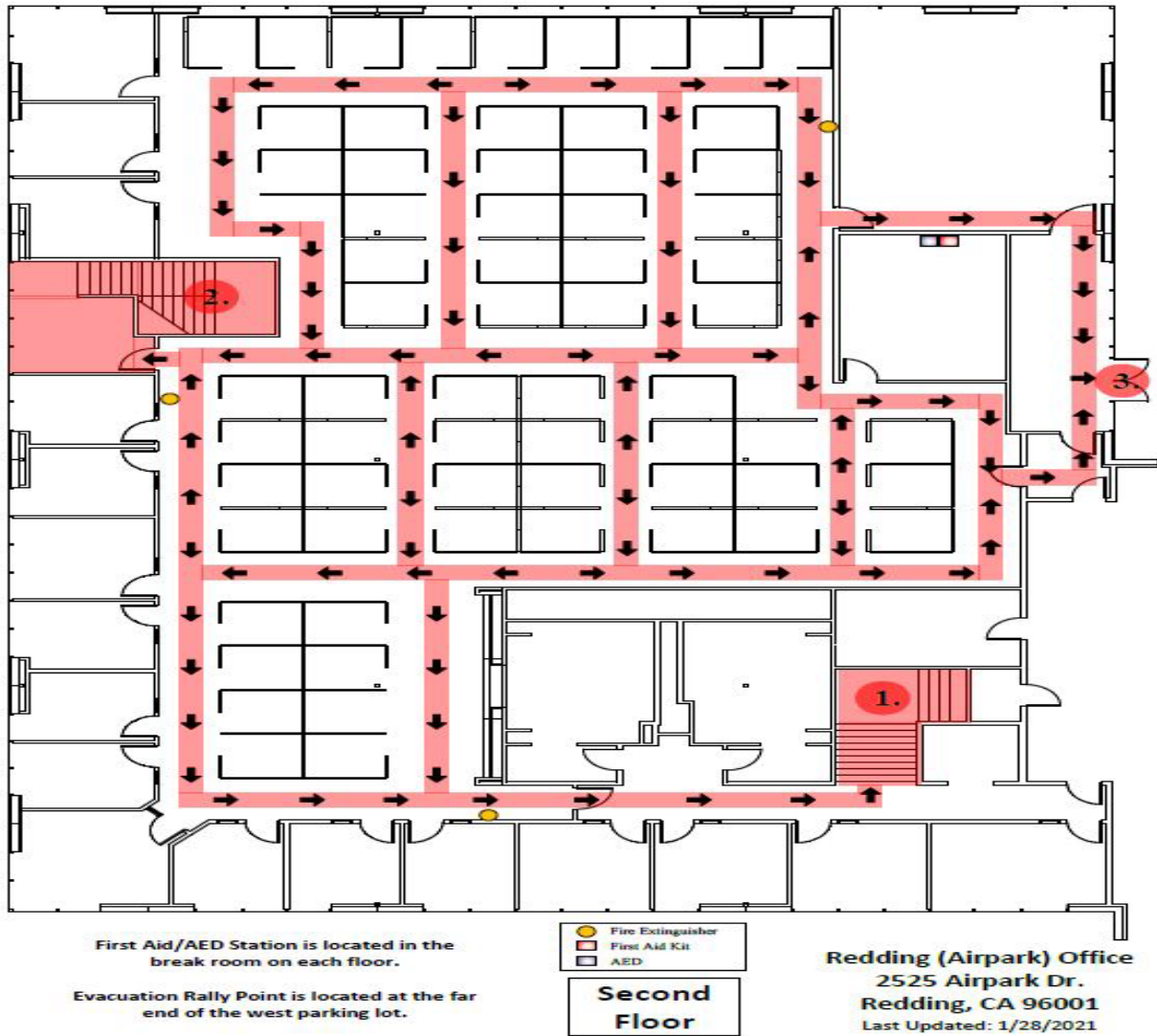
Eureka Office
1036 5th Street, Suite E
Eureka, CA 95501

Second Floor
Last Updated: 8/6/2014

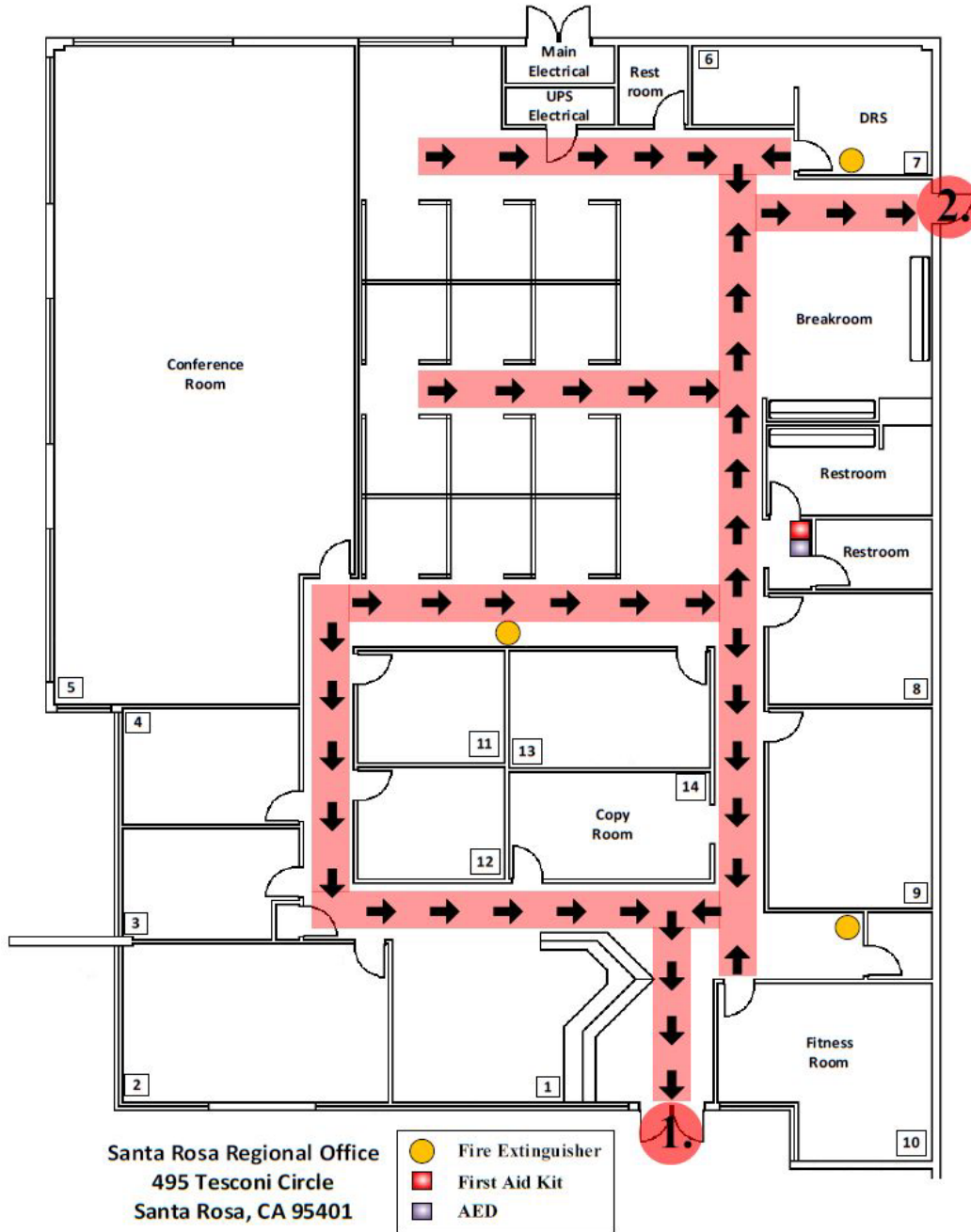
- Fire Extinguisher
- First Aid Kit
- AED

REDDING – AIRPARK

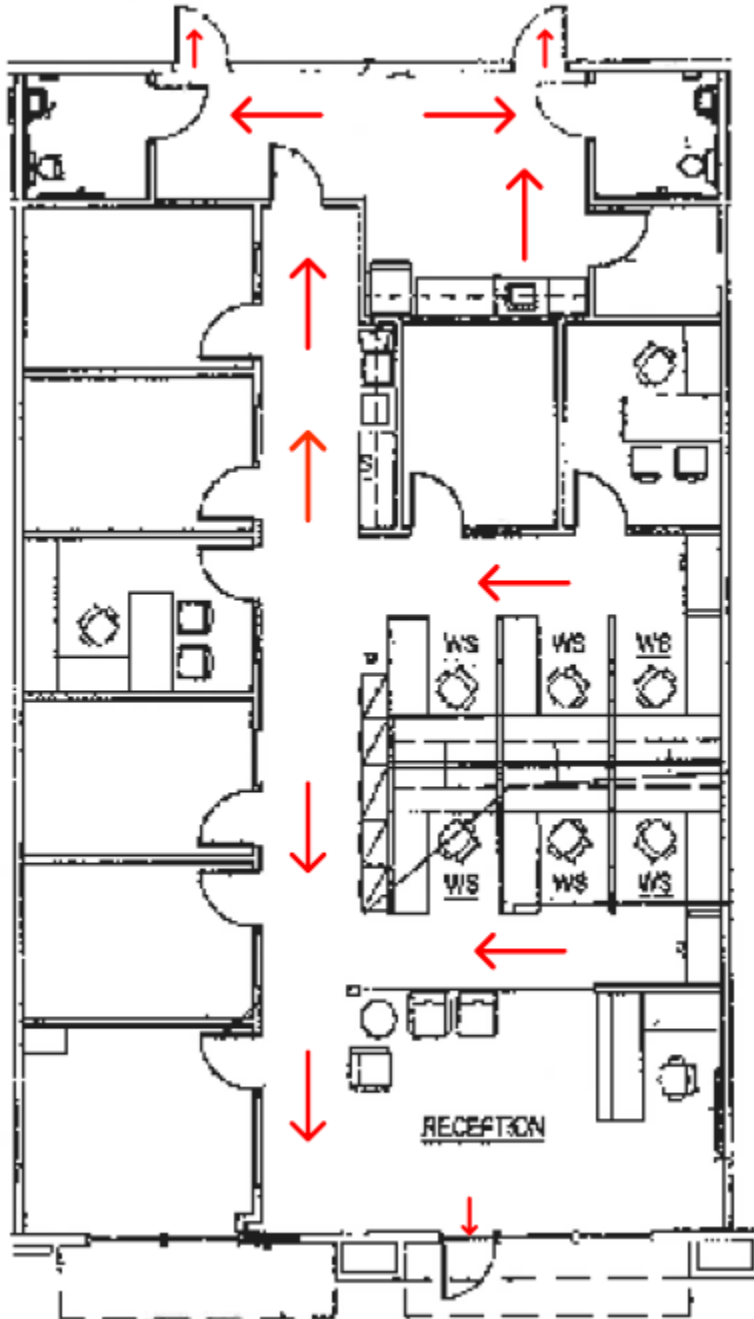




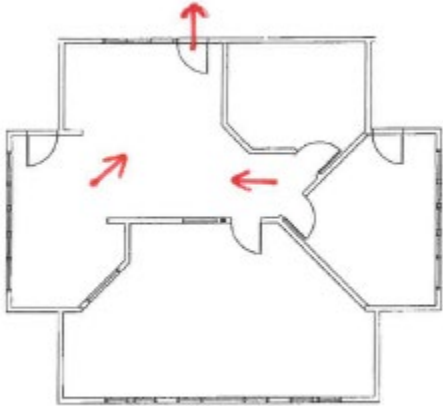
SANTA ROSA



AUBURN



CHICO



REVISIONS CONTROL PAGE

Date	Summary of Changes Made	Changes Made By (Name)
1/15/2024	Updated Recovery Team Lists (ERT, BURT, CERT, TRT) Updated team member job titles as appropriate.	Leslee Kitzman, PHC
4/25/2024	Updated Recovery Team Lists (ERT, BURT, CERT, TRT) Updated team member job titles as appropriate.	Leslee Kitzman, PHC
10/10/2024	Updated Recovery Team Lists (ERT, BURT, CERT, TRT) Updated team member job titles as appropriate.	Leslee Kitzman, PHC
8/14/2025	Updated Recovery Team Lists (ERT, BURT, CERT, TRT) Updated team member job titles as appropriate.	Leslee Kitzman, PHC