BUSINESS CONTINUITY BRANCH DIRECTOR

**Mission:** Ensure business functions are maintained, restored or augmented to meet designated Recovery Time Objectives (RTO) and provide limited interruptions to continuity of essential business operations.

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| Date: Start: End: Position Assigned to: Initial:  **Position Reports to:** **Operations Section Chief** Signature:  Hospital Command Center (HCC) Location: Telephone:  Fax: Other Contact Info: Radio Title: |

| **Immediate (Operational Period 0-2 Hours)** | **Time** | **Initial** |
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| Receive appointment and briefing from the Operations Section Chief. Obtain packet containing Business Continuity Branch Job Action Sheets. |  |  |
| Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification. |  |  |
| Notify your usual supervisor of your HICS assignment. |  |  |
| Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis. |  |  |
| Appoint Unit Leaders, as appropriate; distribute corresponding Job Action Sheets and identification. |  |  |
| Brief the Business Continuity Branch on current situation, incident objectives and strategy; outline Branch action plan and designate time for next briefing. |  |  |
| Evaluate Business Continuity Branch capacity to:   * Perform department and facility business continuity plan activation * Determine ability to meet RTO for all impacted business functions * Ascertain continuity of business functions including assessment of impacted areas * Acquire access to essential business records (e.g., patient medical records, purchasing contracts, etc.) * Support needed movement or relocation to alternate business operation sites |  |  |
| Assess problems and needs in Branch area; coordinate resource management with Support Branch Director, as appropriate. |  |  |
| Instruct Unit Leaders to evaluate business capabilities, recovery plan actions, and progress in meeting RTOs; report status to the Operations Section Chief. |  |  |
| Participate in briefings and meetings as requested. |  |  |
| Regularly meet with the Operations Section Chief to discuss plan of action and staffing. |  |  |
| Receive, coordinate, and forward requests for IT and communications support to the Communications Unit Leader and IT/IS Unit Leader. |  |  |
| Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit. |  |  |

| **Intermediate (Operational Period 2-12 Hours)** | **Time** | **Initial** |
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| Meet regularly with Operations Section Chief for status reports, and relay important information to Branch staff. |  |  |
| Continue coordinating the Business Continuity Branch’s ability to maintain or recover impacted business functions. |  |  |
| Evaluate all activated business continuity plans and modify as necessary any predicted unmet RTOs. |  |  |
| Identify specific activities or resources needed to ensure timely resumption of business functions. |  |  |
| Coordinate with the Infrastructure Branch Director for access to critical power needs or building assessments. |  |  |
| Coordinate with the Security Branch Director for building access and staff safety |  |  |
| Coordinate with the Service Branch Director or Communications Unit Leader and the IT/IS Unit Leader to ensure shared strategies for business resumption. |  |  |
| Advise the Operations Section Chief immediately of any recovery issue you are not able to correct or resolve. |  |  |
| Develop and submit a Branch action plan to the Operations Section Chief when requested. |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Continue to monitor Business Continuity Branch’s ability to maintain or recover impacted business functions |  |  |
| Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques. |  |  |
| Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Employee Health & Well-Being. Provide for staff rest periods and relief. |  |  |
| Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information. |  |  |

| **Demobilization/System Recovery** | **Time** | **Initial** |
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| As needs for Business Continuity Branch staff decrease, return staff to their usual jobs, and combine or deactivate positions in a phased manner. |  |  |
| Assist Operations Section Chief and Branch Directors with restoring all business functions to normal operating condition. Notify the Operations Section Chief when restoration is complete. |  |  |
| Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment. |  |  |
| Debrief staff on lessons learned and procedural/equipment changes needed. |  |  |
| Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Operations Section Chief. |  |  |
| Upon deactivation of your position, brief the Operations Section Chief on current problems, outstanding issues, and follow-up requirements. |  |  |
| Submit comments to the Operations Section Chief for discussion and possible inclusion in the after-action report; topics include:   * Review of pertinent position descriptions and operational checklists * Recommendations for procedure changes * Section accomplishments and issues |  |  |
| Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required. |  |  |

| **Documents/Tools** |
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| * Incident Action Plan * HICS Form 204 – Branch Assignment Sheet * HICS Form 207 – Incident Management Team Chart * HICS Form 213 – Incident Message Form * HICS Form 214 – Operational Log * Hospital emergency operations plan * Hospital organization chart * Hospital telephone directory * Radio/satellite phone * Facility blueprints and maps * PC with internet access, as available * Business continuity plans with contact information |