

SECO CMA

Southeast Colorado Case Management Agency



Prowers County Public Health and Environment

SECO CMA

1001 S. Main St. Lamar Co. 81052

TITLE: Emergency On-Call Procedures for Crisis Situations

All Case Managers have PCPH&E/CMA designated cell phones for work purposes with email access. All members are given CM a business card and a Refrigerator magnet with all PCPH&E/CMA contact information. An after business hour phone is available for messages around the clock and on weekends. PCPH&E/CMA senior executive management staff is provided with cell phones and e-mail access 24 hours per day to address crisis or emergency status. Agreements regarding our Department's participation in the local and county joint information center, established by the local and county emergency response management department, will multiply our ability to respond to Emergency. All Prowers/Baca/Kiowa CMA staff is a part of the Prowers County Public Health and Environment COOP plan. This will ensure the continuity of the agency's mission and essential functions during a crisis or disaster. The COOP plan is designed to address all hazard threats, either man made or natural occurring incidences.

A. Phase I: ACTIVATION AND RELOCATION

The agency may receive guidance or directives from a state or federal authority:

Due to a federal or state declared disaster, services may be altered by directives from the Chief Medical Officer of CDPHE. A local disaster, such as a fire in the building where the agency is housed, may not include the Chief Medical Officer, however the local health officer would then provide guidance as to alterations in how services are provided.

1. Decision Making Process

a) Once the directive is received by LPHA agency representatives, key messages for partners and the general public will be developed and communicated to identify the altered functions or modes of providing those functions or services.

2. Alert, Notification and Implementation Process

a) Incident Command will be implemented by agency director and roles assigned.

b) Protocols will be developed and communicated to staff who may be executing the new developments or service alternatives. These protocols will be provided to staff via an Incident Action Plan.

3. Leadership

a) Managers (or successors of essential services within the agency) will identify

populations that will be affected by the directives and provide key messages to those populations to transition how receipt of services is obtained. Any messages provided to those clientele needs to be reviewed and authorized by the PCPHE director.

The agency director will identify those that will be successors for the affected function of the agency and communicates the need for altered service provisions. The agency director or designee will activate the COOP:

1) Managers (or successors) that oversee key functions or essential services of the agency identify obstacles to providing day to day services. These obstacles may include: electrical outages, disrupted phone service, interruption of mail service, road closures and other disruptions.

2) Alternative measures are identified as solutions to the disruption: Solutions may include various road routes, implementing mutual aid agreements to obtain resources, staff providing services from home rather than office, or staff mobilizing services rather than providing them from the facility.

3) Key messages are developed for partners and the general public or targeted populations to communicate the alternative measures that will be implemented to provide services.