

Hidalgo County



Appendix 3: Community Recovery Plan

April 2023

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Approval and Implementation

Appendix 3: Community Recovery Plan

This appendix is hereby approved for implementation and supersedes all previous editions.

Eduardo Olivarez
Director, Health & Human Services

Date

Ricardo Saldaña
Emergency Management Coordinator

Date

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Authority

The Hidalgo County Commissioner’s Court has the authority to approve and implement the Public Health & Medical Services Plan. The Public Health & Medical Services Plan includes 12 appendices. The County Commissioner’s Court approved the Public Health & Medical Services Plan on [REDACTED], 2023. This plan aligns with the County’s Emergency Basic Plan, ESF-8: Public Health that was approved by the County Commissioner’s Court on September 7, 2021.

Purpose

The purpose of the Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan is to immediately address any public health issues that could result in deaths or injury during the emergency, to coordinate and support all community healthcare organizations to assist victims or vulnerable populations, and to ultimately restore normal public health and community medical services as soon as possible.

This appendix includes details for collaborating with community partners (i.e., healthcare businesses, educational institutions, and emergency management entities) and to plan and advocate for the rebuilding of public health, medical, and mental/behavioral health facilities, or programs to a functional level comparable to pre-incident levels, or better wherever possible.

Explanation of Terms

Acronyms

CFR	Code of Federal Regulations
HCBP	Hidalgo County Basic Plan
HCHHSD	Hidalgo County Health and Human Services Department
DDC	Disaster District Committee
IA	Individual Assistance
PA	Public Assistance
PW	Project Worksheet

Definitions

Disaster Medical Assistance Team: A team of volunteer medical professionals and support personnel equipped with deployable equipment and supplies that can move quickly to a disaster area and provide medical care.

Individual Assistance (IA): Financial or housing assistance provided to citizens or businesses that suffer losses in a disaster. Housing assistance is only available to documented U.S. citizens.

Public Assistance (PA): Financial assistance to repair facilities and infrastructure owned by government agencies, public institutions or certain private non-profit organizations that provide essential public services.

Stafford Act: The Robert T. Stafford Disaster Relief and Emergency Assistance Act.

Primary and Secondary Agents: Individuals who represent the region in the grant process.

Project Worksheet (PW): A FEMA document that lists requirements for an approved Public Assistance (PA) project.

Incident: An occurrence or event, natural or human-caused, that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Situation & Assumptions

Situation

1. Hidalgo County's Basic Plan (HCBP), based on an all-hazards approach, lists a variety of natural or man-made hazards with the potential for causing extensive damage to the public health or community infrastructure. When damage occurs, accurate assessment and recovery procedures are essential for returning the region to normal operations as soon as possible. These efforts bring up specific challenges:
 - a. Recovery planning should begin as an incident unfolds, even though most available resources will be dedicated to the emergency at hand. Much of the initial assessment during rescue or damage evaluation can be used in the recovery process.
 - b. It should be acknowledged early in recovery planning that most funding after a declared disaster is governed by the federal Stafford Act. Requests for federal assistance may be quickly submitted, but the actual funding may not be available for months or even years to come.

Assumptions

1. Although many health-related problems are associated with disasters, there is an adequate local capability to meet most emergency situations.
2. Disasters, large or small, can severely alter the daily routine of a community. First responders take action to protect lives and infrastructure from further danger, while recovery activities are designed to bring a community back to some level of normalcy.
3. Recovery can have profound impacts on the social, cultural and economic base of a community. These effects should be acknowledged and addressed during the recovery process.

4. The Hidalgo County Health and Human Services Department (HCHHSD) must be prepared to deal with any major health emergency, using all available local resources until requested regional, state or federal help arrives. As such, HCHHSD will continually assess its supplies and personnel for managing its public health support role as outlined in the Hidalgo County Basic Plan.
5. Damage assessment and recovery operations could be initiated, even while some emergency response activities are still underway.

Concept of Operations

General

Disaster response is focused on immediate efforts to protect human life and physical infrastructure from the effects of the disaster. Recovery is broader in scope and timeframe. The goal of recovery is to ensure:

- community economic sustainability,
- long-term physical and mental well-being of residents,
- rebuilding or repair of physical infrastructure,
- mitigation projects to reduce the impact of future disasters.

HCHHSD plays a key role in both response and recovery activities. HCHHSD's community disaster recovery program addresses six stages of recovery:

1. Pre-Disaster:

The pre-disaster phase is the time to develop stronger response capabilities by organizing and training all levels of administration in-house or across the community.

The following steps will address key issues in preparedness and recovery by:

- a. Conducting public health training geared towards professional competencies needed to achieve disaster response and recovery objectives.
- b. Educating the medical community and the public about prevention and protection measures that can be taken before, during, and after a disaster.
- c. Creating a procedure for alerting and mobilizing key officials and emergency response personnel in the event of a disaster.
- d. Establishing mutual aid agreements with other local agencies.
- e. Establishing the necessary emergency powers, including a line of succession, in order to maintain continuity of administration during and after any disaster.

2. Disaster:

HCHHSD's operational activities will focus on assisting local populations to prepare for an impending disaster if advance warning is possible. The disaster phase includes the following:

- a. HCHHSD resources will be directed towards protecting life, administering to residents' health and welfare, containing and/or limiting damages, and assessing damage and requirements for restoring services after a disaster.

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- b. The Health EOC Incident Commander will coordinate with the County Emergency Management Coordinator to determine whether there is basis for requesting a public health *Major Emergency* declaration.
- c. The declaration of a public health *Major Emergency* automatically triggers the implementation of the Hidalgo County Basic Plan and the Public Health and Medical Services Plan.
- d. The Health EOC will be established as soon as possible after the declaration of a public health *Major Emergency*.

3. Initial Assessment:

An initial public health assessment is required to support any request for regional, state, or federal assistance. This assessment may be conducted while first responder activities are still underway. Assessments will be conducted in conjunction with Hidalgo County Emergency Management and the Department of State Health Services/Region 11.

During this phase, the Hidalgo County Judge may declare a local state of disaster. Such a declaration allows officials to invoke emergency powers to deal with the disaster and is required to seek state and federal disaster recovery assistance.

4. Requesting Assistance

Requests for additional public health assistance will be prepared by HCHHSD, as needed. The requests are forwarded to the Disaster District Committee (DDC) through the Hidalgo County EOC, Emergency Management Coordinator, or a designee.

5. Short Term Recovery

HCHHSD will work to restore short-term health services and environmental safety programs to pre-event levels by implementing recommendations from post-event assessments and evaluations. HCHHSD will coordinate and document its public health support capabilities through Hidalgo County WebEOC.

The Hidalgo County EOC, together with City/County leaders or their designees, will determine overall priorities for allocating available resources, assisting affected populations in recovery, and restoring County and City functions to near-normal levels, if possible. City and/or County officials will monitor the processes for documentation, financial expenditures, inventory and re-supply, record management, cleanup, garbage and waste disposal, utility and equipment servicing, and other recovery activities.

HCHHSD will also work with City/County officials at the EOC to dedicate resources to:

- a. Detect and contain diseases,
- b. Prevent injuries or infections,

- c. Meet community behavioral and mental health needs,
- d. Decrease health risks associated with flooding and devastation,
- e. Immunize against hepatitis A, typhoid fever, diarrheal diseases,
- f. Protect the public from contaminated food and water,
- g. Improve basic sanitation/health conditions in all mass shelters,
- h. Continue all epidemiological surveillance and disease prevention activities to prevent disease outbreaks,
- i. Use patient records to plot possible outbreaks on a map of the city/county,
- j. Disinfect homes of patients if resources are available,
- k. Provide environmental management for vector and pest control.

6. Long Term Recovery:

Long-term recovery programs funded by the Stafford Act and other statutes begin when the president issues a disaster or major emergency declaration. The DSHS in Austin and the State Operations Center (SOC) will advise on state agency support during emergency situations. HCHHSD may request ongoing (or limited) support from the RMOC or SOC, depending on Hidalgo County's progress towards recovery.

Organization & Assignment of Responsibilities

Organization

Each Hidalgo County department will ensure a state of preparedness, according to the following:

1. First Level (Preparedness Phase)
 - a. Continue normal day-to-day operations with emphasis on developing a better trained and stronger disaster preparedness staff. This level is not announced unless it succeeds a previously announced step.
2. Second Level (Preparedness Phase)
 - a. Review requirements; step up preparedness operations and training, and alert key personnel.
3. Third Level (Preparedness Phase)
 - a. Complete all preparedness actions not yet achieved.
 - b. All state/regional/county/city agencies responsible for emergency functions will review plans and operating procedures.
 - c. PHEP staff will be on 24-hour call in case the Hidalgo County EOC/RMOC is activated; a minimum of one staff member will be there at all times.
 - d. HCHHSD's Director will keep staff members informed of the situation and may initiate the following steps:
 - Test alerting procedures,
 - Check warning devices,
 - Prepare to evacuate risk areas,
 - Prepare to open clinic sites,
 - Prepare to assist at shelters,

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- Conduct training as required and as conditions permit.
4. Fourth Level (Preparedness Phase)
 - a. Complete all preparation actions not yet completed.
 - b. Hidalgo County departments involved in the ICS structure for emergency management will recall all available personnel connected with assigned responsibilities.
 - c. Essential Hidalgo County personnel will maintain a 24-hour watch at home or by always having at least one staff member present at the EOC.
 - d. The County will make provisions to evacuate at-risk areas, open shelters, and check or upgrade shelter stocks.
 - e. Hidalgo County will assemble essential staff and review assigned duties.
 5. Relocation (Response Phase)
 - a. Complete all preparedness actions not yet completed.
 - b. State/regional/county/city agencies assigned a response mission will initiate 24-hour staffing operations.
 - c. Hidalgo County's Emergency Management Coordinator will ensure that essential public information is provided to the community.
 6. Attack Warning (Response Phase)
 - a. Upon receipt of an alert, the Hidalgo County Emergency Management Coordinator will immediately notify the community via all available public warning systems. If necessary, the Fire Marshal and the Sheriff Departments will go door to door advising residents to evacuate, if ordered. All possible protective steps will be taken.
 7. Post Incident (Recovery Phase)
 - a. If a disaster occurs, Hidalgo County will conduct lifesaving and damage control operations. After the response, Hidalgo County efforts will focus on returning the community to pre-incident conditions.
 - b. HCHHSD's recovery plan will address specific public health operational issues for transitioning from short-term to long-term:
 - Estimating the transition time between short-term public health operations to normal conditions with regular hours and assignments,
 - Managing any new challenges to the department's operational capabilities during recovery and the transition period,
 - Recovering or restoring critical applications, records, and supplies,
 - Preserving or rebuilding customer confidence in the availability of public health services.

Assignment of Responsibilities

The Hidalgo County EOC has overall responsibility for policy decisions affecting pre-disaster activities, disaster operations, and recovery operations for all departments, as well as the coordination of emergency support provided by other federal, state, and local agencies.

HCHHSD's Director will be responsible for:

- a. Coordinating information for the public concerning the long-term impact of the disaster on public health services.
- b. Assessing epidemiological data and disease surveillance reports to keep healthcare organizations and providers informed of public health.
- c. Supervising temporary clinics and shelter facilities that may have to operate for an extended period.
- d. Coordinating with behavioral health service providers to determine level of treatment needs across the community.
- e. Serving as liaison between Hidalgo County and other medical agencies throughout the post-disaster phase

Direction & Control

General

Overall emergency operations will be directed from the Hidalgo County EOC. Emergency field operations will be directed from an established incident command post staffed by the appropriate agency department heads. HCHHSD may be called on to activate its Health EOC and to provide staff support for damage assessment and other public health recovery activities.

Administration & Support

Records

The Hidalgo County EOC will keep detailed records of disaster-related expenses. Each department or agency will also keep its own detailed records on expenses for:

1. Labor
 - a. Paid (regular and overtime)
 - b. Volunteer
2. Equipment Used
 - a. Owned
 - b. Rented/Leased
 - c. Volunteered
3. Materials
 - a. Purchased
 - b. Taken from inventory
 - c. Donated
4. Contracts (see below)
 - a. Services
 - b. Repairs

Release of Information

Personal information, such as marital status, income, and Social Security numbers, or Health Insurance Portability and Accountability Act (HIPAA) information gathered during the damage assessment and recovery process, is protected by state and federal privacy

laws. Due care must be taken by all individuals having access to such information to protect it from inadvertent release.

Plan Development & Maintenance

1. The Hidalgo County Health and Human Services Department Director is responsible for maintaining and reviewing the Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan annually. Recommended changes to this plan should be forwarded as needs become apparent and may reflect any changes within our jurisdictional risks and/or community capabilities.
2. The Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan and its attachments are living documents and require revision to account for changes in roles/responsibilities and resources within Hidalgo County such as the acquisition of new equipment, training of staff, and increased partnerships from the private sector.
3. Once the Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan has been updated, the Hidalgo County Health and Human Services Department Director will present to Commissioner's Court for final adoption and ratification. The Public Health & Medical Services Plan, Appendix 1: Coordination and Control is updated and presented to Commissioner's Court every five years with input from Emergency Management and various stakeholders. Departments and agencies assigned responsibilities in the Public Health & Medical Services Plan are responsible for developing and maintaining SOPs. Copies of the Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan are kept at HCHHSD's main offices at **1304 S. 25th Avenue, Edinburg, TX 78542** in the following locations:

Office of Administration

Public Health Emergency Preparedness Division (PHEP)

Clinical Health Services

Information Technology Services

Safety Officer

Hidalgo County Emergency Operations Center (EOC)

Hidalgo County Emergency Management Coordinator

Each HCHHSD division manager is responsible for informing and instructing public health personnel about the location of the plan copies, as well as each employee's emergency response role and responsibilities. The supervisors/managers are also responsible for ensuring that employees attend appropriate training, according to their assigned response tier.

Attachments

Attachment I – Continuity of Operations Plan (COOP)

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Attachment 1: Continuity of Operations Plan

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Approval and Implementation

Appendix 3: Community Recovery Plan

Attachment 1: Continuity of Operations Plan

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Director, Health & Human Services

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Purpose

The purpose of the Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan, Attachment 1: Continuity of Operations is to define the Hidalgo County Health and Human Services Department's (HCHHSD) process for maintaining essential public health services to the community during and after emergencies and disasters. These disasters can be natural, man-made, or deliberate attacks.

In the event of an emergency or disaster, HCHHSD's personnel may be activated to respond to the situation, prioritizing emergency needs over daily work operations. However, daily operations must continue to ensure essential public health services are available to the community.

The Continuity of Operations Plan (COOP) also prioritizes HCHHSD essential functions to help guide where scarce resources should be allocated in the aftermath of a disaster. The COOP outlines policies and procedures, staff, equipment, and facilities that would keep essential daily health services operational during emergencies and disasters to meet the following objectives:

- Ensure continuity of essential functions during and after a disaster,
- Reduce loss of life and minimize property damage,
- Identify order of succession for key leadership positions,
- Ensure ongoing communications with staff members,
- Reduce/mitigate disruptions critical to public health operations,
- Identify alternate facilities that could be available to continue public health operations if current facilities become unavailable/damaged,
- Identify how essential equipment, records and other assets are protected in the event of an emergency.

Explanation of Terms

Acronyms

ASN	Adult Safety net
COOP	Continuity of Operations Plan
DSHS	Texas Department of State Health Services
EOC	Emergency Operations Center

Health EOC	Health Emergency Operations Center
HCHHSD	Hidalgo County Health & Human Services Department
ICS	Incident Command Structure

Definitions

Disaster Medical Assistance Team: A team of volunteer medical professionals and support personnel equipped with deployable equipment and supplies that can move quickly to a disaster area and provide medical care.

Adult Safety Net (ASN) Program: The Adult Safety Net (ASN) Program supplies publicly-purchased vaccine at no cost to enrolled providers. The program was created by the Texas Department of State Health Services (DSHS) Immunization Unit to increase access to vaccination services in Texas for uninsured adults, thereby raising the immunization coverage levels and improving the health of Texans.

Continuity of Operations Plan (COOP): Focuses on restoring and providing an organization's critical and essential functions at an alternate site, and performing these functions for up to 30 (or more) days before returning to normal operations. Standard elements of a COOP include continuity of facilities and communications, delegation of authority statements, orders of succession, in addition to vital records and databases.

Situation & Assumptions

Situation

1. Hidalgo County and its incorporated areas are at risk for a number of natural or man-made disasters with the potential to disrupt daily public health operations and services in the community. These risks are identified in the Texas Public Health Risk Assessment Tool (TPHRAT) for Hidalgo County.
2. This plan applies to a full spectrum of hazards that may affect HCHHSD ability to provide its usual level of services. The plan does not apply to temporary disruptions of service, such as short-term building evacuations or situations where services can be restored quickly to primary facilities.

Assumptions

1. Plans to continue HCHHSD operations need to be flexible to address the effects of various types of emergencies. The TPHRAT outlines potential hazards that Hidalgo County may face including :
 - a. Serious damage to infrastructure, equipment or utilities that could limit the quantity of public health services offered to the community.
 - b. Flooding, tornados, or other disasters that could cause road blockages, limiting the ability of some staff members to report to work.
 - c. Infectious disease outbreaks that may cause a serious reduction in staff available for work and ability to operate efficiently.
 - d. Catastrophic disasters that could impact more than one jurisdiction and mutual aid may not be available.

- e. Emergencies that may require the reassignment of essential functions to other HCHHSD personnel, partner agencies, or alternative work facilities.

Concept of Operations

General

When an emergency disrupts or impacts normal daily health operations, the Health Emergency Operations Center (Health EOC) will be activated, and a representative sent to the Hidalgo County Emergency Operation Center (EOC).

During emergency situations, HCHHSD will still seek to maintain regular public health functions that:

- Administer services to the sick and injured,
- Coordinate with other local health agencies,
- Assist residents with access, functional, or special needs,
- Provide follow-up for ongoing public health threats.

HCHHSD's Incident Command System (ICS) Structure is activated when health personnel are contacted to respond to an emergency. A process has been developed to facilitate response and recovery actions while assuring continuity of operations.

Based on damage assessments and/or community needs analyses, the Director of HCHHSD, in coordination with Hidalgo County's Emergency Operations Center (EOC), will decide when to activate the COOP plan for maintaining or restoring the department's essential functions.

The following succession can occur for the role of Incident Commander of the Health EOC:

Position Title	Program
Director of Health and Human Services	Administration
Assistant Director of Health and Human Services	Administration
Director of Operations	Administration
Director of Clinical Care Services	Administration
Public Health Emergency Preparedness Division Manager	Administration
Epidemiologist III	Epidemiology and Surveillance
Director of Human Services	Human Services

COOP actions will occur in the following stages, focusing on restoring service delivery and provisions as soon as possible:

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Attachment 1: Continuity of Operations (COOP)

Phase I: Activation and Relocation

Phase II: Alternate Facility Operations

Phase III: Reconstitution

Phase I: Activation and Relocation

This phase involves the notification of personnel, damage assessment of facilities or equipment, and determination of possible relocation of services.

1. Hidalgo County's Basic Plan for emergencies calls for the use of HCHHSD's main office building as the County's EOC. In the event HCHHSD's main building is unusable, the EOC and the Health EOC will relocate to another facility discussed in Phase II: Alternate Facility Operations.
2. The Director of HCHHSD or designee at the County EOC will activate HCHHSD's COOP plan. Health department divisions, such as the Public Health Emergency Preparedness (PHEP) Division and others considered essential staff for the initial response phase will be contacted via cell phone text messaging to respond to a specific location. Each employee's response to the text notification will be used as electronic documentation of their acknowledgement to respond to the incident.
3. A notice will be sent to other non-essential HCHHSD personnel that the Health EOC is activated and the COOP is in effect.
 - a. HCHHSD staff may be notified through an available communication system (cell phone or email) with specific instructions from the Health EOC.
 - b. Personnel in HCHHSD divisions such as Clinical Care Services, Human Services, Environmental, and Immunizations may continue daily operations unless those personnel are needed to respond to the emergency. Program areas, such as clinics, may also be instructed to report to alternative facilities to restore or maintain services.

Phase II: Alternate Facility Operations

When service relocation is necessary, the COOP calls for transferring personnel communications, direction and control, protection and storage of vital records and database resources to alternate facilities.

The designated alternate site for the Health EOC and other primary services are listed below:

Location	Address	Contact
Hidalgo County Precinct 4 Operations Office	2620 N. "M" Rd, Edinburg, TX 78539	956-383-3112
Hidalgo County Pharr Health Clinic	300 W. Hall Acre Rd. B, Pharr, TX 78577	956-787-1531

The Health EOC Operations Section Chief, or a designee, will provide employees situational updates on:

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- a. What alternate location(s) will be used.
- b. Recovery status of back-up systems necessary to continue providing services.
- c. Instructions on designating a representative from each program to work on restoring client information critical to continuity of services, when applicable.
- d. The anticipated duration of alternate operations and duty assignments.

The Health EOC will issue news releases to inform the public about where and what health services are being offered.

Accountability for all HCHHSD staff is another vital component of COOP. HCHHSD's Finance Section Chief will monitor payroll, attendance, and other relevant factors to help maintain normal administrative operations for all personnel.

Phase III: Reconstitution

This phase details procedures for staff and programs to transfer back to normal operations.

1. The Health EOC shall give direction for the orderly return of communications equipment, vital records and databases, and other operational equipment to their original locations.
2. Personnel will be kept informed of their assigned roles and work schedules during the transitional period back to normal operations.
3. The Health EOC in coordination with the County EOC will inform the public when regular health services are fully operational.

Once primary operations are re-established, HCHHSD will assess its COOP phases and alternate operations to create an improvement plan to correct any areas of concern for the future.

Organization & Assignment of Responsibilities

Organization

All HCHHSD staff has some level of responsibility in the planning and implementation of the COOP. It may be in providing information for the plan development or participating in training and/or exercises that ensure the department's ability to implement the plan in an emergency. In addition, various designated positions or groups are assigned specific roles related to the department's COOP planning process. Those roles and responsibilities are detailed in the following section.

Assignment of Responsibilities

1. Program Leads

Each department will be responsible to maintain a collection of necessary documents to complete food safety inspections, septic inspections, epidemiological and surveillance investigation forms, immunization dispensing and tracking, daily activity reports, timesheets, and any other financial, clinical, environmental, and

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human services forms required to provide services for at least two (2) weeks. In addition, program leads will:

- a. Prepare program area (division) COOP plans and assessments to facilitate preparedness, mitigation, and planning.
 - b. Activate program area COOP plans, documenting all actions taken and protecting client records and information.
 - c. Assess disruption to program area and develop strategies to restore and/or furnish mission essential services and other services to the public.
 - d. Effectively utilize remaining staff, resources, and facilities to provide services while coordinating for the reconstitution of program area.
2. Public Health Emergency Preparedness (PHEP) Staff will:
- a. Implement strategies and plans to facilitate sustainment of operations.
 - b. If access to electronic documentation and network services is available, all documentation will be submitted according to daily operations protocols.
 - c. If access to electronic documentation and network services are unavailable, PHEP staff will ensure that hard copy versions of forms used to conduct day-to-day business are maintained and updated as needed such as Incident Command System forms used during any public health event (i.e., Incident Action Plan, Incident Briefing Form, daily activity reports).
 - d. Support COOP planning efforts by the operation of the Hidalgo County Health EOC and individual Health Department program areas.
 - e. Provide guidance and technical assistance to the Program Leads in completing COOP assessments depending on the situation.
 - f. Test the COOP in different sections to determine how accurately it reflects actual operations.
 - g. Document processes during an exercise and will submit an After-Action Report (AAR) to document capabilities tested as related to the plan.
 - h. Support HCHHSD ICS/COOP Core Team activities as subject matter experts and technical specialists during the COOP operation.
 - i. Assist the Epidemiology and Surveillance team, if needed, on the following response activities:
 - Case investigations
 - Educational outreach
 - Block walking
3. Epidemiology and Surveillance Staff will:
- a. Shift priorities from conducting surveillance in all program areas to focus surveillance on waterborne and mosquito-borne illnesses after a flood or hurricane.
 - b. Coordinate and act as a liaison with medical providers (i.e., hospitals, clinics) for communication and information exchange during times of response. This

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Attachment 1: Continuity of Operations (COOP)

includes hospital Emergency Departments when patient tracking is needed post-event.

- c. During an outbreak response, develop line lists to track patients and exposures.
- d. Develop and distribute a health advisory to providers, focusing on overview, testing recommendations, and prevention. Usually, one subject matter expert (epidemiologist) will take the lead role to provide information and updates to partners and stakeholders and to oversee technical aspects of the outbreak.
- e. If needed, coordinate pre/post exposure prophylaxis/vaccination to limit the spread of disease.
- f. On rare occasions, coordinate quarantine and isolation protocols and activate them, as needed, to limit disease spread.

4. Clinical Care Services Program Staff

HCHHSD has eight (8) clinics located throughout the county in the following locations:

Clinic	Address	Contact
Edinburg Clinic	3105 E. Richardson Road Edinburg, TX 78541	956-318-2040
Elsa Clinic	708 E. Edinburg Avenue Elsa, TX 78543	956-262-1141
Hidalgo Clinic	702 E. Texano Drive, Hidalgo, TX 78557	956-843-7463
McAllen Clinic	300 E. Hackberry Avenue McAllen, TX 78501	956-682-0284
Mission Clinic	211 N. Schuerbach Road, Mission, TX 78572	956-581-8596
Pharr Clinic	300 W Hall Acres Pharr, TX 78577	956-787-3980
Weslaco Clinic	1901 N. Bridge Avenue, Weslaco, TX 78596	956-969-4700
Pulmonary/Tuberculosis Clinic	1304 S. 25th Avenue, Edinburg, TX 78542	956-387-0118

In the event of an emergency, the following strategies and plans will be implemented by clinic staff to facilitate sustainment of operations of clinics:

- i. General Clinical Staff will:
 - a. If a hurricane is expected to hit the area, stay home and report to supervisor after the storm has passed.
 - b. If a clinic(s) is unable to be open for services due to damaged infrastructure, power outages, flooding or other hazards, staff will be notified that clinic will not be conducting normal services and staff is reassigned to nearest operating clinic to ensure continuity of services to the community.
 - c. If the county is only partially affected by the storm, clinics in unaffected areas will remain operable for service and staff is to report to work unless they live in an area that is affected by the storm.
 - d. If staff is able to report to work, but the clinic they work at is not open for service due to damaged infrastructure or power outage, they are to report to supervisor for a clinic reassignment.

- ii. Pulmonary/Tuberculosis (TB) Clinic Staff will:

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- a. Give a hurricane/ natural disaster questionnaire to patients to complete to gather information on the patient’s emergency plans.
 - b. Distribute medications to patients for up to 2 weeks for the patient to self-administer.
 - c. After the clinic is reopened for service, case managers will follow up with patient’s status.
- iii. Texas Vaccines for Children (TVFC) / Adult Safety Net (ASN) Staff will:
- a. implement the following strategies and plans to ensure vaccine inventory is appropriately managed and preserved to sustain operations at an alternate location:
 - Identify the emergency contact and storage location to transport TVFC/ASN vaccines for storage.

Succession	Title
1	TVFC Program Manger
2	Assistant TVFC Program Manager
3	Licensed Vocational Nurse

- Alternate vaccine storage location will be contacted prior to transporting vaccine for facility approval.

Location	Address	Contact
HCHHSD Central Office	1304 S. 25 th Avenue Edinburg, TX 78542	956-383-6221

- Temperatures for storage units will be monitored and recorded as per DSHS guidelines. To ensure appropriate cold chain management of vaccine inventory, TVFC/ASN staff will implement the following:
 - Document the time the emergency/ power outage occurs,
 - Record temperature of storage units before removing vaccines for transportation,
 - Ensure there are containers available for vaccine transportation,
 - Review protocol for refrigerating vaccine packaging for transport,
 - Conduct an inventory check of vaccine as it is moved to transport containers using the Vaccine Transfer Authorization Form (EC-67). Documentation should include the lot number, doses of each vaccine, and expirations dates.
 - Ensure a certified and calibrated data logger probe is inserted inside the center of transport container noted with the time and temperature of the vaccines when placed in the storage container.

- Follow the Emergency Vaccine Storage and Handling Plan Checklist (pg 17-20) for documenting this process in the event of an emergency.
5. Environmental Health Staff will:
- a. Implement strategies and plans to facilitate sustainment of operations during a disaster by:
 - Providing information to emergency managers to help assess the scale of the emergency to ensure an effective response,
 - Ensuring an adequate supply of safe drinking water and promoting personal hygiene,
 - Providing food protection measures,
 - Ensuring basic sanitation services,
 - Responding to animal control calls and issues,
 - Assisting the efforts of first responders by providing health risk consultations or advising on exposure pathways.

Direction & Control

HCHHSD Incident Command Structure (ICS)/COOP Team

1. Incident Commander
 - Reviews and authorizes the development, maintenance, and implementation of the HCHHSD COOP plan.
 - Receives notification of threat or situation that may require COOP activation.
 - Reviews incident impact assessment/analysis report to determine need for COOP activation.
 - Makes decision to activate COOP.
 - Activates the HCHHSD Core Team to execute COOP plan.
 - Coordinates with the Hidalgo County Emergency Management Coordinator as needed during COOP implementation.
 - Receives updates from the Health EOC regarding status of COOP activities.
 - Makes decision when to cease COOP activities and return to normal services.
2. Planning Section Chief
 - Directs and performs initial impact assessment/analysis.
 - Coordinates planning, intelligence, and situation assessment activities.
 - Performs resource tracking and demobilization.
 - Assists Liaison Officer with performing coordination with local, state, and regional partners as needed.
3. Operations Section Chief
 - Coordinates operations during the COOP implementation and monitors activities by Program Leads.
 - Ensures that mission essential services are provided to the community and that other services are rendered, temporarily interrupted, or suspended, as appropriate.

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- Receives resource requests from Program Leads to be submitted to the Health EOC.
4. Logistics Section Chief
 - Coordinates logistical requirements during COOP implementation.
 - Furnishes necessary transportation assets to support relocation of department and/or program area services to alternative locations.
 - Coordinates communications and technology support.
 - Furnishes food, medical, and support services.
 5. Administration/Finance Section Chief
 - Provides necessary financial, accounting, and procurement services.
 - Furnishes time cost and compensation services.
 - Furnishes other administrative services to the Incident Commander.
 6. Public Information Officer
 - Coordinates information flow to the County EOC and the public.
 - Works with Program Leads to identify, develop, and implement information sharing efforts for program area stakeholders and clients.
 7. Safety Officer
 - Performs necessary health and safety activities to support COOP implementation.
 - Coordinates with Hidalgo County's Safety Department to monitor the health and safety of relocated personnel in temporary locations.
 8. Liaison Officer
 - Performs liaison activities with partner agencies, stakeholders, regional, state, and local governments and agencies, and others to support COOP implementation.

Administration & Support

HCHHSD EOC Locations

Primary and alternate locations for HCHHSD's Health EOC are listed below. If primary location is **not** usable, the EOC will be relocated to one of the following alternate locations that are suitable.

	Location	Address	Contact
Primary	HCHHSD Central Office	1304 S.25 th Ave., Edinburg, TX 78542	956-383-6221
Alternate	Hidalgo County Precinct 4 Operations Office	2620 N. "M" Rd., Edinburg, TX 78539	956-383-3112
Alternate	Hidalgo County Pharr Health Clinic	300 W. Hall Acre Rd. B, Pharr, TX 78577	956-787-1531

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State EOC Locations

Primary and alternate locations for State’s Regional Medical Operation Center (RMOC) are listed below. If the primary location is **not** usable, the RMOC will be relocated to one of the following alternate locations that are suitable.

	Location	Address	Contact
Primary	Texas Department of Public Safety	2525 N. International Blvd., Weslaco, TX 78596	956 565-7200
Alternate	Texas DSHS Public Health Region 11 Building	601 Sesame Dr., Harlingen, TX, 78550	956-423-0130

Documentation for public health services performed during the time the COOP plan is activated will be filed appropriately, according to established department protocols, and may subsequently be used as documentation for funding reimbursement.

Plan Development & Maintenance

1. The Hidalgo County Health and Human Services Department Director is responsible for maintaining and reviewing the Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan annually. Recommended changes to this plan should be forwarded as needs become apparent and may reflect any changes within our jurisdictional risks and/or community capabilities.
2. The Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan and its attachments are living documents and require revision to account for changes in roles/responsibilities and resources within Hidalgo County such as the acquisition of new equipment, training of staff, and increased partnerships from the private sector.
3. Once the Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan has been updated, the Hidalgo County Health and Human Services Department Director will present to Commissioner’s Court for final adoption and ratification. The Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan is updated and presented to Commissioner’s Court every five years with input from Emergency Management and various stakeholders. Departments and agencies assigned responsibilities in the Public Health & Medical Services Plan are responsible for developing and maintaining SOPs. Copies of the Public Health & Medical Services Plan, Appendix 3: Community Recovery Plan are kept at HCHHSD’s main offices at **1304 S. 25th Avenue, Edinburg, TX 78542** in the following locations:

Office of Administration

Public Health Emergency Preparedness Division (PHEP)

Clinical Health Services

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Information Technology Services

Safety Officer

Hidalgo County Emergency Operations Center (EOC)

Hidalgo County Emergency Management Coordinator

Each HCHHSD division manager is responsible for informing and instructing public health personnel about the location of the plan copies, as well as each employee's emergency response role and responsibilities. The supervisors/managers are also responsible for ensuring that employees attend appropriate training, according to their assigned response tier.