

**APPENDIX J – CONTACT LISTS**

**Appendix J.1: STAFF CALL-BACK LIST**

Procedure: If you receive an official warning or witness an emergency or disaster, contact the Clinic Executive Director. If he/she is not reachable call each person at the top of the list until successful contact is achieved. The highest ranked clinic manager will determine whether or not to activate a response.

If a response is activated, each person will call the next two people on the list. Redundant calls are ok. If you cannot reach one of the people you call, leave a message (if possible) and call the next person. Note the name of the person you could not reach and call again one hour later. If unsuccessful, report name to Incident Manager.

**DATE OF LAST UPDATE:** \_\_\_\_\_ **UPDATED BY:** \_\_\_\_\_

<b>THIS LIST CONTAINS SENSITIVE INFORMATION AND SHOULD REMAIN CONFIDENTIAL</b>						
<b>NAME POSITION</b>	<b>PREFER Home / Cell / Other</b>	<b>HOME PHONE</b>	<b>CELL PHONE</b>	<b>OFFICE PHONE</b>	<b>OTHER (PAGER, ETC.)</b>	<b>EMAIL</b>
Executive Director						
Medical Director						
Nursing Director						
Operations/ Office Manager						
HR Director						
Finance Director						

<b>THIS LIST CONTAINS SENSITIVE INFORMATION AND SHOULD REMAIN CONFIDENTIAL</b>						
<b>NAME POSITION</b>	<b>PREFER <u>H</u>ome / <u>C</u>ell / <u>O</u>ther</b>	<b>HOME PHONE</b>	<b>CELL PHONE</b>	<b>OFFICE PHONE</b>	<b>OTHER (PAGER, ETC.)</b>	<b>EMAIL</b>
Facilities Director						
Risk Manager						
Safety Manager						
ERT Member						
ERT Member						
ERT Member						
ERT Member						
ERT Member						

**Appendix S.2: CLINIC DECISION TOOL FOR OPENING AND CLOSING**

Indicate for each trigger item if it negatively impacts the ability of the clinic to remain open, if it encourages the clinic to remain open or if it is neutral or irrelevant. This tool is not meant to generate a score. Rather, it is intended to assist a clinic Executive Director to consider the full range of factors in making a decision to close or open the clinic for operations and the level of operations the clinic could support.

CLINIC DECISION TRIGGER POINTS FOR OPENING AND CLOSING	IMPACT ON CLINIC CAPABILITY				
	OPEN		NEUTRAL		CLOSE
<b>FACILITY</b>					
Permanent/Immediate loss of clinic facility					
Loss of clinic building for 1 day					
Loss of clinic for 1 hour or less					
Loss of clinic offices and patient care areas					
Loss of maintenance / building and grounds staff					
Earthquake – apparent structural damage					
Earthquake – suspected structural damage / unknown level of damage					
Earthquake – non-structural damage					
<b>UTILITIES</b>					
Loss of phones (landline and cellular)					
Loss of computer access for more than 1 day					
Loss of building heating/cooling for more than 1 day					

CLINIC DECISION TRIGGER POINTS FOR OPENING AND CLOSING	IMPACT ON CLINIC CAPABILITY				
	OPEN		NEUTRAL		CLOSE
Loss of utilities/power shortage					
<b>STAFF</b>					
Loss of Clinic management					
Loss of Medical / Nursing Director					
<b>ENVIRONMENTAL CONDITIONS</b>					
Street flooding cuts off clinic					
Levee failure: general flooding					
Earthquake damages roadways					
WMD / Hazmat release near clinic					
Loss of clinic budget – financial constraints					
Wild-land fire or major flood in a critical habitat area					
Transportation accident requires evacuation					
Violent weather					
<b>INTERNAL / EXTERNAL VIOLENCE OR THREAT</b>					
Terrorism threat/bomb threat					
Workplace violence					
Civil disorder nearby					

CLINIC DECISION TRIGGER POINTS FOR OPENING AND CLOSING	IMPACT ON CLINIC CAPABILITY				
	OPEN		NEUTRAL		CLOSE
Security intrusion					
<b>GOVERNMENT ACTIONS</b>					
Operational Area (County) declares disaster					
Governor proclaims a State of Emergency in Operational Area					
President Declares a disaster in area served by clinic					
State of War Declaration					
<b>NEED FOR CLINIC RESPONSE</b>					
Operational Area (County) requests clinic remain open without MOU					
Operational Area (County) requests clinic remain open with MOU					
Community Residents / Clients request open clinic					
Mass casualties nearby					
Surge of injured and ill					
Board of Directors directive					