



# **Bannock County Juvenile Probation Office**

## **Continuity of Operations Plan (COOP)**

**December 2013**

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## **INTRODUCTION**

### **PURPOSE**

The Continuity of Operations Plan (COOP) establishes policy and guidance to ensure execution of the essential functions normally conducted in the Bannock County Juvenile Probation Office, located at 137 S. 5<sup>th</sup> Ave. Pocatello, when an emergency threatens or incapacitates operations, and the relocation of selected services and waste disposal functions is required.

### **APPLICABILITY AND SCOPE**

This Plan is applicable to the Bannock County Juvenile Probation Office located in Bannock County, Idaho.

### **LIMITATIONS**

This COOP is not intended to address isolated incidents that may disrupt some normal activities in the Bannock County Juvenile Probation Office if employees are still able to conduct reasonably normal business without threats to their health or safety. Examples of such events include equipment failure (i.e., conveyors, lighting or water supply) or loss of information technology capabilities such as database or e-mail services.

### **DEPARTMENT LEVEL ASSUMPTIONS**

For purposes of planning the most effective and efficient response to a continuity situation, the following assumptions are being made:

1. Activation of this Plan may be required at any time.
2. Some or all information or communications systems may be degraded or unavailable.
3. Operational capability will be achieved within twelve hours of activation and may be sustained for up to thirty days.
4. Any task not deemed “essential” must be deferred until additional personnel and resources become available.
5. For ease of transition during COOP activation, alternate facility selections will be considered in this order:
  - a. Highland, Century, Pocatello, New Horizons and Marsh Valley High Schools. Probation officers have offices located in each of these buildings to be able to meet with juveniles on probation.
  - b. Probation officers’ residences. Case files are electronic and accesses to juvenile probation databases are on-line. Probation officers have laptops with secure web-based connections and could work from home in the case of an emergency. Probation officers can also set up secure web-links to meet with clients online in the case of a pandemic.
6. This Plan and the implementation must be flexible to adapt to the needs of the particular situation.

## **PLANNING SCENARIOS**

The Plan is designed to address a disruption described in the following four potential scenarios:

### Scenario 1: The Bannock County Juvenile Probation Office is affected

Under this scenario, the Bannock County Juvenile Probation Office is closed for normal business activities but the cause of the disruption has not affected surrounding buildings, utilities, or transportation systems. The most likely causes of the disruption are structural fire, system/mechanical failure, or loss of utilities such as electricity, telephone, or water systems. If the Bannock County Juvenile Probation Office is the scene of a significant crime, the facility may be closed for crime scene processing.

### Scenario 2: General vicinity is affected

In this scenario, the general vicinity of the Bannock County Juvenile Probation Office is closed for normal business activities as a result of widespread utility failure, massive explosion, earthquake, tornado, civil disturbance, or credible threats of actions. Under this scenario, there could be uncertainty regarding whether additional events (secondary explosions, aftershocks, or cascading utility failures) could occur.

### Scenario 3: Entire region is affected

Under this scenario, the entire region is affected by an event or events that disrupt transportation systems, cause widespread utility failure and loss of life.

### Scenario 4: Pandemic Influenza

In this scenario, Bannock County and regional infrastructure remain intact, but a significant portion of the workforce is absent due to death, illness, care-giving, or refusal to report to work.

## **INTERDEPENDENCIES**

The Bannock County Juvenile Probation Office is dependent upon many other agencies, departments, and services to complete their mission, thus they cannot operate effectively without interagency cooperation and coordination. The Juvenile Probation Office works closely with the following departments and agencies:

- Commissioners' Office
- Juvenile Court
- Juvenile Detention
- Prosecutor's Office
- Sheriff's Office
- Pocatello School District
- Marsh Valley School District
- Monitoring Center in California

## **CONTINUITY OF OPERATIONS PLANNING ORGANIZATION**

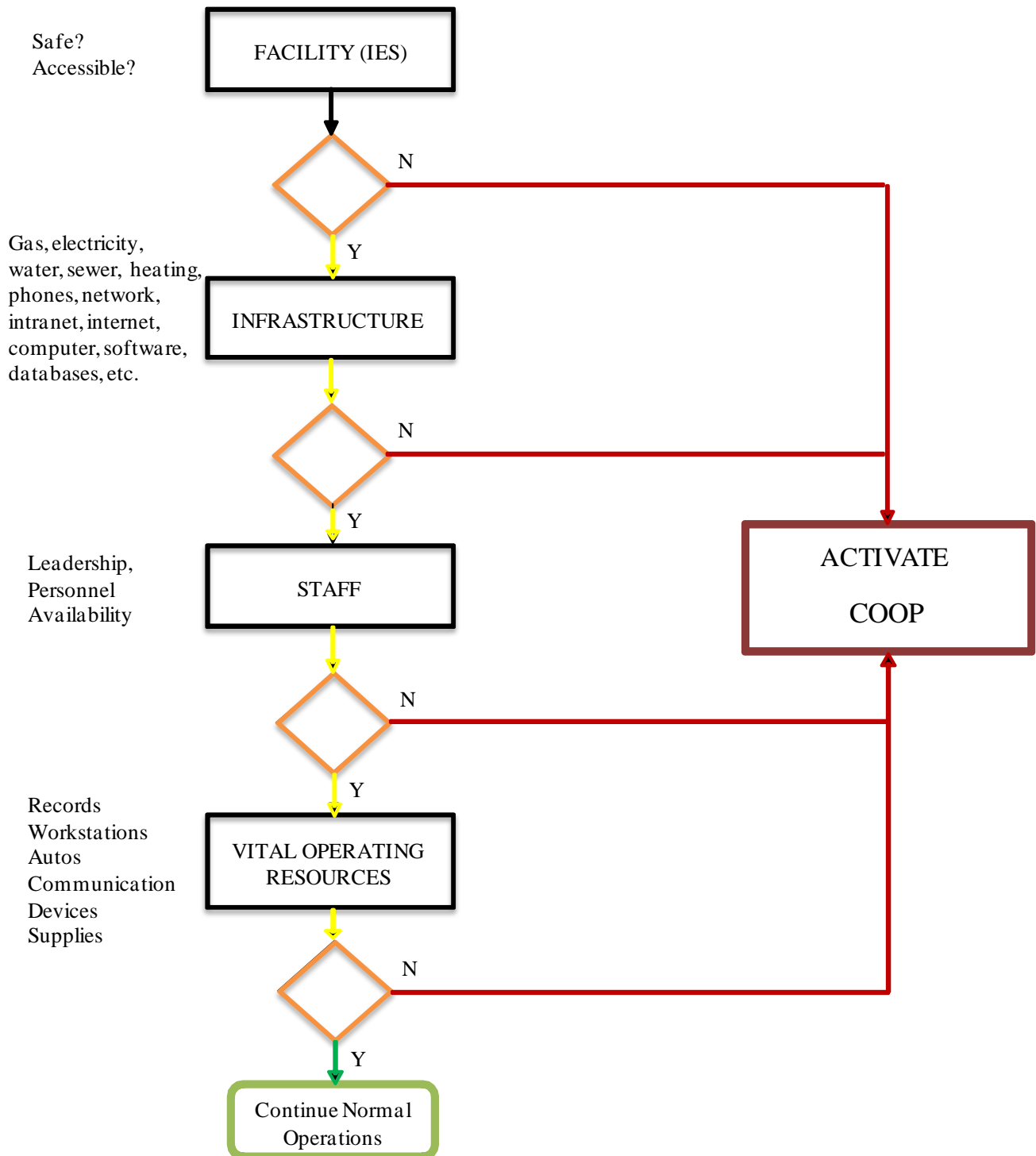
The COOP Coordinator for the Bannock County Juvenile Probation Office is the Director. As COOP Coordinator he/she is a member of the Bannock County COOP Planning Team and will perform all functions as described for the position in the Bannock County COOP Base Plan.

## **CONTINUITY OF OPERATIONS CONCEPT OF OPERATIONS**

### **ACTIVATION**

1. In an event so severe as to interrupt normal operations, or if such an event appears to be imminent and it would be prudent to discontinue use of any or all of the Bannock County Juvenile Probation Offices, the designated successor has the authority to activate the COOP.
2. If the Director is unavailable, successors to the Director are as follows (in order):
  - a. Chief Juvenile Probation Officer
  - b. Juvenile Probation Division Manager
  - c. Office Coordinator

# COOP ACTIVATION ALGORITHM



## **ALERT PROCEDURES**

If the situation allows, Juvenile Probation Office personnel will be alerted prior to the activation of the COOP.

1. The Bannock County Board of County Commissioners will be notified by the Director or designee.
2. Information and guidance for Juvenile Probation Office employees will be provided by Director or designee using one or more of the following methods:
  - a. Emergency phone tree
  - b. Face-to-face communication
  - c. Email
3. Announcements on the local Emergency Alert Station (EAS), radio and television. This will be rebroadcast by other participating stations to provide broad notification. All Juvenile Probation Office personnel should listen for specific instructions. They should remain at their normal work location or home depending on time of day until specific guidance is received.

## **NOTIFICATION PROCEDURES – COOP PERSONNEL**

1. Non-operation hours –The Director or designee will then notify the Office Coordinator who will then notify the employees. If conditions warrant, the COOP will be activated.
2. Office hours – If the COOP triggering event occurs during business hours, the Director or designee will activate the evacuation Plan and assure that everyone has been safely evacuated. If conditions dictate, the Office Coordinator will notify the Director to request COOP activation.

Upon the activation of the COOP:

- a. The Director will alert the Office Coordinator to stand by for further direction.
- b. The Director or designee will direct members of the Activation and Relocation Team to assemble and determine the most suitable site in which to establish the essential functions of the Juvenile Probation Office.
- c. Upon site selection, the Director will begin directing the Activation and Relocation Team for movement to the alternate sites.
- d. The Office Coordinator or designee will notify the alternate site managers to expect the relocation of the Juvenile Probation Office.
- e. The Director will direct the Reconstitution Team to assemble and begin operations.
- f. Upon arrival at the alternate site, the Office Coordinator, or designee, will notify the Continuity of Operations Team to assemble and begin operations of equipment and facilities necessary for accomplishing the essential functions of the Juvenile Probation Office.

## **NOTIFICATION PROCEDURES – ALL JUVENILE PROBATION OFFICE PERSONNEL**

Upon the decision to activate the COOP:



1. The Office Coordinator will notify their personnel using the established phone tree or other means of communication.
2. The Office Coordinator or designee will contact media outlets to inform them of the Department's Plans.
3. Non-essential personnel will be directed to go home, or stay at home, until further notice.
4. The Director or designee will contact the Board of County Commissioners to notify them of the Department's Plans.
5. Notification should occur in the following manner:
  - a. Personnel should be given the information and guidance as provided by the Director or designee
  - b. If an initial attempt at contact is unsuccessful, the Office Coordinator will leave a message and try to make contact at a later time
  - c. Once initial contacts/attempts are made, the Office Coordinator will contact the Director or designee with the results (both successful and unsuccessful) of the notifications
  - d. Notification may be made in any available manner, i.e., personal contact, telephone, or radio, and television broadcasts
  - e. Employees, for whom messages were left, should immediately make contact with the person who attempted to contact them
  - f. All attempts and actual contacts with employees should be documented
6. Employees will report their work status and availability to their immediate supervisor/manager daily during COOP Activation.
7. The Director will notify employees of their work assignments, schedules, and work locations during COOP Activation.

If a disaster occurs during working hours, it is likely that Juvenile Probation Office employees may be injured or killed. In this case, family notification or notification of next of kin must occur as quickly as possible by the Bannock County Human Resource/Risk Management Director or designee.

## **VITAL RECORDS**

The Juvenile Probation Office keeps paper Probation and Working Files at the Office. These files will need to be moved to the alternate location during a COOP Event. Other electronic records include Law Enforcement and Court Records.

## **ESSENTIAL FUNCTIONS**

Based on the criteria established above the Juvenile Probation Office has identified the following as essential functions.

<b>Priority Level</b>	<b>Function</b>
1	Communication with Law Enforcement
1	Monitor & Communicate with Juvenile
1	On Call 24 Hours

## **ALTERNATE FACILITIES**

The Bannock County Juvenile Probation Office has formed an agreement with the Juvenile Courts to relocate to the Juvenile Courts in the event of the activation of the COOP.

## **ORDERS OF SUCCESSION**

<b>Primary</b>	<b>Successor 1</b>
Director	Chief Juvenile Probation Officer

## **DELEGATION OF AUTHORITY**

If the Director is unavailable, successors to the Director are as follows (in order):

- a. Chief Juvenile Probation Officer
- b. Juvenile Probation Division Manager
- c. Office Coordinator

## **DEVOLUTION OF CONTROL AND DIRECTION**

The Director or designee will determine if COOP Operations can be successfully accomplished, if not the Director will transfer operations to the Juvenile Courts.

## **HUMAN CAPITAL**

The Juvenile Probation Office will follow all Human Resource COOP Requirements as specified in the Bannock County Personnel Policy Manual as adopted.

## TEST, TRAINING, AND EXERCISE PROGRAM

The Bannock County Juvenile Probation Office will follow the requirements for TT&E as outlined in the Bannock County COOP Base Plan and will document TT&E activities on the following report form which will be provided to the Bannock County Office of Emergency Management annually.

### Bannock County Juvenile Probation Office Continuity of Operations Plan Training and Exercise Report

#### Training:

Training held on: \_\_/\_\_/\_\_

Training held on: \_\_/\_\_/\_\_ (staff)

Training held on: \_\_/\_\_/\_\_

Training held on: \_\_/\_\_/\_\_ (staff)

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#### Annual Exercise:

Exercise held on: \_\_/\_\_/\_\_

Objectives achieved? \_\_\_\_\_

Changes needed: \_\_\_\_\_

Exercise report reviewed by: \_\_\_\_\_

\_\_\_\_\_

Title: \_\_\_\_\_

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#### Annual Exercise:

Exercise held on: \_\_/\_\_/\_\_

Objectives achieved? \_\_\_\_\_

Changes needed: \_\_\_\_\_

Exercise report reviewed by: \_\_\_\_\_

\_\_\_\_\_

Title: \_\_\_\_\_

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#### Annual Exercise:

Exercise held on: \_\_/\_\_/\_\_

Objectives achieved? \_\_\_\_\_

Changes needed: \_\_\_\_\_

Exercise report reviewed by: \_\_\_\_\_

\_\_\_\_\_

Title: \_\_\_\_\_

## COOP PLAN MAINTENANCE

The responsibility of reviewing, maintaining, and updating this COOP is given to the Office Coordinator in association with the Director.

The Plan will be reviewed annually and updated as necessary based on exercises and actual events. The Office Coordinator, in cooperation with the Director will assure that personnel contact information is updated quarterly.

The adequacy of the alternate sites included in this Plan will be reviewed annually by the Office Coordinator. The memoranda of agreements, where used, will be updated annually.

The Bannock County Juvenile Probation Office COOP Coordinator will document the COOP Plan review and update on the following report form which will be provided annually to the Bannock County Office of Emergency Management.

<b>Bannock County Juvenile Probation Office Continuity of Operations Plan Revision / Review Report</b>		
PLAN COMPLETION DATE:		___ / ___ / ___
Revision / review:	Date changes made	___ / ___ / ___
	Content / pages changed	_____
	Department Head	_____
Revision / review:	Date changes made	___ / ___ / ___
	Content / pages changed	_____
	Department Head	_____
Revision / review:	Date changes made	___ / ___ / ___
	Content / pages changed	_____
	Department Head	_____