



Oregon Psychiatric Security Review Board

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The information in this document, while not confidential, is sensitive in nature. Therefore, it may not be distributed to or discussed with anyone outside of the Psychiatric Security Review Board without authorization from the executive director, deputy director, or any individual authorized to grant permission on his or her behalf. Functional plans that outline specific emergency response operations and procedures are exempt from public disclosure in accordance with ORS 192.345(18).

Psychiatric Security Review Board (PSRB) CONTINUITY OF OPERATIONS PLAN

APPROVALS

This Continuity of Operations Plan (COOP) complies with applicable State of Oregon policies, state, and local regulations. The PSRB will review this plan annually to make revisions or updates.

Approved: _____ Date: _____

Approved: _____ Date: _____

DISTRIBUTION

The plan has been distributed internally within PSRB.

Date	Title	Location
12/18/2024	Presented to Executive Director	Microsoft Teams
12/20/2024	Presented to Board members	E-mail
12/31/2024	Presented to PSRB staff	Microsoft Teams

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Psychiatric Security Review Board (PSRB) CONTINUITY OF OPERATIONS PLAN

I. Overview

The PSRB Continuity of Operations Plan (COOP) provides a document for use in the event of a disaster or disruption in services and organizes the functions and tasks.

The PSRB is located at 6400 SE Lake Rd, Portland, OR 97222, Suite 375. PSRB has 12.5 FTE staff in 13 positions, along with a 10-member Board.

This plan outlines PSRB structure, roles and responsibilities, procedures, and communication processes that will assist staff when responding to an emergency event.

II. Acronyms

COOP: Continuity of Operations Plan

PSRB: Psychiatric Security Review Board

III. Purpose and Plan Objectives

The purpose of this COOP is to provide a road map of predetermined actions that will streamline decision-making during a disaster situation. The plan is intended to mitigate the impact of the emergency on agency staff, facilities, and resources, and enable resumption of operations and support functions in a timely manner.

A. Plan Objectives

- Provide an organized and consolidated approach to managing response and recovery activities following any unplanned incident or business interruption, avoiding confusion and reducing exposure to error; and
- Provide prompt and appropriate response to any unplanned incident, thereby reducing the impacts resulting from short-term business interruptions.

IV. Authority

Authorization and requirements for agency COOP Plans are provided in the Statewide Continuity of Operations Planning policy: <http://www.oregon.gov/das/Policies/107-001-010.pdf>. This policy sets forth guidelines requiring all State of Oregon agencies, individually, and in conjunction with other agencies, to develop, implement, test, and maintain Continuity of Operations plans. This policy was last reviewed on December 12, 2024.

V. Situation and Assumptions

Disasters, emergencies, potential emergencies, or disruptions in services may affect the PSRB's ability to carry out its critical functions.

Warning Conditions

With warning:

PSRB expects that in some cases, it will receive a warning at least a few hours prior to a potential catastrophic event. Normally, such a warning will enable the PSRB to activate the plan through an orderly notification and evacuation of personnel.

Without warning:

The ability to execute this plan following an event with little or no warning depends on the severity of the emergency and the number of personnel affected by the event itself.

Identification of Potential Disaster Status

Criteria for determining whether a particular emergency situation requires that emergency actions be taken or this COOP be activated include:

- Is there an actual or potential threat to human safety?
- Is there likely to be a need to involve emergency services?
- Is there an actual or potential serious threat to buildings or equipment?
- Is there an actual or potential loss of IT/network/phone systems?
- Is there an actual or potential loss of workforce?

VI. Reference and Related Documents

Below is a list of policies and/or related documents the Board might reference during an emergency event:

Document Title	Owner	Location
Travel Authorization Statewide Policy	Oregon Accounting Manual	Policy #40.10.00 http://www.oregon.gov/das/Financial/Acctng/Documents/40.10.00.pdf
Temporary Appointments Statewide Policy	DAS Chief Human Resources Office (CHRO)	Policy #40.025.01 http://www.oregon.gov/das/Policies/40-025-01.pdf
Temporary Interruption of Employment Leave Guide	DAS CHRO	Policy #60-015-01 http://www.oregon.gov/das/Policies/60-015-01.pdf http://www.oregon.gov/das/Policies/60-015-01.attachment.pdf
Building Closure Notices Webpage	DAS SharePoint	http://www.oregon.gov/DAS/Pages/buildingclosure.aspx
DAS Emergency Operations Plan (EOP)	DBS	Policy #107-001-010 https://www.oregon.gov/das/Policies/107-001-010.pdf
Office Web Access (OWA)	Technology Support Center (TSC)	https://mail.oregon.gov/owa

VII. Roles and Responsibilities

A. Delegation of Authority

This COOP has been developed with the full endorsement of the PSRB's Executive Director, Dr. Alison Bort. PSRB has developed a set of procedures to govern both orders of succession and delegation of authority to activate the plan and to support policy determinations and executive decisions. *Reference Appendix A – Delegation of Authority*. Lines of succession will be maintained as follows:

Lines of Succession	
1	Alison Bort, JD, Ph.D, Executive Director
2	Katrina Tonsfeldt, LCSW, Deputy Director

For emergency contact information, *reference Appendix B – PSRB Call Tree*.

B. PSRB Staff Responsibilities

PSRB staff are responsible for assisting the PSRB Executive Director in the event of a disaster. This includes assessing potential damage to the PSRB office and taking lead responsibility for ensuring that the agency can function effectively during a crisis and can resume business operations as quickly as possible.

	PSRB Staff Member	Role/Responsibility
1	PSRB Executive Director	Duties include: • Determining whether event is severe enough that the PSRB's COOP should be activated; • Activating call tree process to contact all PSRB staff (or next-of-kin, if needed); • Providing ongoing communication with staff concerning the event; • Assigning resources for the event; and • Ensuring complete written records of the incident are maintained, (e.g., emergency purchases, expenses, emergency client moves, employee time log, etc).
2	Deputy Director	Main duties include: • Working closely with PSRB Executive Director on assignments; • Ensuring COOP is properly activated and steps are followed as appropriate; • Meeting with staff to determine initial assessment of PSRB office areas, IT and network, staffing elements, need for vendors, and supplies following an event; • Notifying Agency Operations Center (AOC) of PSRB initial assessment; and • Maintaining Status/Events Log of all contacts, decisions, and orders given or received during the incident.
3	All Staff	Main duties include: • Communicating changes or challenges to workflow promptly to Deputy Director; • Following directives as provided by Executive or Deputy Director.

PSRB maintains an all-staff call tree for use in the event of an emergency.
Reference Appendix B – PSRB Call Tree.

VIII. Emergency Communications

During an incident, information critical to the success of the PSRB team is delivered through the chain of command.

IX. Disaster Recovery Planning

This section includes the plan to ensure continuity of operations in any of the below situations. However, it's important to note that the below processes are dependent on PSRB's Emergency Operations Plan and the priority in which PSRB staff and equipment will be restored.

Loss of Facility

The recovery procedure may consist of relocating critical staff to an alternate site. Relocation will depend largely upon how quickly access to computers can be restored. Staff will be relocated based on the priority communicated by the AOC. PSRB staff can work from home provided they have Internet access. Operations will continue at the alternative site until work site becomes available or a more permanent site can be located.

Loss of Power

The recovery procedure depends upon the anticipated duration of the power loss. If PSRB anticipates that power will return in **two days or fewer**, it will use the call tree to let employees know not to report to work until further notice. For an anticipated power loss of between two and seven days, PSRB will activate its call tree to inform staff of the recovery process and their reporting and work responsibilities. An anticipated power loss of **more than one week** will require PSRB to implement manual procedures at the alternative site.

Staff will be relocated based on priority from the AOC. Communication will be conducted by phone until computer systems are installed, or restored, to allow email communication. If computer systems will not be available at the alternative site for more than one week a paper based **or** alternative processes will be implemented. When computer systems are available, **or** depending on the extent of potential damage, another longer term alternative site is chosen.

Loss of IT/Network

PSRB's recovery procedure involves working with the AOC and Cascade, its IT services vendor, to restore normal IT systems. The recovery procedure depends upon the period PSRB expects the computer system to be out. If PSRB anticipates restoration in **two days or fewer**, it will use the call tree to let employees know not to report to work until further notice.

If PSRB anticipates the network or computer failure will **exceed two days**, our plan is to implement manual procedures at the office until computer systems become available. When computer systems are available, all business processes will continue as normal, and all manual/paperwork will need to be recorded in the computer systems retroactively.

Loss of Workforce

The recovery procedure is to work with available staff to resume operations.

Recovery Steps – Detail

Step #	Step	Step Detail	Additional Resources	Responsibility	Date Completed
1	Contact DAS AOC Team	Contact AOC to determine next steps following an emergency	AOC Contact #s: 1) SDC Room 104; Conf Phone #503-373-0362. 2) Mt Mazama: Conf. Phone #503-373-1725. Applied Logic Contact #: 1) 503-390-7991	Executive Director, Deputy Director	
2	Contact PSRB staff	Notify PSRB staff to determine next steps	Call Tree: Appendix B	PSRB Staff	
3	Assess damage to building and office environment	- Walk-through area to determine damage to office area - Work with facilities on building safety	Facilities Emergency #: 503-378-3664	Executive Director, Deputy Director	
4	Alert PSRB Staff and DAS AOC of assessed damage	Determine next steps	Email or use phone tree to contact: 1) PSRB staff, and 2) AOC (contact #s above)	Deputy Director	

X. Deactivation/Termination

Communication from the Incident Management Team to the DAS AOC is expected when the deactivation of the event has occurred. PSRB is expected to take direction from the State Chief Operating Officer/DAS Director or designee on transitioning of all functions and/or operations.

PSRB may be asked to provide appropriate documentation to handle the transition, including: recordkeeping; action plans; public information records; payroll records; procurement records; legal documents, including leases, contracts, and interagency and intergovernmental agreements; and documents memorializing decisions made and actions taken.

The records mentioned above must be accounted for and formally transferred to the entities identified as their official keepers. Official keepers will be responsible for determining to whom these records should be released and when.

XI. Tools

Delegation of Authority

Appendix A

PSRB Call Tree

Appendix B

Microsoft Office Web Access: <https://mail.oregon.gov/owa/>

APPENDIX A – PSRB Delegation of Authority

In the event of activation or partial activation of this COOP, designated members have the authority to declare a disaster and activate portions or all the COOP. In addition, authorities have been identified for delegation in support of policy determinations and executive decisions. All such delegations specify what the authority covers, what limits may be placed upon exercising it, which person by title will have the authority, and under what circumstances.

Key Executive	Title/Position	Authority	Limits of Authority	Office Phone #	Alternate Phone
Alison Bort, J.D./Ph.D	Executive Director	Full Activation	None	503-229-5596	503-781-3602
Katrina Tonsfeldt, LCSW	Deputy Director	Full Activation	None	503-229-5596	503-709-8861

APPENDIX B – PSRB Phone Tree

Name	Title	Work Cellular Phone	Personal Cellular Phone
Alison Bort, J.D., Ph.D	Executive Director	(503)781-3602	(503)320-5606
Katrina Tonsfeldt, LCSW	Deputy Director	(503)709-8861	(503)970-2171
Maria McCormick	Paralegal		(503)568-9882
Priya Tripathi	Information Systems Specialist		(971)803-8779
Shelley Banfe	Research Analyst 2	(971)865-0531	(503)539-8939
Laura O'Meara	Executive Support Specialist		(603)583-7600
Matthew Berndt	Paralegal	(971)865-0493	(503)347-1769
Dawn Anderson	Paralegal		(503)890-8791
Bethany Quist	Administrative Support Specialist 2		(971)832-1480
Sharon Hall	Administrative Support Specialist 2		(503)420-1729
Karen Bull	Administrative Support Specialist 2		(503)490-2704
Kelsey Taylor	Administrative Support Specialist 2		(907)699-2069
Genevieve Curry	Office Assistant 2		(650)772-2341