

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
White Mountain Apache Tribal Regional Behavioral Health Authority**

Section 10.2 EMERGENCY PREPAREDNESS, BUSINESS CONTINUITY

10.2.1	Introduction
10.2.2	References
10.2.3	Scope
10.2.4	Did you know...?
10.2.5	Definitions
10.2.6	Objectives
10.2.7	Procedures
10.2.7-A	Emergency Response Preparedness
10.2.7-B	Business Continuity Plan
10.2.7-C	WMATRBHA Business Continuity Plan

10.2.1 Introduction

The White Mountain Apache Tribal RBHA has developed a Business Continuity Plan designed to deal with unexpected events that may negatively and significantly affect its ability to adequately serve its provider network and persons receiving services.

10.2.2 References

[White Mountain Apache Tribal RBHA Business Continuity Plan](#)

[White Mountain Apache Tribal Offices Directory](#)

[White Mountain Apache Tribal RBHA Emergency Contact List](#)

[Division of Licensing Office of Behavioral Health Licensing](#)

10.2.3 Scope

All persons receiving services with White Mountain Apache TRBHA, and its contracted providers.

10.2.4 Did you know?

Each T/RBHA is required by ADHS/DBHS to have an emergency preparedness and Business Continuity Plan to assure there are no disruptions in the service delivery system to persons receiving services.

- Although WMATRBHA is responsible to maintain a Business Continuity Plan it is important each contracted behavioral health provider is aware of this plan and has procedures in place in case of emergencies that might result in closure of a facility.

10.2.5 Definitions

[Business Continuity Plan](#)

[Emergency Response](#)

[Information Technology Systems](#)

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
White Mountain Apache Tribal Regional Behavioral Health Authority**

10.2.6 Objectives

White Mountain Apache TRBHA is prepared to maintain communication, data and provide behavioral health services throughout any emergency situation that may result in disruption of business and/or facility closure.

10.2.7 Procedures

10.2.7-A Emergency Response Preparedness

WMATRBHA provides training at orientation and annually to assure TRBHA staff are prepared for emergency situations. In addition the TRBHA Clinical Director and/or Training Coordinator receive all federal and state emergency preparedness training for behavioral health programs.

All WMATRBHA licensed contracted providers are required by Arizona [Office of Behavioral Health Licensing](#) to develop and maintain business continuity plans. WMATRBHA assures all providers in the TRBHA network receive orientation and training about:

- Developing emergency communication contact between Providers and WMATRBHA in the event of Provider facility closure;
- WMATRBHA Business Continuity Plan;
- WMATRBHA Emergency contact communication listings; and
- Maintenance of medical charts in event of an emergency.

The WMATRBHA Safety Officer and Training Coordinator will provide training for TRBHA and Provider Network staff in response to specific requests and any ADHS/DBHS required emergency training.

10.2.7-B Business Continuity Plan

To be effective a business continuity plan must include a minimum planning and training for:

- Emergency Response
- Behavioral health facility closure/loss of a major provider;
- Electronic/telephonic failure at the WMATRBHA facilities;
- Complete loss of use of the main site;
- Loss of primary computer system/records; and
- How White Mountain Apache Tribal RBHA will communicate with ADHS in the event of a business disruption.

10.2.7-C WMATRBHA Business Continuity Plan

White Mountain Apache Tribal RBHA shall coordinate with White Mountain Apache Tribal Emergency Response System in the event of an emergency situation.

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL**

White Mountain Apache Tribal Regional Behavioral Health Authority

- The WMATRBHA Director and Clinical Director are members of the White Mountain Apache Tribal Emergency Response Committee, which developed and continues to upgrade strategic plans.
 - The Emergency Response committee also provides training for key positions within all the Tribal Entities, which in turn train their staff.
 - All White Mountain Apache behavioral health clinicians are trained by the Clinical Director and/or WMAT Training Director to respond in an emergency situation.
 - All TRBHA on-call staff are registered at the Whiteriver IHS Hospital and the Cibecue Clinic; each on-call staff is assigned a cell phone which will be used to contact them in case of an emergency.
- The WMATRBHA Clinical Director and Training Coordinator attend all Federal and State emergency response training, developing training sessions for TRBHA and network provider staff as necessary.
- The Whiteriver IHS Hospital is the strategic headquarters for medical and/or behavioral health needs in the event of an emergency situation. The White Mountain Apache Tribal Emergency Response System also collaborates with Navajo County Law Enforcement, Public Health, and Navopache Regional Medical Center. Shannon Tate serves as the White Mountain Apache Tribal Emergency Response Coordinator; as such she serves as point of contact for Tribal, Federal, State, and County responders.
- White Mountain Apache TRBHA shall coordinate with White Mountain Apache Tribal Social Services and/or the Client Business Office Transportation Department to transport clients in the event of closure of an inpatient or residential facility sub-contracted with WMATRBHA. In the event of White Mountain Apache Tribal Behavioral Health Outpatient Clinic closures see below.
- In the event of loss of power and or phone lines staff will remain at White Mountain Apache TRBHA for at least 30 minutes, all on-call staff will be notified to be available by cell phone. The White Mountain Apache Tribal Behavioral Health receptionist will inform the Whiteriver IHS Hospital of closure of White Mountain Apache Tribal Behavioral Health Outpatient Clinics, so they can institute the on-call response system.
- In the event of the need to close White Mountain Apache TRBHA, on-call staff will remain available through Whiteriver IHS Hospital and Whiteriver Police Department, to respond to any behavioral health needs. Scheduled clients will be contacted via cell phone to cancel appointments with instructions for rescheduling.
- Signs will be posted at the White Mountain Apache Tribal Behavioral Health Outpatient Clinics to direct clients in need of immediate services to report to the Whiteriver IHS ER. WMATRBHA will inform ADHS/DBHS of the closure and provide the on-call number for that day.
- White Mountain Apache TRBHA Information Technology Director maintains all financial accounting systems and other key document systems for the TRBHA. The Information Technology Director backs up files on a daily basis and takes the zip drives to a safe deposit box at the bank each evening. The IT Director also maintains an emergency system off the reservation so that information can continue to be accessed in an emergency.