

Youth and Family Alternatives, Inc.
DISASTER PLAN

POLICY STATEMENT:

Youth and Family Alternatives, Inc. manages emergency situations at all Agency facilities and programs with the goal of protecting the safety and well-being of consumers, visitors, and staff while also securing and maintaining Agency facilities and resources. In the event of an emergency or disaster, a primary goal will be to backup sensitive and confidential computer information and ensure that consumer case files and all confidential information is secured and stored in an appropriate and confidential manner. To help ensure an effective approach and response to disaster situations, YFA has developed a comprehensive disaster plan that is reviewed at least annually and updated as needed.

The YFA Disaster Plan includes procedures for:

Localized Events pp. 7-14	Large-Scale Events pp. 15-16	Non-Tropical Weather Events pp. 17-21	Severe Tropical Weather/Hurricane pp. 22-33
Medical Emergencies (p. 7)	Civil Unrest (p. 15)	Severe Heat (p. 17)	Tropical Depression (pp. 25-26)
Power Outage (pp. 7-8)	National Disaster/ Bio-Terrorism/Other Terrorist Acts (pp. 15-16)	Severe Weather/ Lightning (p. 18)	Tropical Storm (p. 26)
Fire (p. 9)	Nuclear Accident/ Attack and Other Large Scale Events (p. 16)	Flooding (pp. 19-20)	Hurricane Watch (pp. 26-27)
Bomb Threats/Suspicious Device/Object (pp. 9-10)		Tornado Watch (p. 21)	Hurricane Warning/ Hurricane (pp. 28-33)
Aggressive/Agitated Individual Disturbances (pp. 10-11)		Tornado Warning/ Hit (p. 21)	
Hostage Situations (p. 11)			
Strangers and Intruders (p. 11)			
Shootings (p. 12)			
Youth Disturbances/Riot (p. 12)			
Chemical Spills/Hazardous Material Accident (p. 13)			
Other Localized Events (p. 14)			

GENERAL ROLES AND RESPONSIBILITIES:

President/CEO: Maintains overall authority for disaster preparedness and emergency response.

Risk Manager/Chief Financial Officer: Responsible for the inventory of all valuables and agency resources including assets and documents. In the absence of the CEO, the Risk Manager serves as the primary designee and assumes responsibility for implementing the Hurricane Plan.

Executive Vice President: Responsible for ensuring that a disaster plan is prepared and followed and serves as the primary designee in the absence of the CEO and Risk Manager.

Senior Leadership: Senior Leadership includes the President/CEO, the Executive and Senior Vice Presidents, and the Risk Manager/Chief Financial Officer. In the absence of the CEO, other Senior Leadership members are to act as the designee of the CEO for the purposes of disaster planning, decision making and any press release information.

Administrative Facility Coordinator: The Administrative Facility Coordinator (AFC) reports to the President/CEO and coordinates utility services activities and Office building inspections following emergencies as required. Supervises the YFA Maintenance Mechanic. The AFC is responsible for YFA offices and residential/shelter sites only. CBC offices are maintained by the CBC Lead Agency or the appropriate building/facility management.

Senior Vice President, Community-Based Care (Pasco/Osceola): Reports to the Executive Vice President, and has responsibility for Pasco and Osceola county child welfare services. This position is responsible for ensuring that staff members receive training in Safety and Disaster Preparedness. In the absence of the CEO and other members of Senior Leadership, this position acts as the designee for the purposes of disaster planning and decision making related to Pasco and Osceola county child welfare services.

Senior Vice President, Community-Based Care (Hillsborough, Sarasota/Manatee/Desoto): Reports to the Executive Vice President, and has responsibility for Hillsborough, Sarasota, Manatee, and Desoto county child welfare services. This position is responsible for ensuring that staff members receive training in Safety and Disaster Preparedness. In the absence of the CEO and other members of Senior Leadership, this position acts as the designee for the purposes of disaster planning and decision making related to Hillsborough, Sarasota, Manatee, and Desoto county child welfare services.

Vice President of CINS/FINS (Runaway and Homeless Youth Services--RHYS), YES, CASA, Parent Training, ALPHA, and Family Intervention Team (FIT): Reports to the Executive Vice President, and has responsibility for the programs listed above. This position is responsible for ensuring that Directors, Program Managers and staff members receive training in Safety and Disaster Preparedness. In the absence of the CEO and other Senior Leadership staff, the Vice President is to act as the designee for the purposes of disaster planning and decision making related to the above-listed services.

Program Directors, Program Managers and Residential Supervisors (Key Disaster Contacts/Designees): Program Directors, Program Managers and Residential Supervisors are in leadership roles for the staff members whom they directly supervise. They receive training in Safety and Disaster Preparedness as part of Management Training, and are responsible for ensuring that their staff members receive program orientation and training. New staff members receive disaster information as part of their initial orientation. Program Directors and Program Managers are responsible for orientating new employees to local safety procedures. Program Directors, Program Managers and Residential Supervisors also act as the **Key Disaster Contacts or Designees** for the areas they supervise. See Emergency Contact List information below.

Safety Coordinators: Each YFA program site has a designated Safety Coordinator who is responsible for conducting regularly scheduled safety meetings on a variety of topics including, but not limited to, work place safety issues, disaster planning, facility and program emergencies, defensive driving, first aid, CPR, and universal health care precautions. Additional responsibilities of the designated Safety Coordinator include conducting evacuation drills, conducting safety inspections, maintaining safety information reports and ensuring effective safety-related communication. Safety Coordinators **MAY** also act as the **BACKUP Key Disaster Contacts** for the areas they cover. See Emergency Contact List information below.

Highest-Ranking Staff Rule: In an unexpected emergency event, the highest-ranking staff member available shall take responsibility for directing other staff members to appropriately address the incident. This includes, but is not limited to, instructing staff to contact the authorities, instructing staff to evacuate a building, etc.

Chain of Command: This refers to communication directed “up the chain of command.” A staff member’s supervisor is the first in their chain of command, that supervisor’s supervisor is then *their* next contact for chain of command, and so on. In an emergency event, the highest members of the chain of command are the Risk Manager and the President/CEO. The President/CEO contacts the Board of Directors as appropriate. The basic chain of command structure is outlined in agency Organizational Chart.

Please refer to YFA Risk Management policies RM450, Agency Disaster Plan, and RM710, Facility Safety Managers and RM955, Health Information Disaster Plan for additional information.

COMMUNICATION:

Effective communication is vital during any emergency or disaster. The following will help facilitate effective communication during an emergency or disaster:

Media/Press Releases/Contacts:

All contacts with the media/press (newspapers, television news, etc.) are handled in accordance with agency policies and procedures. All press/media contact is coordinated through the CEO/designee; therefore, all media inquiries are to be referred to the CEO.

Individual or Site-Specific Events:

Staff shall contact their direct supervisor or appropriate Manager, Director, Assistant Director, or Vice President as necessary, and in accordance with Incident Reporting policies and procedures. If the direct supervisor, Manager, Director, Assistant Director or Vice President is unavailable, the Risk Manager must be notified. If the Risk Manager is unavailable, another member of Senior Leadership shall be notified. The nature and severity of the incident shall dictate the timeframe in which a supervisor, etc. must be notified. All severe/major incidents shall be reported immediately or as soon as safely possible.

Office Telephone Messages:

The Risk Manager may determine that office telephone messages should be updated (or telephones forwarded to the Administrative Offices number) to provide information about office closure(s), new locations/phone numbers, etc.

Office Telephone Messages will be updated by or under the supervision of the Risk Manager. In no instance should staff provide a disaster message or forward a main YFA office telephone or designated extension without Risk Management or Senior Leadership direction. Individual staff telephone messages may be updated to include disaster/closure/other related information only as appropriate. This should be done in consultation with the direct supervisor.

Website Information:

The Risk Manager may determine that a Website (www.yfainc.org) message should be posted and/or updated to provide information about office closure(s), new locations/phone numbers, etc. Website Emergency or Disaster Information will be updated by or under the supervision of the Risk Manager. In no instance should staff upload or post a disaster message without Risk Management or Senior Leadership direction.

Cellular/Wireless Phones:

All staff listed below have cellular/wireless phones.

- CEO
- Risk Manager/CFO
- Executive Vice President
- Senior Vice Presidents
- Vice Presidents
- Directors/Managers/Supervisors

Emergency Contact Lists/Key Disaster Contacts:

Key Disaster Contacts are agency Program Directors, Managers, and Vice Presidents (or Assistant Directors and Residential Supervisors if named as such by the Director). The Emergency Contact List (ECL) is a, confidential listing of all staff members' contact information for a specific area of the agency. This listing is maintained by the appropriate Key Disaster Contact (KDC) or designee, and is updated regularly. The KDC is responsible for having this list available during all business and non-business hours.

The Master Emergency Contact Listing (MECL) includes all staff within all areas of the agency. The MECL is maintained by Human Resources and is posted to the agency network in a password-secured document. The Risk Manager and Director of Quality Improvement have access to this file as needed. The Risk Manager and Director of Quality Improvement are responsible for having this list available during all business and non-business hours.

When appropriate, the following **Emergency Contact Procedure** will be utilized (all contacts are by phone):

<u>Responsible Party</u>	<u>Backup (if Responsible Party is unavailable)</u>	<u>Contacted Party</u>	<u>Information Given</u>
Risk Manager	<i>CEO</i>	Senior Leadership members	Event, status, pending call to KDCs
Risk Manager	<i>CEO</i>	Key Disaster Contacts (KDC)	Event, status, instructions
Senior Leadership members	<i>Risk Manager</i>	Direct Reports	Event, status, instructions
Senior Leadership members	<i>Risk Manager</i>	Funders/Other Community Contacts	Event, status
Key Disaster Contacts (KDC) or Designee	<i>Senior Leadership member</i>	All staff members on the current ECL for their program*	Event, status, instructions

*Should a staff member on the ECL be unavailable, the KDC will document the attempt and make one additional attempt. The staff member’s backup emergency contact will then be contacted as appropriate.

GENERAL INFORMATION AND COORDINATION:

Shelter Facilities:

- Use the Highest Ranking Staff Rule for coordinating INTERNAL responses in an emergency event.
- Always follow agency Chain of Command for notification of events.
- All incidents shall be documented and reported internally, within the appropriate timeframes.
- All DCF/DJJ “Reportable Incidents” shall be reported correctly, within the appropriate timeframes.
- Logbook documentation of all incidents is required.
- Emergency Food and Water Supplies shall be accessed as appropriate.

CBC and Co-Located Office Sites:

- Responses should be coordinated with the appropriate CBC Lead Agency or other facility

manager or CBC management staff as per building disaster plan or Lead Agency disaster plans (as applicable).

- Communication with YFA and Lead Agency management staff is required in emergency events.
- All such events shall be documented and reported correctly (to Lead Agency management, the YFA Risk Manager and YFA Senior Leaders), within the appropriate timeframes.

YFA Office Locations:

- Use the Highest Ranking Staff Rule for coordinating responses in an emergency event.
- Always follow agency Chain of Command for notification of events.
- All incidents shall be documented and reported internally and/or externally, within the appropriate timeframes.

General Information:

- Cancel activities and events as necessary and appropriate to the situation
- Utilize appropriate Emergency Contact Lists to communicate information to off-duty staff members as necessary.
- As appropriate, Evacuation and/or Parent Notification Procedures shall be implemented and followed.
- All incidents shall be reported and documented in compliance with agency policy.
- Medical Emergencies shall be handled as appropriate and in accordance with the Disaster Plan procedures for such events.
- Shelter client parents or guardians shall be notified of events in accordance with agency policies.
- Senior Leadership staff will notify appropriate funding agencies of events in accordance with contractual requirements.
- The Risk Manager shall be notified of all events requiring an incident report.
- The President/CEO shall notify Board Members as appropriate.
- Shelter management in coordination with the Risk Manager shall determine if youth should be relocated to another YFA shelter or if an emergency evacuation shelter is more appropriate.
- Program management and staff shall communicate to the extent possible with service recipients to help ensure their safety both pre- and post- disaster event.
- Program management and the Risk Manager shall coordinate with appropriate local, state, and federal governmental authorities and local emergency responders.

All actions/responses noted in this Disaster Plan shall be made in coordination with appropriate Chain of Command staff.

Localized Events

Localized Events are typically site-specific or individual-specific events that affect a single office or program site. These events include, but are not limited to:

Localized Events	
Medical Emergencies (p. 7)	Strangers and Intruders (p. 11)
Power Outages (pp. 7-8)	Shootings (p. 12)
Fires (p. 9)	Youth Disturbances/Riot (p. 12)
Bomb Threats/Suspicious Device/Object (pp. 9-10)	Chemical Spills/Hazardous Material Accident (p. 13)
Aggressive/Agitated Individual Disturbances (pp. 10-11)	Other Localized Events (p. 14)
Hostage Situations (p. 11)	

Medical Emergencies

1. Assess the situation: Determine extent and severity of situation
2. Notify other staff of the situation
3. Staff shall notify 911 in the event of a staff, client or visitor **medical emergency**
4. FOLLOW ALL INSTRUCTIONS PER THE 911 OPERATOR
5. If possible, have other staff, clients or visitors leave the area to ensure privacy

Chain of Command and the Risk Manager shall be contacted when 911 is notified for such an incident. Appropriate CBC management must also be notified when 911 is contacted.

Power Outage

1. **Assess the situation.**
 - Determine if office-wide or in a small area only.
 - If immediate danger is suspected or verified, staff shall use their best judgment to ensure all clients and staff remain safe.
 - If situation appears safe, staff may continue to step 2.
2. Secure operable battery operated flashlight(s) and other necessary equipment (radio, etc.)
3. Check and/or reset breakers if appropriate and safety can be maintained.
4. If outage continues/checking/resetting breakers is unsafe:

SHELTER and NON-CBC Office

Power Outage	Up to 1 Hour	1 to 4 Hours	4 Hours or More
Business Hours	Contact the Administrative Facilities Coordinator (AFC) or the Maintenance Mechanic for further instructions.	Program Manager/Director shall notify the Vice President or Senior Leader and determine best course of action.	Chain of command communication shall be followed up to and including the CEO/President.
Non-Business Hours	<ul style="list-style-type: none"> ○ Small area outage: Contact on-call counselor/supervisor for further instruction. ○ Widespread outage: Contact the local power provider for further instruction. 	Program Manager/Director must be notified to determine best course of action. The Program Manager/Director should notify the Vice President or Senior Leader for guidance.	Appropriate course of action will be determined by Senior Leadership with notification to the Risk Manager.

CBC Office or Co-Located Office

Power Outage	Up to 1 Hour	1 to 4 Hours	4 Hours or More
Business Hours	<p>HKI: Contact the building facility manager for further instruction.</p> <p>YMCA/Eckerd/Heartland : Contact local managers for further instruction.</p> <p>Osceola: Contact Senior VP for further instruction.</p>	Program Manager/Director shall notify the Vice President or Senior Vice President and determine best course of action. Decisions shall be made in conjunction with the CBC site manager, Leasing Agent, and/or the appropriate Lead Agency.	Chain of command communication shall be followed up to and including the CEO/President. Appropriate course of action will be determined by Senior Leadership (with notification to the Risk Manager).
Non-Business Hours	<ul style="list-style-type: none"> ○ Small area outage: Contact on-call counselor/supervisor for further instruction. ○ Widespread outage: Contact the local power provider for further instruction. 	Program Manager/Director must be notified to determine best course of action. The Program Manager/Director should notify the Vice President or Senior Vice President for guidance.	Decisions shall be made in conjunction with the CBC site manager, Leasing Agent and/or the appropriate Lead Agency.

Fire

Assess the situation: Determine extent of fire and severity of situation

Small, contained fire, staff and consumer safety can be maintained:

- Notify other staff of the situation
- Pull Fire Alarm
- Evacuate all staff and clients
- Attempt to close interior windows and doors during evacuation
- Contact 911 for Fire Department assistance
- FOLLOW ALL FIRE DEPARTMENT INSTRUCTIONS
- Staff may attempt to extinguish the fire with approved fire extinguishers (if this fails, evacuate IMMEDIATELY)

NOTE: Attempts to extinguish a fire are only to be made when the attempt will not endanger personal safety.

Any size/situation fire and staff and consumer safety CANNOT be maintained (or efforts to extinguish fail):

- Notify other staff of the situation
- Pull Fire Alarm
- Evacuate all staff and clients IMMEDIATELY and per established EGRESS ROUTES
- Contact 911 for Fire Department assistance
- FOLLOW ALL FIRE DEPARTMENT INSTRUCTIONS

Chain of Command and the Risk Manager must be notified immediately when 911 is contacted.

After fire is extinguished, staff shall follow Fire Department instructions as to whether the facility may be occupied or not. All Fire Department directives are to be communicated to the agency Chain of Command as appropriate.

Bomb Threat/Suspicious Device/Object

Telephone Threat:

- Obtain as much information as possible from person making threat, including:
 - size of the device
 - location of the device
 - construction or type of device
 - time of possible detonation
 - identification of the caller.

- Attempt to keep the caller on the line while another staff member contacts law enforcement.
- FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS
- Attempt to have a staff member contact the Agency Chain of Command.
 - CBC Offices: Notify appropriate facility manager or CBC management.

Written Threat:

- Secure the document and try not to touch the document after threat is determined
- Contact law enforcement immediately
- FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS
- Have another staff member contact the Agency Chain of Command.
- CBC Offices: Notify appropriate facility manager or CBC management.

Suspicious Device/Object:

- Assess the situation
- Do not touch a device or object that is suspect
- If appropriate, evaluate threat with Agency Chain of Command or CBC management
- Contact law enforcement as appropriate
- FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS
- Have another staff member contact the Agency Chain of Command.
- CBC CO-Located Offices: Notify appropriate facility manager or CBC management.

Follow Evacuation Procedures as appropriate and when indicated by law enforcement.

<p>Aggressive/Agitated Individual Disturbance</p>
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If at any time, safety of staff or clients is in question, contact law enforcement immediately.

1. Assess the situation:
 - Evaluate your surroundings
 - Determine if another location or office would maintain privacy and safety
 - Determine if additional staff members should be available or assist
 - Determine if other clients should be removed from the area
2. Act based on the assessment
3. Attempt to diffuse the situation:
 - Actively listen to the issues concerning the person
 - Speak to the person in a calm, unemotional, soft voice
 - Do not touch the individual or make any sudden movements

If the situation continues:

4. Re-assess the situation
5. IF APPROPRIATE: Request the person leave or take a few moments to “cool off”
6. If the person refuses, or this is inappropriate, tell the individual that you may need to contact law

enforcement.

7. As appropriate, contact law enforcement for assistance or to report the disturbance.

Chain of Command must be notified immediately when law enforcement is contacted.

CBC Offices: Appropriate CBC management must also be notified when law enforcement is contacted.

Hostage Situations

1. Assess the situation
2. Evacuate clients and personnel if this can be done safely
3. Contact Law Enforcement immediately
4. FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS
5. Have another staff member contact the Agency Chain of Command.
6. CBC CO-Located Offices: Notify appropriate facility manager or CBC management.

Staff who are held hostage:

- Staff are advised not to try to disarm their captor or engage in any activity that would risk personal safety.
- Remain calm and attempt to keep clients and other staff members calm.

Strangers and Intruders

If at any time, safety of staff or clients is in question, contact law enforcement immediately.

Inside a building:

1. Assess the situation:
 - Evaluate your surroundings
 - Determine if additional staff members should be available or assist
 - Determine if clients should be removed from the area
 - Determine if law enforcement should be notified
2. Act based on the assessment
3. If appropriate, ask the person who they are and/or what business they have at the facility
4. If the person has no business at the facility, ask them to leave

As appropriate, contact law enforcement for assistance or to report the disturbance. If law enforcement is contacted, FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS.

Chain of Command must be notified immediately when law enforcement is contacted. Appropriate CBC management must also be notified when law enforcement is contacted.

Shootings

1. Assess the situation
2. Contact Law Enforcement immediately
3. FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS
4. Evacuate or otherwise relocate clients and personnel ONLY if this can be done safely and if advised to do so by law enforcement
5. Have another staff member contact the Agency Chain of Command
6. CBC Offices: Notify appropriate facility manager or CBC management

Render First Aid to any shooting victim(s) and follow Emergency Medical Procedures.

Staff are advised not to attempt to apprehend the assailant.

Youth Disturbance/Riot (Shelter Only)

If at any time, safety of staff or clients is in question, contact law enforcement immediately.

1. Assess the situation:
 - Evaluate your surroundings
 - Determine if additional staff members should be available or assist
 - Determine if other clients should be removed from the area
2. Act based on the assessment
3. Signal for staff backup as appropriate
4. Attempt to diffuse the situation utilizing Crisis Intervention Training guidelines
5. Have another staff member contact Chain of Command

If the disturbance continues:

6. Contact law enforcement for assistance
7. FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS

Chain of Command and the Risk Manager must be notified immediately when law enforcement is contacted.

Chemical Spills/Hazardous Material Accident

Assess the situation: Determine extent and severity of situation

If Chemical Spill/Hazardous Material Accident occurs INDOORS:

- Notify other staff of the situation
- Pull Fire Alarm if situation appears to warrant this action
- Evacuate facility as appropriate and per established EGRESS ROUTES
- Contact law enforcement
- FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS

If Chemical Spill/Hazardous Material Accident occurs OUTDOORS:

- Notify other staff of the situation
- Contact law enforcement
- FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS

If it is safe to move indoors or if you are ordered to do so:

- Move all clients, staff and visitors indoors
- Air conditioning units should be turned off
- Close exterior doors and windows. Seal with duct tape or wet towels as appropriate.
- Attempt to seal any gaps around windows, air conditioning vents and exhaust fans with duct tape, plastic sheeting, wax paper or aluminum foil.

If unsafe to move indoors, you cannot move indoors, or if you are ordered to evacuate the AREA:

- Implement Site Evacuation Procedures to evacuate to another facility/shelter/area
- Attempt to remain upstream, uphill and or upwind of the spill or accident

General Information:

- Attempt to remain upstream, uphill and or upwind of the spill or accident
- Do NOT approach accident victims until the hazardous material is identified

Chain of Command AND the Risk Manager shall be contacted in the event that law enforcement is notified for such an incident. AS NECESSARY: The Emergency Call Down List shall be utilized to notify appropriate staff members (next shift, et cetera) of the situation.

CBC Offices: Appropriate CBC management must also be notified when law enforcement is contacted. Coordination of evacuations or remaining inside may be coordinated by YFA Management, facility management or CBC Management Staff.

Other Localized Events

1. Assess the situation
2. Act based on assessment and communication with other staff (if there is time to do so)
3. Always focus on the SAFETY of PEOPLE (clients, staff, visitors)
4. Notify Law Enforcement/911 as the situation warrants
5. Follow Law Enforcement/911 Operator instructions when given
6. Notify Agency Chain of Command as soon as safely possible
7. Notify CBC facility manager or other management as appropriate to the situation and location

Large-Scale Events

Large-Scale Events are typically area-, region-, or state-wide events that affect a portion of a community or communities as a whole. In such circumstances, law enforcement is always involved and government agencies (state or federal) are often coordinating responses to the event(s). These events include, but are not limited to:

Large-Scale Events	
Civil Unrest (p. 15)	Nuclear Accident/Attack and Other Large Scale Events (p. 16)
National Disaster, Bio-Terrorism, Other Terrorist Acts (p. 15-16)	

For the purposes of this disaster plan, weather events are addressed separately.

Civil Unrest

Civil Unrest includes public or community rioting or similar public disorder.

1. Assess the current threat to staff or client safety at your location
2. Ensure the safety of staff, clients, volunteers and visitors as necessary
3. Contact Law Enforcement immediately if officials are not already on scene
4. FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS
5. Contact agency Chain of Command for notification and further instructions
6. CBC and Co-Located Offices shall ensure CBC management is notified. CBC responses to such events at/near offices will be coordinated with the CBC Lead Agency. As applicable, Senior Leadership staff will communicate with CBC Lead Agency management for appropriate planning and communication of instruction to YFA staff.

National Disaster, Bio-Terrorism, and Other Terrorist Acts

Assess the current threat to staff or client safety at your location.
 Ensure the safety of staff, clients, volunteers and visitors as necessary.

If the disaster/event has occurred locally or in your vicinity:

1. Contact Law Enforcement immediately if officials are not already on scene
2. FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS
3. Move clients and staff to designated “safe” areas as necessary
4. Secure radios, flashlights, cell phones and other emergency equipment as necessary
5. SHELTER staff shall ensure emergency water and food supplies are available as appropriate
6. Contact agency Chain of Command for notification and further instructions

7. CBC Offices shall ensure CBC management is notified. CBC responses to such events at/near offices will be coordinated with the CBC Lead Agency. As applicable, Senior Leadership staff will communicate with CBC Lead Agency management for appropriate planning and communication of instruction to YFA staff.

If the disaster/event has occurred non-locally:

1. Monitor the event as necessary to ensure ongoing safety to staff and clients
2. Follow local law enforcement or other emergency management official instructions as appropriate to the situation
3. Contact agency Chain of Command for notification and further instructions
4. As appropriate, CBC Offices shall ensure CBC management is notified/aware. Senior Leadership staff will communicate with CBC Lead Agency management for appropriate planning and communication of instruction to YFA staff.

Nuclear Accident/Attack and Other Large Scale Events

Assess the current threat to staff or client safety at your location
Ensure the safety of staff, clients, volunteers and visitors as necessary

If the event has occurred locally or in your vicinity:

1. Contact Law Enforcement immediately if officials are not already on scene
2. FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS
3. Move clients and staff to designated “safe” areas as necessary
4. Secure radios, flashlights, cell phones and other emergency equipment as necessary
5. SHELTER staff shall ensure emergency water and food supplies are available as appropriate
6. Contact agency Chain of Command for notification and further instructions
7. CBC Offices shall ensure CBC management is notified. CBC responses to such events at/near offices will be coordinated with the CBC Lead Agency. As applicable, Senior Leadership staff will communicate with CBC Lead Agency management for appropriate planning and communication of instruction to YFA staff.

If the event has occurred non-locally or effects are not expected in your area:

1. Monitor the event as necessary to ensure ongoing safety to staff and clients
2. Follow local law enforcement or other emergency management official instructions as appropriate to the situation in your area
3. Contact agency Chain of Command for notification and further instructions
4. CBC Offices shall ensure CBC management is notified. Senior Leadership staff will communicate with CBC Lead Agency management for appropriate planning and communication of instruction to YFA staff.

Non-Tropical Weather Events

Non-Tropical Weather Events	
Severe Heat (p. 17)	Tornado Watch (p. 21)
Severe Weather/Lightning (p. 18)	Tornado Warning/Hit (p. 21)
Flooding (Internal and External) (pp. 19-20)	

GENERAL INFORMATION:

- During severe storms, clients and staff shall move indoors, away from doors or windows, or to another area for shelter from the storm.
- YFA staff shall closely monitor television, radio and/or on-line weather and news reports during actual or expected severe weather.
- If severe weather is expected to impact business/shelter operations, the Director/Manager/Vice President shall remain in contact with their appropriate Chain of Command (up to and including the CEO/Risk Manager).
- The Emergency Contact List shall be utilized by the Director/Manager as appropriate, and under the direction of Senior Leadership staff.

Severe Heat

Staff must always be aware of Severe Heat in the regions we serve.

SHELTER:

- During May through September: Shelter staff shall check local weather forecasts via radio, television, weather device, Internet, or other means, prior to taking clients either outside or off site for outdoor activities.
- Documentation of such checks shall be made in the logbook for the time the weather information was checked and the information gathered from the media.
- Documentation is required any time outdoor activities are planned between 10:00 AM and 4:00 PM during the months of May through September.
- **Any time the Heat Index is expected to be AT or ABOVE 100 degrees, staff shall cancel outdoor events/activities occurring between 10:00 AM and 4:00 PM.**

OFFICE:

- Staff should be aware of high temperatures and Heat Indexes.
- Outdoor activities should be kept at a minimum and cancelled if necessary if the Heat Index is expected to be AT or ABOVE 100 degrees.
- Any large event cancellation due to high temperatures or high Heat Index must be made by Senior Leadership staff in conjunction with the CEO/Risk Manager.

Severe Weather/Lightning

SHELTER:

- Clients and staff shall move indoors or to another area for protection from the storm.
- If no appropriate structure can be located, and lightning is in the area, staff and clients shall lay down on the ground until the threat passes.
- Instructions from Senior Leadership and/or the Risk Manager shall be documented in the Log Book and followed by all shelter staff in the affected area(s).

OFFICE:

- Instruction from Managers/Directors/Assistant Directors/Vice President, Senior Leadership and/or the Risk Manager shall be followed by the affected staff.

Flooding: Internal and External

INTERNAL FLOODING:

SHELTER:

- Shelter staff shall immediately turn off Main Breaker and/or all electrical breakers.
- The master water valve should be turned off if appropriate.
- Staff and clients shall move away from flooded areas if possible.
- If necessary, follow shelter evacuation plan using egress routes as posted.
- If evacuation is necessary, consumers may be relocated to any other YFA Shelter. This shall be executed in coordination with the Program Director and the Vice President.
- As appropriate, the Emergency Contact List will be utilized to notify off-duty staff of any evacuation/relocation.

Internal Flooding (SHELTER)	
Business Hours	Non-Business Hours
<ul style="list-style-type: none"> ○ The Highest Ranking Staff shall contact the Administrative Facilities Coordinator (AFC) and/or the Maintenance Mechanic for further instructions. ○ Highest Ranking Staff member shall notify the appropriate Vice President or Senior Vice President. ○ Senior Leadership shall determine the best course of action. Chain of command communication shall be followed up to and including the CEO/President. Appropriate course of action will be determined by Senior Leadership/Risk Manager. ○ Staff shall follow all Senior Leadership/ Risk Management direction ○ Further instruction from Senior Leadership and/or the Risk Manager shall be documented in the Log Book and followed by all shelter staff in the affected area(s). 	<ul style="list-style-type: none"> ○ The Highest Ranking staff member shall contact the on-call counselor. ○ The on-call counselor shall contact the Residential Supervisor and/or the Program Director. ○ The Residential Supervisor/ Director shall provide staff instruction and notify the Vice President and Senior Leadership as appropriate. ○ Further instruction from Senior Leadership and/or the Risk Manager shall be documented in the Log Book and followed by all shelter staff in the affected area(s).

OFFICE (All Types):

- Staff shall immediately turn off Main Breaker and/or all electrical breakers.
- If location is known, main water valve should be shut off (depending on flooding type).
- Staff and clients shall move away from flooded areas if possible.

- If necessary, follow evacuation plan using egress routes as posted.
- Attempt to secure or move client or staff records in accordance with confidentiality laws.

Office

Internal Flooding	
Business Hours	Non-Business Hours
<ul style="list-style-type: none"> ○ The Highest Ranking Staff shall contact the Administrative Facilities Coordinator (AFC), Senior Leadership member, or CBC Lead Agency/site facility manager for further instructions. ○ Highest Ranking Staff member shall notify the appropriate Vice President or Senior Vice President. ○ Senior Leadership shall determine (in conjunction with the CBC site manager) the best course of action. Chain of command communication shall be followed up to and including the CEO/President. ○ Staff shall follow all Senior Leadership/Risk Management or appropriate site management direction. 	<ul style="list-style-type: none"> ○ Staff discovering the problem shall notify their direct supervisor immediately. ○ The supervisor shall then notify their Director and the appropriate Vice President or Senior Vice President. ○ The Director/Senior Leader shall notify CBC Lead Agency or Facility on call staff immediately as appropriate. ○ Senior Leadership shall determine (in conjunction with the CBC site manager) the best course of action. Chain of command communication shall be followed up to and including the CEO/President. ○ Staff shall follow all Senior Leadership/Risk Management or appropriate site management direction.

EXTERNAL FLOODING:

Follow instructions above for “Severe Weather.”

Tornado Watch

- Follow instructions under “Severe Weather.”
- IF OUTSIDE: Move to and inside shelter immediately.
- Review Tornado Warning Procedures and discuss with clients and staff as appropriate to the situation.

Tornado Warning or Tornado Hit

A Tornado Warning for your area means that radar has indicated rotation in a storm. This often indicates there is a Tornado forming or that one is on the ground.

Inside a building:

1. If there is time, the highest ranking staff member shall ensure all clients and staff move toward a LOWER FLOOR, INNER ROOM with no windows, or a specified area within the building.
2. If possible, staff shall ensure flashlights and radios are obtained and brought with them to the inner room.
3. Have staff and clients crouch down and protect their head and necks and remain in the specified area until the storm passes.
4. CBC Co-Located staff shall ensure building management or CBC Management is aware of the situation.
5. Staff shall follow all Senior Leadership/Risk Manager or other appropriate management directives as appropriate to the situation.

Outside:

1. Staff and clients shall seek INDOOR protective shelter immediately. If found, follow instructions above for INSIDE a BUILDING.
2. If appropriate, protective shelter cannot be located, staff and clients shall seek cover in a ditch or ravine, lying as flat to the ground as possible.
3. Do NOT seek shelter underneath bridge overpasses. Winds from tornadoes are actually INCREASED by the bridge structure.
4. Have staff and clients protect their head and necks and remain in the specified area until the storm passes.
5. Staff shall follow all Senior Leadership/Risk Manager directives as appropriate to the situation.
6. Senior Leadership shall notify funding agencies as appropriate to the situation.

Severe Tropical Weather/Hurricane Plan

The YFA, Inc. Severe Tropical Weather/Hurricane plan addresses preparedness, activities prior to a storm hit, activities during a storm and a general recovery plan for resuming activities.

- No later than November 1 of each calendar year, Senior Leadership staff shall meet to discuss the current Severe Tropical Weather/Hurricane Plan.
- The plan shall be reviewed and critiqued to ensure thoroughness, continued appropriateness, etc. prior to the next annual “Hurricane Season,” June 1 through November 30.
- Any prior events shall be reviewed and critiqued prior to the next “Hurricane Season.” This review shall be conducted in a Senior Leadership/Management meeting and will be documented in meeting minutes.
- No later than January 1 of each calendar year, Senior Leadership will incorporate appropriate changes to the plan and approve the updated plan (if updates are made.)
- No later than January 31 of each calendar year, the updated plan shall be submitted to the Board of Directors for final approval.
- Any Board concerns shall be updated/incorporated by the CEO/Senior Leaders and the plan will be re-submitted to the Board of Directors immediately. Approval of any updated plan shall be requested ASAP from the Board to ensure appropriate storm preparedness.

The approved Severe Tropical Weather/Hurricane Plan shall be implemented in the following manner:

1. The Risk Manager will forward an electronic version of the Plan to all Senior Leaders.
2. Senior Leaders will send out the Plan (in a manner of their choice) to their Directors or Vice Presidents.
3. Each Director/Vice President shall ensure all staff receive and review a copy of the Plan.
4. Each staff member shall sign a form indicating they have received the Plan and understand its contents. Staff shall not sign this document until they fully understand the Plan and the procedures within. Any confusion must be discussed with the staff’s Director until it is understood. If necessary, the Risk Manager may be involved.
5. The signed form shall be returned to the Senior Leader and submitted to Human Resources staff for inclusion in the staff personnel record.

PREPAREDNESS:

Staff Education:

- Senior Leadership, Vice Presidents, and Directors are responsible for reviewing the Disaster Plan and the Severe Tropical Weather/Hurricane Plan with all staff members directly reporting to them.
- All staff shall receive Disaster Plan training annually.

Emergency Contact Information:

- The Emergency Contact Listing is maintained throughout the year by Human Resources staff.

- The Master Emergency Contact Listing is maintained by Human Resources staff in a password-protected electronic file on the agency network.
- Staff are responsible for keeping their information up-to-date in the event of an emergency/ tropical weather event.
- Key Disaster Contacts shall ensure Human Resources staff receive updated information in a timely manner.
- The Risk Manager and Director of Quality Improvement must maintain a print copy of the Master Emergency Contact List information with/available to them AT ALL TIMES.
- Each Director, Vice President and Senior Leader shall ensure an updated list is with/available to them AT ALL TIMES.
- Additionally, each Director, Vice President and Senior Leader shall have a list of appropriate funding agency emergency contacts with/available to them AT ALL TIMES.

CBC Client and Licensed Foster Home Emergency Contact Information:

- Each Lead Agency requires documented Client and/or Licensed Foster Home Emergency Contact and Evacuation Information. This form shall be documented and maintained in accordance with Lead Agency requirements.
- If there is no current form or policy, CBC Case Management staff shall obtain a form from the Director of Quality Improvement to document this information for EACH FAMILY/CHILD involved.
- CBC Staff are responsible for keeping the Client and Licensed Foster Home Emergency Contact/Evacuation Plan information up-to-date in the event of an emergency/ tropical weather event.
- Additionally, when this information is obtained or updated, YFA CBC staff shall enter the information in a NOTE or NARRATIVE in the appropriate database (FSFN or Cobris) for extra security.
- Each CBC Staff shall maintain a print copy of this information with/available to them.

Shelter Evacuation Information:

- All Shelter Staff shall be aware of the closest site and two additional backup sites where clients will be relocated to in the event of an evacuation.
- In the event of a hurricane warning, all Shelter Staff, under the direction of the Shelter Director, shall make serious attempts to return clients to their parent or legal guardian. Information about the parent or guardian shall be maintained in the client file for appropriate access.

Disaster Supplies:

The following disaster supplies shall be maintained at each specified location at ALL times:

SHELTER DISASTER SUPPLIES (/= or):

Battery Operated/Non-Electric Radio or Dual Electric and Battery Operated Radio	Household chlorine bleach and medicine dropper – When diluted nine parts water to one part bleach, bleach can be used as a disinfectant. Or in an emergency, you can use it to treat water by using 16 drops of regular household liquid bleach per gallon of water.
Battery Operated, Non-Electric	Basic Tool Kit with Wrench or Pliers to turn off utilities

Flashlight	
First Aid Kit	Can opener for food
Heavy Plastic Sheeting	Moist towelettes, garbage bags and plastic ties for personal sanitation
Duct Tape	Water: One Gallon per person per day for at least three days (for drinking and sanitation)
Extra Batteries	Food: At least a five-day supply of non-perishable food per person.
Local Maps	

OFFICE DISASTER SUPPLIES (/= or):

Battery Operated/Non-Electric Radio or Dual Electric and Battery Operated Radio	Heavy Plastic Sheeting (to protect electrical equipment, computer equipment and documents/ records)
Battery Operated, Non-Electric Flashlight	Duct Tape
First Aid Kit	Extra Batteries
Wrench or pliers to turn off utilities	

Severe Tropical Weather/Hurricane Plan	
Tropical Depression (pp. 25-26)	Hurricane Watch (pp. 26-27)
Tropical Storm (p. 26)	Hurricane Warning/Hurricane (pp. 28-33)

GENERAL INFORMATION:

The Risk Manager, Senior Leadership staff, Vice Presidents, Directors and Managers are to remain alert to the possibility of Severe Tropical Weather at all times, especially during “Hurricane Season,” June 1 through November 30.

The CEO and/or the Risk Manager shall have authority to implement various “phases” of the Severe Tropical Weather/Hurricane Plan. Reverse chain of command communication shall be utilized to communicate information to staff members in the event of Severe Tropical Weather/Hurricane.

The Emergency Contact Listing shall be utilized to contact staff members as appropriate during such situations and under the direction of the CEO/Risk Manager/Senior Leadership.

- Once a tropical weather system (Depression, Storm, Hurricane) has been announced by the National Weather Service, National Hurricane Center, or local weather service(s), the CEO/Risk Manager shall alert all Senior Leadership staff, and ensure that they are fully informed on the course of action to be taken.

- Senior Leadership staff shall notify their staff of the situation and indicate that they must be alert for the possibility of Severe Weather, and ensure that they are fully informed on the course of action to be taken.
- Directors/Managers notify staff members from the Emergency Contact Listing if appropriate to the situation (i.e. travel restrictions, office closures, etc.)
- Staff shall closely monitor television, radio and/or on-line weather and news reports during actual or expected tropical weather conditions.
- Any large event cancellation due to a Tropical Depression must be made by Senior Leadership staff in conjunction with the CEO/Risk Manager.
- Any office closures will be made at the direction of the CEO/Risk Manager, and will be announced on the Plathe Road main office telephone number voice message, at (727)835-4166.
- Outdoor activities and unnecessary travel shall be postponed/cancelled at the direction of the Director/Manager, in consultation with appropriate Chain of Command.
- CBC Directors/Assistant Directors or co-located staff shall coordinate any response with the CBC Lead Agency, building/facility management, and YFA Senior Leadership.
- During a storm, clients and staff shall move indoors, away from windows, or to another area for shelter from the storm.

All responses/actions below shall be coordinated through, and communicated with appropriate YFA Chain of Command.

<h3 style="margin: 0;">Tropical Depression</h3>

When leaving the facility with a storm expected before they return, all staff should ensure that their computer equipment and all other electrical equipment except for telephone systems are properly shut down and unplugged. Telephone systems will remain turned on. Additionally, all paper records shall be properly protected, covered and stored. At each site, the Key Disaster Contact/designee should tour the site before the storm to ensure all equipment is properly shut off and paper records are appropriately protected.

YFA Fiscal Staff shall follow the procedures in the YFA Central Computer Operations Disaster Policy.

SHELTER:

- Shelter staff shall document the existence of a Tropical Depression in the shelter Log Book.
- No later than when the Tropical Depression comes within 1,000 miles or 3 projected days of landfall, shelter staff shall ensure at least five days of appropriate food supplies and disaster supplies are on-hand should the storm intensify.
- All event or travel cancellations shall be documented in the shelter Log Book.
- After business hours, shelter staff shall monitor the weather and notify the Residential Supervisor or Director as appropriate (i.e. if the storm intensifies). The Supervisor or Director will contact appropriate chain of command as appropriate to the situation.

OFFICE:

- Office staff shall ensure appropriate disaster supplies are on-hand should the storm intensify, or if there are possible effects expected from the Tropical Depression.

Tropical Storm

When leaving the facility with a storm expected before they return, all staff should ensure that their computer equipment and all other electrical equipment except for telephone systems are properly shut down and unplugged. Telephone systems will remain turned on. Additionally, all paper records shall be properly protected, covered and stored. At each site, the Key Disaster Contact/designee should tour the site before the storm to ensure all equipment is properly shut off and paper records are appropriately protected.

YFA Fiscal Staff shall follow the procedures in the YFA Central Computer Operations Disaster Policy.

SHELTER:

- Shelter staff shall document the existence of a Tropical Storm in the shelter Log Book.
- No later than when the Tropical Depression comes within 1,000 miles or 3 projected days of landfall, shelter staff shall ensure at least five days of appropriate food supplies and disaster supplies are on-hand should the storm intensify.
- The Program Director shall remain in contact with the Vice President, who will remain in contact with the Risk Manager and/or Senior Leader as appropriate.
- Further instruction from the Risk Manager and/or Senior Leadership shall be documented in the Log Book and followed by all shelter staff in the affected area(s).

OFFICE:

- Staff shall ensure appropriate disaster supplies are on-hand should the storm intensify, or if there are possible effects expected from the Tropical Depression.
- The Program Director/Manager shall remain in contact with the appropriate Senior Leader, who shall remain in contact with the Risk Manager.
- Further instruction from Senior Leadership and/or the Risk Manager shall be followed by the affected staff.

Hurricane Watch

When leaving the facility with a storm expected before they return, all staff should ensure that their computer equipment and all other electrical equipment except telephone systems are properly shut down and unplugged. Telephone systems will remain turned on. All staff should make sure that their computer equipment is covered with plastic and in a safe location. If the employee's office is on the first floor of a site, he/she should take the plastic-covered computer to the second floor if

available or at least move it up off the floor on a desk away from windows. Additionally, all paper records shall be properly protected, covered and stored. At each site, the Key Disaster Contact/designee should tour the site before the storm to ensure all equipment is properly shut off and paper records are appropriately protected.

YFA Fiscal Staff shall follow the procedures in the YFA Central Computer Operations Disaster Policy.

- The Risk Manager/CEO shall regularly monitor storm reports to determine if procedures under the Hurricane section (below) shall be implemented.
- The Risk Manager/CEO shall ensure staff has sufficient time to put their own family affairs and homes into order in the event of a hurricane.
- All staff in the affected areas shall review Hurricane Plan procedures once a Hurricane Watch is announced.

SHELTER:

- Shelter staff shall document the existence of a Hurricane Watch in the shelter Log Book.
- No later than when the Hurricane comes within 1,000 miles or 3 projected days of landfall, shelter staff shall ensure at least five days of appropriate food supplies and disaster supplies are on-hand should the storm affect the shelter location.
- Ensure shelter vehicles are fully fueled and ready for use to transport clients to other shelter(s).
- Disaster, food and fuel supply conditions shall be reported to the Shelter Director.
- The Program Director shall remain in contact with the Vice President, who will remain in contact with Senior Leadership and/or the Risk Manager as appropriate.
- Further instruction from Senior Leadership and/or the Risk Manager shall be documented in the Log Book and followed by all shelter staff in the affected area(s).

OFFICE:

- Staff shall ensure appropriate disaster supplies are on-hand. Items will be replenished or restocked immediately if necessary.
- The Program Director/Manager shall remain in contact with the appropriate Senior Leader, who shall remain in contact with the Risk Manager.
- Further instruction from Senior Leadership and/or the Risk Manager shall be followed by the affected staff.
- CBC Case Management staff shall contact the families/children on their caseloads and verify the information on their Client Emergency Contact forms.
- CBC Licensing staff shall contact the Licensed Foster Homes on their caseloads to verify information on their Evacuation and Emergency Contact forms.

Hurricane Warning/Hurricane

YFA HURRICANE PLAN

- When a Hurricane Warning has been announced by local weather service(s), the Risk Manager/CEO shall immediately alert/update all Senior Leadership staff.
- **The Risk Manager/CEO shall order the implementation of the HURRICANE PLAN.**
- The Risk Manager/CEO shall ensure staff has sufficient time to put their own family affairs and homes into order.
- Senior Leadership staff shall notify their staff of the implementation of the Hurricane Plan, office closures, travel restrictions, etc.
- Directors/Managers/Assistant Directors **must** notify staff members from the **Emergency Contact Listing** to notify staff of the implementation of the Hurricane Plan, office closures, evacuations, travel restrictions, etc.
- CBC Case Management staff shall contact the families/children on their case loads and verify the information on their Client Emergency Contact forms.
- CBC Licensing staff shall contact the Licensed Foster Homes on their caseloads to verify information on their Evacuation and Emergency Contact forms.
- CBC Case Management staff and Licensing Staff shall instruct all clients/homes on their caseload (before the Hurricane) on how to reach the Case Manager, Supervisor, and the YFA main office telephone number AFTER the STORM.
- Any office closures will be made at the direction of the CEO/Risk Manager, and will be announced on the Plathe Road main office telephone number voice message, at (727)835-4166.

When leaving the facility with a storm expected before they return, all staff should ensure that their computer equipment and all other electrical equipment except telephone systems are properly shut down and unplugged. Telephone systems will remain turned on. All staff should make sure that their computer equipment is covered with plastic and in a safe location. If the employee's office is on the first floor of a site, he/she should take the plastic-covered computer to the second floor if available or at least move it up off the floor on a desk away from windows. Additionally, all paper records shall be properly protected, covered and stored. At each site, the Key Disaster Contact/designee should tour the site before the storm to ensure all equipment is properly shut off and paper records are appropriately protected.

YFA Fiscal Staff shall follow the procedures in the YFA Central Computer Operations Disaster Policy.

SHELTER:

- Shelter staff shall closely monitor weather/news reports.
- The Program Director shall remain in contact with the Vice President, who will remain in contact with Senior Leadership and/or the Risk Manager as appropriate.

- Further instruction from Senior Leadership and/or the Risk Manager shall be documented in the Log Book and followed by all shelter staff in the affected area(s).
- Prior to Hurricane Conditions in the area, and under the direction of the Shelter Director:
 - Shelter staff shall ensure appropriate food supplies and disaster supplies are on-hand. Items will be replenished or restocked.
 - Shelter staff shall ensure shelter vehicles are fully fueled and ready for use to transport clients to other shelter(s).
- At the direction of the Program Director, Vice President and Senior Leadership:
 - All planned shelter admissions shall be cancelled when the Hurricane Plan is put into effect.
 - Shelter staff shall redirect potential admissions to other shelters not located in the expected path of the hurricane.
 - **Shelter staff shall make serious efforts to return all clients who have parents or legal guardians to their respective homes.**
 - The Program Director shall notify funding sources and other concerned parties about pending closure and/or evacuation.
 - Unnecessary travel or events shall be cancelled/postponed.
 - Staff are to ensure all doors and windows are tightly closed, and any openings are sealed as appropriate to prevent water and flood damage.
 - Staff shall bring in all outdoor furniture, tools, recreational equipment and loose items for secure storage.
 - Availability of emergency cell phone is to be checked and staff will ensure it is charged.
 - The availability of secure, lockable storage containers for evacuation storage of client medications, the shelter Log Book, and consumer files shall be verified.
 - Staff shall assist with facility maintenance as directed.
 - Staff shall review and coordinate emergency/evacuation food service responsibilities.
 - All staff shall assist with the safe storage or removal of records and documents in accordance with confidentiality laws and procedures.
 - Records to remain at the shelter shall be stored in file cabinets covered with heavy plastic sheeting.
 - The OFFICE SPECIALIST or designated staff shall verify the safe and secure location of all money, checks, ledgers and other reports and assumes responsibility for these records if evacuation is ordered.
 - Electrical equipment shall be unplugged and staff shall follow the Computer Equipment Disaster Procedures.

SHELTER EVACUATION:

- A shelter evacuation may be ordered at least 12 hours prior to landfall by the CEO/Risk Manager, or the local county Emergency Management Office.
- When a shelter evacuation is ordered, Senior Leadership, Vice President and/or the Shelter Director will remain in contact with the local county Emergency Management Office.
- The Vice President or a member of Senior Leadership will contact funding agencies and other interested parties of any shelter evacuation.
- Evacuation Guidelines:

- The Program Director and the Residential Supervisor will supervise the evacuation of clients and staff to the nearest appropriate YFA, Florida Network local emergency shelter, or Red Cross shelter.
- Transportation to any evacuation shelter will be via shelter vehicles unless otherwise directed by law enforcement, Emergency Management Officials, or Senior Leadership/Risk Manager.
- The evacuation route shall be clearly communicated to the Vice President or Senior Leadership. Any deviation from this route shall be immediately reported to the Vice President or Senior Leadership.
- The Program Director, or Residential Supervisor shall ensure the following items accompany the staff and clients to the designated shelter site:

Emergency Cell Phone	Three day food supply
Shelter Log Book (in a lockable storage container, marked (CONFIDENTIAL))	Clothing
Client Records (in a lockable storage container, marked CONFIDENTIAL)	Disaster Supply Kit WITHOUT Bleach
Client Medications (in a lockable storage container, marked CONFIDENTIAL)	Other Necessities

- Staff shall continue to make regular and professional entries as appropriate into the shelter Log Book and client files.

OFFICE:

- Office staff shall closely monitor television, radio and/or on-line weather and news reports during actual or expected Hurricane conditions.
- The Program Director/Manager shall remain in contact with Senior Leadership and/or Risk Manager.
- Prior to Hurricane Conditions in the area, and under the direction of Chain of Command:
 - Staff shall ensure appropriate disaster supplies are on-hand. Items will be replenished or restocked as necessary.
 - At the direction of the Program Director/Manager/Assistant Director/Senior Leadership and in conjunction with the CBC Lead Agency management or building/facility manager:
 - The appropriate Senior Leader or the Program Director/Manager shall notify funding sources and other concerned parties about pending closure and/or evacuation.
 - Unnecessary travel or events shall be cancelled/postponed.
 - Staff are to ensure all doors and windows are tightly closed, and any openings are sealed as appropriate to prevent water and flood damage.
 - Staff shall bring in all outdoor furniture, tools, and loose items for secure storage.
 - Staff shall assist with facility maintenance as directed.
 - All staff shall assist with the safe storage or removal of staff and client records and documents in accordance with confidentiality laws and procedures.
 - Records to remain at the office shall be stored in file cabinets, at least one foot above the floor, and covered with heavy plastic sheeting.
 - Office support staff, fiscal staff, or others as designated shall verify the safe and secure

location of all money, checks, ledgers and other reports and assumes responsibility for these records if evacuation is ordered.

- Electrical equipment shall be unplugged and staff shall follow the Computer Equipment Disaster Procedures.

OFFICE CLOSURE/EVACUATION:

- An office closure/evacuation may be ordered at least 12 hours prior to landfall by the CEO/Risk Manager or by the local county Emergency Management Office.
- When a closure/evacuation is ordered, Senior Leadership or the appropriate Program Director/Manager/Vice President will remain in contact with the local county Emergency Management Office.
- Senior Leadership or the appropriate Program Director/Manager/Vice President will contact funding agencies and other interested parties of any closure/evacuation. Senior Leadership/appropriate staff shall remain in contact with appropriate funding agencies and parties during such an event.
- Evacuation Guidelines:
 - The Program Director/Manager/Assistant Director/Vice President will ensure all YFA staff and clients are evacuated from an office.
 - CBC or co-located staff shall coordinate any response with the CBC Lead Agency, building/facility management, and YFA Senior Leadership.
 - All records (client, personnel, fiscal, other business records, etc.) must be stored appropriately and in compliance with confidentiality laws and procedures. Staff shall attempt to preserve such documents by protecting with heavy plastic sheeting and proper storage.
 - Staff shall remain away from an evacuated building until they are contacted by their Supervisor, Director/Manager, Vice President, or any member of Senior Leadership.
 - Updated closure information will be available via the main office telephone number or the website.

Severe Tropical Weather/Hurricane Recovery Guidelines

SHELTER and YFA-Owned Office Damage Assessment:

The Program Director/Manager/Vice President shall conduct an initial visual inspection of the outside of the facility:	
If NO damage (or only cosmetic damage) is noted outside of the facility, the Program Director shall conduct an initial visual inspection of the inside of the facility.	If indoor OR outdoor damage, other than cosmetic is noted, the Program Director shall request the AFC have the Maintenance Mechanic inspect the damage.
If NO damage (or only cosmetic damage) is noted inside the facility, the Program Director shall request the AFC have the Maintenance Mechanic view the building to determine if occupancy appears appropriate.	If the Maintenance Mechanic is unavailable or cannot determine the extent of the damage, an inspection will be requested of local Emergency Management Officials.
If the Maintenance Mechanic finds no damage, he/she will request the OK to occupy from the Risk Manager.	The Program Director shall notify the chain of command (up to and including the Risk Manager) of any insurable loss concerns, cleanup activities or restoration activities.

NOTE: If cleanup or restoration activities are indicated, an inspection by the Insurance Adjuster may be required before any cleanup activities may begin.

GENERAL INFORMATION:

- Contact the Risk Manager/CEO to discuss status and obtain approval to begin clean-up restoration activities.
- Once cleanup or restoration activities are approved by the CEO/Risk Manager: the Program Director/Manager/Vice President will supervise any cleanup activities, including the hiring of any clean-up personnel.
- All Emergency/Disaster supplies shall be checked and replenished as appropriate.
- A complete Incident Report shall be written and approved by the Director/Manager/Vice President, detailing the event and all responses, issues, concerns.
- Reconnecting Computer Equipment - Before reconnecting any computer equipment, contact the Fiscal IT Technician or Risk Manager to be sure the system is ready for re-connection.
 - Once approved, remove the computer equipment from the plastic, replace into position, plug in and boot up. System should connect normally. If it does not, contact the Fiscal IT Technician immediately.
 - Once the computer is re-connected, determine if the internet connection is working properly. If not, contact the internet provider and the Fiscal IT Technician.
 - After the internet is restored, test to see if applications are operating properly. If not, contact the Fiscal IT Technician and wait for further instruction.

SHELTER Restoration:

- Once Senior Leadership, the Risk Manager and the local law enforcement/emergency management officials provide the “OK” to do so, the Program Director and the Residential

Supervisor will coordinate the return of any clients and staff to the Shelter.

- If necessary, the Residential Supervisor shall develop and implement a temporary staff coverage schedule.
- The Director shall ensure a complete sequence of events (including location and well-being of clients) and any other pertinent information is documented in the shelter Log Book.
- After shelter operations are restored, the Director shall meet with the Residential Supervisor, the Vice President, and the Risk Manager to review the incident in its entirety.

YFA-Owned Office Restoration (Plathe Road, River Road only) :

- Once Senior Leadership, the Risk Manager and the local law enforcement/emergency management officials provide the “OK” to do so, the Director/Manager, Vice President will coordinate the return of any staff to work at the office.
- If necessary, the Assistant Director/Director/Manager/Vice President shall develop and implement a temporary staff coverage schedule.
- After office operations are restored, appropriate staff will meet with the Risk Manager to review the incident in its entirety.

NON-YFA-Owned OFFICE Damage Assessment (includes Osceola CBC, ALPHA, and all Co-Located CBC sites):

- All Non-YFA Offices shall be assessed for damage by the appropriate Non-YFA staff.
- YFA staff shall not occupy any such building/office until given the go-ahead to do so by YFA Senior Leadership (or other appropriate staff in their Chain of Command).
- YFA Risk Manager and Senior Leadership staff shall coordinate returning staff to a Non-YFA office with the office CBC Management or appropriate facility management.
- YFA staff shall follow all instructions given to them by YFA Senior Leadership staff (or other appropriate staff in their Chain of Command) as to clean-up or restoration activities.

Restoration:

- During cleanup/restoration activities, YFA staff may be instructed to work at alternate work locations or other options as decided by YFA Senior Leadership.
- All YFA Emergency/Disaster supplies shall be checked and replenished as appropriate.
- A complete Incident Report shall be written and approved by the Program Director/Manager or Vice President, detailing the event and all responses, issues, concerns.
- After office operations are restored, appropriate staff will meet with the Risk Manager to review the incident in its entirety.
- As soon as possible, CBC Case Management staff shall contact all clients on their caseload to determine their whereabouts and any issues or concerns they may have.
- Any actions to be taken by CBC Case Management just after a storm staff shall be communicated to their supervisor or Program Manager/Director PRIOR to engaging in the action/activity.
- If necessary, discuss proposed actions with CBC Lead Agency Management and YFA Risk Management/Senior Leadership staff.