



**DISASTER PREPAREDNESS/EMERGENCY
MANAGEMENT PLAN**

2008-2009

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PURPOSE

The following document contains the written disaster preparedness/emergency management plan and procedures for Big Bend Community Based Care (BBCBC). This document is intended to address provisions for dealing with fires, natural disasters, workplace threats, violence and hazardous materials, and pandemic flu.

Some emergencies, such as fire or chemical spills come without warning. With others, such as tornadoes or hurricanes, there may be several hours or several days notice. Although hurricanes are the primary emergency for which we can plan ahead, the basic principles contained in this plan apply to other emergencies as well.

This plan addresses the needs of Big Bend Community Based Care (BBCBC) staff, volunteers, interns/trainees and visitors. This plan is to be used in conjunction with the Department of Children and Families Disaster Preparedness/Emergency Plan for Circuits 2 and 14 in coordination with Case Management Organizations Disaster Preparedness Policies and Procedures.

CHAIN OF COMMAND

The BBCBC Administrative Office located at 525 N. Martin Luther King St., Tallahassee, FL 32301 will be the identified Command Center during a disaster. The BBCBC Administrative Office is not located in an area considered at risk due to storm surge, nor is it listed in a flood zone. Therefore it is unlikely that this building would be targeted for evacuation. The Command Center will remain open until a disaster/emergency is determined to be at the level, which would preclude staff, being located there. Should this site not be usable due to damage, BBCBC has a variety of locations across the fourteen county areas that can be used in the event the administrative office is to be evacuated and needs to continue emergency operation. The BBCBC temporary locations will be designated based on safety and accessibility for staff.

BIG BEND contact number during an emergency are:

Tallahassee office

Office: **850-410-1020**

Mike Watkins, CEO Cell: **850.510.1687**

Pam East, COO Cell: **850.321.4693**

Official notices regarding a disaster/emergency situation will emanate from the Command Center. Reports from the field may be referred to the numbers listed above. Orders to evacuate or close a BBCBC site and the all clear signal for return to work may come directly from the CEO or COO. However, closed site and all clear information will be best retrieved from the 800 numbers listed below.

1.866.216.0118 - Leon, Gadsden, Liberty, Wakulla, Franklin, Jefferson, Taylor and Madison counties.

1800.490.4840 - Bay, Gulf, Jackson, Calhoun, Washington, Holmes counties.

Madison and Taylor counties will be included as part of this plan through June 30, 2008 only.

The Command Center is not a location for staff, significant others or visitors to congregate. Do not come to the Center, but maintain communication through phone and/or email.

Notification to evacuate the service centers will come from the BBCBC Command Center in consultation with the Chief Executive Officer and the Executive Directors of Anchorage Children's Home, Camelot, DISC Village, Children's Home Society East, Children's Home Society West, Life Management Center, Girls and Boys Town and Florida Baptist Children's Home.

In an emergency the following people, are those who would become responsible for serving as "Disaster Coordinators" and are responsible for making decisions affecting the overall agency, its services and for delegating duties and responsibilities to the other staff members:

Mike Watkins, Chief Executive Officer
Pam East, Chief Operations Officer
Mary Helen Barnes, Client Services Director West
Charles McDonald, Client Services Director East
Brian Walters, IT Director
Kathy Prescott, Executive Assistant

The CEO of BBCBC or their designee will be in charge of overseeing the entire lead agency and provider agency evacuation if necessary. They will also be the point of contact with Department of Children and Families to update them on current situations and action, if any, taken. This will be accomplished by phone, email and Video Teleconference.

The COO will be in charge of ensuring that BBCBC and its Contracted Management Organizations (CMO's) and contracted provider agencies are collaborating on the Disaster Protocol established for the specific disaster encountered through following their own in conjunction with our disaster policy and procedures.

The CMO's Executive Directors will ensure that his/her agency is protecting its clients and staff from the effects of the disaster using their established disaster protocol. This includes all foster homes and residential facilities for which they provide oversight.

The BBCBC Executive Assistant will be in charge of the calling tree. An emergency calling tree is vital to the success of communications during a disaster. A properly prepared call tree consists of staff members identified to perform certain functions during an emergency situation. The call tree will identify the employee name, all office and home numbers for telephone, fax, cellular telephones, e-mail addresses, and both office and home addresses. When electronic communication fails, having an employee's home address is of major importance in contacting them for assistance if needed. ***Each CMO and contracted provider agency will be responsible for providing BBCBC with a copy of their calling tree, which should be updated on a regular basis.***

Accessing staff is vital when you need them back to work to care for client needs or should an injury exist their family needs to be notified. Human Resources will maintain an emergency contact sheet in each employee's personnel file. Also, included in the calling tree are the Directors of the Guardian Ad Litem Programs for the 14th, 2nd and 3rd judicial circuits along with the Emergency Management Services points of contact and numbers for each county. See the calling tree Attachment III.

PRIORITIES

- Assure the safety and well being of children in Foster Homes, Shelters, Group Care Facilities and any other contracted providers responsible for the care and custody of children in the BBCBC system.
- Provide assistance as needed to families and clients served by the BBCBC in-home services.
- Assure the safety and well being of staff and families.
- Safeguard agency records, equipment, and building (note: agency records shall **always** be stored in a way that best protect them from theft, fire and flood.)
- Cooperate with other agencies, as feasible, to provide assistance to the community at large.

PERSONNEL POLICIES

The CEO of BBCBC will consult with the Executive Directors of the contracted agencies re: personnel policies during an emergency. This pertains to closings,

evacuation decisions, employee pay, etc. Each contracted agency has provided a current emergency plan to BBCBC that addresses personnel issues for their agency during a disaster. Their respective plans will be updated each year of contract renewal and placed in the contract file.

In the event of any emergency the CEO in concert with the specified contracted agency Executive Director may need to cancel holiday observances and vacation. If an emergency occurs on the weekend, designated staff members are expected to come to the site and/or participate in conference calls to adequately assess and handle the situation.

BBCBC is committed to providing time in an emergency so that employees may secure their property and families. After services to clients, community tasks, and the service centers are secured, the Command Center will provide direction to staff to return to their private lives to prepare their own property and families and “ride out the storm”. Staff is expected to report to work as soon as possible after the emergency has abated to provide services to our clients and families.

GENERAL CONSIDERATIONS

- The CEO will assure that BBCBC’s emergency plan is reviewed and updated.
- The Command Center Team will have a portable weather radio available to monitor storm activity and emergency broadcasts.
- The COO will have distributed a copy of BBCBC Disaster Preparedness Plan to each staff member, CMO and contracted provider agency.
- The CEO will interface with media on the emergency’s impact upon BBCBC.
- The contracted agency Executive Directors will assure the safety of children in foster and residential group care and identify what the plans are for each home (i.e., evacuate, what location, go to local shelter, etc.)
- Case Management Staff under the direction of the CMO’s Program Directors will assure the safety of vulnerable families served through in-home services as well as relative/non-relative placements.
- All staff, in the event of weather emergencies, will monitor the appropriate radio/TV channels to determine when the “All clear” signal is given. The following are radio and TV stations recommended for monitoring storm activity:

Television Cable/Broadcast

East
WFSU5/11
WCTV9/6

Radio

XM Radio - 254

WFSU FM - 88.9/93.7
WGLF FM - 104.1

WTWC 12/40
 WTXL 7/27
 WTHL 10/49
 FNC 39

WJZT FM - 98.9
 WBZE FM - 94.9
 WTNT FM - 94.9
 WVFS FM - 89.7

West

WFSG 11
 WJHG03
 WMBB 02
 WPGX 08

WRBA FM - 95.9
 WMXP FM - 103.5
 WLHR FM - 107.9
 WAKT FM - 105.1
 WFCT FM - 105.5
 WFSY FM - 98.5
 WILN FM - 105.9
 WJTF FM - 89.9
 WPAP FM - 92.5
 WPBH FM - 94.5
 WPPT FM - 94.5
 WYOO FM - 101
 WDIZ AM - 590
 WLTG AM - 1430

HURRICANE

Hurricane season is from June 1st to November 30th.

There are two (2) types of official warnings:

- A hurricane **watch** means a hurricane **MAY** strike an area within 24-48 hours.
- A hurricane **warning** means it is expected to strike within 24 hours or less.

All employees are expected to come to work during a hurricane watch. During a hurricane warning, the CEO in consultation with other provider Executive Directors will provide direction as to work schedules.

The following plan defines activities to be carried out during a hurricane watch or warning period, during a hurricane itself, and after the storm has passed. This plan will be reviewed and distributed to the BBCBC staff annually.

Hurricane Watch/Warning

When a Hurricane “Watch” affecting any Circuits 2 and 14 counties is declared the Command Center will open and will be the central point for information exchange. The following tasks and responsible staff shall be noted.

Facilities

Responsible staff: A collaborative effort of the IT Facility Management, Brian Walters, Intake/Placement Directors, Roshannon Jackson and Tory Wilson, Client Services Directors, Mary Helen Barnes (West) and Charles McDonald (East), Chief Operations Officer, Pam East, and Chief Executive Officer, Mike Watkins, Case Management Organization's Executive Directors and Contracted Provider Agency Executive Director.

- Assure that client and agency records are stored in such a way to protect them from theft, fire, and flood. These records should be stored in the file room with the door secured in a room with no windows.
- All computers and phones should be unplugged and placed on **top** of the desks on ground floors, **under** the desks on upper floors, then covered in plastic. Telephones should be unplugged last
- Backup file server.
- Back up vital information on computers (data should be downloaded to disk and stored). Assist others in securing computers.
- Inform key staff members to unplug copiers, shredders, TVs, VCRs, etc. and have landlord shut/turn off water and electric.
- Maintain plastic sheeting, rope for protecting equipment and computers.
- Ensure availability of emergency tools and flashlights.

All Programs:

Prior to any hurricane, as part of case management and other service activities, all CMO's and contracted provider agencies will have the case manager's and related staff discuss with clients their plans should a hurricane strike this area. Assessment should be made as to the vulnerability of clients and their residences. The case management staff in consult with group and residential and foster care staff should encourage evacuation for those clients and families in low lying areas, persons with medical conditions or frailty, families with housing that might be unsafe and any others that are felt to be "at risk".

For clients and families thought to be "at risk", the staff person should attempt to contact the client to review the client's options and plans, should a warning be issued.

Independent Living:

In order to assure the safety of our Independent Living clients, IL staff will make contact with the young adults to identify what their plans are for evacuation and if they need assistance. At point of contact they will provide the young adults with phone contacts in case their situation changes and they need additional support.

Adoption/Foster Care:

Prior to any hurricane threat, as part of general preparation, contracted licensing agencies will discuss with all foster families the essential preparations necessary in case of a hurricane (such as stocking of supplies, food, water, etc.). To assist a checklist will be provided such as **Attachment I** of this document. Every licensing and re-licensing will clearly document the foster parents and facility evacuation plans.

When a hurricane **watch** is posted, our contracted licensing agencies and other staff will contact all foster homes to assure awareness and advance preparation for the possible storm.

At the time of a hurricane **warning**, contracted licensing agencies and other staff will contact foster families to review their preparations for their families and the children in their care. This should include the site to which they plan to evacuate if they are not remaining in their homes. The staff will notify BBCBC of the plans for any children for whom BBCBC has responsibility for their care and custody by providing a roster of children with the plan by either e mail or fax. A roster of foster families, respite families and foster children will be reviewed by BBCBC, in coordination with the other provider agencies. BBCBC will keep the Department of Children and Families apprised of this information.

IN THE EVENT OF BBCBC Administrative Office and/or SERVICE CENTER CLOSURE

If BBCBC does close, the Executive Assistant will ensure there is a voice mail identifying the reason for the closure and emergency numbers where staff can be reached recorded on the **800#'s referenced on, page 4**, of this document. The Executive Directors or Program Directors at each provider agency will ensure they also have a similar recording.

NOTE: For the purposes of BBCBC administrative offices minimal staff will be in the office up to the point of mandatory site closure. There will not be a need for special equipment, accommodations or supplies.

POST-HURRICANE

The Command Center will notify the Disaster Coordinators of the "All Clear." The CEO of BBCBC must be notified as soon as possible regarding the well being of the children, staff and facilities. Staff should call their direct supervisor if they are unsure about when or how to report for duty. **It is the responsibility of each staff member to call the 800#'s to determine when to report to work.** Generally, we owe it to our clients to be up and running as soon as it is prudent and safe to do so.

Managing Disaster

1. Assess the availability of staff and condition of facilities and equipment. Reassign staff as demanded by the conditions.
2. Ensure that provider staff and their families are provided assistance as needed.
3. Determine the essential functions that must be carried out and in what areas waivers or flexibility may be appropriate. Ensure that staff is aware of changes in functions.
4. The providers will conduct an immediate, initial assessment of the location and needs of the children under supervision, their parents and caregivers. Assess the need for additional services to meet their basic biological needs as well as their emotional well being.
5. The BBCBC CEO, COO and CFO will have access to cash if the disaster is imminent and foreseeable. The cash will be acquired by means of writing a check to the BBCBC bank to acquire the estimated amount needed for family services. A company credit card can also be accessed if the community infrastructure would still be available to process the charge.

Facilities:

The agency facilities must be assessed for damage. The BBCBC Disaster Coordinators, as listed on, page 8, will work with the identified CMO's and contracted provider agencies to conduct this assessment. Employees returning for facilities damage assessment are to exercise the utmost caution and care, utilizing the following guidelines:

- Do not proceed through floods/downed power lines, or life threatening situations.
- Do not proceed into any facility without first looking for downed lines that may be touching the building.
- Check for visible damage that may make the program or facility dangerous to enter. Do not confront looters.
- Cooperate with law or fire department/enforcement staff that may be operating in the area.
- Common sense and caution should prevail.

The following procedures should be used during damage assessment:

- Examine the building for any visible damage.
- List each item of damage, noting what will be needed to repair the damage.
- Prioritize damage into immediate need verses what can wait.
- Take pictures of damage at the program or facility, if a camera is available.
- To the extent that you are able with available resources, make any repairs you can of an immediate need (for instance, a Utilities truck is in the neighborhood and you can talk them into getting the electricity running or

- a window broken out that you can put something over to stop further water damage).
- Notify the Command Center of your situation and needs as soon as communications can be established.
 - After notification of the Command Center, BBCBC in consult with its provider agencies should make contact as soon as communications exist with the building lessor and/or provide a situation report.

All Programs:

After the “All Clear” signal, CMO’s and contracted provider agencies staff will contact their active caseload by telephone or in person if situation dictates, to assess the client’s situation and need for assistance. This will be done within 24 hours if possible. BIG BEND and the contract provider will be notified at the end of this 24 hour period as to the well-being of the clients. This information will be provided to DCF. Clients will be encouraged to check in with their case manager as soon as possible, to apprise the case manager of their situation.

Adoptions/Foster Care

After the “All Clear” signal, case managers or the contracted licensing agency will attempt to contact foster families. Foster families should also attempt to reach case managers to notify the agency of their status. If telephones are working, the initial contacts will be made by telephone. If telephones are not working, a physical visit to the foster families that have not been reached will be done as soon as it is safe to travel the roads.

FLOOD

The most likely time for flooding in North Florida is during or after a hurricane or tropical storm. In any case, the BBCBC and provider agency hurricane procedures will be implemented to ensure the safety of children, clients and staff.

In the event of a flood evacuation order, staff will follow these procedures:

- Continuously listen to the Emergency Management Systems (EMS) broadcasts for updates.
- Elevate file cabinets, electronic and/or electrical equipment (computers, appliances, television,. VCR, etc), furniture and stored food. If possible, arrange to obtain sand and bags to try and prevent water from entering the facility.
- The following are Department of Health Guidelines.

FLOOD WATERS POSE HEALTH RISKS

Tropical storms and hurricanes can cause flooding. Although skin contact with flood waters does not, by itself, pose a serious health risk, health hazards are a concern when waters become contaminated. Flood waters may contain fecal material, associated bacteria and viruses.

DOH recommends the following precautions to prevent possible illness from flood waters:

Basic hygiene is critical. Wash your hands with soap and water that has been boiled or disinfected before preparing or eating food, after toilet use, after participating in flood cleanup activities, and after handling articles contaminated with flood water or sewage.

Avoid eating or drinking anything that has been contaminated with flood waters.

Do not wade through standing water. If you do, bathe and put on clean clothes as soon as possible.

Avoid contact with flood waters if you have open cuts or sores.

If you have any open cuts or sores and cannot avoid contact with flood waters, keep them as clean as possible by washing well with soap to control infection. If a wound develops redness, swelling, or drainage, seek immediate medical attention. Residents who sustain lacerations and/or puncture wounds and have not had a tetanus vaccination within the past 10 years require a tetanus booster.

If there is a backflow of sewage into your house, wear rubber boots and waterproof gloves during cleanup. Remove and discard absorbent household materials, such as wall coverings, cloth, rugs, and sheetrock. Clean walls and hard-surfaced floors with soap and water and disinfect with a solution of 1/4 cup of bleach to one gallon of water. Thoroughly disinfect food contact surfaces (counter tops, refrigerators, tables) and areas where small children play. Wash all linens and clothing in hot water. Air dry larger items in the sun and spray them with a disinfectant. Steam clean all carpeting.

If your plumbing is functioning slowly or sluggishly, you should:

Conserve water as much as possible; the less water used the less sewage the septic tank must process. Minimize use of your washing machine. Go to a Laundromat. Rental of a portable toilet for a temporary period may be another option.

Do not have the septic tank pumped. Exceptionally high water tables might crush a septic tank that was pumped dry. If the fundamental problem is high ground water, pumping the tank does nothing to solve that problem.

If you cannot use your plumbing without creating a sanitary nuisance, i.e., without sewage being exposed, consider moving to a new location until conditions improve.

Do not have the septic tank and drain field repaired until the ground has dried. Often systems are completely functional when unsaturated conditions return. Any repair must be permitted and inspected by your county health department.

For further information, please contact your local county health department or visit www.doh.state.fl.us or www.FloridaDisaster.org.

Public Information Emergency Support Function: 850-921-0384.

ESF 14 -External Affairs / Public Information Office
Florida State Emergency Response Team
(850) 921-0384

TORNADO

If there is any warning prior to a tornado strike:

- Staff will move all children to interior rooms without windows (bathrooms) until the “All clear” signal is given. One staff member will tour the facility, turn off the circuit breakers and get a flashlight and the battery powered radio.
- If injuries occur, staff will follow emergency medical procedures.

If a tornado strikes **without** warning, assessment and treatment of injury and/or damage become the priority. In this case, staff actions will follow the same procedures as outlined in the **Hurricane** section of this document.

OTHER EXTREME WEATHER CONDITIONS

In the event of other extreme weather conditions, such as a heat or cold wave, agency staff will ensure that clients with whom they work have the necessary supplies to safely survive the extreme condition. Staff will contact families, following the procedures contained in the **Hurricane** section of this plan.

FIRE

Fire Drills

Responsible Parties: The BBCBC administrative offices as well as each service center have designated employees identified to conduct random fire drills and be the liaison with the fire inspector.

- Fire Drills will be held randomly.
- A map of evacuation routes will be posted in conspicuous places on each floor of each BBCBC Service Center
- Staff will ensure they and all volunteers, and visitors leave by the nearest exit and proceed to the designated meeting places. Staff will point out the posted floor plans and exits to all new employees, volunteers and residents.
- Supervisors will assign specific staff to assure that all occupants have exited the building.
- Smoke alarms, fire extinguishers, fire safety, and lighting systems will be checked each time a fire drill is conducted.
- A record will be kept of each fire drill and review of equipment/systems.
- The individual conducting each fire drill will be responsible for completing the fire drill checklist, see **Attachment II**.
- In the event of an “unscheduled” fire drill, as in a false alarm, a supervisor of that service center will complete an Incident Report
- When a fire occurs, staff will immediately evacuate the building and call 911 to summon the fire department (if not automated).
- Staff will check to ensure that all occupants have exited.
- If the fire is small and can possibly be contained, staff will use the fire extinguishers that are mounted throughout the building.
- Staff will use care when entering smoke-filled areas, as visibility is poor and smoke inhalation is a high risk.
- Staff will, if it is safe to do so, close all windows and interior doors in order to contain and block the spread of fire.
- DCF will be notified within 24 hours of the occurrence of fire, explosion, and/or major damage to any BBCBC or provider facility, particularly if the health and safety of DCF clients has been threatened.

Rebuilding

1. Identify steps the provider will need to take to ensure that there are resources to meet the capacity of the service needs and the work load. Take into consideration the possibility of an influx of families to the area due to fleeing their homes. Emergency Management will be able to assist with identifying the volume. The following shall also be considered with workload management:

- Consider children that may have become separated from their families during the disaster. Move quickly to reunify or communicate with loved ones.
 - Work through Interstate Compact on the Placement of Children Office to coordinate services and share information with other states about relocated children and families;
 - Inventory placement resources for emergency placement changes.
2. Prepare to address the emotional needs of staff as related to their job responsibilities as well as their own family situation.
 3. Conduct debriefings with staff, contracted agencies and DCF as the situation dictates. Frequency will be dictated by the current circumstances.
 4. Document strengths, weaknesses and lessons learned to be shared with staff, contracted agencies, service providers, caretakers and families.

CHEMICAL SPILLS/NUCLEAR INCIDENTS

In the event of an evacuation ordered due to a chemical spill or a nuclear power plant incident in the area, staff will follow the procedures outlined in the above hurricane plan:

HAZARDOUS MATERIALS

The safety of staff and clients in our care is a primary priority. It is the policy of BBCBC to follow operating practice that will assure optimal safety in the workplace. A **Safety Committee**, consisting of a member from the BBCBC Administrative offices and a member from each Service Center will meet regularly to review incident/accident reports and any potentially hazardous conditions that may exist, including hazardous material on-site. The objective of the Safety Committee is to monitor and reduce workplace hazards. Staff is required to cooperate in following BBCBC and provider agency safety rules and to report any hazards that might cause injury to themselves, co-workers, volunteers, visitors or clients. Direct and constructive participation of all staff is most important in assuring a safe environment.

BBCBC is responsible for enforcing all safety and health practices, and for ensuring that all job duties are performed and materials are handled with regard for the safety of BBCBC employees, contracted agency employees, clients, volunteers and visitors.

The following rules are the minimum guidelines for working safely:

***** In a hazardous materials event, building evacuation will follow fire drill procedures with the fire alarm system being activated secure the area as quickly as possible. Ensure that co-workers, volunteers, visitors and clients leave the area. If appropriate, apply first aid for any injury and call 911 for medical assistance.**

- Report any unsafe conditions, practices or materials that might cause an accident or injury. Reports are to be made to any supervisor or member of the BBCBC Safety Committee in person or in writing through incident report or email as situation dictates.
- Use tools, equipment and potentially hazardous material only when authorized and trained to operate/use safely and properly. Use the proper tool, equipment or material for the job being performed. Wear appropriate protective equipment, such as goggles, gloves, etc. and ensure that this equipment is in good working condition.
- Always maintain good housekeeping in working areas. Store tools and material in the proper places and place waste material in dumpsters.
- Obey all BBCBC safety rules, instruction and signs. Comply with all governmental safety regulations. If you are not familiar with the rules and regulations for a specific job or material, ask a supervisor for instruction.

Bomb Threats/ Telephone Threats:

A bomb threat should **not** be ignored. The building should be evacuated and procedures should be followed as outlined in the **Fire** section of this plan.

In the event that a telephone threat is received, the employee should do the following:

- Signal a co-worker to immediately call 911
- Keep calm, keep talking and don't hang up
- If possible, signal a co-worker to listen and place the call on speaker
- Ask the caller to repeat the message and write it down
- For a bomb threat, ask where the bomb is and when it is set to go off
- Listen for background noises, write down a description
- Note if it is a man's or woman's voice, notice pitch of voice, accent, and anything else you hear
- After the call as ended, immediately notify supervisor

methicillin-resistant Staphylococcus aureus (MRSA)

MRSA is a type of Staphylococcus (staph) resistant to some antibiotics. The department of Health has established a surveillance program aimed at MRSA in the community. The Department of Health highlights the following Centers for Disease Control and Prevention recommended precautions:

- Keep your hands clean by washing thoroughly with soap and water or using an alcohol-based hand sanitizer.
- Keep cuts and scrapes clean and covered with a bandage until healed.
- Avoid contact with other people's wounds or bandages.

- Avoid sharing personal items such as towels or razors.

Each one of our service centers have a constant flow of traffic by professionals, caretakers and children. An exaggerated effort is made to keep the lobby area clean as well as door handles, phones and conference areas. Special attention is paid to toys in the common areas. Cleaning and good hygiene can also prevent:

- Influenza
- The common cold
- Strep throat
- Intestinal disorders
- Pneumonia

The Florida Department of Health is committed to promoting proper hygiene. The Department recently received a Suncoast Emmy nomination for its “Fifth Guy” campaign aimed at promoting proper hygiene. For more information on the campaign visit www.fifthguy.com.

Pandemic Flu

BBCBC is dedicated to ensuring that employees needs are met should there be threat of such an event as a Pandemic Flu. The following is an excerpt from the Department of Health regarding an outbreak of a Pandemic Flu (such as Bird Flu). This checklist will help to gather the information and resources you may need in case of a flu pandemic.

1. To plan for a pandemic:

- Store a two week supply of water and food. During a pandemic, if you cannot get to a store, or if stores are out of supplies, it will be important for you to have extra supplies on hand. This can be useful in other types of emergencies, such as power outages and disasters.
- Have any nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes, and vitamins.
- Volunteer with local groups to prepare and assist with emergency response.
- Get involved in your community as it works to prepare for an influenza pandemic.

2. To limit the spread of germs and prevent infection:

- Wash hands frequently with soap and water.
- Cover coughs and sneezes with tissues.

- Stay away from others as much as possible if they are sick. Stay home and work from the office when ill.

For More Information

- Visit: www.pandemicflu.gov
- The Centers for Disease Control and Prevention (CDC) hotline, 1-800-CDC-INFO (1-800-232-4636), is available in English and Spanish, 24 hours a day, 7 days a week. TTY: 1-888-232-6348. Questions can be e-mailed to cdcinfo@cdc.gov.
- Links to state departments of public health can be found at <http://www.cdc.gov/other.htm#states>.

U.S. Department of Health and Human Services, January 2006

WORKPLACE VIOLENCE

Violence can strike from the outside or from within. The perpetrator can be a stranger or someone known to all. It can be the result of a robbery, jealous spouse or over a disgruntled employee or angry client. The policy at BBCBC is one of zero tolerance toward violence. Because of this, all acts or threats of violence will be taken seriously.

BBCBC defines a threat or act of violence as follows:

- Including, but not limited to, any act or gesture intended to harass or intimidate another person.
- Any act or gesture likely to damage company property.
- Any act or gesture likely to leave another person injured or fearing injury.

All employees are responsible for helping to maintain a violence free workplace. To that end, each employee is asked to report the act or threat to his or her immediate supervisor and/or a member of the Administrative Management Team. An incident/accident report form should be utilized for this purpose. Reports may be made confidentially or anonymously if the employee feels the need.

Each act or threat of violence will be investigated and appropriate action will be taken. Any such act or threat by an employee may lead to discipline, up to and including termination.

PRECAUTIONS

There are certain precautions that employees of both BBCBC and its contract agencies can use to help protect themselves from danger.

Recognizing Warning Signs:

There are always warning signs and signals that, when observed and understood, assist in preventing disruptions or physical violence in the workplace.

Stages/levels of violence:

Stage 1/level 1 (Early potential for violence)

- Dehumanizing other people, name calling, racial insults or sexual harassment, other verbal abuse
- Challenging authority, insubordination, refuses to cooperate with immediate supervisor
- Regularly being argumentative, alienating client or co-workers, consistently argues with co-workers or management
- Spreads rumors or gossip.

Stage 2/Level 2 (Escalated potential for violence)

- Ignoring or refusing to obey company policies and procedures
- Stealing from the agency or co-workers, sabotaging equipment, client files or agency property
- Making threats verbally, in writing, by E-mail or voice mail
- Blaming others for all problems, sees self as victimized by management

Stage 3/Level 3 (Potential for violence is realized)

- Displaying or brandishing a weapon (knife, gun, etc.)
- Physical fights, punching, kicking, slapping
- Committing assault, arson, murder, suicide

Protection in parking areas/outside buildings:

- Park within the designated parking areas, especially when working after dark
- Do not leave purses, briefcases, or other valuables in sight, as thieves can easily smash a window and steal these items in seconds
- Be aware of surroundings at all times
- When leaving the building, especially in late evening, attempt to leave with another staff

Visitors:

Visitors should check in with the receptionist and should be escorted while in the building and not allowed to wander freely. This too applies to children as well as

adults, clients and professionals in the service centers as well as the BBCBC administrative office.

ID Badges or cards:

Employees should carry their BBCBC picture ID and business cards for presentation when requested for security reasons.

Hostage Situation:

- A hostage situation involving clients and/or staff will be reported immediately to 911.
- Clients and Staff not involved in the situation will be removed to safety.
- Anyone creating hostage situations will be prosecuted to the fullest extent provided by law.
- The Executive Director of the provider agency must be notified immediately of any hostage situation.

COPING WITH AN ANGRY OR HOSTILE CLIENT OR CO-WORKER

- Stay calm and listen attentively
- Maintain eye contact
- Be courteous and patient
- Keep the situation in your control

For a person shouting, swearing and threatening:

- Signal a co-worker or supervisor that you need help
- Do not make any telephone calls yourself (this could be perceived as threatening and escalate the situation)

For someone threatening you with a gun, knife or other weapon:

- Stay calm, quietly signal for help, press panic button if available
- Stall for time
- Maintain eye contact
- Keep talking, but follow instructions of the person with the weapon
- Don't risk yourself or others
- Never try to grab a weapon
- Watch for a safe chance to escape to a safe area

Domestic Violence:

Although this is a sensitive area, it is important for BIG BEND and its contract providers to know if an employee has reason to fear the non-employee significant

other, or if there has been any previous physical altercations or threats. With this knowledge, BIG BEND and its provider agencies can assist the employee in designing a safety plan to reduce the likelihood of a problem occurring.

ANY OF THE ABOVE SITUATIONS SHOULD RESULT IN THE COMPLETION OF A CRITICAL INCIDENT REPORT.

Policy and Procedures Approval FY 2008 – 2009

All Big Bend Community Based Care policies and procedures are revised and updated on a routine basis to ensure compliance with all local, state, federal funding, accreditation and regulatory standards.

Big Bend Community Based Care is committed to providing child welfare and related services in partnership with community providers. In part this will be accomplished by focusing upon staff competence, safety, measurable outcomes in services and consumer satisfaction.

Mike Watkins
Chief Executive Officer

Date

Attachment I

DISASTER PREPAREDNESS CHECKLIST

| This list is an example of the list used by each contracted licensing agency and residential facility.

Supplies needed at Each Facility where clients or staff might be housed and as it pertains to Independent Living clients:

- Tool box with basic tools
- Rope
- Visqueen (plastic sheeting)

- First Aid Kit
- Hand operated can opener
- Battery operated radio and batteries
- Flashlights and batteries
- Matches
- Blankets and Bedding
- Masking Tape
- Duct Tape (water repellent)
- Paper plates, paper napkins, plastic utensils
- Containers for water
- Bottled water
- Hurricane Candles
- Ice Chest
- Barbeque Grill, charcoal, and lighter fluid
- Chlorine Bleach
- Toiletries and sanitary supplies
- Disinfectant
- Small garbage can with tight lid
- Canned, ready to eat foods and juices (enough for 3 meals/day for all clients and staff for 7 days)
- Any special medical or physical equipment the child will need.
- An adequate supply (2 weeks) of medication

Attachment II

FIRE DRILL CHECKLIST

Location: _____

Date: _____ Time of Drill: _____

EVALUATION CRITERIA
(please circle Y or N)

Drill was conducted orderly	Y	N
Drill was conducted promptly	Y	N
All office doors were closed	Y	N
All participants evacuated to a safe distance	Y	N
All staff were accounted for	Y	N
Participants waited for the "all clear"	Y	N

Time taken to complete the drill: _____

Comments: _____

Signature of Safety Officer: _____

Attachment III

AGENCY	NAME	OFFICE #	CELL #	FAX #	EMAIL ADDRESS	TITLE
BigBend Community Based Care	MIKE WATKINS	410-1021	510-1687	410-1077	mwatkins@bigbendcbc.org	Chief Executive Officer
BigBend Community Based Care	PAM EAST	410-1020	321-4694	410-1076	peast@bigbendcbc.org	Chief Operational Officer
BigBend Community Based Care	LORI GULLEDGE	410-1020		410-1076	lgulledge@bigbendcbc.org	Chief Financial Officer
BigBend Community Based Care	CHARLES MCDONALD	410-1020	556-1334	410-1076	cmcdonald@bigbendcbc.org	Client Service Director / E
BigBend Community Based Care	MARY HELEN BARNES	747-5755	832-2688	747-5898	mbarnes@bigbendcbc.org	Client Service Director / V
BigBend Community Based Care	ROSHANNON JACKSON	410-1020	251-7765	921-9718	rjackson@bigbendcbc.org	Intake Director
BigBend Community Based Care	TORY WILSON	410-1020	508-7699	921-9718	twilson@bigbendcbc.org	Placement Director
BigBend Community Based Care	DARCI LOLLEY	410-1020	508-9498	921-9718	dlolley@bigbendcbc.org	Quality Management Directo
BigBend Community Based Care	BRIAN WALTERS	410-1020		921-9718	bwalters@bigbendcbc.org	III/Facilities Management
BigBend Community Based Care	KATHY PRESCOTT	410-1020	509-8970 980-0344	410-1076	kprescott@bigbendcbc.org	Executive Assistant
Anchorage Childrens Home	BARBARA CLOUD	763-7102	381-3110	769-0855	bcloud@anchoragechildren.org	Executive Director
Anchorage Childrens Home	KATIE ZIMFER	763-7102	381-3110	769-0855	kzimpher@anchoragechildren.org	Development Director
Camelot Community Care	MELISSA KNABE	561-8060	567-0546		mknabe@bigbendcbc.org	Executive Director
Life Management Center	NED AILES	522-4485	N/A	522-4484	nalies@lifemanagementcenter.org	DIRECTOR
Life Management Center	JULIE KITZEROW	522-4485	596-3768	522-4471	jkitzerow@lifemanagementcenter.org	Program Administrator

Children's Home Society	DAVID OVERSTREET	921-0772	228-4048	921-0726	david.overstreet@chsfl.org	Executive Director East
Children's Home Society	UCHENNA NWAFOR	921-0772	694-8395	921-0726	uchenna.nwafor@chsfl.org	Director of Program Oper
Children's Home Society	BUSTER COLEMAN	921-0773	850819725 1		wcoleman@chsfl.org	Executive Director West
Boys Town of North Florida	KEN BENDER	575-6422			benderk@girlsandboystown.org	Executive Director
Disc Village Crawfordville	JOHN WILSON	575-4388	528-4003	414-2843	jwilson@bigbendcbc.org	Director of Program Oper
DCF Crawfordville	NECIA LITTLE	926-0024	508-7671	926-0030	necia_little@dcf.state.fl.us	Operations Program Adm Family Svcs Case Manag
Disc Village Crawfordville	BEVERLY JOHNSON	926-0024	570-0477	926-0030	bjohnson@bigbendcbc.org	Supervisor/CBC
DCF Crawfordville	BOBBY BASSETT	926-0024	933-5063	926-0030	bobby_bassett@dcf.state.fl.us	Protective Investigations
Emergency Management	FLORIDA DIVIISON	413-9900	800-342-3442		floridadisaster.org	
GAL Circuit 2	MARCIA HILTY	294-7545				Director
GAL Circuit 14	JUNE LASHBROOK	747-5180				
GAL Circuit 3	DEBBIE KINSEY	386-364-7720				