



**EMERGENCY AND DISASTER
PREPAREDNESS PLAN**

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Approved

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Communication Protocols

The primary concern of Clay & Baker Kids Net, Inc., during an emergency or disaster is the safety of clients and staff.

In the event that an emergency or natural disaster is predicted to affect Clay County, Baker County, nearby areas, or anywhere children are placed, this plan will be activated in an effort to protect lives of the children in the custody of the state and under the supervision of CBKN, individuals employed by CBKN, and our contracted programs.

A. Emergency Notification

The COO or designee is responsible for maintaining current information on weather conditions and possible natural phenomenon that would necessitate an emergency response and is responsible for notifying other senior management team members and maintaining documentation of events and contacts during the emergency period.

In the event of an emergency situation as described above, the emergency contact order will be:

SENIOR MANAGEMENT TEAM

- | | |
|---|---|
| 1 Irene Toto
Chief Executive Officer
Phone: (904) 278-5644 x 2005
Cell: (904) 483-6349 | 2 Steve Conrad
Chief Operation Officer
Phone: (904) 278-5644 x 2007
Cell: (904) 424-0896 |
| 3 Nora Milne
Chief Program Officer
Phone: (904) 278-5644 x 2060
Cell: (904) 389-4543 | 4 Kevin Davidson
Chief Financial Officer
Phone: (904) 278-5644 x 2006
Cell: (904) 307-9002 |

Note: The home telephone numbers of the emergency contact personnel have been given to the Contract Manager and her supervisor for emergency notification purposes. Members of the Senior Management Team have complete Emergency Preparedness Plans in their offices and at their homes.

The primary means of communication during an emergency or disaster will be the agency/landline telephone. Cellular phones have been issued to all managers, family services counselors and other CBKN staff with a documented need. The cellular phones are intended to be for official use and shall be fully charged to use as a back up during power outages.

B. Staff Information

CBKN will have the following employee information available and updated for emergency events:

- Employee's full name

- Employee's current address
- Employee's home number and cell number.
- An emergency contact person and phone number and other identifying information needed to assist in locating an employee in an emergency.
- In the event of an emergency, supervisors will utilize a "telephone tree" system, contacting their employees, who in turn contact their employees, and so on.

Emergency contact information is updated annually and when staff persons begin or terminate their employment with CBKN. This contact information is included as an appendix to the emergency preparedness plan and is provided to the senior management team and each supervisor/manager for emergency notification purposes each December. All staff will be required to review an updated copy of the emergency plan each year.

C. Emergency Plan Activation

The COO or designee is responsible for establishing and coordinating communication between CBKN staff, the Department of Children and Families and the CBKN Network Providers. This communication will be conducted as follows:

- The COO will contact members of the senior management team (SMT). The team will determine the urgency of the threat and facilitate the appropriate emergency plan steps.
- The team will monitor and evaluate emergency reports (media, radio, national weather) for activity, threats, and actual emergencies and pass on updates to the SMT.
- SMT members will use petty cash to obtain any needed services, supplies, equipment, etc.
- The COO through the CBKN Contract Specialist will establish contact with all network providers and pass on updates to each agency contact.
- The COO will keep the Department of Children and Families informed throughout the emergency plan activation.
- Thirty-six (36) hours prior to the arrival of an emergency event which has the potential to damage normal operational resources or endanger the safety of clients, the CBC Pre Event Survey must be completed (See **Attachment A, CBC Pre Event Survey**).
- No later than 24 hours following an emergency, the CBC After Action Report must be completed (See **Attachment B, CBC After Action Report**).

D. Staff Assignments

In the event of a natural disaster, all staff will be instructed to communicate with their unit supervisor/manager before proceeding to work. The SMT will decide at what point to release staff members that are at work when a natural disaster is imminent.

1. CEO

The CEO or designee will respond to the media regarding the emergency or disaster, injuries, event status, evacuation, etc. The CEO is also responsible for contacting the County Offices of Emergency Management if there is an emergency incident that is too large to be dealt with internally by CBKN staff and would require outside assistance. For more minor incidents, the CEO will direct the Emergency Preparedness Plan Coordinator to contact the County Offices of Emergency Management to ascertain specific areas of

concern. All staff receiving inquiries for such information will immediately direct the caller to the office of the CEO.

2. Chief Program Officer

For children displaced or adversely affected by disaster, the Chief Program Officer will ensure that staff:

- Include services for children under state care or supervision who are displaced or adversely affected by disaster.
- Respond to new child welfare cases in areas adversely affected by disaster and provide services.
- Remain in communication with caseworkers and other essential staff who are displaced because of disaster.
- Preserve essential program records.
- Coordinate services and share information with other states.

3. Network Providers

The COO's office will house a Florida map indicating placements for children out-of-area and a Northeast Florida map, indicating local placements. Both maps will be updated monthly and used as a resource in the event of an emergency.

CBKN requires that each network provider prepare and make available to CBKN a copy of their up-to-dated disaster plan 24 hours out. Providers of foster care will also be required to maintain detailed disaster plans for each of their foster families (that includes the address and telephone number of the evacuation destination) and provide a copy to CBKN (See **Attachment C, Emergency Plan**). In the event that foster parents' disaster plan includes leaving the state of Florida, the court must first grant permission and approve the plan. The Baker and Clay Circuit Courts have authorized travel for foster parents, relative and non-relative caregivers if the following conditions were met:

- There must be a declared state of emergency, authorized by the Governor
- Foster parents must have an emergency plan on file with the CBKN Licensing Office, providing identifying information regarding the planned destination, contact person and telephone number. The foster parent must notify the CBKN Licensing Office upon return home.
- Relative and non-relative caregivers must notify the child's family services counselor of the planned destination, contact person and telephone number.

Authorization letters from each Court were sent to all out of home care providers and a copy of each letter is on file at CBKN (See **Attachment D, Authorization Letter**).

4. Managers

Managers/Supervisors take direction from their respective Chief Program Officer and will maintain communication with their staff to ensure accurate information shared to the greatest extent possible. In the event a manager/supervisor is unable to communicate with their immediate Chief Program Officer, another SMT member shall be contacted for direction.

5. Shelter Supervisors/Family Services Counselors

Shelter Supervisors and Family Services Counselors who are responsible for direct care and safety of CBKN clients will provide information to the client about the situation and what is being done to protect them and ensure the continuity of care. They will also ensure alternative accommodations for clients in substitute care.

6. Documentation

The COO or designee will ensure that all events occurring during the activation of an emergency plan are documented.

E. Immediate Reporting

Staff will immediately notify the COO of any reports of an emergency or impending emergency. When receiving a call of a potential disaster, the person receiving the call will request the following information from the caller:

1. Name of person calling
2. Telephone number of the person calling
3. Location and nature of the emergency/disaster
4. Estimated time of pending disaster
5. Any special communications instructions.

Emergency Medical Procedures

In the event that an individual served, employee, visitor or volunteer is seriously ill or injured; the procedures below are to be followed.

A. For all Seriously Ill or Injured People

1. First and foremost is the health and safety of the individual who is ill or injured.
If in doubt as to the seriousness of the illness or injury, staff shall contact emergency personnel immediately by calling 911.
2. If the issue is not a crisis and there are sufficient numbers of staff on-duty, a staff person who is on the approved transporter list may take the person for medical care.
 - a. If the issue is a crisis, call 911.
 - b. If the issue is not a crisis but the person needs treatment and an approved driver is not available, call 911.When guidance is needed regarding the need for treatment, always contact a nurse, a physician or 911, if you question the need for medical treatment.
3. Good communication is essential. Be sure to communicate thoroughly with:
 - a. Community medical providers,
 - b. Administrative personnel and
 - c. On paper, via the completion of an Incident Report.
4. Be sure to have information available for the paramedics:
 - a. What happened to the person
 - b. Symptoms
 - c. What has been done so far – first aid, etc?
 - d. Any medical history, if known
6. Maintain communication:

- a. Notify CEO and senior management. Have as much detailed information as possible ready to answer questions.
- b. Contact the family/guardian.
- c. Ensure that a thorough Incident Report is completed documenting:
 - 1) what happened to the person,
 - 2) what follow-up was taken by staff (i.e. first aid),
 - 3) what follow-up was taken and/or what instructions were given by paramedics and other emergency personnel,
 - 4) who was contacted (i.e. on-call personnel, nurse, etc.)

B. For Staff or Visitors who are Ill or Injured

1. It is generally up to an adult employee or visitor who is ill or injured to choose whether or not to have medical care. If you believe that a person needs such care, encourage that he/she receives it.
2. Call 911 if the person, in your opinion, urgently needs emergency care (i.e. has been seriously injured, appears to be having a heart attack, etc.) even if he/she does not want emergency medical care. Workers' Compensation and other insurance coverage may be affected if proper intervention is not taken promptly.
 - a. Be sure to have information available for the paramedics:
 - 1) what happened to the person
 - 2) symptoms; any medical history, if known
 - 3) what has been done so far (e.g., first aid, etc.)
 - b. Send a staff person with the person to the hospital, either in the ambulance or in a personal vehicle, if directed to do so by the paramedic.
 - c. Follow ALL instructions of the paramedics.
3. If the person's illness or injury is not a crisis and sufficient staff is available to take the person for care, the person can be transported by staff.
 - a. Send another staff person if necessary.
 - b. Assist the ill/injured person as necessary by phoning the person's family as requested.
4. Maintain communication:
 - a. Contact the family/guardian.
 - b. Notify CEO and senior management. Have as much detail as possible ready to answer questions for the on-call person.
 - c. Ensure that a thorough Incident Report is completed documenting:
 - 1) what happened to the person,
 - 2) what follow-up was taken by staff (i.e. first aid),
 - 3) what follow-up was taken and/or what instructions were given by paramedics and other emergency personnel,
 - 4) who was contacted (i.e. on-call personnel, nurse, etc.)

Total Facility Evacuation

This procedure is to serve as a guideline for any internal or external disaster, which creates a life / safety hazard warranting the total evacuation of CBKN.

A. Staff Responsibilities

1. Evacuation plans will be posted in each facility and staff/residents will practice that plan according to CBKN policy.
2. The evacuation and supervision of the residents are the primary responsibilities of staff. Direction will be sought from the Residential Manager before moving residents to the designated evacuation shelter. Shelter staff must go with the residents to the designated place of safety and remain with the residents until relieved by another authorized staff person.
3. Checklists of staff responsibilities are available to ensure that all tasks are completed (See Attachment E, Staff Checklists).

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IMPORTANT: During evacuation, elevators shall not be used. All evacuees will exit the building by the nearest stairway. Evacuation/Escape routes will be posted at each site.

Orange Park:

- Managers/Supervisors will ensure that their respective work areas have been evacuated.
- The COO or designee will conduct a final sweep of the building to ensure all persons have evacuated the building.
- The COO or designee will meet the law enforcement/ fire department officials at the back door upon their arrival, if a police/fire response is required.
- Elevators will be turned off and stairs are to be used. Upon evacuation of the building all persons will meet in the parking lot north of the building closest to the hospital. The SMT will account for all employees and visitors, and provide a verbal report to the COO.
- In the event of elevator closure, the COO or designee will designate at least three persons (or more if necessary) to assist persons with disabilities to a safe location.
- All evacuees will remain in the parking lot until further instructions are provided. The COO will give the final authorization to return to the building after the law enforcement/fire department has cleared the building for occupancy.
- In the event that a more secure location is needed for an extended period of time, Clay Behavioral Health Center will be utilized (at 3292 County Road 220, Middleburg, FL 32068) as the assumed site.
- In the event the COO is not available, the back up designee is the Chief Financial Officer. If both Chief Officer are unavailable, the Chief Program Officer is the evacuation designee.

Shelter Homes:

The Residential Manager will be the primary contact in case of facility evacuation.

- Each shelter home usually averages approximately six (6) clients at any given time.
- At least two (2) staff members will be assigned to each facility in case of emergency; however, this number may increase depending upon the ages of the current clients.
- Each shelter can be used as an evacuation site for the other. However, in case of a regional evacuation, local shelters, approved by the Office of Public Safety, will be utilized.

- If necessary, the Placement Coordinator can make temporary placements to other shelters not affected by the current emergency situation.
- Every effort will be made to accommodate any special needs which a client may have.
- Shelter home vans as well as employee's personnel vehicles may be used to transport clients in case of emergency. There are two company vans which are available for shelter home us during an emergency. One has a 15 person capacity and one has a 12 person capacity. A company car which seats five (5) is also available if necessary.
- All emergency procedures and supplies discussed further in this document will be followed in case of evacuation.

Macclenny:

Upon evacuation of the building, all persons will meet in the front parking lot. The Supervisor or designee will account for all employees and visitors and provide a verbal report to the COO. All evacuees will remain at this site until the law enforcement/fire department has cleared the building for occupancy. During an emergency, staff will communicate using cell phones as necessary to link with other sites and CBKN administrative personnel.

B. Procedure

There are instances when evacuation must be immediate and is unplanned. In such instances:

- a. First and foremost in importance is the safety/security of all clients, staff, volunteers and other human beings in the building. Attend to safety/security issues first and communication second.
- b. In the event of an emergency, which warrants immediate evacuation, contact the CEO and/or COO if there is time to do so. If there is not time to phone, evacuate the individuals immediately and subsequently, as soon as realistically possible, contact the COO who is responsible for making other contacts.
- c. The Family Services Supervisor will conduct a count of all staff and clients to ensure all individuals are accounted for. The Family Services Supervisor will report this number to the COO. The office will record this number as part of the documentation requirement.

C. Supplies

When evacuating the shelters, staff will ensure that supplies are taken with them, including but not limited to:

1. emergency contact numbers
2. personal items
3. medications – and the ability to order more if necessary
4. first aid kit
5. flashlights and batteries
6. battery operated radios
7. clothing – at least a two day supply
8. pillow and blankets
9. client records (including medical records) must be placed in the file room.

In addition to the supplies listed above, shelter staff must pack nonperishable food items, including bottled water for up to three days for clients and staff consumption. Shelter home client records (red folders) must stay in the direct care of shelter staff members during evacuation and until they are secured back at the shelter home.

D. Re-Entry

CEO or emergency personnel will make the re-entry decision. No staff or clients may re-enter buildings until the facility is officially cleared for occupancy.

Inclement Weather

Staff must be attentive to potentially severe weather conditions, including hurricanes, tornadoes and severe thunderstorms. Hurricane season for Florida is from June 1 to November 30.

- Warning Alerts are issued when severe weather conditions have been confirmed for the area – i.e. a hurricane is expected to make landfall in the area, a tornado has been sighted, etc.
- Watch Alerts are issued when weather conditions exist whereby severe weather could develop in the area – i.e. hurricane, tornado, lightening, wind, etc.

In the event that potentially severe weather exists, staff will listen to the weather, television, radio broadcasts and will access internet sites for weather-related information. Batteries for flashlights and portable radios will be on hand in case of loss of power.

A. Pre/Post Watch and Warning Response Sequence

➤ 60–48 Hours Pre-Watch

COO and other identified administrative staff will monitor activities through media and identify the need for immediate attention and action.

COO or designee will ensure that contact is made with all network providers to determine that each facility/foster home disaster plan is up-to-date and ready for implementation.

All managers/supervisors will assign staff in their respective units to make contact with all foster parents, relative and non-relative caregivers, and clients to determine that each foster parent, relative and non-relative caregiver has a plan to ensure the client safety.

Finance Staff will obtain petty cash for possible use by shelter staff, if needed.

Human Resources and/or senior management will provide information to all staff regarding how and where paychecks can be obtained should a natural disaster approach during a pay period.

Management Information System (MIS) staff will ensure network safety; ensure all PCs are out of danger and servers are secure, and that all files have been backed up; ensure all IT licensing and paperwork is in a secure location.

➤ 48-24 Hours Pre-Watch

SMT members will meet to determine implementation of evacuation procedures and resuming normal activities. All plans will be communicated to CBKN managers/supervisors by their respective department head.

COO will continue to monitor activities through media and keep abreast of any developments as they occur that may require immediate attention.

Management Information Systems (MIS) and all CBKN Staff must ensure all data / information is saved to the Network Server; log off and shut down PC; unplug and move all PCs up onto desks away from windows and cover with plastic. If any staff are absent or are unable to move their PC, the MIS staff will assist.

➤ 24-12 Hours Pre-Warning

Chief Officers will continue to monitor activities through media and keep abreast of any developments as they occur that will need immediate attention and action. Areas that have been designated by the local authorities to evacuate will do so. The COO will communicate with DCF to oversee the planning process.

The Chief Officers and Program Directors will be provided with a printout of all CBKN clients in care and children's present residence location and the identity of each child in shelter care and shall maintain this information until the emergency is cleared.

COO or designee will notify all network providers through the Licensing Office that no children can be moved or changed from placement status until after the natural disaster has been cleared.

The Quality Manager and Records Specialist will ensure all client files have been secured in the file room, that all files are covered in plastic from the ceiling to the floor, and that the door is locked prior to evacuation.

Each unit is responsible for securing the following in their work areas (See **Attachment E, Hurricane/Severe Weather Checklist**):

- All computers, monitors, and printers off the floor and covered with heavy duty plastic bags or plastic sheeting, located in each area of the building.
- Unplug all computer equipment from the wall.
- Cover fax machines and copiers with heavy duty plastic or plastic sheeting.
- Cover all phone equipment with plastic.

- Place all Family Service Counselor's case files on the shelves in the file room on the 2nd floor and lock the door. (NO FILES OR DOCUMENTATION **ARE TO BE ON THE FLOOR**)
- Place all licensing files in the locked file cabinet.
- Place all shelter home files off the floor in a locked file cabinet. The "red files" for the current residents are to be in a water proof container, **which are located at the shelters**, in the event of an evacuation.
- Be sure all windows are closed and all blinds are shut.
- All Family Service Counselors need to have a list of their clients and the way to make contact with them before and after the disaster.
- All managers need to obtain a phone listing of all employees and the client lists for their unit
- The Revenue Maximation department will run a back up ICWSIS list of current CBKN Foster and Adoption Subsidy families.
- Licensing staff will obtain a phone listing of all current foster parents to contact each foster home before and after the storm. We will need to verify every child in every home.

➤ Within Six (6) Hours Post Disaster
Or Four (4) Hours After Daybreak the Next Morning

**The goal of this period is to verify that all children are safe and secure and to begin damage assessment.

All managers/supervisors will make contact with all CBKN staff under their supervision, licensing staff will contact foster parents, and family services counselors will contact relative and non-relative caregivers and clients to determine their safety and to determine if any damages have been incurred.

SMT members will assess damage of the office sites. The CFO or designee will contact the landlords with information on damages and needed repairs.

COO or designee will contact all network providers through the Contract Specialist to ensure the safety of all children and assess any impact of the emergency.

Management Information Systems (MIS) staff will ensure the network is operational at all locations; ensure all PCs and servers are operational.

➤ Within Twenty-Four (24) Hours Post Disaster

SMT members will meet to determine the implementation of post-evacuate procedures and resuming normal activities.

All managers / supervisors will ensure that all children, foster parents, and CBKN staff are accounted for and report the information to their CPO, COO, or the CEO. The COO will report the daily status of client contacts to the DCF designee until all clients are accounted for and a damage assessment is made. Should there be a need for specialized equipment or supplies, the COO shall be notified and

arrangements for dissemination will be made by the SMT and communicated to appropriate staff.

➤ Resuming Normal Activities

The SMT shall authorize the return to normal work activities for CBKN staff. In the event that an office is rendered unsuitable for any reason, staff will work out of another facility until they can return to their office. The designation of the alternate worksite will be communicated to staff by their immediate supervisor. If staff members are unable to contact their immediate supervisor, the Chief Officers shall be contacted for direction.

➤ Post Disaster Activities

Media:

The CEO or designee will be the point of contact with any media following an emergency.

Documentation:

The COO or designee will complete and retain all documentation of the events occurring during the activation of an emergency plan occurs.

B. Severe Weather Conditions Alert

When severe conditions exist and a severe weather watch is announced, the following procedures will be implemented immediately:

1. Alert all occupants of the facility to the weather condition.
2. Prohibit outside and community activities and limit the use of the telephone.
3. Suspend transportation activities to the greatest extent possible.
4. Remain near the television, weather radio, internet, or radio for further information on the weather conditions.
5. Maintain visual watch of conditions as sometimes tornadoes appear prior to being spotted on radar.
6. Check outdoors and indoors for objects, which may become "missiles" if blown about in a high wind and secure these objects in a safe place.
7. Be prepared to move to alternate shelter and be alert for changing weather conditions.

Tornado Warning

When a tornado is spotted and/or the media has communicated the sighting of a tornado in the area, the following procedures will be implemented:

- a. Alert all employees
- b. Ensure all occupants are evacuated to the designated shelter area.
- c. Ensure all doors are closed and secured.
- d. Avoid exposure to glass windows and/or doors.
- e. Take a flashlight, first-aid kit and radio/weather radio to the place of shelter.
- f. Ensure persons face a wall; kneel with hands over their heads.
- g. Remain in the designated shelter area until the warning has been lifted.

- h. It is important for staff to react quickly but calmly. Do not create a panic or confusion.

Tornado Procedure if in a Vehicle

If a tornado is sighted and you are in a vehicle, the following procedures will be implemented:

- a. Pull off the road and leave the vehicle immediately.
- b. Find a place of safety immediately.
 - 1) If there is a suitable building nearby (such as one of concrete block construction with few windows visible), go to the building and follow the procedures noted above.
 - 2) If a suitable building is unavailable, find and climb into a culvert, a ditch / swale, or other low area, running perpendicular to the path of the tornado if possible. Tornadoes usually travel from the SW to the NE at an average speed of 40 MPH.
 - 3) Do not stay in a vehicle. Tornadoes can pick-up and throw a vehicle.

BE ALERT FOR FLASH FLOODS IF YOU ARE IN A LOW-LYING AREA!

Procedure if Struck by a Tornado

- a. Check for injuries and provide first aid as necessary.
- b. Use the cellular phone to call 911 for assistance.
- c. Stay in the area, without moving about, until help arrives. The building, or portions of it, may be unstable.
- d. Check for hazardous conditions in the immediate area, i.e. broken glass, fallen electrical wires, etc.
- e. As soon as possible or after assistance arrives, contact the manager. If neither the landline telephone nor the cellular phone is operable, implement total facility evacuation procedures as necessary.

Water Supply Emergency

A. Maintenance Assistance

In the event of an internal water supply emergency, the following procedure is to be followed:

- 1. Contact the COO and describe the nature of the problem. For any reason the COO is unable to be contacted, notify CPO. In the event both Chief Officers are unavailable, contact the Program Directors.
- 2. If there is no water in the building for consumption the COO or designee will notify the CEO to determine plan of action for operation.
- 3. An extra supply of water is maintained in the kitchen area of the main office.

B. External Water Supply Emergency

In the event of an external water supply emergency (i.e. a water problem with the municipality water supply), the following procedure is to be followed:

1. Listen to and heed the instructions of the local broadcast media for usability of water, boiling water for drinking / cooking, etc.
2. Use only the vending machines and bottled water when necessary.
3. Report the problem to the COO.
4. In the event that evacuation is needed, follow total facility evacuation procedures.

Chemical Accidents/Spills

In any circumstances involving hazardous or toxic gasses, liquids, etc. contaminating the environment, the following procedures will be implemented:

A. Chemical Accidents

CBKN staff refrain from the use of chemicals, except those typically used in the business environment therefore, serious chemical accidents within the facility are unlikely. Staff will follow the manufacturer's instructions noted on the Material Data Safety Sheets (MSDS) in the event someone swallows, touches, is splashed in the eye with, inhales, etc. a hazardous chemical.

If a chemical accident of a noxious substance should occur at program sites, staff will evacuate the residents and themselves outside to a safe area immediately, removing them from the emergency. Program staff will ensure the following:

1. Ensure all occupants have been evacuated to a safe location.
2. Administer first aid, if necessary, until emergency management services arrive.
3. Move crosswind not down- or up-wind to avoid fumes.
4. Call 911 to notify the fire department of the nature and extent of the spill, including any injuries, using the cellular phone.
5. Notify the CEO and provide updates as the status changes and as possible.
6. Wait for the instructions from the local authorities as to follow-up, when the building can be re-entered, etc. If unable to re-enter the building, implement total facility evacuation procedures.

B. Chemical Accidents OUTSIDE the Facilities

If a chemical accident occurs in the surrounding community, implement the following procedure immediately:

1. Listen to and heed the directions given via the local emergency broadcast system. Contact the local fire department if you have questions.
2. If directed by the emergency broadcast system to evacuate the area, implement total facility evacuation procedures.

A. Bomb Threat Called into Office

1. Attempt to delay the caller on the telephone line in order to obtain as much information as possible. **DO NOT HANG UP THE TELEPHONE EVEN IF THE CALLER HANGS UP.**
2. Attempt to have another staff member call 911 and report the threat while the caller is still on the line. Follow any instructions given by the 911 operator.
3. Complete the Bomb Threat Report Form (See **Attachment G, Bomb Threat Report Form**) as a guideline to question the caller, particularly:
 - a. Size of the device
 - b. Location of the device
 - c. Construction or type of device
 - d. Time of possible detonation
 - e. Identification of the caller.
4. Write down as much information as possible about the call / caller. This will include the sex of the caller, approximate age, accent if applicable, tone of voice, any speech impediments, speed of speech, manner of speech (calm, angry, coherent, incoherent, rational, irrational, emotional, etc...), pitch of speech, and frequently used words. If possible, attempt to write direct quotes from the caller.
5. Write down any background noises to include: other voices and type, street noises, music, motors, etc.
6. When the caller terminates the call, write down the time and evacuate the building.

DO NOT HANG UP THE TELEPHONE EVEN IF THE CALLER HANGS UP!

B. Written Bomb Threat Received or Intercepted

1. Notify the COO immediately; if unable to establish contact notify the CEO.
2. Do not handle the written document.
3. The COO will photocopy the message, handling it as little as possible to protect fingerprints.
4. The COO will put the original message in a "baggie" or other plastic material to protect fingerprints and store it in a safe place until law enforcement arrives.

C. Procedures for All Bomb Threats

1. Have another staff person contact the police immediately on another landline.
2. Follow all instructions given by the police, fire department officials or other community emergency authorities.
3. Follow total facility evacuation procedures.
4. Contact the COO as soon as possible and update as necessary.

D. Guidelines for Staff in a Bomb Threat Area

1. Be aware of your surroundings.
2. Observe the work area for anything that seems suspicious and report to the COO.
3. If you receive a bomb threat telephone call:
 - a. Disconnect all electrical machines.
 - b. Open all windows and doors.

- c. Take all personal packages, briefcases, lunch boxes or bags and other known staff and client property with you if possible when you evacuate the building. If you are not sure it is known property, leave it alone!
- d. Make a visual check as you are leaving the building in an attempt to determine if something does not belong – that does not appear to “fit in.”

DO NOT PICK-UP ANY STRANGE OBJECT OR CONTAINER!

Fire

A. When a Fire is Spotted

1. Pull the nearest alarm box immediately and the alarm will sound.
2. Evacuate the facility immediately. Leave the lights on.

B. Leaving the Building

1. In the event of a fire in the building all precautions will be immediately implemented so to protect the lives of those in the building. The fire alarm must be pulled and 911 dialed to report the fire.
2. Notify COO immediately of any fire in the building. Each unit manager is responsible for ensuring the immediate evacuation of the work area.
3. The COO will ensure that 911 has been called or will do so.
4. In the event of a fire, the COO will contact the senior management team.

C. Emergency Plan Activation

IMPORTANT: During evacuation, elevators will not be used. All evacuees will exit the building by the nearest stairway. Evacuation/Escape Routes will be posted in each area site.

- The COO or designee will conduct a final sweep of the building to insure all persons have evacuated the building.
- COO or designee will meet the law enforcement and fire department officials at the back door upon their arrival to the building.

Orange Park: Elevators will shut off and stairs used. Upon evacuation of the building all staff and visitors will meet in the parking lot north of the building (closest to the hospital). The SMT will account for all employees and visitors then provide a verbal report to the COO. All evacuees will remain in the parking lot until further instructions are provided. The COO will give the final authorization to return to the building. This will be after the law enforcement agency has cleared the building for occupancy.

MacClenny: Upon evacuation of the building all staff and visitors will meet in the front parking lot. The manager will account for all employees and visitors then provide a verbal report to the COO. All evacuees will remain at this site until the COO gives the final authorization to return to the building after the law enforcement agency has cleared the building for occupancy.

- All client files will remain in the designated area within the building.
- Persons in Facility:

1. Evacuate people nearest the danger first.
2. Keep low – do not inhale smoke while exiting.
3. Use only the exits you know to be safe.
4. If the primary route cannot be used, find an alternate escape route.
5. If all doorway exits are blocked, break a window, remove the glass from the frame, throw a blanket over the frame if possible to avoid being cut, and exit through the window.

C. After Leaving the Building

1. Meet at the designated assembly area. Staff should not return to the danger area until the fire department has declared the area safe to re-enter and the COO or designee has authorized re-entry.
2. The Chief Program Officer will instruct Managers/Supervisors to account for staff and clients to ensure all are accounted for. The Chief Officers will provide the CEO with the findings.
3. If someone is missing, report to the fire department immediately.
4. Once everyone is accounted for, lead everyone to the assigned location and remain in one location and out of the way of the fire department.
5. Children must be visually supervised at all times.

D. Afterward

1. Once everyone is accounted for, the managers shall contact their Program Director and update as necessary. The COO will coordinate assistance for other contacts.
2. If the fire department does not permit re-entry to the building, implement total facility evaluation procedures and wait for further instructions.

Power Failure

A. Power Failure Within the Program/Facility

1. Notify the COO.
2. The COO or designee will first attempt to find out what has occurred, through the building maintenance office or utility company.
3. Follow further instructions from the COO or the respective department head.

B. Neighborhood Power Failure

1. Listen to the local broadcast media for instructions.
2. Contact the electric company to report the outage and to ask questions as necessary.
3. Evacuate the facility as necessary following total facility evacuation procedures and wait for further instructions.

Flooding or Flash Flood

A. Severe Weather Conditions

1. In the event that severe weather conditions exist, staff is to listen to the local broadcast media.
2. If not at the office, staff is to tune the radio to a local station to listen to weather alerts.

3. Follow the instructions given by weather service and/or governmental authorities coordinating evacuation procedures.

B. Flooding at the Facility

When severe weather conditions exist and a watch is announced which indicates that flooding and/or flash flooding could occur, implement the following procedures immediately:

1. Alert all occupants of the facility to the conditions.
2. Prohibit outside and community activities and limit the use of the telephone.
3. Remain near the broadcast media sources for further information on the weather conditions. In addition, maintain visual watch of conditions, looking for evidence of high water and/or potential flood conditions.
4. Be prepared to move to higher ground if and when flooding appears to be a strong possibility and be alert for changing weather conditions.
5. If sufficient notice exists that the immediate area may flood, follow total facility evacuation procedure and wait for further instructions.
6. The COO will communicate status with the CEO and other parties as necessary.
7. All client files will be secured in the file room.

C. Flooding While in the Vehicle

1. If flooding/flash flooding appears to be potential, go to higher ground and shelter immediately. It is preferable to return to CBKN if possible, however it is appropriate to congregate in a large building (i.e. police or fire department, store, etc.) if there is not time to get to the facility. Remember: safety and security are the primary objectives during any emergency.
2. If flooding is actually occurring, make every effort to drive to the highest ground possible and move the vehicle off the road. Occupants should stay in the vehicle unless there is direct access to a suitable building as floodwaters can readily cause a person to fall.
3. As soon as reasonably possible, contact the COO to report status and receive additional instructions.

Youth Riot or Taking of Hostages

A. Diffusing

If a youth riot or taking of hostages should occur, it is the policy of CBKN to take necessary action to ensure the safety/security of all staff, clients and visitors. Staff is to use all approved intervention and behavior management techniques to diffuse potentially volatile situations and prevent riot situations.

If such efforts appear to be failing:

1. Remove all clients who are not involved to a secure area with staff to maintain visual supervision of the evacuated client(s).
2. Conduct a head count.
3. Remove all volunteers and/or visitors from direct visual, contact or hearing.
4. If weapons are not present, use verbal crisis intervention techniques to attempt to diffuse the situation and regain control of the situation
5. Contact the COO or CPO, depending on the location of the situation, to request assistance.

B. When Calling 911

1. If the situation escalates before the COO or CPO can respond, contact law enforcement using 911.
2. Wait for law enforcement personnel to arrive under the following circumstances:
 - If weapons are present,
 - If the situation escalates, or
 - If you are concerned that the situation is more than staff on-duty can handle.

C. After the Emergency

1. Once the situation is under control and the “all clear” has been given by the staff person in charge or law enforcement.
2. Begin Incident Reports and process incident with persons who were uninvolved.

Intruder or Shooter

There may be instances when persons who look suspicious enter CBKN or are outside the facility. A suspicious person could be carrying what might be a weapon, could be shooting, acting unusually, asking questions which are out-of-the-ordinary or none of the person's business, hanging about outside the building looking in windows, etc.

A. Generally

1. Keep a watchful eye on clients, staff and visitors in the building. Know who they are, where they should be, and what they should be doing. All person not employed at CBKN should sign in at the receptionist desk.
2. Keep track of where possessions are located and ensure that they are kept out of sight.
3. IF SOMEONE IS SHOOTING – SEEK SAFETY AND CALL 911.
4. IF SOMEONE APPEARS SUSPICIOUS TO YOU, TRUST YOUR INSTINCTS AND SUMMON HELP! CALL 911 IMMEDIATELY – DO NOT CONFRONT THE INTRUDER!
5. TAKE ALL PRECAUTIONS TO SECURE YOURSELF AND OTHERS.

B. Inside Building

If a suspicious person is seen inside the building:

1. Keep doors closed and locked.
2. Secure all others as far away from windows, including leaving the office area in case the intruder has a gun.
3. Alert others as quickly and calmly as possible and centralize all clients and visitors.
4. During business hours, phone the CEO and COO after calling 911 to apprise others of the situation so they do not inadvertently enter a dangerous situation.
5. During non-business hours, contact the COO as quickly as reasonably possible.

C. Outside the Building

If a suspicious person is seen outside the building:

1. Do not put yourself in harm's way.
2. Follow the foregoing instructions.

CBKN is committed to a safe and secure work environment free from threats, intimidation, abusive behavior and violence. In the event that violence in the workplace occurs at CBKN in Clay or Baker County, all precautions will be taken to protect lives of individuals employed by CBKN, lives of the children in the custody of CBKN, and our contracted programs.

Definition of Violence in the Workplace:

Any physical or verbal assault, threatening behavior, or verbal abuse occurring in the work setting. This includes, but is not limited to, beating, stabbing, shooting, suicides and near suicides, rape, and psychological traumas such as stalking, intimidation, threats (direct or indirect), swearing or shouting with the result of provocation or fear.

Definition of Workplace:

Any location, permanent or temporary, where an employee performs work-related duty. These may include buildings, premises, vehicles, parking areas, job sites, or areas of travel between duty locations.

NOTE: SITUATIONS OF IMMINENT DANGER ARE TO BE REPORTED FIRST AND DIRECTLY TO LAW ENFORCEMENT THROUGH 911.

The COO will ensure that 911 has been called or will do if required.

In the event of imminent danger, the COO will contact the senior management team (SMT) members to execute the evacuation plan. The SMT will be responsible for initiating evacuation of their personnel and any visitors within their department at the time of the violence.

A. Emergency Plan Activation

IMPORTANT: During evacuation, elevators shall not be used. All evacuees will exit the building by the nearest stairway. Evacuation / Escape routes will be posted at each site. The unit managers will conduct a final sweep of the building to ensure all persons have evacuated the building.

B. Media

The CEO or designee will be the point of contact with any media during an emergency.

C. Documentation

The COO or designee will ensure that events occurring during the activation of an emergency plan are fully documented and complete an incident report.

Nuclear Accident/Attack Procedures

This procedure is to serve as a guideline in the event of a nuclear accident or an attack in our community.

A. Implement Alert Status

When there is a report or evidence of a nuclear accident or attack, the following procedures should be implemented:

1. Alert all staff of the emergency condition.
2. Ensure all staff, clients, and visitors are evacuated to the designated shelter area of the building in your facility. This is the area with the strongest wall structure (such as a hallway or closet) and away from doors and glass.
3. Ensure all doors are closed and secured.
4. Avoid exposure to glass windows and/or doors.
5. Maintain contact with chain of command, beginning with the CEO. The SMT will serve as decision-makers for their program areas, at the discretion of the CEO.
6. Remain near the telephone, cell phones, television, radio, or internet for further information.

B. Continue Client Care

1. Shelter Supervisors and Family Service Counselors have responsibility for direct care and safety of clients and visitors. Care will always be delivered in a calm but authoritative manner, which will help reduce anxiety surrounding the event, providing age-appropriate information to the client about the situation and what is being done to protect them and ensure continuity of care.
2. Be prepared to implement evacuation procedures if so directed by your supervisor through the chain of command. (See total facility evacuation procedures.)
3. Maintain care of clients, infants, and visitors until relieved.

Anthrax and Suspicious Mail

In the event that an Anthrax scare is present in or near Clay or Baker County, all precautions will be taken to protect lives of individuals employed by CBKN and the lives of the children in the custody of CBKN and our contracted programs.

Definition of Anthrax:

Anthrax is an acute infectious disease caused by the spore-forming bacterium *Bacillus Anthracis*. Anthrax most commonly occurs in wild and domestic lower vertebrates (cattle, sheep, goats, camels, antelopes, and other herbivores), but it can also occur in humans when they are exposed to infected animals or tissue from infected animals.

Definition of Suspicious Mail:

The Federal Bureau of Investigation defines suspicious mail or packages as:

- Unexpected Mail
- Unknown Sender

- Misspelled Words
- Protruding Wires
- Bulky
- Strange Odor
- Excessive Tape or String
- Oily Residue
- Powdery Residue
- Lopsided or Uneven
- Mailed from Foreign Country

A. Emergency Notification

The COO will be notified immediately of any suspected Anthrax or suspicious mail. The COO is responsible for ensuring the emergency plan is initiated.

- The COO will immediately contact the local law enforcement agency (LEA).
- The COO will contact the senior management team (SMT) members to ensure the execution of the emergency plan.

B. Emergency Plan Activation

- Do not open any suspicious mail or boxes. If already handling, handle with caution. Do not shake, thump, smell or taste.
- Isolate the suspicious item by closing off the immediate area.
- All persons who have touched the item must wash their hands with soap and water immediately and be temporarily isolated.
- The COO will meet the law enforcement agency and SMT to determine the risk and need of evacuation.
- The COO will complete a list of all persons in contact with the suspicious mail or package. The COO will share this list with law enforcement agency.
- The COO will instruct the SMT, based on law enforcement directives, on the recommendation for follow-up medical attention for those who may have handled the suspicious item.
- The COO will determine evacuation and or access to the building on the directives of law enforcement agency.

C. Media

The CEO or designee will be the point of contact with any media during an emergency.

D. Documentation

The COO or designee will ensure that events occurring during the activation of an emergency plan are fully documented.

A. Prevention

1. Keep all records and documents secured in the file room off the floor.
2. Do not store records where flammable materials are kept.
3. Do not use brightly colored folders, as they tend to bleed when they are wet.
4. Do not allow records and documents to be removed from the facility without a tracking system to ensure knowledge of their whereabouts.
5. Maintain an index of all records and documents.
6. Practice the essentials of vital records protection:
 - a. Maintain a list of all records
 - b. Add to the list of records exactly who has duplicate information that could be used if the records were lost due to fire, hurricane, etc. For example, legal information could be re-obtained from the courts, school information from the school board, etc.

B. Emergency Protection

1. Protect those essential records to the greatest extent possible prior to an evacuation, i.e., removing from the facility, covering in plastic, etc.
2. During an evacuation, take those records with you, which you will need for continuation of service, e.g., active charts, active medical records, contracts and projects in progress, etc. These records should already be listed on your Records and Information Inventory List.
3. Take any forms, blank files, pencils, paper, and other office supplies that you will need during an evacuation to continue business.

C. Recovery of Records

After an emergency in which records are damaged,

1. Dry small amounts of records by laying flat across desks and other areas where there is ventilation.
2. Contact the sites you have listed which have duplicate records you may have lost and request duplicate copies.
3. Place fans and dehumidifiers in areas that are damp.
4. Contact the COO / Quality Manager for assistance in contacting document recovery specialists if the job is too big.

MIS Protocols

NOTE: These are generalized instructions. For further information and assistance, contact the MIS Department.

A. Prevention

1. Backup automated systems to the network on a routine basis (preferably daily, but no less than weekly.)
2. Store any [flash drives](#) away from water supplies.
3. Do not leave [flash drives](#) in unsecured locations.

B. Emergency Protection

1. In the event of an emergency requiring evacuation, the MIS Department will provide assistance and direction in the protection of electronic equipment and information contained on the network.
2. Take any **flash drives** with you when you leave the facility.
3. **Flash drives** should contain any automated forms and information you will need to re-start or continue business that are not stored on the hard drive. And remember that you may not have access to the hard drive for a period of time, so take what you need to the greatest extent possible.

C. Recovery of Systems and Information

1. Information recovery from automated systems is often difficult and expensive, if not impossible. Therefore, your best protection is the prevention steps listed above.
2. If you have specific recovery needs, contact the MIS Department to discuss.

Safety Guidelines

A. Exterior and Physical Layout

1. Maintain and furnish the facility so that it presents an organized, calm and respectful appearance to client, paying particular attention to the waiting areas.
2. Ensure adequate lighting inside and out.
3. Be aware of traffic patterns with special attention to where clients can go unescorted. If the location of bathrooms and coffee area allows unescorted clients to walk through the building, be aware of the risks.
4. Establish a risk room where potentially violent or agitated clients can be seen. This room should be furnished in a sparse, neutral manner, and located in a centrally located area with ready access to help.
5. Evaluate the need for safety equipment, including buzzers and alarms in offices and client areas.
6. Furnish offices to allow a comfortable distance between client and worker and to permit easy exit for both. Eliminate items that may be thrown or used as weapons.
7. Routinely inspect exterior and interior layout and all safety equipment to ensure that it is in working order.

B. Client History and Assessment

1. Include a required history of violence as part of the regular intake procedure.
2. Require that violent history information be communicated to all appropriate staff.
3. Recognize and document signs of agitation.
4. Assess client's level of dangerousness on an ongoing basis.

C. Client Rights and Responsibilities

1. All incidents of escalating behavior will be addressed with the client through intervention at the time of the incident, case review input, appropriate Treatment/Service Plan assessment, etc.
2. Advise clients of the consequences of violent behavior, up to and including legal action.

D. Staffing and Training

1. Ensure adequate staffing at all times; no one should work in a building alone.
2. Communicate the safety procedures.
3. Orient new staff to the Emergency and Disaster Preparedness Plan, as well as to the Behavior Management and discipline policies and procedures, de-escalation techniques, etc.
4. Instruct staff on safety procedures.
5. Instruct staff on intervention techniques, including
 - When and how to attempt de-escalation.
 - When and how to use non-violent self-defense, physical evasion, force deflection and disengagement skills.
 - When and how to call police or security.
 - When and how to evacuate the building.
6. Instruct staff on refusing current service to those who are carrying weapons or who are under the influence of drugs or alcohol.
7. Provide ongoing supervision, consultation and training in:
 - Details of safety procedures and the Emergency and Disaster Preparedness Plan with regular updates
 - Assessment of client's potential to become violent
 - Treatment and clinical interventions with violent clients
 - De-escalation techniques
 - Non-violent self-defense, physical evasion, force deflection and disengagement skills
 - Tarasoff decision – the duty to warn and protect
 - Aftermath of client violence.
8. Avoid institutional practices that unintentionally contribute to client violence.
9. Establish working relationships with security and police, as appropriate to the program.
10. Advise staff that it is appropriate and best practice to:
 - Leave an itinerary with office staff so worker location is known at all times
 - Phone office frequently when in the field
 - Delay a home visit if the risk of violence is high
 - Take a cellular phone on home visits
 - Use other safety equipment as is provided by and appropriate to an individual program
 - Ask for an escort, such as another staff member, when it feels unsafe to go on a visit alone.

E. Communication

1. Communicate all instances of escalation and/or violence to immediate supervisor and COO, the time frame of such communication to be appropriate based on the incident.
2. Document all instances and complete an incident report.

Signature Page

Irene Toto
Clay and Baker Kids Net

Date

Maria Haney
Clay County Office of Public Safety

Date

Adam Faircloth
Baker County Office of Public Safety

Date

Michelle Cobb-King
Department of Children and Families

Date