



Family Matters of Nassau County
86004 Christian Way
Yulee, Fl. 32097

DISASTER PREPAREDNESS PLAN

POLICY: Hurricane season is from June 1 to November 30. During this period tropical storms are also a possibility and these guidelines may be used in part or entirely to prepare for such a storm. Should hurricane be spotted, it will receive both television and radio coverage to advise the public as to its location, size and intensity. If movement is in the direction of North Florida, the pre-hurricane procedure should be initiated so that if the storm approaches us, we will be prepared. The Family Matters of Nassau County encourages its employees to prepare a disaster plan for themselves, their families and their homes, and to maintain an adequate supply of emergency items, food, and water in their home. The Family Matters of Nassau County will follow local authorities' recommendations regarding evacuations.

PROCEDURE:

PRE-SEASON TASKS

INDIVIDUAL RESPONSIBLE

- | | |
|--|--|
| 1. Determine the schedule for staff during the watch, warning and post-storm. | Executive Director
Office Manager |
| 2. Identify safe storage area of client and agency records | Executive Director
Office Manager |
| 3. Update employee list including home addresses and telephone numbers. | Office Manager
Administrative Assistant |
| 4. Generate listing of up-to-date emergency information contacts | Supervisors
Office Manager |
| 5. Inventory/purchase emergency supplies | Office Manager |
| 6. Familiarize staff with hurricane/disaster emergency procedures and their individual duties and responsibilities | Executive Director
Program Coordinator |

PRE-WATCH (STORM DEVELOPMENT)ACTIVITIES 60-48 HOURS TO LANDFALL

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|---|--------------------|
| 1. monitor storm approach | Executive Director |
| 2. Ensure that computer back-ups to all necessary operating | County IT Dept. |
| 3. Ensure availability of alternate phone lists | Supervisors |

WATCH ACTIVITIES 48-24 HOURS TO LANDFALL

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|---|---------------------|
| 1. Monitor storm activities | Executive Director |
| 2. Secure office facilities and equipment/records | All Staff |
| 3. Complete the CBC Pre-Event Survey and submit to the Department of Children and Families 36 hours prior to the storm arrival. | Program Coordinator |

POST STORM RESPONSES

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|---|--------------------|
| 1. Account for staff in all programs | Executive Director |
| 2. Determine nature of repair needed to facilities | All Staff |
| 3. Cooperate with other agencies in responding to the needs of the children and families at large | All Staff |
| 4. Ensure the availability and continuation of services, both for pre-existing and newly identified needs | All Staff |
| 5. Prepare for new child welfare cases that may arise as a result of the disaster | All Staff |
| 6. Coordinate services and share information with other states | All Staff |

I. PRE-SEASON TASKS

A. Determine the schedule for staff during the watch, warning and post-storm:

1. Staff will perform assigned duties. Once completed they will advise their supervisor and assist in other preparations as assigned. No staff will be dismissed prior to designated time without the approval of the Executive Director.
2. Staff living in an evacuation zone will participate in storm watch activities and be dismissed during the storm warning period to secure their own homes and evacuate themselves. They will return to work within 24 hours after the end of the storm.
3. If a storm is expected to hit on Saturday or Sunday, all activities will be accomplished on the Thursday or Friday preceding the storm.

B. Identify safe storage area of client and agency records:

1. Determine best location to store records; an enclosed room with no windows is best.
2. Determine which records should be moved to a safe location:
 - a. Financial records
 - b. Personnel records
 - c. Client files

C. Update employee list including home addresses and telephone numbers:

1. Verify that FMNC has all employees' home phone numbers and ensure that such a list is kept up-to-date.
2. Prepare a list of alternate telephone numbers to call in the event of a crisis. This list will be given to all staff during a hurricane watch and warning.

D. Generate listing of up-to-date emergency information contacts:

1. The Department of Children and Families
2. The BOCC Contact numbers

The FMNC service contract is currently under transition and the date of transition is unknown; once the transition is complete the emergency contact information will be: Family Support Services of North Florida contact numbers.

E. Inventory/purchase emergency supplies:

1. Prepare an emergency supply box which should include the following:
 - a. First Aid Kit
 - b. Battery Operated Radio
 - c. Flashlight with batteries
 - d. Fire Extinguisher

F. Familiarize staff with hurricane/disaster emergency procedures and their individual duties and responsibilities:

1. A copy of the Family Matters of Nassau County Disaster Plan will be included with staff.
2. A copy of general hurricane information and preparation procedures will be included with the plan to assist staff in their personal preparation.

II. WATCH ACTIVITIES 48-24 HOURS TO LANDFALL

A. monitor storm approach:

1. In order to plan for rapid response, the Executive Director and Program Coordinator will continue monitoring storm's activities through media coverage and keep abreast of any developments as they occur. The Nassau County Government also broadcasts closures and re-openings on CBC 47 news and 89.9 FM radio.

If an Emergency arises, a phone call will be made to the Executive Director, Judith K. Dey, at either 904-277-0770 or 904-556-6587 by the County Administrator of the Department of Children and Families.

If an Emergency Disaster appears to be heading towards Nassau County, the Program Coordinator will complete the CBC Pre-Event Survey and submit it to the Department of Children and Families 24 hours prior to the arrival of the emergency.

B. Ensure that computers are secure and information backed-up:

1. The County IT Department will ensure backup of the network and store in a secure location.
 - a. Individual staff will be responsible for saving all information on the "C", "R" and "T" drives to formatted disks or to the network.
 - b. The computers will be shut down and moved to a secure, windowless room.
 - c. If any staff is absent to move their computers, the Office Manager will assist.

C. Secure office facilities and equipment/records:

1. All office equipment, including photocopier, will be turned off, covered, and moved to a secure room.
2. All records will be moved to a secure room.

III. POST STORM RESPONSES

The Program Coordinator will act as an alternate in the event the Executive Director cannot be contacted during the storm or in the period after.

A. Account for all staff for all programs:

1. All staff is encouraged to phone their supervisors or the agency as soon as possible to relay information regarding their whereabouts and to advise when they will be able to return to work.

B. Account for all children in care:

1. The Executive Director will notify the Supervisors and the Program Assistant to account for all children under supervision, including foster care, in-home care and relative/non-relative care.
2. The Program Assistant will call all Nassau County foster parents to ensure their whereabouts and safety.
3. The Supervisors will contact all Counselors to follow-up on the whereabouts and safety of children in in-home care and relative/non-relative care.
4. The Program Assistant and Supervisors will report this information back to the Executive Director.
5. The Program Coordinator will complete the CBC After Action Report and submit it electronically to the DCF Contract Manager with the location of all children under supervision, including foster care, in-home care and relative/non-relative care.

C. Determine the nature of repair needed to facilities:

1. If a facility is damaged, a description of damage should be prepared.
2. If a facility is not damaged, verification of availability of electricity and water should be obtained and relayed to the Executive Director.
3. If there are any doubts as to the condition of the facility, it will be rendered unsuitable until further assessment can be made.
4. If the administrative office is rendered unsuitable for any reason, administrative staff will be advised to report to work to another facility until they can return to the main office.
5. If a remote office is rendered unsuitable for any reason, staff will work out of another facility until they can return to work.

If the office at 86004 Christian Way, Yulee, Fl 32097 is not accessible, all Family Matters staff will report to 96160 Nassau Place, Yulee, Fl 32097. This is the County Administrators office. If this location is not accessible, staff will report to 96135 Nassau Place, Yulee, Fl 32097. This is the Nassau County Government Complex. The County IT Department will ensure equipment and supplies are in place to initiate and sustain operations at the alternative work site.

The service contract is currently under transition; the date of transition is unknown at this writing. Once the transition is complete the reporting facility will be Family Support Services of North Florida; 4057 Carmichael Avenue, Jacksonville, FL. 32207.

CALL TREE

The Executive Director will call the Program Assistant and the Family Service Counselor Supervisors. The Program Assistant, Shirley Leggio, will call all Nassau County Foster Parents. The Family Service Counselor Supervisors, Paula Johnson and Acting, Tamera Foster, will call all Family Service Counselors.

The Family Service Counselors will contact all the children on their caseloads who are placed out of Nassau County to ensure safety. The Family Service Counselors will report back to the Family Service Counselor Supervisors.

The Family Service Counselor Supervisors and Program Assistant will report back to the Executive Director. The Executive Director will notify the Program Coordinator to complete the Community Based Care After Action Report.

Rachel Steele
Beth McDonald
Shirley Leggio
Marionette Mack
Paula Johnson
Nicky Romines
LaShonda Johnson
Tamera Foster

The following staff will be available to assist in preparation for the hurricane:

Karen Hurbean
Christine Hejduk
Valerie Libby
Nancy Crews
Eyvolle Pamphile