Division Emergency Management &
Continuity of Operations Plan

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I. Concept of Operations

1. The mission of FFN is to provide child protective services to the children and families referred by the Department of Children and Families. Our main responsibility is to assist families and keep children safe while under the jurisdiction of the dependency system in Circuit One especially during a disaster.

2. Our focus is to inform caretakers of preparatory steps to take in advance of an emergency, critical incident or hurricane and then assure the safety of our children is being addressed, and to support the families/caretakers in continuing to resolve their issues in the aftermath of a emergency or disaster. Activities will be interrupted during the strike phase and the period immediately before and after destructive weather, emergencies and some critical incidents. However, our goal is to resume protective activities as quickly as possible following any type of destructive conditions.

3. The projected sequence of operations response before, during, and after destructive conditions is covered in great detail in Lakeview Center’s Environment of Care plan which is followed by all Lakeview Center employees. As is policy, FamiliesFirst Network has a separate unit specific set of procedures to address our issues and requirements in an emergency.

4. To the extent possible, the normal chain of command and unit integrity will be maintained throughout all phases of the hurricane/disaster. FamiliesFirst Network’s Vice-President will be singularly responsible for ensuring operations and communications with the Department of Children and Families. The FFN Vice-President’s functions may be backed up by a Lakeview Center’s emergency operations director or other designee.

II. Pre-Incident Planning

1. Each year, the Lakeview Center Environment of Care plan is reviewed by a committee. Also, after each critical incident the FFN plan is reviewed for additional steps or issues that need to be addressed for future preparedness.

2. Foster Home Development gathers evacuation plans for every foster home at their license renewal. A book of these plans is distributed to each of the Foster Home Development staff members, Placement staff, and FFN administrator. A copy of the form used for this purpose follows at the end of this document.

3. FFN staff for in-home services and relative/non-relative out of home care placements should also gather evacuation plans and contact information for the families on their case load. A copy (form follows) should be included in the family’s scanned file and the collection of printed copies kept separate in a location for easy access.
Updated 06/2012

4. Each unit will have a complete up-to-date employee call tree to include name, address, and phone numbers (home, cell, and alternate number if available) for each employee as well as other critical phone numbers.

5. Copies of required forms (to include Emergency Operations time sheets, travel forms, Staff Activity Logs, progress note pages, and incident report forms) in case power is out after the storm will be copied and stored in protective storage containers.

6. Each service center will check and/or replenish hurricane supplies to be used in the service center including plastic/heavy duty garbage bags, workable flashlights, additional batteries, radio, petty cash boxes, non-electronic land phones (can be used in the place of fax lines if the power is out but phone service is working), a digital or disposable camera for damage photos, stocked first aid kits, universal precaution kits, etc.

7. Supervisors will review hurricane/disaster work and pay policies with all staff at the beginning of each Hurricane season and for new staff at the beginning of the hurricane season.

8. Each employee is encouraged to develop a plan of action for these types of events for their own respective families and share them with their supervisor.

III. Watch Phase

1. Lakeview Center Emergency Operations director will monitor the strength and track of the destructive weather and to the extent possible any warning of a critical incident.

2. Supervisors will verify phone numbers and addresses of all employees and begin a check off list of all open/closed cases in their unit’s possession. A review to ensure all clients evacuation plans and contact information is complete will be initiated by supervisors.

3. When directed to do so by the Lakeview Emergency Operations director, staff will begin to cover computer and electrical equipment with plastic bags or covers. Other service center specific preparatory steps will be completed. If applicable, contact building management to coordinate timely installation of hurricane shutters or other building safeguards.

4. All records will be collected in a central location, locked, and covered with protective plastic or in plastic bins.

5. All possible notes to FSFN should be entered before closing of operations.

6. Service centers will save and gather boxes and plastic bags in case they are needed to protect loose items around the service center or for relocation, if needed, after the storm.
IV. Warning Phase

1. The Director of Family Services will coordinate with Department of Children and Families legal services to obtain a Circuit-wide Emergency Court Order to cover decisions made without the court’s knowledge to protect children’s safety until court schedules resume. Copies of this document will be distributed to FFN's Vice President, Director of Family Services, Team Managers, Foster Home Development Team Manager, Placement Team Manager, Supervisors, and Lakeview Center’s Emergency Operations director.

2. Essential personnel will be notified, and non essential personnel will be released on order from the CEO or his designee. All staff should provide their supervisor with their plans for evacuation, if any.

3. All Lakeview vehicles will be filled with gas. Vehicles should be parked away from trees, on the highest ground possible. Park vehicles in separate locations from each other if there are multiple vehicles to reduce the likelihood of all the vehicles being damaged by the same occurrence.

4. Team Managers will coordinate with building management to ensure hurricane preparations for the building are complete.

5. All staff must ensure computers and all other electronic equipment is covered with plastic. This should include printers, fax machines, and electronic phones.
   a. Shutdown equipment and power off PC
   b. Power off printers, copiers, and faxes as well as uninterruptible power supply (UPS) and allow to cool for at least 30 minutes before bagging with plastic.
   c. Unplug power cords for electronic equipment from wall outlets
   d. If computer tower (CPU) or back up battery (UPS) is on the floor, place them on a desk or chair. Computers can be heavy, so use team work and have others assist as needed.
   e. Place a heavy-duty plastic garbage bag over the equipment. Tuck the extra plastic under the equipment to secure the bag. DO NOT simply lay the plastic over the equipment. Open the bag and completely cover the equipment.

6. Refrigerators in facilities must be cleaned out of all perishable items and freezers defrosted. The refrigerators should be unplugged.

7. Staff will make sure grounds are clear of any items that may be displaced by high winds.

8. Counselors should print out case load lists with contact information in case power is out or another staff member may have to make contact with your clients. Copies should be provided to the supervisor and the Team Manager in case other workers will need to make contact immediately following the storm.
9. Staff will remove any personal items from offices that may be damaged. Lakeview Center's insurance does not cover personal items.

10. Staff will charge cell phones taking phone chargers with them in case there is a need to charge up in different locations after the storm.

11. Voice mail messages on personal and main phone lines will be changed as voice mail often works even though the phones do not. The suggested message below may be modified for specific needs:

"Thank you for calling [insert name or location]. Please leave a detailed message. Due to the threat of Hurricane [insert hurricane name], I (we) may be delayed in returning your call, but I (we) will contact you as soon as possible. If this is a serious emergency, you may try to contact [a designated on-call staff person] or your local emergency operations center."

13. Employees must take their name badge and have it with them while working after the storm or emergency. This will allow staff into limited access areas while checking on families.

V. Strike Phases

1. Pre-Strike Phase
   a. When Lakeview Center activates the Emergency Management Plan, non-essential personnel will be released with instructions to call supervisors immediately after the "all clear notice" for instructions on reporting to work.
   b. Emergency Operations director will notify staff and the Department of Children and Families of scheduled closings.

2. Strike Phase
   a. Lakeview Center has a Ride-Team which is located on the Lakeview campus throughout the emergency.
   b. Staff are to find shelter. Keep cell phones charging as long as possible.
   c. Staff should monitor TV/Radio announcements for information concerning local conditions and any Lakeview Center announcements.
   d. Report storm/emergency related incidents involving the safety and well being of clients to the incident reporting line at (850) 418-3466 as soon as possible.

3. Post Strike Phase
   a. Employees may call the Lakeview Employee Communication Line at (850) 469-3456 or 1-866-383-5720 for updates on center opening/closings.
b. Supervisors should activate the call tree to determine staffing levels and identify any special needs of staff. Employees not contacted should attempt to check in with their supervisor, if they have not heard from him/her. If unable to reach the supervisor, check in with the Team Manager.

c. If staffing levels are an issue, staffing resources would be drawn from management and other Lakeview Center programs as well as contracted service providers. Then, if additional resources are still needed, requests for assistance would go out to DCF staff, neighboring CBCs and then other state CBCs.

d. Team Managers should arrange for the inspection of the service center locations for damages, power outages, plumbing, and habitability as soon as is safe. The Director of Family Services should be notified of the service centers’ condition as soon as possible so alternative sites may be identified as needed. Photos of damages should be taken and sent to the Emergency Operations director.

e. FFN’s primary responsibility is to locate all children under services and determine location, well-being, and services needed. Staff should begin contact with all clients to ensure their safety and identify any special needs. Documentation of contact or attempts to contact should be in writing. Report progress on contacting clients to supervisors daily until all clients have been reached. Progress on this activity will be reported to the Department of Children and Families through the CBC’s Child Welfare Contact, FFN’s Vice-President or designee. Staff should document contact with clients in FSFN as soon as possible.

f. While contacting staff and families is a the priority, FFN staff will focus immediately on protecting Lakeview property and resuming as normal a level of activities as possible.

g. Prepare for New Cases:

i. As all new cases would have to come through DCF protective investigations, Team Managers will make contact with DCF protective investigations supervisors to coordinate any new cases.

ii. Hurricane Shelters or County Emergency Centers will be contacted by service center staff in each county to provide information to shelter staff regarding who to contact if dependent children arrive at the shelter.

iii. FFN Contract Management staff will check on availability of services from contracted providers in particular for bed availability

iv. In the event, bed availability can not meet the demand for children in care, every option for additional beds would be explored including over capacity waivers and placements out of Circuit.

v. As a last resort contracted residential placements in other areas would be considered with the understanding that these beds would be expensive. Every option for state and national assistance would be considered.
VI. Recovery Phase/Damage Assessment

1. Any damaged or missing files, especially any containing confidential information, to an open, closed, or judicial case file will be reported to the FFN supervisors. All efforts will be made to safeguard the individual files.

2. Notify supervisor of any incidents regarding clients that may have occurred during the storm. Written incident reports may be sent as soon as possible for verbal reports made during the storm. These reports may be handwritten and/or may be sent by courier or email to the FFN Incident Reporting mailbox, if fax machines are not working. Storm related deaths should be made immediately upon notification to the incident reporting line by calling 850-418-3466.

3. Staff should keep track of work time and describe hurricane/disaster related activities on an Emergency Operations Time sheet or Staff Activity Log form specifying disaster activities.

4. Uncover plastic from computers and other equipment before reconnecting and/or powering up the machines. If the equipment is wet, do not attempt to restore it or use it. Report wet computer equipment to the Information Systems Help Desk by calling 434-4576. Contact copier company representatives for copy machine failures. Damaged items should be photographed and logged to the damage inventory list.

5. Staff should be prepared to return to work with a personal supply of water, food, and a flashlight, wearing enclosed shoes for safety.

6. Counselors should keep aware of available resources after the storm to help clients and foster parents meet their needs.

7. Supervisors will ensure recovery of any property that belongs to Lakeview Center. For property that has sustained damage (e.g., computer equipment, documents, files, vehicles, and other items) FFN staff will itemize on an inventory log and document the property damaged items with photographs taken with issued digital cameras or disposal cameras. A copy of the damaged property log along with photos will be sent to the Emergency Operations director.

VII. Communications

1. Lakeview Center’s Marketing Director is responsible for communication to the media regarding conditions and return to work notifications. Lakeview Center also has an information line for staff to call -- 850-469-3456 or 1-866-383-5720.

2. The Emergency Operations director relays critical information throughout the phases of the storm. After the storm, Lakeview Center’s leadership will meet as
Updated 06/2012

frequently as needed to discuss recovery issues, receive critical information, and information to relay to staff.

3. FFN counselors cell phones would be the primary means of communication for staff. Staff can access their computer files and FSFN through Citrix on any computer with an Internet access for secondary communication and to permit note entry. As the likelihood that all six service centers would be seriously damaged at the same time is slim, other service centers staff may be asked to enter notes if they have power and computer access.

VIII. Alternative Worksites

1. Alternate work sites are established in case of a service center building is damaged and unusable. An alternate worksite can be any Lakeview Center owned or leased facility where operations are functioning. FFN personnel are to report to their service center if possible. If this is not possible, the nearest undamaged FFN service site is preferable. If needed any Lakeview Center building may become a virtual site and employees with access to power and internet access may be permitted, with supervisor approval, to work from home.
EMERGENCY EVACUATION INFORMATION

Please note: if you evacuate to a different location, it is your responsibility to contact all of your foster children’s workers and your Foster Home Development counselor prior to evacuation.

FOSTER PARENT: ____________________________

ADDRESS: __________________________________

CITY/STATE/ZIP __________________________________

PHONE: __________________________________

Signature: ____________________________ DATE: ________________

In accordance with the FamiliesFirst Network Disaster Preparedness Plan, the agency must be aware of ALL foster children’s whereabouts before, during, and after a disaster.

In the event of a hurricane or other natural disaster, do you plan to evacuate? YES____ NO___

If you do not evacuate, do you plan to go to a shelter facility? YES____ NO____

If yes, which shelter? ________________________________________________

If no, why not? ______________________________________________________

Would you need help evacuating to a shelter? YES____ NO____

If you are going to evacuate (leave the area), where do you plan to go? Destination address and phone number:

____________________________________________________________________

Phone numbers where you can be reached when your home phone is down or you are evacuated:

Business phone number _____________________________________________

Alternate phone numbers ____________________________________________

Cell phones _________________________________________________________

Family members out of area phone ___________________________________
EMERGENCY EVACUATION INFORMATION

Please note if you evacuate to a different location it is your responsibility to contact your FamiliesFirst Network case worker prior to evacuation.

CAREGIVER’S NAME: ____________________________________________

ADDRESS: ___________________________________________________

CITY/STATE/ZIP ______________________________________________

PHONE: ______________________________________________________

Signature: __________________________________ DATE: ___________

In accordance with our Disaster Preparedness Plan, the agency must be aware of safety plans for ALL children in the dependency system before, during and after a disaster.

In the event of a hurricane or other natural disaster, do you plan to evacuate? ☐ Yes ☐ No

If you are going to evacuate (leave the area), where do you plan to go? ______________________________________________________

Destination, address and phone number: ______________________________________________________

If you do not evacuate, do you plan to go to a shelter facility? ☐ Yes ☐ No

If yes, which shelter? __________________________________________

If no, why? ___________________________________________________

Would you need help evacuating to a shelter? ☐ Yes ☐ No

Would you or any of your children require a special needs shelter? ☐ Yes ☐ No

What type of special needs and which member of the family would need assistance? ______________________________________________________

Phone numbers where you can be reached when your home phone is down or you have been evacuated:

Business Phone #: __________________________ Alternate Phone #: __________________________

Cell Phone #: __________________________ Alternate Phone #: __________________________

Family members or other contacts for you out of the area:

Name: __________________________ Phone: __________________________

Name: __________________________ Phone: __________________________
25. To provide substitute care parents with identification cards at the time of licensing and re-licensing.

26. The agency shall provide substitute care parents with the names and phone numbers of persons who should be contacted in emergencies.

27. To provide consistent feedback to the substitute care parents on their work with the child in their care.

28. To provide ongoing information on progress with the Case Plan for the child and the birth family, and will inform the substitute care parents immediately of any changes in the plan.

29. To review the child's Case Plan with the substitute care parents at least quarterly, or more often as needed.

C. For children in emergency shelter the agency may permit visits in shelter homes depending upon individualized circumstances.

1. For Guardian ad Litem, contact will be made to the agency counselor and shelter parent for the initial visit.

2. Thereafter, the GAL will have access to the child as needed.

3. Visits by attorneys and non-agency professionals who are working with the child, except for the Guardian ad Litem, must be arranged by the assigned agency counselor.

4. The Guardian ad Litem is allowed to visit the child at the shelter home without the permission of the assigned case manager.

5. The counselor must advise the shelter parent of the Guardian ad Litem's involvement with the child and the ability of the Guardian ad Litem to remove the child from the shelter for brief periods of visitation.

D. The child's counselor is responsible for contacting the foster parent regarding pending disasters such as hurricane information and flooding zones.

1. Foster parents are expected, except in rare instances, to include the child(ren) in their disaster plans when they involve evacuation.

2. Disaster preparedness for FFN is outlined in Lakeview's manual entitled "Environment of Care Management Plans and Infection Control Plan".

3. The licensing unit annually updates the foster family's emergency contact form which addresses plans to evacuate; where does the foster family plan to go, i.e. Shelter, other site and phone numbers where the family can be reached.

E. Provide reimbursement for allowable travel expenditures at the established rate set by FFN.
The agency shall provide substitute care parents with the names and phone numbers of persons who should be contacted in emergencies.

The case manager will provide consistent feedback to the substitute care parents on their work with the child in their care.

The case manager will provide ongoing information on progress with the Case Plan for the child and the birth family, and will inform the substitute care parents immediately of any changes in the plan.

The case manager will review the child’s Case Plan with the substitute care parents at least quarterly, or more often as needed.

H. For children in emergency shelter the agency may permit visits in shelter homes depending upon individualized circumstances. For Guardian Ad Litem, contact will be made to the agency case manager and shelter parent for the initial visit. Thereafter, the GAL will have access to the child as needed.

Visits by attorneys and non-agency professionals who are working with the child, except for the Guardian Ad Litem, must be arranged by the assigned agency case manager. The Guardian Ad Litem is allowed to visit the child at the shelter home without the permission of the assigned case manager. The case manager must advise the shelter parent of the Guardian Ad Litem’s involvement with the child and the ability of the Guardian Ad Litem to remove the child from the shelter for brief periods of visitation.

I. If a child is unexpectedly absent from substitute care placement beyond what is expected by the substitute care provider based on the child’s age, developmental level and previous history of being missing (not to exceed 24 hours) the Lead Agency case manager must notify law enforcement, the child’s parents, the court and the Guardian Ad Litem. If the situation occurs on a weekend, the court and Guardian Ad Litem can be notified the next business day. An incident report must be filed immediately with the Lead Agency director and the DCF program manager.

J. If a child dies while in substitute care, district and Lead Agency procedures shall be followed. Staff will immediately attempt to notify the child’s parents in person or if the parents reside out of the district, will request assistance from the other location in personally notifying the parent. The court, Guardian Ad Litem, law enforcement if applicable, District Florida Local Advocacy Council (FLAC), Lead Agency director, DCF program manager and CBC contract manager must be notified. An incident report must be filed immediately with the Lead Agency director and the DCF program manager. The FFN counselor, supervisor and team manager will take the lead in following procedures as outlined in CFOP 175-70.

K. Disaster preparedness for FFN is outlined in Lakeview’s manual entitled “Environment of Care Management Plans and Infection Control Plan”. The licensing unit annually updates the foster family’s emergency contact form (see forms section) which addresses plans to evacuate; where does the foster family plan to go, ie. Shelter, other site and phone numbers where the family can be reached. The child’s counselor is responsible for contacting the foster parent regarding pending disasters such as hurricane information and flooding zones. Foster parents are
expected, except in rare instances, to include the child(ren) in their disaster plans when they
involve evacuation.

6-2 Prevention of Child-on-Child Sexual Abuse in Substitute Care

A. The possibility exists for sexually aggressive behavior to occur by victims of sexual abuse.
   Staff must provide caregivers with written information related to sexual abuse victims and
   aggressors
   placed with them in order to prevent reoccurrence of child on child sexual abuse incidents.
   Following the service planning conference, this information will be used to help determine the
   most appropriate placement and treatment needs for a child. Older sexual abuse victims shall
   not
   be placed with younger children if treatment agents or therapists indicate in writing that it is not
   safe to do so.

   Every effort must be made to place sexually aggressive children in homes where there are no
   other children. A sexually aggressive child shall never be placed in a bedroom with another
   child. Children age 5 or younger may be placed in homes with other children, if they are the
   youngest child living in the home. Consideration must be given to the sexual behavior and
   vulnerabilities of the other children in the placement, e.g. mental handicap, physical disability,
   chronic illness, physical size and age.

   Substitute caregivers for sexually abused and sexually aggressive children must be given
   specific information and strategies to provide a safe living environment for all of the children
   living in their home. The substitute parent must have access at all times to a family services
   case manager, supervisor or therapist if assistance is needed.

B. The following “house rules” are recommended when sexually victimized and sexually
   aggressive children are in substitute care placements:

   1. The children and the caregivers must be made aware of these rules and their purpose.
   2. A child who has been sexually abused shall be placed in a private bedroom until the child
      becomes better known to the caregivers. If this is not possible, the child must be monitored
      very carefully and frequently by the caregivers until a reduction in supervision is determined
      to be appropriate.
   3. Never place a sexually aggressive child in a bedroom with another child.
   4. Limit access to bedrooms by establishing and enforcing ground rules on who is allowed to
      visit whose bedroom and under what conditions.
   5. Establish rules regarding bathroom utilization (one family member uses the bathroom at a
      time) with door fully closed.
   6. Establish a dress code which outlines the type of clothing acceptable, where it is acceptable
      and with whom present (not walking around the house in underclothes or pajamas).
   7. Establish reasonable guidelines concerning what level of supervision (auditory, visual, in the
      same room) is required for persons living in the home.
EMERGENCY EVACUATION INFORMATION

Please note if you evacuate to a different location, it is your responsibility to contact all of your foster children's workers and your Foster Home Development counselor prior to evacuation.

☐ Initial Licensure  ☐ Relicensure

FOSTER PARENT: ____________________________
ADDRESS: ________________________________
CITY/STATE/ZIP ____________________________
PHONE: _________________________________
DATE: ____________________________________
Signature __________________________________

In accordance with the FamiliesFirst Network Disaster Preparedness Plan, the agency must be aware of ALL foster children's whereabouts before, during, and after a disaster.

In the event of a hurricane or other natural disaster, do you plan to evacuate?

YES____  NO____

If you do not evacuate, do you plan to go to a shelter facility?

YES____  NO____

If yes, which shelter?
________________________________________

If no, why not?
________________________________________

Would you need help evacuating to a shelter?

YES____  NO____

If you are going to evacuate (leave the area), where do you plan to go?

Destination address and phone number:
________________________________________

Phone numbers where you can be reached when your home phone is down or you are evacuated:

Business phone number ____________________________
Alternate phone numbers ____________________________
Cell phones ____________________________
Family members out of area phone ____________________________

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LAKEVIEW CENTER, INC.
An Affiliate of Baptist Health Care

SECTION 6
EMERGENCY MANAGEMENT PLAN

PENSACOLA, FL

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# FACT SHEET

1. **FACILITY NAME/ADDRESS/PHONE & FAX NUMBERS**
   - **Lakeview Center, Inc.**
     - **1221 West Lakeview Avenue**
     - **Phone:** (850) 432-1222
     - **Fax:** (850) 595-1400

2. **EMERGENCY CONTACT & PHONE NBR**
   - **Allison Hill**
     - CFO/Vice President of Finance
     - **Office:** (850) 469-3620
     - **Home:** (850) 994-2910
     - **Cell:** (850) 450-9376

3. **CHIEF EXECUTIVE OFFICER**
   - **Gary L. Bembry**
     - **Office:** (850) 469-3700
     - **Cell:** (850) 516-1272
     - **Home:** (850) 934-7236

4. **ALTERNATE EMERGENCY CONTACTS**
   - **a. Sandy Whitaker**
     - VP, Corporate Development
     - **Office:** (850) 469-3728
     - **Cell:** (850) 607-5031
   - **Jim Richardson**
     - Director of Operations
     - **Office:** (850) 469-3658
     - **Cell:** (850) 982-7512
     - **Home:** (850) 432-7608
   - **b. Rusty Pope**
     - Maintenance Supervisor
     - **Office:** (850) 469-3750
     - **Cell:** (850) 336-1733

5. **NAME/TITLE/PHONE NBR OF PERSON WHO DEVELOPED EMERGENCY MANAGEMENT PLAN**
   - **See 2. above**

6. **EVACUATION ZONE**
   - Facilities are not in a hurricane evacuation zone.

7. **FLOOD ZONE**
   - 120080 0386 F ZONE D

8. **PROXIMITY TO MAJOR ROADS AND RAILROADS**
   - **a. Approx. 1/10 mile east of Pace Blvd**
   - **b. Approx. 1/10 mile west of 'E' Street**
Lakeview Center

<table>
<thead>
<tr>
<th>9. TYPES OF CLIENTS SERVED</th>
<th>Children, adolescents and adults who have mental, emotional, or substance abuse problems. Residential clients do not require special medical equipment or care. Children in foster care.</th>
</tr>
</thead>
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<tr>
<td>10. CAMPUS SECURITY</td>
<td>G4S security personnel conduct walking and vehicle patrols of the campus from 5 p.m. to 7 a.m. daily.</td>
</tr>
<tr>
<td></td>
<td>Cell: 380-0032</td>
</tr>
</tbody>
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INTRODUCTION TO EMERGENCY MANAGEMENT PLAN

I. PURPOSE: To establish policies, procedures and guidelines and provide information that will enable staff to respond appropriately in emergency situations to safeguard the lives of clients and staff; to protect and conserve Lakeview’s resources; and to establish procedures for responding to emergency situations in the community and state that require crisis counseling services.

II. REFERENCES:
   A. Florida Statute 262, Part I (FL Emergency Management Act), June 1993 and amendments
   B. Escambia County Emergency Management Office
   C. Escambia County Fire Safety Division
   D. CARF standards
   E. Standardized Crisis Codes (APPENDIX U)

III. OBJECTIVES:
   A. Increase staff awareness of their responsibilities during emergency situations.
   B. Provide a structured and coordinated approach to protecting employees, customers and property.
   C. Ensure that the Plan is reviewed annually by appropriate state and county officials.
   D. Ensure that emergency drills are conducted pursuant to CARF standards.

IV. AUTHORITY: The CFO/Vice President of Finance has been designated by the CEO as the Emergency Director, with authority to act on behalf of the CEO during emergency situations.
   A. The Emergency Director will:
      1. Direct operations during an emergency situation;
      2. Coordinate development of a written Emergency Management Plan and ensure that every Lakeview department can access Plan via MyLakeview.
      3. Ensure that the Plan is reviewed annually by the Safety Committee or its designees and revised as necessary;
      4. Maintain contact with the local Emergency Management Office to stay current regarding procedures established by that Office;
      5. Locate and secure facilities out of the area to which clients and staff can be evacuated if so ordered by the Emergency Management Office;
      6. Disseminate information to staff, Emergency Management Office, Department of Children & Families, and the general public before, during and after emergency situations, using whatever means are available;
      7. Coordinate the use of external recovery assistance teams if necessary;
      8. Ensure that drills of the Plan are conducted pursuant to CARF standards (i.e. one drill of six different sections of the Plan annually on each shift, in all locations whether owned or leased).
      9. Ensure that deficiencies identified during planned drill activities or actual emergency situations are corrected. The Emergency Director will coordinate deficiency corrections with the appropriate department staff and report the results to the Safety Committee and senior management team.
V. **ACTING EMERGENCY DIRECTOR**: If the CFO/Vice President of Finance, cannot, for whatever reason, assume the responsibility of Emergency Director, the Acting Emergency Director will be the Vice President of Corporate Development, the Director of Operations, or the Maintenance Supervisor. See **APPENDIX I** for home telephone numbers of the Emergency Director, VP of Corporate Development, Director of Operations, and Maintenance Supervisor.

VI. **EMERGENCY OPERATION CENTER(S)**: The primary command center will be the executive offices in Building A.
   A. If, for whatever reason, the executive offices cannot be used as the command center, a secondary, on-campus site will be selected by the Emergency Director in consultation with the CEO and/or vice president responsible for the building targeted for use as the secondary emergency operation center.
   B. In the event that the main campus must be evacuated, the command center will be located at the most suitable Lakeview facility that is not affected by the evacuation order. This decision will be made by the Emergency Director, CEO and appropriate vice president(s).

VII. **UNIT-SPECIFIC EMERGENCY MANAGEMENT PLANS**: In addition to the corporation’s Emergency Management Plan, each unit will develop a unit-specific emergency management plan that will be reviewed annually by the unit director or his/her designee(s). This Plan will include procedures for dealing with normal and emergency situations.

VIII. **STANDARDIZED CRISIS CODES**: Because of the mobility of the healthcare work force, having standardized crisis codes allows healthcare professionals to respond consistently to emergencies in any healthcare facility, which increases safety for clients, staff and visitors.

IX. **REPORTING**: After the situation is under control, emergencies should be reported as quickly as possible to the Emergency Director and appropriate vice president. The employee who had first knowledge of the emergency situation will complete an LCI Incident Report.

X. **TRAINING**:
   A. An overview of Lakeview’s Emergency Management Plan will be provided to all staff during orientation by Training Department staff.
   B. Every other year thereafter, staff will be required to take the training via the online Learning Management System (LMS).
   C. Staff in each unit will receive unit-specific training annually concerning their duties and responsibilities during emergency situations provided by unit supervisors.

XI. **MONITORING/EVALUATION**:
   A. 100% of staff receive emergency management training during orientation and every year thereafter.
   B. The Plan is approved annually by appropriate state and county officials.
   C. Drills of the Plan are conducted pursuant to CARF standards.
BUILDING DAMAGE OR DESTRUCTION

I. **GENERAL:** If a building is damaged extensively by whatever means, Lakeview’s immediate and primary concern is for the safety of the people in the building.

II. **ACTION:**

A. At the first indication of an impending disaster, any supervisor in the affected building should order evacuation, using the designated escape routes marked on the emergency information maps posted in hallways throughout the building.

B. Occupants of the building should assemble in the designated assembly areas. See **PART 3** of the **FIRE section** of the Emergency Management Plan for the designated assembly areas for each building.

C. As soon as practical, the supervisor will report the situation to the Emergency Director.

D. A roll call should be taken as quickly as possible by each unit evacuating the building. Anyone not accounted for should be reported to the Emergency Director as quickly as possible.

E. If the Emergency Director is not available, one of the following people should be contacted in the order listed. The person contacted will function as the Emergency Director and direct the operation. See **APPENDIX I** for home phone numbers of the Emergency Director, VP of Corporate Development, and Maintenance Supervisor.
   1. Vice President of Corporate Development
   2. Director of Operations
   3. Maintenance Supervisor
   4. Vice President responsible for the affected building(s)
   5. Division Director responsible for the affected building(s)
   6. CEO

F. If the damaged building is a residential or inpatient facility, the Emergency Director, in consultation with the CEO and VP of Clinical Services will decide where to relocate clients and staff.

G. If the damaged building is not a residential or inpatient facility, the Emergency Director, in consultation with the CEO and appropriate vice president(s), will determine whether to relocate the services provided in the affected building or suspend those services until the building can be repaired or rebuilt.

H. The Emergency Director will notify Lakeview’s insurance carrier of the situation and notify appropriate Department of Children & Families staff if client services will be suspended or relocated. Information concerning suspension, relocation, and restoration of services will be disseminated by the Emergency Director to staff in whatever manner is appropriate. Media contact will be handled in accordance with LCI Policy 105-2.
EMERGENCIES AFTER ADMINISTRATIVE BUSINESS HOURS

I. GENERAL: Administrative business hours for Lakeview Center are 8 a.m. – 5 p.m., Monday through Friday.

II. ACTION: Any emergency situation occurring after administrative business hours will be handled as follows:

A. The staff member (reporting employee) who first becomes aware of an emergency situation or condition will notify one of the people listed below in the order listed. Home telephone numbers for these individuals are listed in APPENDIX I of the Emergency Management Plan.

   1. Emergency Director
   2. VP of Corporate Development
   3. Director of Operations
   4. Maintenance Supervisor
   5. Vice President of reporting employee’s program
   6. CEO

B. The first person contacted by the reporting employee will function as the Emergency Director until the Emergency Director has been contacted.
EVACUATION
(Code PURPLE)

In the event of an evacuation, the following steps will be taken:

- Assemble to your designated area
- Return to building only after getting the all clear from the acting Emergency Director

Possible reasons for the evacuation of building as directed by Emergency Director include:

- Fire
- Bomb Threat
- Chemical Spill
- Gas Leak
- Other Emergency Situation

Evacuation of Campus may also occur by order of the County Emergency Mgt Office.
EVACUATION

I. GENERAL:

A. Evacuation of a building can occur by order of the Emergency Director because of a bomb threat, fire, chemical spill, gas leak, or other emergency situation.

B. Evacuation of the entire campus can occur by order of the County Emergency Management Office or other governmental authorities because of a chemical spill, impending hurricane, tornado damage, or other catastrophic situation. In such situations, the Emergency Director, or designee, will communicate such order.

C. Sheltering:
   1. Because of space constraints, Lakeview Center will not serve as a host facility for any evacuating health care facility.
   2. Because Lakeview Center and the hospitals in Atmore AL and Jay FL are Baptist Health Care affiliates, mutual aid agreements between these facilities are not required in the event that Lakeview must use these facilities as shelters for clients and staff.

D. Transportation: Lakeview has a fleet of approximately 120 vehicles, which includes 12- and 15-passenger vans, sedans, and pick-up trucks. If evacuation of the entire campus is ordered, residential in-patient and present day treatment clients would be transported to their homes or to shelter locations via this fleet of vehicles.

II. COMMAND CENTER:

A. If Building 'A', in which the Command Center is located must be evacuated, a secondary, on-campus Command Center will be selected by the Emergency Director in consultation with the CEO and/or vice president responsible for the programs located in the building selected as the secondary Command Center.

   In the event that the entire campus must be evacuated, the Command Center will be located at the most suitable Lakeview facility that is not affected by the evacuation order. This decision will be made by the Emergency Director, CEO, and appropriate vice presidents.

III. NOTIFICATION OF STAFF:

A. If the buildings must be evacuated during administrative working hours, the executive assistant and/or administrative assistant will assist the Emergency Director in notifying all units in affected building(s) by the most expeditious manner possible (phone, e-mail,).

IV. BUILDING EVACUATION: If the Emergency Director orders evacuation of a Lakeview building, the following will occur:

A. Staff and clients will exit the building as quickly as possible, using the designated escape routes marked on emergency information maps posted in hallways throughout each building.

   NOTE: Each unit director will assign a staff member the responsibility for ensuring that the unit’s clients exit the building expeditiously.
B. Unless directed to do otherwise by the Emergency Director, staff and clients will move as quickly as possible to the assembly area designated for the building. Assembly areas are listed in PART 3 of the FIRE section of the Emergency Management Plan.

C. When staff and clients are in the assembly area, roll call should be taken, and any people not accounted for should be reported to the Emergency Director.

D. No one will re-enter the building until the all-clear order is issued by the Emergency Director.

V. CAMPUS EVACUATION: If the Emergency Director orders evacuation of the main campus, the following actions will occur as time permits, based upon the specific reason for evacuation.
   A. All units will inventory and prepare for evacuation the following: emergency equipment, first-aid/universal precautions kits, battery-powered radios, extra batteries, etc.

   B. The decision to allow support staff to go home will be made by the Emergency Director in consultation with the CEO and vice presidents. Staff will be reminded to (i) take their ID badges with them; (ii) listen to radio and TV stations for announcements regarding resumption of operations; and (iii) that opening/closing information will be available via a recorded message at 469-3456 or 1-866-383-5720.

   C. Food Service personnel will inventory and pack emergency food supplies for transport to shelters. Lakeview vehicles will be assigned by the Emergency Director to transport food to shelters.

   D. Program staff, with assistance from Maintenance or Motor Pool personnel if necessary, will fill the gasoline tanks in all Lakeview vehicles and return the vehicles to their respective units. Vehicles not needed to transport clients to their homes or shelters will be moved to and secured in the Motor Pool lot and the keys turned in to the Emergency Director or Motor Pool personnel.

   E. The Emergency Director will contact staff at the shelters noted below to ensure that the facilities can accept the evacuees.

   F. The Emergency Director will notify staff to begin evacuating clients. Staff will then activate the EVACUATION section of their unit-specific emergency management plans.

Clients in the ASU, Meridian, and all residential units who can be safely discharged to their families will be discharged. Clients in these units, who cannot be safely discharged, will be transported by Lakeview vehicles to the shelters listed below. Drivers should use the most expedient route available. (See APPENDIX N)

At the earliest opportunity, unit staff will notify clients’ families of the evacuation and the location and phone number of the shelter to which the clients have been moved. Unit staff staying with clients will be responsible for responding to inquiries from clients’ families. Unit staff staying with clients will maintain a roster of clients in the shelter.
Residential and inpatient staff will affix a sign to the front door of the facility, advising the location to which clients and staff have been evacuated. Include the phone number of the evacuation site on the sign.

Clinical records and medications for clients going to shelters will be taken by staff to the shelters. (See #8 of the Hurricane WATCH section of this Plan for additional information.

**LAKEVIEW UNIT** | **SHELTER LOCATION**
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Acute Stabilization Unit; Meridian | West FL Community Care Center 5500 W. Stewart St., Milton (850) 983-5500
*Lakeview Lodges, Hernandez House, Lakeview Place, Lakeview Villa, Adult Residential Treatment (ART), DAART, Coppenger House, Primary Care, Friary, | Century Counseling Center 6021-A Industrial Blvd, Century (850) 256-6281

*In the event that Century Counseling Center cannot accommodate the number of clients needing to be sheltered, the Emergency Director will contact the administrators at Jay Hospital, Jay FL; or Atmore Community Hospital, Atmore AL to determine if shelter space is available.

G. Lakeview vehicles will operate as a shuttle service between the main campus and designated shelters until all staff and residential clients, and in-patient units (i.e. continuous operation units) have been transported to the shelters. Vehicles used for shuttle service will remain at the shelters after making the final shuttle run.

H. Coordination of transportation of staff, clients, and emergency food supplies is the responsibility of the Emergency Director working in conjunction with the Motor Pool manager and program directors.

I. If time permits, Maintenance personnel will secure evacuated facilities.

J. No one will re-enter the evacuated area until the all-clear order is issued by the Emergency Director.

VI. **RE-ENTRY TO CAMPUS:** When the Emergency Management Office and/or the Emergency Director advises that it is safe to return to the evacuated area, the following will occur, depending upon the reason for the evacuation

A. The Emergency Director will recall the Damage Assessment Team. (See **APPENDIX H**)

B. The Damage Assessment Team will make structural, utilities, and communications assessments to determine if buildings are safe to re-enter.

C. Using damage assessment reports and the Priority of Services Restoration List (**APPENDIX K**), the Emergency Director, in coordination with the CEO, Vice
Presidents, and Maintenance Supervisor will determine which facilities can be opened and which services can be resumed.

D. When it has been determined that the ASU, Meridian, and residential facilities are safe to re-enter, clients and staff in shelters will be transported to their respective facilities via Lakeview vehicles. Staff and clients in all other facilities will be notified that Lakeview has resumed operations via each unit’s call chain, local media sources, and/or recorded message at 469-3456 or 1-866-383-5720.

VII. FOSTER & SHELTER HOMES: In accordance with state licensing standards, foster and shelter homes are required to develop a disaster preparedness plan that includes evacuation information. These plans are reviewed annually by licensing staff and updated as necessary. Using unit-specific telephone call chains, staff will notify foster families of impending natural disasters and advise them to implement applicable portions of the LCI Emergency Management Plan.
VIOLENCE/SECURITY ALERT
(Code GRAY)

In the event of a violence or security alert occurring during normal operating hours (8 am to 5 pm), the following steps will be taken:

REPORTING
The staff member who first becomes aware of an emergency situation or condition will immediately report the situation to:

> Imminent danger, contact 911
> Immediate Supervisor _________________________

And
> Emergency Director: Phone 469-3700 or
> Operations Manager: Phone 469-3700/982-7512

If evacuation of the Building is deemed necessary, follow procedures as outlined in Code Purple

After normal operating hours, please call
Campus Security 7pm-7am: 380-0032
If no answer, call Maintenance Supervisor 336-1733
VIOLENCE IN THE WORKPLACE

I. STANDARDIZED CRISIS CODE: CODE GRAY

II. GENERAL: Threats, harassment, aggressive or violent behavior on Lakeview property by staff, clients or visitors will not be tolerated.

III. DEFINITION: Threats may be real or implied. Harassment is considered a form of threat. Threats, harassment, and aggressive or violent behavior can take many forms including, but not limited to, telephone calls, physical altercations, letters, vandalism, face-to-face confrontations, stalking, and assault.

IV. REPORTING: Staff who believe they are being subjected to or have experienced threats, harassment, aggressive/violent behavior from other staff, clients, or visitors must advise their supervisor, component director, or program vice president as quickly as possible.

Staff who have been subjected to threats, harassment or aggressive/violent behavior during non-working hours, regardless of who is the perpetrator, should report such incidents to their supervisor, component director, program vice president, or Director of Human Resources if it could place other staff in danger.

If appropriate, law enforcement will be contacted and assistance requested.

If the employee is emotionally or physically traumatized by the incident, he/she should contact Lakeview's Employee Assistance Program as outlined in the Human Resources Manual.

The employee who is threatened or injured must also report the incident on the LCI Incident Report form.
BIOLOGICAL & CHEMICAL TERRORISM
(Code ORANGE)

In the event of biological or chemical terrorism threat or action, the following steps will be taken:

- Do not open any suspicious packages. If suspicious packages are identified, follow the reporting steps below.
- Move or stay inside the facility.
- Close all windows and exterior doors and shut down air conditioning and heating systems to prevent circulation of air.
- Cover your mouth and nose-use a surgical mask or handkerchief.

REPORTING
In the event of an exposure, staff should immediately contact the following:

> Imminent danger, contact 911
> Immediate Supervisor _________________________
> And
> Emergency Director: Phone 469-3700 or
Operations Manager: Phone 469-3700/982-7512

After normal operating hours, please call
Campus Security 7pm-7am: 380-0032
If no answer, call Maintenance Supervisor 336-1733
I. STANDARDIZED CRISIS CODE: **CODE ORANGE**

II. GENERAL:
Many weapons of mass destruction (either nuclear, biological or chemical) are subtle and their presence may not be known until an unusual number of people with a cluster of like symptoms present to medical services for evaluation. Or, an attack may be over, with many known victims being identified at one time.

The scope of response from Lakeview Center includes:
1. Effectively and rapidly identifying victims of a known or suspected attack;
2. Accessing law enforcement and medical care in a timely manner;
3. Prevention and control of environmental influences in relation to the known threat;
4. Provision of mental health support as needed to staff, clients and the community.

III. ACTION:

A. A coordinated process will be used to decrease the potential risks to clients, staff, and others if a real or suspected terrorism threat is identified. This process will require the integration of infection control and risk management, with the Director of Infection Control having lead responsibility.

B. The Director of Infection Control, along with the risk manager, will assess staffing and supply needs related to a terrorism threat or attack. Directions to individual programs will be provided accordingly. Determinations will also be made regarding the continuation of client care services.

C. The focus of efforts will be placed on the following aspects of a terrorism risk:

1. Prevention

   The Safety Committee has the responsibility of reviewing and revising the relevant policies and procedures at least annually. New and emerging data should be incorporated as quickly as possible.

   Organizational and community resources should be identified prior to an actual incident. Contact numbers should be made easily available. (See **APPENDIX I**)

   General education on terrorism will be provided to staff as indicated. This can be done through memos, emails, or direct in-service training. Staff who are competent to address these matters will be used to develop and implement the training curriculum. The focus of training will be to provide information on general awareness regarding the threat of terrorism.

2. All staff will be advised to utilize standard precautions (as identified in the Infection Control portion of the Environment of Care Plan) if necessary for a suspected outbreak. Additional isolation precautions may be implemented, though it is anticipated that persons having exposures will be transferred to the appropriate medical facility as soon as possible.
Personal decontamination efforts will be limited to washing with soap and water. Law enforcement personnel will direct staff regarding further activities related to contamination. Staff will not assume responsibility for decontaminating the environment unless directed to do so by law enforcement.

3 Identification: In the event of a specified threat, targeted training will be provided to staff as quickly as possible. This education may occur through memos, emails, or direct in-service training as indicated to meet the training needs. The focus of these training sessions will be to make staff aware of the threat, any environmental considerations, signs and symptoms of exposure, and emergency management procedures. (See APPENDICES Q, R, and S).

Early symptoms of exposure to many major threatening agents will mimic common ailments. Therefore, staff and clients will be encouraged to promptly report any of the following events that may signal an outbreak caused by an unnatural occurrence:

- A rapidly increasing disease incidence (hour or days) in a normally health population.
- An epidemic curve rising and falling in a short period of time.
- An unusual increase in number of people with fever or respiratory symptoms seeking treatment.
- An endemic disease emerging quickly at an unusual time.
- Lower attack rates among people who had been indoors compared to those who had been outdoors.
- Clusters of patients arriving from a single locale.
- Large numbers of rapidly fatal cases.
- Any patient presenting with an uncommon disease such as pulmonary anthrax, tularemia, or plague.

Medical care for such persons should be accessed in accordance with established procedures for each program or department. Exposures should also be reported to the Infection Control Department.

3. Surveillance and Reporting Procedures

Observation and reporting of biochemical warfare incidents should occur in accordance with standard Infection Control and risk management reporting procedures. (See the Environment of Care/Infection Control Manual, including procedures on Client Infections, Staff Infections, and the Safety Management Plan/Incident Reporting section.) In the event of an exposure, staff should immediately contact both the Infection Control Department and the risk manager. These staff will assume responsibility for ensuring that appropriate and timely follow-through has been implemented for both health care and emergency management services.

4. Control

Prompt identification of possible exposures is the key to limiting the risk of further spread. Control is then exerted by promptly linking the person(s) with the appropriate authorities (i.e. emergency management office, law enforcement, local hospitals, and
the health department). Direction will be received from these agencies and will be authorized through the Infection Control Department and/or the risk manager.

In addition to the physical and environmental management of a terrorism threat, emotional support will be needed for staff, clients and the community at large. Resources within the Lakeview organization will be utilized as much as possible for staff and clients. The CPFD Critical Incident Team, however, will be made available to assist in community counseling efforts.

Media contact will be handled in accordance with LCI Policy 105-2.

CHEMICAL SPILL

I. STANDARDIZED CRISIS CODE: CODE ORANGE

II. GENERAL: Hazardous materials are substances which, because of their chemical, physical or biological nature, pose a potential risk to life, health, or property if they are released. Hazards can occur during production, storage, transport, use, or disposal.

Each year approximately 1.5 billion tons of hazardous materials are transported along the nation’s highway and railways. This section of the Emergency Management Plan addresses a chemical spill occurring during transport of hazardous materials. Chemical spills originating from other sources would be treated in the same manner.

III. ACTION:

A. EVACUATION:

1. If the County Emergency Management Office orders evacuation of the campus because of a chemical spill, the Emergency Director will notify staff in each unit who will activate the EVACUATION section of their unit-specific emergency management plan.

2. Time permitting, before leaving the facility, staff will:
   - Close all windows and vents
   - Turn off attic fans (if applicable)
   - Turn off all utilities

3. Staff and clients in residential facilities will go immediately to shelters designated for Lakeview’s use by the County Emergency Management Office OR to the off-site shelters listed in the EVACUATION section of this Plan. LCI vehicles will be used to transport clients and staff to and from designated shelters.

At the earliest opportunity, unit staff will notify the families of clients of the evacuation and the location and phone number of the shelter to which clients will be or have been moved. Staff staying with clients in shelters will maintain a roster of clients in the shelter.

4. All other staff and clients will be dismissed and instructed to leave the campus as quickly as possible. Staff and clients will be instructed to listen to local radio and
television stations for information about returning to the evacuated areas. A recorded message regarding returning to the evacuated areas will also be available by calling: **469-3456 or 1-866-383-5720.**

IV. **IN-PLACE SHELTERING:**

1. In certain circumstances, the Emergency Management Office may order people to stay indoors rather than evacuate. If this occurs:
   - Follow all instructions given by the Emergency Management Office via Lakeview’s Emergency Director.
   - Close and lock windows and doors. Seal gaps under doors and windows with wet towels or duct tape.
   - Seal gaps around window air-conditioning units, exhaust fans, and vents with duct tape and plastic sheeting.
   - Turn off ventilation systems, including furnaces, air conditioners, vents, and fans.
   - Close window blinds and curtains and stay away from windows.
   - Remain in interior areas of the building where toxic vapors are reduced.
   - Remain in the building until the Emergency Management Office or Emergency Director gives the all-clear order.
   - **STAY CALM!**
BOMB THREAT
(Code BLACK)

In the event of a bomb threat, the following steps will be taken:

Try to KEEP THE CALLER ON THE LINE and ask the following questions:
- Where is the bomb?
- What time will the bomb explode?
- Why was the bomb put there?

LISTEN FOR:
- Background noise such as music, voices, train whistles, etc
- What are the voice characteristics:
  - Male or female?
  - Age?
  - Accent or ethnic words used?
  - What is the mental condition? (Angry, excited, frightened, etc)

REPORTING
The person receiving the bomb threat will immediately report the situation to:
- Imminent danger, contact 911
- Immediate Supervisor _________________________
  And
- Emergency Director: Phone 469-3700 or
- Operations Manager: Phone 469-3700/982-7512

If evacuation of the Building is deemed necessary, follow procedures as outlined in Code Purple

After normal operating hours, please call
Campus Security 7pm-7am: 380-0032
If no answer, call Maintenance Supervisor 336-1733
BOMB THREAT

I. STANDARDIZED CRISIS CODE: CODE BLACK

II. GENERAL: A person who reports that a bomb has been placed in a particular establishment or location usually does so because the person(s) (a) has definite and specific knowledge that an explosive or incendiary device has been placed in the establishment or location; or (b) wants to create panic or cause disruption of routine operations of the establishment as retaliation for a real or perceived wrong.

In either case, if the threat cannot be determined absolutely to be a hoax, it MUST be treated as a bona fide threat and immediate action taken to protect individuals and eliminate panic.

Lakeview’s procedure for handling bomb threats is in five phases:
- Phase 1 – Receipt of the threat
- Phase 2 – Evacuation
- Phase 3 – Selective recall
- Phase 4 – Building search
- Phase 5 – Restoration of services

III. ACTION:

PHASE 1 – RECEIPT OF THREAT:

Phone Threat: If the bomb threat is made via telephone: (See APPENDIX A)
- Keep the caller on the line as long as possible
- Listen closely to the caller’s voice. Try to determine if the caller is male or female. Does the person have an accent? Does the voice sound familiar?
- Ask the caller the following questions:
  - The exact location of the device
  - The time it’s supposed to explode
  - What type of bomb it is
  - What it looks like
- Ask the caller to repeat all the information you receive
- Tell the caller that the building is occupied and the explosion could result in injury or loss of life.
- Pay particular attention to any peculiar background noise such as engines running, music, voices; any sounds that might provide a clue to the location or identity of the caller.
- Write everything the caller says.
- As soon as the caller hangs up, report the threat as outlined in Reporting Procedures.

Written Threat: If the threat is made in writing, report it as outlined below in Reporting Procedures.
Threats Received After Normal Working Hours: Staff who receive a bomb threat after normal working hours should follow the procedures outlined below in Reporting Procedures.

Reporting Procedures: The person receiving the bomb threat, regardless of the method by which it is received or the time it is received, will immediately contact one of the following people in the order listed. The person contacted will function as the Emergency Director.

1. Emergency Director
2. Vice President of Corporate Development
3. Director of Operations
4. Maintenance Supervisor
5. Vice President responsible for the affected building(s)
6. Division Director responsible for the affected building(s)
7. CEO

After obtaining all the information available from the person who received the threat, the Emergency Director will determine whether or not the threat is real or a hoax. If there is doubt about the validity of the threat, it must be considered to be a real threat and appropriate action taken. The safety of people in the affected building(s) is of prime consideration.

PHASE 2 – EVACUATION:
Upon determining that the threat is bona fide, the Emergency Director will order evacuation of the building(s) and will call 911 and give the operator the following information:

1. His/Her name
2. Address and building letter of the affected building(s)
   NOTE: If more than one building is affected, give the address and building letter of the building to be searched first. (See Phase 3)
3. Type of emergency and number of buildings involved.

Article I. When relaying information concerning bomb threats to the 911 operator, it is extremely important to specify the number of buildings involved and their respective sizes so the appropriate number of deputies can be dispatched. (See APPENDIX B for building addresses, letters, and square footage.)

When the evacuation order is received, all staff will exit their respective spaces in an expeditious manner. As staff exit their work areas, they should make a quick surveillance of the area, noting anything that looks suspicious or that is not ordinarily in the area. Anything that arouses suspicion should be reported to the Emergency Director. Such information will materially assist the search team.

Staff who have been assigned responsibility for clients will ensure that all clients exit the building(s). Each unit director will assign a staff member in their unit responsibility for ensuring that the unit’s clients exit the building.

Staff and clients will exit from the nearest door as shown on the emergency information maps posted in each building.

Staff and clients will proceed to the designated assembly area for their building, getting as far away from the building as possible, preferably up to 300 feet. A roll call will be
taken, and an attempt made to account for all personnel in the building. Anyone who is unaccounted for should be reported to the Emergency Director as quickly as possible.

Anyone who sees an unauthorized person enter a building that has been evacuated should immediately notify either the Emergency Director or a supervisor who will notify the Emergency Director.

**PHASE 3 – STAFF RECALL**

The person who is functioning as the Emergency Director will contact the duty Maintenance person by calling the duty phone number 336-1717. The duty Maintenance person will muster **ALL** Maintenance Department personnel, who will report to the Emergency Director as quickly as possible.

If the on-site Emergency Director is not the CFO, Maintenance Supervisor, or Vice President responsible for the affected building(s), the on-site Emergency Director will make every effort to contact the aforementioned until one of them has been reached.

**PHASE 4 – BUILDING SEARCH**

The Escambia County Sheriff’s Department has a highly trained bomb squad with equipment and experience to remove and defuse explosive/incendiary devices. The initial search will be conducted by deputies. If the deputies discover a suspicious object, they will notify the bomb squad, which will assume command of the situation and become responsible for removing the object.

Because Maintenance Department personnel are familiar with building floor plans, have master keys to all buildings, and can communicate quickly with the Emergency Director via radio, they will assist the deputies and/or bomb squad with the search.

!! **Because radio signals can detonate electronic explosive devices, radios should not be used within 300 feet of a building that is being or will be searched.**

If several buildings are involved in the bomb threat, search priority will be established by the Emergency Director in consultation with law enforcement. The building that can best be used as a shelter will be searched first. In the event of inclement weather, clients and staff may use a searched building as shelter until their building has been cleared for re-entry. A thorough search of each affected building will be conducted, with primary focus on areas that are easily accessible to the public, such as waiting rooms, lobbies, cafeterias, public restrooms, stairwells, trash receptacles, etc.

When buildings are deemed safe by the search team, the Emergency Director will notify staff and clients that they may re-enter the buildings.

**PHASE 5 – RESTORATION OF SERVICES:**

If a building is damaged or destroyed by an explosive or incendiary device, the following will occur:

- The Emergency Director will notify the CEO and appropriate vice presidents.
- The Emergency Director, CEO, and appropriate vice presidents will determine
whether to suspend or relocate the services provided in the affected building(s).

- The Emergency Director will notify Lakeview’s insurance carrier.

- The Emergency Director will notify appropriate Department of Children & Families staff if client services will be suspended or relocated.

- Information concerning suspension, relocation, and restoration of services will be disseminated by the Emergency Director to staff in whatever manner is appropriate. Media contact will be handled in accordance with LCI Policy 105-2.
In the event of a fire, the following steps will be taken:

Race to Safety:
R Rescue
* Clients and employees in immediate danger should be evacuated from the building to a safe place, well away from fire and smoke, and rescue operations.

A Alert
* Alert the fire department by activating pull alarm or phoning 911
* Alert one of the following:
  - Immediate Supervisor _________________________
  - And
  - Emergency Director: Phone 469-3700 or
  - Operations Manager: Phone 469-3700/982-7512

C Contain the Fire
* Close all doors in the area of the fire.
* Make sure fire doors in other areas remain closed.

E Extinguish and Evacuate
* Extinguish fire with on site fire extinguisher if you can do so without placing yourself or others in danger.
* Evacuate the area to a safe place, well away from fire, smoke, fumes and rescuer operations.

If evacuation of the Building is deemed necessary, follow procedures as outlined in Code Purple

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After normal operating hours, please call
Campus Security 7pm-7am: 380-0032
If no answer, call Maintenance Supervisor 336-1733
I. STANDARDIZED CRISIS CODE: CODE RED

II. GENERAL:
The danger of injury to people and damage to buildings from fire is ever present. For this reason, staff and clients must constantly be prepared to respond in an efficient and safe manner if a fire occurs.

The FIRE section of the Emergency Management Plan is divided into three parts:

   PART 1: General Instructions
   PART 2: Specific requirements for facilities that are licensed by AHCA
   PART 3: Specific information for each building in which services are provided

Emergency information maps are posted in prominent locations in all buildings. These maps show:
1. Location of all emergency exits in the building
2. Designated weather-safe area to which staff and clients should go when a tornado warning is issued.
3. Location of each manual fire alarm pull station in building
4. Location of fire extinguishers in building
5. Escape routes
6. Viewer’s location (“You are here”)

III. PART 1: GENERAL INSTRUCTIONS

1. NEVER IGNORE A FIRE ALARM. Don’t assume it’s a false alarm or prank. ALWAYS investigate the source of any alarm and, if you cannot be sure it’s false, treat it as a bona fide fire alarm.

2. The first person noticing a fire should:
   a. Pull the fire alarm or otherwise notify the building occupants in the fastest manner available.
   b. Call 911 and report the fire, giving your name, address, building letter if applicable, type and severity of the fire.
   c. Stand by to meet the firefighters and direct them to the location of the fire.

   NOTE: TO DIAL 911 USING LAKEVIEW’S PHONE SYSTEM, FIRST DIAL 9, THEN DIAL 911.

3. If the fire is small and well contained, such as a fire in a wastebasket or chair, the person discovering the fire should extinguish it using one of the many fire extinguishers available in each building.

Common sense must be used in making the decision to extinguish the fire or to evacuate the building and call 911. When in doubt, CALL 911, REPORT THE FIRE, AND EVACUATE THE BUILDING.
4. When evacuating a building in response to a fire alarm, staff and clients should close windows and doors as they leave their offices/rooms. These actions slow the fire’s progress and may help confine it to a limited area.

5. Staff should supervise clients’ evacuation of the building, using the designated escape routes marked on the emergency information maps posted throughout each building.

6. Staff and clients should move as quickly as possible to the assembly area designated for the building. Assembly areas for each building are listed in PART 2 of the FIRE section of this Plan. Stay as far away from the building as possible.

7. When staff and clients are in the assembly area, a roll call should be taken as quickly as possible and any people unaccounted for should be reported to the firefighters and Emergency Director.

8. Do not re-enter the evacuated building. If you think someone may still be in the building, notify the firefighters when they arrive.

9. When everyone has been evacuated from the building, notify the Emergency Director. If the Emergency Director is not available, notify the Vice President of Corporate Development, Director of Operations, Maintenance Supervisor, Program Vice President responsible for the affected building, or the President/CEO in the order listed. The person contacted will function as the Emergency Director and direct the operation.

10. If a building becomes uninhabitable as a result of a fire and temporary shelter is required, the Emergency Director, in consultation with the CEO and appropriate Vice President(s) will determine whether to relocate services in Lakeview shelter areas or locate rental space.

IV. PART 2: SPECIFIC REQUIREMENTS FOR FACILITIES LICENSED BY AHCA

NOTE: This section applies ONLY to units that are licensed by the Agency for Health Care Administration (AHCA): ASU, Meridian, Coppenger House, Lakeview Lodges, Lakeview Place, Lakeview Villa.

1. If a facility licensed by AHCA experiences failure of the fire alarm system, smoke detection or sprinkler system, or water or power system, the following actions must be taken immediately:

   a. Staff in the facility will notify the Emergency Director or Maintenance Supervisor who will immediately (i) notify the local fire department and document instructions from them; and (ii) notify the local AHCA office.

   b. The Emergency Director and/or Maintenance Supervisor will assess the extent of the condition and effect corrective action, with a documented timeframe. If the corrective action will take more than four hours, the Emergency Director and Maintenance Supervisor, in conjunction with facility staff and the Vice President of Clinical Services will:

      (1) Develop and implement a contingency plan that will contain (ii) a description of the problem, specifically what the system is not doing that it normally does; and (ii) the projected correction timeframe. All staff on all shifts will be provided training
regarding the contingency plan, and a drill of the contingency plan will be conducted annually. Training and drills will be documented.

(2) Begin a documented fire watch until the system is restored. Individuals used for a fire watch will be off-duty firefighters who are trained and competent to know what to look for and what to do. Individuals conducting a fire watch will be provided a cell phone and two-way radio.

c. The Emergency Director or Maintenance Supervisor will notify the local AHCA office and the local fire department if the timeframe changes and when systems are restored.

V. PART 3: SPECIFIC INFORMATION FOR EACH BUILDING

Lakeview Center has developed a lettering system for identifying each building on the main campus. The main campus encompasses all Lakeview facilities between 'E' Street on the east and 'M' Street on the west; between Avery Street on the south and Jordan Street on the north.

A map and roster showing the address, letter designation, and location of each building on the main campus is included as APPENDICES B & C in the Emergency Management Plan.

Buildings not on the main campus are identified by their street address.

Following is specific information concerning each building in which services are provided.

**PHYSICAL LOCATIONS:**

Lakeview Center Campus - 1221 West Lakeview Avenue

Off-campus locations – see specific street addresses at tables located at 30-6, and 33-6 and also at APPENDICES B & C

**CARF FIRE DRILL REQUIREMENT:**

See tables at 28-6 and 30-6 for detail of requirements by building

**ALARM:** See tables at 28-6 and 30-6 for detail of alarm systems by building. Note that when a building alarm that is remotely monitored is activated, duty personnel at the monitoring location will immediately call the fire department and one of the following: (a) security officer on duty; or (b) Maintenance duty personnel.

**REPORTING:** The person who discovers a fire should go to the nearest fire alarm pull station and sound the alarm, following instructions on the alarm pull station. The locations of fire alarm pull stations and fire extinguishers are marked on the emergency information maps that are posted in hallways in the building.

Even though the person at the remote monitoring location will notify the fire department, the person discovering the fire should immediately dial 911 and report the fire, giving their name, address, building letter if applicable, and the type and severity of the fire.

→ TO DIAL 911 USING LAKEVIEW'S PHONE SYSTEM, DIAL 9, THEN 911
EVACUATION: Immediately upon hearing the alarm, everyone should exit the building using the escape routes shown on the emergency information map. People located in multi-story buildings will use the stairs, not the elevator, when evacuating.

ASSEMBLY: See table at 32-6 and 33-6 for detail of evacuation assembly areas by building.

A roll call should be taken as quickly as possible and an attempt made to account for everyone in the building. Any people who are unaccounted for should be reported to the firefighters when they arrive. Everyone will remain in the assembly area until the all-clear order is issued.

FAILURE OF LIFE SAFETY SYSTEMS: The following Lakeview campus buildings are protected with life safety systems and contain residential clients: D,O,O-2,O-3,P,S,W, and X. The following Lakeview non-campus buildings are protected with life safety systems and contain residential clients: Coppenger House – 8590 Ashland Avenue, Pensacola, FL 32514. If any of these facilities experiences a failure of the fire alarm system, smoke detection or sprinkler system, or water or power supply, the following actions must be taken immediately:

1. Staff will notify the Emergency Director or Maintenance Supervisor who will (i) notify the local fire department and document instructions from them; and (ii) notify the local AHCA office.

2. The Emergency Director and/or Maintenance Supervisor will assess the extent of the condition and effect corrective action with a documented time frame. If the corrective action will take more than four hours, the Emergency Director or Maintenance Supervisor, in conjunction with facility staff and the Vice President of Clinical Services, will:
   a. Develop and implement a contingency plan that will contain (i) a description of the problem (specifically what the system is not doing that it normally does), and (ii) the projected correction time frame. All staff on all shifts will be provided training regarding the contingency plan, and a drill of the contingency plan will be conducted annually. Training and drills will be documented.
   b. Begin a documented fire watch until the system is restored. The Fire Watch shall:
      1. Patrol the area, structure or facility a minimum of once every hour.
      2. Be trained in the use of a fire extinguisher and have one accessible at all times.
      3. Be capable of communicating with building occupants and the fire department to notify them about fires or other emergencies.
      4. Maintain a record of the Fire Watch for inspection by the Authority having jurisdiction.

3. The emergency Director or Maintenance Supervisor will notify the local AHCA office and the fire department if the time frame changes and when systems are restored.

GENERAL:
1. The person discovering the fire and sounding the alarm should watch for the firefighters and give them directions to the exact location of the fire.

2. At the first available opportunity, the person who discovered the fire will notify the Emergency Director or Maintenance Supervisor of the situation.

3. No one will re-enter the building until the all-clear order is issued.
4. All staff will read and be familiar with the general instructions in PART 1 of the FIRE section of the Emergency Management Plan.
# Schedule of Lakeview Campus Fire Drill Requirements and Alarm Systems

<table>
<thead>
<tr>
<th>Building #</th>
<th>Predominant Building Usage</th>
<th>Drill Requirement</th>
<th>Alarm System</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Administration</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>B</td>
<td>Vacant</td>
<td>None</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>B-1</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; Floor – Outpatient</td>
<td>Monthly</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td></td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; Floor – Administration / Outpatient</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td></td>
<td>3&lt;sup&gt;rd&lt;/sup&gt; Floor – Administration / Outpatient</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>C</td>
<td>Administration / Outpatient</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>D</td>
<td>Residential / Inpatient</td>
<td>One drill per shift per quarter</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td></td>
<td>Day Treatment</td>
<td>Annually</td>
<td>Automatic fire sprinkler in all residential areas</td>
</tr>
<tr>
<td></td>
<td>Administration</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>E</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Manual pull fire alarm system not remotely monitored**</td>
</tr>
<tr>
<td>E ANNEX</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Manual pull fire alarm system not remotely monitored**</td>
</tr>
<tr>
<td>F</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Manual pull fire alarm system not remotely monitored**</td>
</tr>
<tr>
<td>G</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Manual pull fire alarm system not remotely monitored**</td>
</tr>
<tr>
<td>H</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Manual pull fire alarm system not remotely monitored*</td>
</tr>
<tr>
<td>I</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Manual pull fire alarm system not remotely monitored*</td>
</tr>
<tr>
<td>J</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Smoke detectors not remotely monitored*</td>
</tr>
<tr>
<td>K</td>
<td>Residential</td>
<td>One drill per shift per quarter</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>L</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Smoke detectors not remotely monitored*</td>
</tr>
<tr>
<td>M</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Smoke detectors not remotely monitored*</td>
</tr>
<tr>
<td>N</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored Automatic sprinkler system</td>
</tr>
<tr>
<td>O</td>
<td>Administration / Outpatient Services</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>O-1</td>
<td>Administration / Outpatient Services</td>
<td>One drill per shift per year</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
</tbody>
</table>

**Not monitored remotely**

*Not monitored*
| 0-2  | Residential | One drill per shift per quarter | Manual pull fire alarm system remotely monitored  
                                |                   |                             | Automatic sprinkler system |
|------|-------------|---------------------------------|--------------------------------------------------|
| 0-3  | Residential | One drill per shift per quarter | Manual pull fire alarm system remotely monitored  
                                |                   |                             | Automatic sprinkler system |
|      |             |                                 |                                                  |
| P    | Residential | One drill per shift per quarter | Manual pull fire alarm system remotely monitored |
|      |             |                                 |                                                  |
| Q    | Administration | Annually                | Smoke detectors not remotely monitored*         |
| R    | Administration | Annually                | Smoke detectors not remotely monitored*         |
|      |             |                                 |                                                  |
| S    | Residential | One drill per shift per quarter | Manual pull fire alarm system remotely monitored  
                                |                   |                             | Automatic sprinkler system |
|      |             |                                 |                                                  |
| T    | Administration | Annually                | Manual pull fire alarm system remotely monitored |
|      |             |                                 |                                                  |
| U    | Administration | Annually                | Smoke detectors not remotely monitored*         |
|      |             |                                 |                                                  |
| W    | Residential | One drill per shift per quarter | Manual pull fire alarm system remotely monitored  
                                |                   |                             | Automatic sprinkler system |
|      |             |                                 |                                                  |
| X    | Residential | One drill per shift per quarter | Manual pull fire alarm system remotely monitored  
                                |                   |                             | Automatic sprinkler system |
|      |             |                                 |                                                  |
| Z    | Administration | Annually                | Smoke detectors not remotely monitored*         |
|      |             |                                 |                                                  |
| Z-1  | Administration | Annually                | Smoke detectors not remotely monitored*         |

* Batteries in the smoke detectors are changed by unit or Maintenance personnel in conjunction with the time change each Spring.

** Buildings in the E cluster (E, E Annex, F, and G) are linked together in their pull fire alarm stations. That is, an alarm activated in any of these buildings will activate all of the buildings in the cluster.
## Schedule of Lakeview Non-Campus Fire Drill Requirements and Alarm Systems

<table>
<thead>
<tr>
<th>NAME AND LOCATION</th>
<th>ACTIVITY TYPE</th>
<th>DRILL REQUIREMENT</th>
<th>ALARM SYSTEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVALON CENTER</td>
<td>Administration / Outpatient</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>6024 Spikes Way, Milton 32583</td>
<td>Day Treatment</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>ACCESS BEHAVIORAL HEALTH</td>
<td>Administration</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>3298 Summit Blvd, Suite 12, Pensacola 32504</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CENTURY COUNSELING CENTER</td>
<td>Administration / Outpatient</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>6021-A Industrial Blvd., Century 32535</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COPPENGER HOUSE</td>
<td>Residential</td>
<td>One drill per shift per quarter</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>8590 Ashland Avenue, Pensacola 32514</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DUI &amp; DRIVER EDUCATION / PATHWAY / SHAPE</td>
<td>Administration / Outpatient</td>
<td>Annually</td>
<td>Smoke detectors not remotely monitored</td>
</tr>
<tr>
<td>6425 Pensacola Blvd., Pensacola 32505 (Buildings 1 and 2)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FACT TEAM</td>
<td>Administration / Outpatient</td>
<td>Annually</td>
<td>Smoke detectors not remotely monitored</td>
</tr>
<tr>
<td>Building 11, University Office Park, Pensacola 32504</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FAMILIES FIRST NETWORK</td>
<td>Administration / Outpatient</td>
<td>Annually</td>
<td>Smoke detectors not remotely monitored</td>
</tr>
<tr>
<td>5399-2401 Fairfield Dr., Pensacola 32506</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REVMAX</td>
<td>Administration / Outpatient</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>1851 St. Marys Street, Pensacola 32501</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRIARY – RESIDENTIAL TREATMENT BUILDING</td>
<td>Residential</td>
<td>One drill per shift per quarter</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>4400 Hickory Shores Blvd, Gulf Breeze 32561</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRIARY – OHRSTROM BUILDING</td>
<td>Administration / Outpatient</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>1830 Hickory Shores Blvd, Gulf Breeze 32561</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SOCIAL ACTIVITY CLUB</td>
<td>Day Treatment</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>1924 N. Palafox, Pensacola 32501</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SHALIMAR PROGRAMS</td>
<td>Administration / Outpatient</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
<tr>
<td>Shalimar Centre, 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Service</td>
<td>Frequency</td>
<td>Notes</td>
</tr>
<tr>
<td>----------</td>
<td>---------</td>
<td>-----------</td>
<td>-------</td>
</tr>
<tr>
<td>Eleventh Ave, Suites 1 - 4, Shalimar 32548</td>
<td></td>
<td></td>
<td>monitored</td>
</tr>
<tr>
<td>STEP PROGRAM 1900 N. Palafox, Pensacola 32501</td>
<td>Day Treatment</td>
<td>Annually</td>
<td>Manual pull fire alarm system remotely monitored</td>
</tr>
</tbody>
</table>
### Schedule of Lakeview Campus Evacuation Assembly Areas

<table>
<thead>
<tr>
<th>Building #</th>
<th>Evacuation Assembly Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Across Lakeview Avenue in parking lot west of Building G as far from Building A as possible</td>
</tr>
<tr>
<td>B</td>
<td>Greenspace between Buildings B and D as far from Building B as possible</td>
</tr>
<tr>
<td>B-1</td>
<td>Across Lakeview Avenue in the parking lot of Activity Center</td>
</tr>
<tr>
<td>C</td>
<td>Parking area on the southwest corner of &quot;J&quot; and Lakeview Avenue</td>
</tr>
<tr>
<td>D</td>
<td>Green area between Buildings A and B as far from Building D as possible</td>
</tr>
<tr>
<td>E</td>
<td>Parking lot beside Meridian and as far from Buildings E, E Annex, F, and G as possible</td>
</tr>
<tr>
<td>E ANNEX</td>
<td>Parking lot beside Meridian and as far from Buildings E, E Annex, F, and G as possible</td>
</tr>
<tr>
<td>F</td>
<td>Parking lot beside Meridian and as far from Buildings E, E Annex, F, and G as possible</td>
</tr>
<tr>
<td>G</td>
<td>Parking lot beside Meridian and as far from Buildings E, E Annex, F, and G as possible</td>
</tr>
<tr>
<td>H</td>
<td>Parking lot of Activity Center as far from Building H as possible</td>
</tr>
<tr>
<td>I</td>
<td>Parking lot of Activity Center as far from Building H as possible</td>
</tr>
<tr>
<td>J</td>
<td>Open area across from Hernandez Street and as far from Building J as possible</td>
</tr>
<tr>
<td>K</td>
<td>Parking lot at corner of &quot;J&quot; and Lakeview across from Building C</td>
</tr>
<tr>
<td>L</td>
<td>Open area at the corner of &quot;J&quot; and Lakeview Avenue</td>
</tr>
<tr>
<td>M</td>
<td>Open area across Hernandez Street</td>
</tr>
<tr>
<td>N</td>
<td>Parking lot at the corner of Avery and H</td>
</tr>
<tr>
<td>O</td>
<td>Across Hernandez Street in the parking lot West of Building E as far as possible</td>
</tr>
<tr>
<td>O-1</td>
<td>Across Hernandez Street in the parking lot West of Building E as far as possible Across Hernandez Street in the</td>
</tr>
<tr>
<td>O-2</td>
<td>Across &quot;J&quot; Street near the gazebo located adjacent to Building K</td>
</tr>
<tr>
<td>O-3</td>
<td>Across &quot;J&quot; Street near the gazebo located adjacent to Building K</td>
</tr>
<tr>
<td>P</td>
<td>Across Hernandez Street in the parking lot West of Building E as far as possible</td>
</tr>
<tr>
<td>Q</td>
<td>Across &quot;I&quot; Street in open area adjacent to Building O-1</td>
</tr>
<tr>
<td>R</td>
<td>Open area across Hernandez Street</td>
</tr>
<tr>
<td>S</td>
<td>Farthest corner of the fenced area that adjoins the North side of Building S. Secondary assembly area is the fenced area on the South end of Building K</td>
</tr>
<tr>
<td>T</td>
<td>North of the gazebo, as far from Building as possible or parking lot at corner of &quot;E&quot; and Hernandez</td>
</tr>
<tr>
<td>U</td>
<td>Parking lot between Buildings E and the Meridian</td>
</tr>
<tr>
<td>W</td>
<td>Open area on corner of &quot;M&quot; and Jordan, as far from Building W as possible</td>
</tr>
<tr>
<td>X</td>
<td>End of the rear sidewalk near &quot;J&quot; Street</td>
</tr>
<tr>
<td>Z</td>
<td>Courtyard at Lakeview Lodges Admin Building (Building )</td>
</tr>
<tr>
<td>Z-1</td>
<td>Courtyard at Lakeview Lodges Admin Building (Building )</td>
</tr>
</tbody>
</table>
## Schedule of Non-Lakeview Campus Evacuation Assembly Areas

<table>
<thead>
<tr>
<th>Building #</th>
<th>Evacuation Assembly Area</th>
</tr>
</thead>
</table>
| AVALON CENTER  
6024 Spikes Way, Milton 32583 | Parking lot of the adjacent Santa Rosa County Community Center |
| ACCESS BEHAVIORAL HEALTH  
3298 Summit Blvd, Suite 12, Pensacola 32504 | Parking lot in front of the building, as far from building as possible |
| CENTURY COUNSELING CENTER  
6021-A Industrial Blvd., Century 32535 | Open green field North of the Building or across Industrial Boulevard in the nursing home parking lot. |
| CABOT HEIGHTS  
8590 Ashland Avenue, Pensacola 32514 | Front yard, as far from building as possible |
| DUI & DRIVER EDUCATION / PATHWAY / SHAPE  
6425 Pensacola Blvd., Pensacola 32505 (Buildings 1 and 2) | Parking lot of the church adjacent to the building, as from building as possible |
| FACT TEAM  
Building 11, University Office Park, Pensacola 32504 | Parking lot in front of the building, as far from building as possible |
| FAMILIES FIRST NETWORK  
5399-2401 Fairfield Dr., Pensacola 32506 | Parking lot in front of the building, as far from building as possible |
| FAMILIES FIRST NETWORK  
2nd & 4th Floors, Rushing Plaza Building, 3300 North Pace Blvd, Pensacola 32505 | Parking lot in front of the building, as far from building as possible |
| FRIARY – RESIDENTIAL TREATMENT BUILDING  
4400 Hickory Shores Blvd, Gulf Breeze 32561 | Under the security light near the swimming pool |
| FRIARY – OHRSTROM BUILDING  
1830 Hickory Shores Blvd, Gulf Breeze 32561 | North parking lot, as far from building as possible |
| SOCIAL ACTIVITY CLUB  
1924 N. Palafox, Pensacola 32501 | Parking lot of building at 1900 N. Palafox Street |
| SHALIMAR PROGRAMS  
Shalimar Centre, 1 Eleventh Ave, Suites 1 -4, Shalimar 32548 | Parking lot adjacent to the building, as far from the building as possible |
| STEP PROGRAM  
1900 N. Palafox, Pensacola 32501 | Parking lot of building at 1924 N. Palafox Street |
MEDICAL EMERGENCY
(Code BLUE)

In the event of a medical emergency, the following steps will be taken:

* If a M.D. or R. N. is on duty, staff should request assistance
* If no M.D. or R.N. is on duty, staff should call 911
* Staff should evaluate the situation and, if qualified, will provide appropriate first aid, including CPR, until emergency assistance arrives.
* If person having medical emergency is a child, staff will contact the child’s parents or legal guardian.
  • Staff will remain with the child
  • Staff will ensure that the child is adequately supervised while in the emergency room.

AT NO TIME SHOULD A RESIDENTIAL UNIT BE LEFT UNSUPERVISED

REPORTING

As soon as the emergency situation has been handled, staff on duty will notify the following:

> Immediate Supervisor______________
> Clients family (if appropriate) of the situation
> Risk Manager: Phone 418-4438 cell
MEDICAL EMERGENCIES

I. CARDIAC/RESPIRATORY ARREST RESPONSE
   A. STANDARDIZED CRISIS CODE: CODE BLUE
   
   B. If a client, staff or visitor experiences cardiac and/or respiratory arrest, staff
      who are trained to perform CPR will do the following:
      1. Announce CODE BLUE in the most expedient manner available.
      2. Call or ensure that 911 is called.
      3. Start CPR and continue it until EMS arrives
      
      If an AED (automated external defibrillator) is available, other staff will deliver it
      to the person performing CPR, who will activate it, following the AED voice
      prompts.

      When the person has been transported to the nearest ER by EMS, staff will notify
      the person’s family.
   
   C. A staff member will be assigned to inventory and clean the AED and replace all
      used supplies.

II. ADOLESCENT RESIDENTIAL UNITS:
   A. If a medical emergency occurs in any facility in which an M.D. or R.N. is on duty,
      staff should request assistance from the M.D. or R.N., who will determine if
      additional medical assistance is required.
   
   B. If no M.D. or R.N. is readily available in or nearby the facility in which the
      emergency has occurred, staff will call 911* for assistance. Staff calling 911 should
      give their name, direct phone number, street address, building letter if applicable,
      type of emergency, and any other information requested by the 911 operator.
   
   C. Staff will evaluate the situation and, if qualified, will provide appropriate first aid,
      including CPR, until emergency assistance arrives.

      While waiting for emergency assistance, staff will contact the child’s parents or legal
      guardian and inform them of the situation. A staff member will remain with the
      child until emergency assistance and/or the parents or legal guardian arrives.

      *Note: This procedure should be discussed in advance with clients and
      specific instructions posted by the unit telephone.

      TO DIAL 911 FROM MAIN CAMPUS PHONES, FIRST DIAL 9, THEN
      DIAL 911
   
   D. Staff will ensure that the child is adequately supervised by the parents or legal
      guardian or Lakeview staff while the child is in a hospital emergency room.

      If a staff member must accompany the child to the emergency room, coverage for
      the unit should be requested from another residential unit.
AT NO TIME SHOULD A RESIDENTIAL UNIT BE LEFT UNSUPERVISED

E. If the medical emergency is not life-threatening, the parents or legal guardian should be contacted and asked to take the child to a physician or emergency room.

F. If only one staff member is on duty on the unit and that person is injured or becomes ill so that emergency medical assistance is required, a client may call 911* and request assistance. The client should then notify Helpline (438-1617) of the situation. The Helpline volunteer will notify appropriate program staff so that coverage for the unit can be provided.

G. An LCI Incident Report should be completed within 24 hours following the incident and routed to appropriate staff.

III. ADULT RESIDENTIAL UNITS:

A. If a medical emergency occurs in any facility in which an M.D. or R.N. is on duty, staff should request assistance from the M.D. or R.N., who will determine if additional medical assistance is required.

B. If no M.D. or R.N. is readily available in or nearby the facility in which the emergency has occurred, staff will call 911 for assistance. Staff calling 911 should give their name, direct phone number, street address, building letter if applicable, type of emergency, and any other information requested by the 911 operator.

C. Staff will evaluate the situation and, if qualified, will provide appropriate first aid, including CPR, until emergency assistance arrives.

D. If staff must accompany the client to the emergency room, coverage for the unit should be requested from another residential unit.

IV. OUTPATIENT UNITS AND STAFF:

A. If a medical emergency occurs in any facility in which an M.D. or R.N. is on duty, staff should request assistance from the M.D. or R.N., who will determine if additional medical assistance is required.

B. If no M.D. or R.N. is readily available in or nearby the facility in which the emergency has occurred, staff will call 911 for assistance. Staff calling 911 should give their name, direct phone number, street address, building letter if applicable, type of emergency, and any other information requested by the 911 operator.
C. Staff will evaluate the situation and, if qualified, will provide appropriate first aid, including CPR until emergency assistance arrives.

D. As soon as the emergency situation has been handled, staff will notify the unit supervisor and the client’s or staff’s family (if appropriate) of the situation.

E. An LCI Incident Report should be completed within 24 hours following the incident and routed to appropriate staff.

• TO DIAL 911 FROM MAIN CAMPUS PHONES, FIRST DIAL 9, THEN DIAL 911
LOCKDOWN
(Code **YELLOW**)

In the event that a lockdown situation occurs, the following steps will be taken:

- The 1st person that has knowledge of a threat by anyone who will cause harm to persons inside the building will:
  - Secure and Lock all doors
  - Stay away from windows
  - Remain calm
  - Monitor phones and emails for updates on situation
- Building will be unsecured only after getting the all clear from the acting Emergency Director

**REPORTING**

The person receiving the bomb threat will immediately report the situation to:
  > Imminent danger, contact 911
  > Immediate Supervisor ________________

  And
  > Emergency Director: Phone 469-3700 or
  > Operations Manager: Phone 469-3700/982-7512

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*After normal operating hours, please call*

Campus Security 7pm-7am: 380-0032

If no answer, call Maintenance Supervisor 336-1733
LOCKDOWN
BUILDING LOCKDOWN

I. GENERAL:  Lockdown of a building may be ordered in situations involving dangerous intruders or other incidents that may result in harm to persons inside the building.

II. STANDARDIZED CRISIS CODE:  CODE YELLOW

III. PROCEDURES:

A. MAIN CAMPUS:  (The main campus is bounded by Jordan Street on the north and Avery Street on the south; 'E' Street on the east and 'N' Street on the west)

1. The CEO, appropriate division vice president, or emergency director will determine when lockdown procedures should be implemented.
2. The Maintenance Supervisor will be notified by the CEO or emergency director.
3. The Maintenance Supervisor will instruct Maintenance staff to report to the affected building as quickly as possible and secure all entrances.
4. Maintenance staff will guard building entrances and will conduct themselves in a professional and courteous manner.
5. If the situation warrants, the CEO, division vice president, or emergency director will call 911 and request assistance from law enforcement.

D. OFF-CAMPUS LOCATIONS:

4. The unit director will determine when lockdown procedures should be implemented.
5. The unit director will notify the CEO, appropriate division vice president, or emergency director when he/she has implemented lockdown procedures.
6. If the situation warrants, the unit director, CEO, division vice president, or emergency director will call 911 and request assistance from law enforcement.
HOSTAGE SITUATION
(Code WHITE)

In the event that a hostage situation occurs, the following steps will be taken:

- If directed by law enforcement to evacuate building, staff/clients should gather in the assembly area and a roll call taken.
- Staff/Clients should only return to the building once an all clear is given by the acting Emergency Director or law enforcement.
- Law enforcement will direct the operation when they arrive. Staff will provide assistance as requested.

REPORTING

The person who has knowledge of the hostage situation will immediately report the situation to:

> Imminent danger, contact 911
> Immediate Supervisor _________________________
    And
> Emergency Director: Phone 469-3700 or
> Operations Manager: Phone 469-3700/982-7512

If evacuation of the Building is deemed necessary, follow procedures as outlined in Code Purple

After normal operating hours, please call
Campus Security 7pm-7am: 380-0032
If no answer, call Maintenance Supervisor 336-1733
HOSTAGE SITUATION

I. STANDARDIZED CRISIS CODE: CODE WHITE

II. GENERAL: In the event that a hostage situation occurs, the following steps will be taken:

   A. Any person who has knowledge of the situation will notify their vice president and VP of Corporate Development as quickly as possible.

   B. The program vice president or VP of Corporate Development will call 911 and request assistance from the Sheriff’s Department.

   C. Before law enforcement arrives, the program vice president or VP of Corporate Development will:

      (1) Order evacuation of the building.

      (2) Secure the area and prohibit any unauthorized individuals from entering the area until the all-clear order is issued.

   D. Law enforcement will direct the operation when they arrive. Staff will provide assistance as requested.

   E. Staff should REMAIN CALM.

III. REPORTING: Hostage situations will be reported on the LCI Incident Report form.
CHILD ABDUCTION/MISSING
(Code PINK)

In the event that a child is abducted while in the care of Lakeview Center the following steps will be taken:

- The 1st person who discovers that a child is abducted or missing will notify the unit supervisor immediately.
- CODE PINK will be announced throughout the unit in whatever manner is most expedient.
- Staff will immediately go to all exits and monitor the exits to ensure that the person does not leave with the child.
- Staff that is not monitoring exits will conduct a thorough search of the building for the child.
- If the child is not found within 15 minutes, the supervisor will call 911 and notify the Emergency Director: Phone 469-3700.

REPORTING

The person who has knowledge of the hostage situation will immediately report the situation to:

- Imminent danger, contact 911
- Immediate Supervisor _________________________
  And
- Emergency Director: Phone 469-3700 or
- Operations Manager: Phone 469-3700/982-7512

ABDUCTION DURING AN OFF-CAMPUS OUTING

- The 1st person who discovers that a child is missing and abduction is suspected will call 911 and the unit supervisor.
- The unit supervisor will notify the Emergency Director: Phone 469-3700
- Staff will wait for law enforcement and follow their instructions once they arrive at the site from which the child disappeared.
- Staff in the facility will notify the child’s parents or legal guardian of the situation.
CHILD ABDUCTION

I. GENERAL: These procedures outline steps to be taken by staff if a child is abducted while in the care of Lakeview Center.

Since many children and adolescents elope from treatment facilities, staff will determine, based on their clinical judgment, child’s history, and their interaction with the child, whether the child has eloped or been abducted.

If elopement is suspected, staff will follow the Department of Children and Families guidelines for reporting elopements.

II. STANDARDIZED CRISIS CODE: CODE PINK

III. ABDUCTION FROM A LAKEVIEW FACILITY:

A. The first person who discovers that a child is missing and abduction is suspected will notify the unit supervisor immediately.
B. CODE PINK will be announced throughout the unit in whatever manner is most expedient.
E. Staff will immediately go to all exits and monitor the exits to ensure that the person does not leave with the child.
D. Staff who are not monitoring exits will conduct a thorough search of the building for the child.
E. If the child is not found within 15 minutes, the supervisor will call 911* and notify the emergency director.
F. Staff in the facility will notify the child’s parents or legal guardian of the situation.

IV. ABDUCTION DURING AN OFF-CAMPUS OUTING:

A. The first person who discovers that a child is missing and abduction is suspected will call 911* and the unit supervisor.
   The unit supervisor will notify the emergency director.
E. Staff will wait for law enforcement and follow their instructions once they arrive at the site from which the child disappeared.
F. Staff in the facility will notify the child’s parents or legal guardian of the situation.

* TO DIAL 911 FROM A LAKEVIEW EXTENSION, FIRST DIAL 9, THEN 911.
SEVERE WEATHER
(Code BROWN)

In the event that a severe weather situation occurs, the following steps will be taken:

- STAY CALM and in your shelter
- Stay away from windows, doors and outside walls
- Protect your head from falling objects and flying debris
- Move to designated weather-safe area of the facility and remain there until the all-clear.
- All outdoor activities or activities that would take staff and clients away from their facility will be cancelled or postponed.
- Keep battery-powered radios or TVs tuned to local stations for weather reports.
- Wait until an all clear is given by the acting Emergency Director to resume normal activities

REPORTING

If facility is damaged by weather event, contact:
  > Imminent danger, contact 911
  > Immediate Supervisor _________________________
  > And
  > Emergency Director: Phone 469-3700 or
  > Operations Manager: Phone 469-3700/982-7512

After normal operating hours, please call
  Campus Security 7pm-7am: 380-0032
  If no answer, call Maintenance Supervisor 336-1733
HURRICANE AND TROPICAL STORM

I. **STANDARDIZED CRISIS CODE:** Code Brown

II. **NATIONAL WEATHER SERVICE TERMS:**

- **HURRICANE SEASON:** June 1 through November 30.

- **TROPICAL WAVE OR DISTURBANCE:** A cluster of clouds and/or thunderstorms without an organized circulation pattern with top winds of less than 39 mph.

- **TROPICAL STORM:** An organized system of strong thunderstorms with a defined circulation pattern and winds of 39-74 mph. Tropical storms can quickly develop into hurricanes. Storms are named when they reach tropical storm strength.

- **TROPICAL STORM WATCH:** Tropical storm conditions are possible in the WATCH area usually within 36 hours.

- **TROPICAL STORM WARNING:** Tropical storm conditions are expected in the WARNING area within 24 hours.

- **HURRICANE:** An intense tropical weather system with a well-defined circulation pattern and sustained wind speed of 74 mph or higher.

- **HURRICANE WATCH:** Hurricane conditions are possible in the WATCH area usually within 36 hours.

- **HURRICANE WARNING:** Hurricane conditions are expected in the WARNING area within 24 hours.

- **HURRICANE CATEGORIES:**
  - Category 1: Winds 74-95 mph; storm surge 4-5 feet
  - Category 2: Winds 96-110 mph; storm surge 6-8 feet
  - Category 3: Winds 111-130 mph; storm surge 9-12 feet
  - Category 4: Winds 131-155 mph; storm surge 13-18 feet
  - Category 5: Winds 156+ mph; storm surge 19+ feet

- **STORM SURGE:** A dome of sea water that arrives with a hurricane and can affect as much as 100 miles of coastline. Evacuation zones are identified by their likelihood of being flooded by a storm surge, which is the major cause of death during a hurricane.

III. **BEFORE HURRICANE SEASON BEGINS:** (See APPENDIX F)

A. Weather radios have been provided to each inpatient and residential unit. These radios should remain in the "alert" position at all times so staff are immediately notified when severe weather is in the area.
B. Each year in May, every Lakeview unit will:

1. Review the **HURRICANE** section of their unit-specific emergency management plan and update it if necessary, paying particular attention to the staff call chain and recall roster.

2. Each unit director will review the Emergency Operations Plan (**APPENDIX Q**) with their staff and will have all staff complete the appropriate forms in **Appendix Q**.

3. Check its hurricane supplies and first-aid kits and replenish as necessary.

4. Assess its client caseload (if applicable) and register with the Emergency Management Office all clients who (i) are eligible for a special-needs shelter, or (ii) need assistance during evacuation because of special physical and/or mental needs. Registration forms are available from the local Emergency Management Office or Department of Health. **APPENDIX G**

5. Select a “disaster prep team” to be responsible for ensuring that paper records, electronic equipment, and computer disks are protected to the extent practicable and feasible if a hurricane is expected. The disaster prep team will also clean out and unplug refrigerators in outpatient, day treatment and administrative units and in residential units if that facility will evacuate to the shelter areas on the main campus.

C. The Emergency Director will update the list of home telephone numbers for key staff annually. (**APPENDIX I**)  

IV. **FOSTER & SHELTER HOMES**: Foster and shelter homes are required by state licensing standards to develop a disaster preparedness plan that includes emergency evacuation information. These plans are reviewed annually by licensing staff and updated as necessary. Using unit-specific telephone call chains, staff will notify foster and shelter families of impending natural disasters and advise them to re-evaluate their plans for the storm, update contact numbers, and implement applicable portions of the LCI Emergency Management Plan.

V. **FAMILIESFIRST NETWORK (FFN) SERVICE CENTERS**: Staff in FFN service centers, like all Lakeview personnel, are expected to comply with their unit-specific emergency management plan as well as the LCI Emergency Management Plan as applicable.

VI. **EMERGENCY OPERATION CENTER**  
The Command Center, which will become operational as soon as the National Hurricane Center issues a **hurricane or tropical storm WATCH** for Northwest Florida, will be located in the executive offices in Building ‘A’, 1221 West Lakeview Avenue. If, for whatever reason, Building ‘A’ cannot be used as the Command Center, the Vocational Services facility (Building ‘T’) at 2001 North ‘E’ Street, or the Activity Center at 1110 Lakeview Avenue will become the Command Center.
The Emergency Director will coordinate activities before, during and after a hurricane or tropical storm from the emergency operation center and will disseminate information to the CEO and Vice Presidents.

VII. **STAFF SHELTER:**
Building ‘T’ has been designated for use as a shelter for staff who are on ride-out and recovery teams. Immediate family members of these staff will be permitted to stay in the shelter.

Ride-out and recovery teams will be selected annually in May by unit directors, who will provide their names to Human Resources, along with names of family members who may stay in the shelter. See **APPENDIX Q**.

Staff who are not on ride-out or recovery teams and their immediate families will be permitted to stay in the shelter on a space-available, first-come, first-served basis.

Staff who stay in the shelter during a hurricane or tropical storm must:

1. Provide basic items needed for their stay (e.g., bedding, clothing, non-perishable food, toiletries, medication, first-aid supplies, radios, batteries, etc.)
2. Wear their ID badges at all times.
3. Adhere to the rules that will be provided to them at the time they enter the shelter.

VIII. **PET SHELTER:**
A pet shelter will be available in Building T for staff who are on ride-out or recovery teams who absolutely cannot make other arrangements for their dogs, cats, or birds. See **APPENDIX Q** for additional information and enrollment forms.

IX. **TROPICAL STORM WATCH:** The National Weather Service will issue a tropical storm **WATCH** when tropical storm conditions are possible in the area within 36 hours. When a tropical storm **WATCH** is issued, the following will occur:

A. The Emergency Director will closely monitor the situation via local radio and TV stations and communicate pertinent information to the CEO, Vice Presidents, Maintenance Supervisor, and program staff.
B. If warranted by the projected landfall and severity of the storm, all units will activate the **Hurricane WATCH** section of the Emergency Management Plan.

X. **TROPICAL STORM WARNING:** The National Weather Service will issue a tropical storm **WARNING** when tropical storm conditions are possible in the area within 24 hours. When a tropical storm **WARNING** is issued, the following will occur:

A. The Emergency Director will closely monitor the situation via local radio and TV stations and communicate pertinent information to the CEO, Vice Presidents, Maintenance Supervisor, and program staff.
A. If warranted by the projected landfall and severity of the storm the Emergency Director, at the direction of the CEO and Vice Presidents, will begin an orderly transition from normal operations to emergency operations.
B. All units will activate the hurricane WARNING section of the Emergency Management Plan.

XI. HURRICANE WATCH: The National Weather Service will issue a hurricane WATCH when hurricane conditions are possible in the area within 36 hours. When the WATCH is issued the following will occur:

A. The Emergency Director will notify the CEO, Vice Presidents, Maintenance Supervisor, and program staff of the situation.

B. Vice Presidents will put staff and clients on standby alert.

C. All units will activate the hurricane WATCH section of the Emergency Management Plan.

D. Each unit will make a visual check of hurricane supplies (e.g., bedding, flashlights, batteries, battery-powered radios, first-aid kits, heavy-duty plastic trash bags, duct tape, heavy-duty plastic sheeting, etc.). Items needing to be replenished will be requisitioned immediately through Purchasing.

E. The CFO, in consultation with the CEO, will obtain a supply of emergency cash that will be secured in the safe.

F. Vice Presidents will develop a list of clients and staff who are to be sent home. The selection of clients who will remain at Lakeview will be made on a case-by-case basis. Of primary consideration in making this decision is whether a client will be in a safer environment at Lakeview or at home.

    When determining which clients will stay at Lakeview, Vice Presidents should consider all clients, not just those who are in residential programs.

    A list of clients, staff, and family members of staff who will stay at Lakeview and the locations at which they will be staying will be provided to the Emergency Director as quickly as possible.

G. Unit staff will check the general area surrounding their buildings. Loose objects or objects that may become missiles in high winds will be stored inside buildings.

H. Unit staff will fill gasoline tanks in all Lakeview vehicles.

I. All client records will be returned to the Medical Records Department.

    However, copies of portions of clinical records of clients who will be staying in Lakeview or other shelters will be taken to the shelters by staff. These records must be safeguarded by staff at all times to preserve client confidentiality.

    A client’s entire clinical record need not be copied and taken to the shelter but, at a minimum, the record taken to the shelter should include the following: Medication Sheet, most recent Client Admission Data Form, Psychosocial Assessment, History and Physical, Medical History Checklist, Medical Notes, therapist’s or case manager’s progress notes, and pertinent lab work results.
J. Units will activate call chains to notify staff and clients if unit operations will be suspended.

K. Maintenance personnel will begin putting up hurricane shutters and/or boarding up windows.

XII. **HURRICANE WARNINGS:** The National Weather Service will issue a *hurricane WARNING* when hurricane conditions are possible in the area *within 24 hours*. When the *WARNING* is issued, the following will occur.

A. The Emergency Director will closely monitor the situation via local radio and TV stations and communicate pertinent information to the CEO and Vice Presidents, Maintenance supervisor, and program staff.

B. If warranted by the projected landfall and severity of the storm, the Emergency Director, at the direction of the CEO and Vice Presidents, will begin an orderly transition from normal operations to emergency operations.

C. The Emergency Director will notify District 1, Department of Children and Families (DCF) and the County Emergency Management Office that Lakeview operations are moving to emergency status. ([APPENDIX J](#))

D. All units will activate the *hurricane WARNING* section of the Emergency Management Plan.

E. Selected clients will be sent or transported to their homes. Clients will be advised to listen to local radio and TV stations for announcements regarding resumption of Lakeview operations or to call **469-3456 or 1-866-383-5720** for a recorded message regarding resumption of services.

F. Selected staff will be sent home. **All staff who are sent home will take their ID badges with them.** Staff will be reminded to listen to local radio and TV stations for announcements regarding resumption of operations or to call **469-3456 or 1-866 383-5720** for a recorded message regarding resumption of services.

G. Maintenance personnel will report to the Emergency Director or Maintenance Supervisor for closedown instructions.

H. Vehicles that are not needed to transport clients to their homes or shelters will be moved by unit staff to pre-assigned parking areas. Vehicle keys will be turned in to the Emergency Director or Motor Pool personnel.

I. Food Service personnel will store potable water and prepare the kitchen to provide meals for clients and staff in the designated shelter areas. Designated Food Service personnel will remain on site throughout the storm. ([APPENDIX D](#))

J. Management information personnel will back up computer files and send them to a pre-selected remote location. MIS personnel will execute the disaster recovery plan.

K. Unit staff will unplug computer terminals and modems and double-bag them in
heavy-duty plastic trash bags to protect them from water damage. Other electronic equipment will also be unplugged and double-bagged in a heavy-duty plastic trash bags.

L. Unit staff will implement unit procedures to protect paper records and files from water damage.

M. Unit staff will clean out refrigerators and unplug unit refrigerators.

N. Lakeview’s shelter areas will be opened, and staff will begin transporting clients to these areas. Staff remaining with clients in shelter areas will maintain a roster of all clients in the shelter. Primary shelter areas are as follows:

<table>
<thead>
<tr>
<th>SHELTER AREA</th>
<th>WILL BE OCCUPIED BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Center (Board Rm)</td>
<td>Friary</td>
</tr>
<tr>
<td>Activity Center (Rms A &amp; B &amp; Art Room)</td>
<td>Lakeview Lodges; Lakeview Place; Lakeview Villa; Hernandez House</td>
</tr>
<tr>
<td>Activity Center (Aerobics Room or Gym)</td>
<td>Coppenger House</td>
</tr>
<tr>
<td>Activity Center (Rms C&amp;D)</td>
<td>ART</td>
</tr>
<tr>
<td>ASU (Bldg S)</td>
<td>ASU</td>
</tr>
<tr>
<td>Meridian (Bldg K)</td>
<td>Meridian</td>
</tr>
<tr>
<td>Primary Care (Bldg D)</td>
<td>Primary Care</td>
</tr>
</tbody>
</table>

O. When clients have been transported to their homes or to Lakeview shelter areas, vehicles used in this process will be moved by unit staff to pre-assigned parking areas. Vehicle keys will be turned in to the Emergency Director or Motor Pool personnel.

XIII. **EVACUATION OF CAMPUS:** If the Escambia County Emergency Management Office orders evacuation of Lakeview's main campus, the following will occur:

A. The Emergency Director will notify the CEO, Vice Presidents, and Maintenance Supervisor of the situation.

B. The Emergency Director, in coordination with the CEO and Vice Presidents, will begin the orderly evacuation of clients and staff.

C. The projected severity and landfall of the hurricane will determine to which pre-selected, remote facilities clients and staff will be evacuated.

D. The Emergency Director will contact the designated shelter areas (See **IV.E.** of the **EVACUATION** section of this Plan) to ensure that the facilities can accept the evacuees.
E. Staff who will accompany their clients to evacuation facilities will activate the applicable portion of the **EVACUATION** section of the Lakeview Emergency Management Plan, as well as their unit-specific **Evacuation** Plan.

F. Families of clients being evacuated will be notified by unit staff of the evacuation and the location and phone number of the shelter to which the clients will be moved. Staff staying with clients in shelters will be responsible for responding to family inquiries about clients in the shelter. (See **APPENDIX N** for evacuation locations)

G. The Emergency Director will provide the Emergency Management Office and District 1 DCF staff a list of clients, staff, and family members of staff who will be evacuated and location of the facilities to which they will be evacuated.

H. Staff accompanying clients to evacuation facilities will maintain a list of clients, staff, and family members of staff who are in the facilities.

I. Residential and inpatient unit staff will affix a sign to the front door of the facility, advising the location to which clients and staff have been evacuated. Include the evacuation site phone number on the sign.

XIV. **ALL-CLEAR**: Hurricane procedures will remain in effect until the Emergency Director or CEO deactivates the emergency operations plan and issues an all-clear order.

XV. **RESTORATION OF SERVICES**: When the Escambia County Emergency Management Office advises that is safe to return to evacuated areas, the following will occur:

A. The Emergency Director will recall the Damage Assessment Team. (**APPENDIX H**)

B. The Damage Assessment Team will make structural, utilities, and communications assessments to determine what needs to be done to occupy buildings and restore services.

C. Using damage assessment reports and the Priority of Services Restoration list (**APPENDIX K**), the Emergency Director, in coordination with the CEO, Vice Presidents, and Maintenance Supervisor will determine which facilities can be re-opened and which services can be resumed.

D. When it is determined that the CSU, Meridian, and residential facilities are safe to re-enter, clients and staff in shelter areas will be transported to the Lakeview campus via Lakeview vehicles. Staff and clients in all other facilities will be notified that Lakeview has resumed services via each unit’s call chain, local media sources, and the recorded message at telephone number **469-3456 or 1-866 383-5720**.
SEVERE WEATHER

I. STANDARDIZED CRISIS CODE:  CODE BROWN

II. GENERAL: For our section of the country, “severe weather” is considered to be primarily tornados and severe thunderstorms with accompanying dangerous lightning, wind, or hail; heat index alerts; and ozone alerts. **Hurricanes and tropical storms are addressed in the HURRICANE and TROPICAL STORM section of this Plan.**

III. NATIONAL WEATHER SERVICE TERMS:

**TORNADO OR SEVERE THUNDERSTORM SEASON:** In Northwest Florida, there is no designated tornado or severe thunderstorm season. Tornados and severe thunderstorms can occur quickly, at any time during the year. Severe thunderstorms are often accompanied by dangerous lighting, wind, or hail.

**TORNADO OR SEVERE THUNDERSTORM WATCH:** Weather conditions are right for development of tornados or severe thunderstorms.

**TORNADO OR SEVERE THUNDERSTORM WARNINGS:** Tornados have been sighted or severe thunderstorms are occurring in the WARNING area.

IV. NOTIFICATION OF IMPENDING SEVERE WEATHER:

A. **Residential and Inpatients Units:** To ensure that residential and inpatient units receive severe weather alerts in a timely and consistent manner, each unit is equipped with a 24-hour weather alert radio, which should be left on at all times.

B. **Non-Residential and Non-inpatient Units:** Non-residential and non-inpatient units, the majority of which are operational only between 8 a.m. and 5 p.m., Monday-Friday, will be notified by the Emergency Director or his/her designee(s) when a severe weather alert is issued that affects the area in which the unit is located.

The Emergency Director will use the most expedient means available to notify units of impending severe weather.

When units are notified of impending severe weather, unit staff will activate the appropriate section of the unit and/or Lakeview Emergency Management Plan.

The National Weather Service office in Mobile issues severe weather alerts for the area between Gulfport MS and Panama City FL; therefore, it is important to listen to the entire alert to ensure that it affects the area in which your unit is located.
V. **TORNADO WATCH**: When the National Weather Service issues a tornado **WATCH** and unit staff have been notified (See Section IV), the following will occur:

   A. Outdoor activities or activities that would take staff and clients away from their facility will be cancelled or postponed.

   B. The Emergency Director will notify Maintenance personnel to be prepared to go to their pre-assigned stations, if necessary.

VI. **TORNADO WARNING**: When the National Weather Service issues a tornado **WARNING** and unit staff have been notified (See Section IV), the following will occur:

   A. If weather alerts indicate that a Lakeview facility is in the path of or in proximity to a tornado, staff and clients in the facility will move to the designated weather-safe area of the facility and remain there until the National Weather Service issues the all-clear order.

   B. Staff and clients who are not able to reach shelter inside a building should lie flat in the nearest ditch or depression and shield their heads with their hands.

VII. **DURING A TORNADO**:

   * **STAY CALM** and stay in your shelter
   * Stay away from windows, doors and outside walls
   * Protect your head from falling objects and flying debris
   * **DO NOT** attempt to flee from a tornado in a vehicle
   * **DO NOT** seek shelter under a tree or in a vehicle
   * Keep battery-powered radios or TVs tuned to local stations for weather reports.

VIII. **AFTER A TORNADO**:

   * **STAY CALM**
   * Check people around you for injuries and begin first-aid or seek help if necessary
   * If you smell gas, open windows and turn off the main gas valve
   * **DON’T** turn on electric lights or appliances until the gas has dissipated
   * Use great caution when leaving or entering buildings
   * When you go outside, watch for broken glass, fallen power lines, and broken gas lines
IX. **SEVERE THUNDERSTORMS**: During severe thunderstorm **WATCHES** or **WARNINGS**, staff should be prepared to move quickly to the designated weather-safe areas of the facility. The weather-safe area is indicated on the emergency information maps posted in hallways throughout each building.

X. **HEAT INDEX**: The National Weather Service (NWS) initiates advisories or warnings when the heat index is expected to have a significant impact on public safety. The heat index, given in degrees Fahrenheit, is an accurate measure of how hot it feels when the relative humidity is added to the actual air temperature. Heat index advisories or warnings are usually issued when the maximum daytime heat index is expected to reach or exceed 105°F, and the nighttime minimum heat index is 80°F or above for two or more consecutive days. These advisories/warnings provide detailed information about (i) the extent of the hazard including heat index values; (ii) who is most at risk; and (iii) safety rules for reducing the risk.

Following is a heat index/heat disorders table that relates ranges to heat index with specific disorders, particularly for people in the higher risk groups (e.g., elderly persons, small children, chronic invalids, individuals on certain medications (especially tranquilizers and anticholinergics), and individuals with weight and alcohol problems):

<table>
<thead>
<tr>
<th>HEAT INDEX</th>
<th>POSSIBLE HEAT DISORDERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>80-90°F</td>
<td>Fatigue <em>possible</em> with prolonged exposure and/or physical activity</td>
</tr>
<tr>
<td>90-105°F</td>
<td>Sunstroke, heat cramps or heat exhaustion <em>possible</em> with prolonged exposure and/or physical activity</td>
</tr>
<tr>
<td>105-130°F</td>
<td>Sunstroke, heat cramps or heat exhaustion <em>likely</em> and heatstroke <em>possible</em> with prolonged exposure and/or physical activity</td>
</tr>
<tr>
<td>130°F or higher</td>
<td>Heat stroke or sunstroke <em>highly likely</em> with continued exposure</td>
</tr>
</tbody>
</table>

Below are things you can do to protect yourself and your clients from excessive heat and humidity:
• Schedule strenuous activities during the coolest time of day.
• Wear lightweight, light-colored, loose-fitting clothing, that reflects heat and sunlight and helps maintain normal body temperature.
• Drink plenty of water or non-alcoholic fluids. Drink fluids even if you don’t feel thirsty.
• Do not get too much sun. Sunburn makes it harder for your body’s natural air conditioning system to do its job of dissipating heat.

XI. **AIR QUALITY INDEX** *(aka Ozone Alerts)*  The air quality index is provided by the EPA Office of Air Quality and is found on the “weather page” of the local newspaper. Local weather forecasts may also include the air quality index. Air quality (ozone) alerts are not issued by the National Weather Service.

Ozone, a major element of urban smog, can cause inflammation and irritation of the respiratory tract, particularly during physical activity. The resulting symptoms can include breathing difficulty, coughing, and throat irritation. Breathing ozone can lower resistance to respiratory disease, damage lung tissue, and aggravate chronic lung disease. The following Air Quality Guide for Ozone will help you determine ways to protect your health and that of our clients when ozone levels reach the unhealthy range.

<table>
<thead>
<tr>
<th>AIR QUALITY</th>
<th>AIR QUALITY INDEX</th>
<th>PROTECT YOUR HEALTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>0-50</td>
<td>No health impacts expected</td>
</tr>
<tr>
<td>Moderate</td>
<td>51-100</td>
<td>Unusually sensitive people should consider limiting prolonged outdoor exposure</td>
</tr>
<tr>
<td>Unhealthy for</td>
<td>101-150</td>
<td>Active children and adults and people with respiratory disease such as asthma should <strong>limit</strong> prolonged outdoor exertion.</td>
</tr>
<tr>
<td>Sensitive Groups</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unhealthy</td>
<td>151-200</td>
<td>Active children and adults and people with respiratory diseases such as asthma should <strong>avoid</strong> prolonged outdoor exertion. Everyone else should limit prolonged outdoor exertion.</td>
</tr>
<tr>
<td>Very Unhealthy</td>
<td>201-300</td>
<td>Active children and adults and people with respiratory diseases should <strong>avoid</strong> all outdoor exertion. Everyone else should <strong>limit</strong> outdoor exertion.</td>
</tr>
</tbody>
</table>
Pandemic Flu

I.) STANDARDIZED CRISIS CODE: CODE GREEN (Mass Casualty/Disaster)

II) GENERAL: To minimize the adverse effects of an influenza pandemic to Lakeview Center clients, staff, and visitors.

III) ACTION:

Administrative:

The Lakeview Center Pandemic Flu plan is based on recommendations from the World Health Organization, Health & Human Services/Centers for Disease Control, and the State of Florida (Department of Health).

In preparation for the pandemic flu coming into the United States and any of the local areas (counties) that Lakeview Center services, the organization will need to give consideration to:

- Consolidating, closing, or limiting census for patient care programs
- Modifying staffing in all programs and departments
- Providing emergency counseling services.
- Adapting to business disruptions.

Interventions are aligned with the Pandemic Flu WHO Global Pandemic Flu Phases & Stages for Federal Government Response. (See Appendix W for Global/Federal phases and Lakeview Center Organizational responses.) The Following information further clarifies the organizational responsibilities once the pandemic flu has moved into the local area:

Surveillance:

Lakeview Center’s Infection Control staff will remain on alert for signs and symptoms of flu outbreak. Infection Control Nurse will monitor news reports, CDC, HHS, WHO, Pandemicflu.gov, Florida DOH, FluStar (http://www.tamiflu.com/hcp/fluspy/flustar_index.asp), paho.gov, OSHA and other available websites to coordinate surveillance and activities as needed and according to WHO phases, Federal Government Response Stages, guidance from the Florida DOH and local county health departments.

In the event that a pandemic reaches the local area program staff will be utilized to conduct questionnaire screenings for both staff and clients. (See the attached "Individual Case Report Form for Suspected &/or Confirmed Cases of Avian Influenza").
When a pandemic flu appears imminent, all attempts will be made to encourage staff that refused annual influenza vaccination to contact the Infection Control nurse to receive vaccination. Although this is unlikely to provide protection against a pandemic influenza, it will help prevent concurrent infection with the seasonal flu.

Staff will be encouraged to contact their health care professional in the event they experience a respiratory illness to explore the possibility of testing and/or antiviral treatment. Staff with limited access to a healthcare provider will be advised to contact the local Health Department for treatment, or local Emergency Department if severely ill.

During a pandemic disease outbreak that has reached our local area, program supervisors will be responsible for ensuring that each of their staff on each shift are appropriately screened prior to the employee reporting to work. Employees who pose an infection risk to others will be told to not come in. The only exception will be if there is a critical need (i.e. nurses, ARNPs, PAs, or physicians). In this case if they are capable of working, staff will be coheted with infected patients. For staff who are pregnant or with certain preexisting conditions that put them at greater risk, all attempts will be made to place them in positions with a low risk of exposure or with clients who are not ill.

To limit person-to-person contact all attempts at social distancing will be made to decrease the necessity of face-to-face encounters. Working from home and utilizing telephone and email contact over face-to-face will be implemented in programs where this is possible and appropriate. When face-to-face contact is necessary, staff will be asked to refrain from hand-shaking, seating will be arranged 3-6 feet apart when possible, and any other measures recommended by the CDC, WHO, DOH, etc. will be taken.

Links to mental health, stress management and counseling/pastoral services for staff will be provided via regular email updates in the event of a pandemic event.

Clients

Each program will be responsible for screening incoming clients for suspected or confirmed cases of pandemic flu. The screening questionnaire will be incorporated into the intake/screening process and recommendations for medical treatment will be made accordingly. Any forms that show positive for Influenza-like symptoms will be forwarded daily to the Infection Control nurse.

To limit person-to-person contacts, programs will be closed, combined with others, or offered via phone or computer service whenever possible. A line listing will be kept of clients who have been deferred for Lakeview Center services. These clients will be contacted to assess their status once normal operations resume.

Crisis and residential units will follow the guidelines outlined in this document.
Communication Plan:

When a pandemic arises and affects the local area, key personnel within Lakeview Center will be updated on a daily basis. When a pandemic event appears imminent, all personnel within Lakeview Center will be updated via email (to be posted by supervisors for personnel with limited email access) on a weekly basis or more frequently if needed. The Daily Lineup will also be utilized. These internal communications will be coordinated through the central command center and may include phone conferencing, emails, faxes, and other means of communications. All efforts will be made to decrease the necessity of face-to-face meetings in view of the implications of a pandemic flu scenario.

The Lakeview Center Emergency Information Line (850 469-3456) will be utilized to provide routine updates to all staff. Information provided through this service will be coordinated between the infection control staff, Lakeview Center medical physician, and the Command Center. The Emergency Operations Plan, screening forms, facts regarding pandemic flu, universal precautions, and WHO, Federal, and local response levels will be placed on Ernie by Risk Management for employees to utilize.

Responsibility for external communications is assigned to the following Lakeview employees:

- **Public Health Update Reports**
  - Nursing Administration/Infection Control
  - Lakeview Medical Physician

- **Clinical Spokesperson**
  - Director of Marketing

- **Media Spokesperson**

  Note: The media spokesperson will be responsible for maintaining a list of key points of contact outside of Lakeview Center (i.e. the state & local health departments, newspaper & radio representatives, & public officials).

Education & Training:

All staff, volunteers, & interns will receive timely training regarding pandemic flu and the agency’s pandemic flu plan. This training will be incorporated into the Infection Control orientation class and the Learning Management System (LMS). Compliance with training will be monitored by the Education & Training department in accordance with established systems.

Supplemental training will be provided on an as-needed basis. The Infection Control staff will work in conjunction with Education & Training department to identify program needs and opportunities. Priority will be given to state and federal web-based programs that can be accessed on site by the clinicians.

A multi-focused training approach (i.e. print, email, in-person, etc.) will be utilized to rapidly educate staff on their specific roles and responsibilities in the event of elevated warnings in the service area.
In the event of a Pandemic crisis involving severe illness the Lakeview Center, Emergency Operations Plan may be put into effect by the CEO or his designee. Staffing needs and closure of programs are assessed collaboratively by Infection Control, Risk Management, and Administration, and largely dictated by the Emergency Operations Plan with changes as appropriate to a pandemic situation. It will be the responsibility of the unit management team to develop, in advance and in conjunction with this policy, their department emergency staffing plan. The supervisor will make assignments by individual and ensure that all staff is notified of their role and responsibility during a pandemic event.

**Screening/reporting/triage:**

Current recommendations from the WHO, CDC, HHS, and the State of Florida will be utilized to conduct screening and triage activities.

Approved Escambia County Health Department forms or similar LCI forms will be utilized to report pandemic flu screening/triage activities and forwarded each day to the Infection Control nurse. These include (see Appendices as noted below):

- **Line List** - Appendix W-8-6
  (To identify all staff who have been assessed for pandemic flu exposure & prophylaxis)

- **Employee or Client Infection Control Report Form** – Appendix W-9-6 through W-12-6
  (To report symptoms of Influenza Like Illness to the Infection Control Nurse)

- **Individual Case Report Form for Suspected / Confirmed Cases of Avian Influenza** – Appendix W-7-6
  (To record pertinent information on all persons screened for Avian Influenza)

- **Avian Influenza Data Collection Tool** - Appendix W-13-6 through W-19-6
  (To provide daily organizational reports on pandemic flu to ECHD)

The Infection Control staff will coordinate use of these forms and submission of the reports.

**Upon reaching a Level VI** on the Pandemic Flu plan, and as indicated by the severity of the pandemic and guidance from CDC/ECHD, Lakeview Center will work to address surge capability (staff mix/blend) and capacity (numbers of people present for any reason). This will be done through the following measures:

- **In-Patient**
  Assess for acuity of illness and identify appropriate alternatives for treatment given the extenuating circumstances of the pandemic. Only persons who absolutely cannot be safely monitored outside of the CSU setting will be admitted.

Separate air handler systems for each of these programs: PCS, ART, & DAART, will allow for services to be provided without concern of cross-contamination to other areas.
Meals will be staggered by unit, or provided on the units according to available personnel, to limit exposure.

*Residential (including group homes and foster care)*

Whenever possible, clients will be returned to their homes in the community until the elevated warning is alleviated. For clients who continue to require housing at Lakeview Center, focus will be provided on isolating sick clients from healthy clients and staff, utilizing proper PPE, standard precautions, social distancing, respiratory etiquette, frequent hand washing, etc as directed by CDC/ECHD/WHO, and possibly combining programs if needed to allow maximum utilization of the staff.

*Out-Patient*

Buildings will be closed where possible and services will be modified and provided via telephone, computer, &/or fax. Whenever possible, staff will be allowed to work from home. Signs will be posted directing visitors to proper phone numbers and web sites for information and guidance.

*Administrative Services*

Buildings will be closed when possible and services will be modified and provided via telephone and computer. Whenever possible, the staff will be allowed to work from home.

*Visitors*

Visitation will not be allowed during the elevated warning times and/or local outbreak clusters, but accommodations will be made for telephone contacts.

**Occupational Health Plan:**

The availability of vaccines and antiviral medications will be extremely limited in the event of a pandemic flu situation. Lakeview Center staff will be prioritized for receipt of the appropriate medications should they become available. Top priority goes to the following staff based on their level of patient contact and personal risk:

A. Physicians  
B. Nurses (RN, LPN, ARNP)/Techs  
C. Pharmacists  
D. Therapists/Counselors  
E. Support Staff (Maintenance, Food Service, Housekeeping, IS, Clinical clerical/Admin Support)

The Infection Control staff will be responsible for coordinating the medication delivery process. This will include setting up urgent clinic dates and times and coordinating with other LCI nurses to provide medications in as timely a manner as possible. Notices will be provided in as many formats as possible, (i.e. email, flyers, phone calls, etc.) to address medication availability and eligibility.
Programs may be combined together &/or staff re-assigned as needed to meet the needs of the clients, the organization, and the individual.

If needed, the Therapeutic Activity Center will be utilized to house staff who may be needed on-site for prolonged periods of time.

All attempts will be made to accommodate and support personnel who have child or elder care responsibilities, in accordance with LCI’s Emergency Operations Childcare Services plan.

Vaccine & Antiviral Use Plan:

The LCI pharmacy will provide assistance as needed to order supplies of vaccine and antiviral medications. Usual sources of pharmaceuticals will be utilized (i.e. Henry Schein or Caligor). If possible, Baptist Health Care will also be used as a resource.

LCI medical doctor will screen and provide orders for levels A-D (see above) to receive vaccine and/or antiviral treatment if they have not been seen by their primary care provider. All efforts will be made to provide the same for levels E and F, however due to time, medication and staffing limits these employees will be strongly encouraged to seek screening and treatment through their own primary care providers.

Clients will be referred to their private health care providers, ED or local Health Department for medical evaluation and treatment, including vaccines and antivirals. Should LCI have availability of the necessary medications, it may be possible for the medical physician on staff to provide orders as needed. Distribution will be dependent on priority screening recommendations from WHO, CDC, HHS, and the State of Florida.

The Infection Control staff will coordinate the screening process through the appropriate personnel in each individual client care program.

Surge Capacity/Staffing Needs:

Typical program structures will be modified as needed to accommodate alterations in census &/or staffing needs. Daily administrative meetings (including Infection Control personnel) will be held (via telephone or email) in the mornings to determine the best means of supporting client care and LCI functions.

Programs may be combined, closed, or have altered services.

Staff may be re-assigned as needed.

All efforts will be made to support local medical facilities by covering our own medical staffing needs and avoiding utilizing staff from outside agencies.

See the attached table “Surge Capacity / Staffing Needs”.

Alterations in Bed & Census Capacity:

LCI will evaluate census needs and make accommodations to identified program census levels as appropriate and possible in the event of a pandemic flu situation.
**Durable & Consumable Resource Needs:**

Each LCI department and program is responsible for addressing their own supply needs in the event of a pandemic flu situation. Consideration should be given to meeting the following needs for clients and staff:

- Masks - surgical or procedure facemasks in Accordance with Current Recommendations for appropriate precautions
- Face shields
- Gloves
- Disposable isolation gowns
- Alcohol-Based Hand Gels (at least 60% alcohol content)
- Tissues
- Garbage Bags
- Red bags
- Sharps containers
- Bleach
- CPR masks

Due to expected shortages of some of these items (i.e. masks), advance orders & stockpiling (with rotation to avoid expiration dates) should be addressed. The Purchasing and Infection control staff are available for consultation regarding these issues.

**Postmortem Procedures:**

All efforts will be made to transfer critically ill flu patients to medical facilities as soon as possible. However, should a death occur within one of the LCI programs, EMS will be contacted for transfer of the body to the appropriate facility.

**IV.) DEFINITIONS:**

**Antivirals**

Influenza antiviral medications are drugs that suppress the ability of influenza viruses to reproduce. When used correctly, they can reduce the duration of symptoms and some complications from influenza virus infection. Antiviral medications are used along with vaccines to prevent and treat influenza. When used for treatment, antiviral drugs that are approved for use in the United States may reduce symptoms, shorten the time you are sick by 1 or 2 days, and make you less contagious to others. They do not cure influenza outright. In the United States, 4 antiviral medications (amantadine, rimantadine, oseltamivir, and zanamivir) are approved for treatment of influenza A viruses.

**Attack Rate**

A number (expressed as a percentage) which identifies new cases of a specific disease or illness in relation to the population at risk. Calculated as:

\[
\text{Number of NEW Cases of Disease for a Specified Time Period} \times 100\\
\text{Population at Risk for The Same Time Period}
\]

**Bacteria**
Bacteria are one-celled living organisms. All bacteria are surrounded by a cell wall. They can reproduce independently and inhabit virtually every environment on earth. Most bacteria are harmless to humans and are, in fact, quite beneficial. However, some bacteria cause infections in humans and are a devastating cause of human disease. Bacteria and other microorganisms that cause infections can sometimes be treated with antibiotics, medications which are meant to kill or weaken them. The flu is a virus, though, and is not susceptible to treatment with antibiotics.

**Centers for Disease Control & Prevention (CDC)**

The Centers for Disease Control and Prevention (CDC) is one of the 13 major operating components of the Department of Health and Human Services (HHS), which is the principal agency in the United States government for protecting the health and safety of all Americans and for providing essential human services, especially for those people who are least able to help themselves.

**Epidemic**

A level of infection that occurs when there are significantly more cases of the same disease than past experience would have predicted for that place, at that time, and among that population.

**Escambia County Health Department**

A division of the Florida Department of Health. The Escambia County Health Department has the mission “to protect the public’s health by partnering with the community to prevent disease, promote wellness, and prepare for disaster.”

**Flu**

A contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness, and at times can lead to death.

*Novel H1N1 “swine flu”*

This virus was originally referred to as “swine flu” because laboratory testing showed that many of the genes in this new virus were very similar to influenza viruses that normally occur in pigs in North America. Further study showed that this virus has two genes from flu viruses that normally circulate in pigs in Europe and Asia and avian genes and human genes. Scientists call this a “quadruple reassortant” virus.

*Avian (Bird)*

An illness caused by influenza viruses that occur naturally among wild birds. The H5N1 variant is deadly to domestic fowl and can be transmitted from birds to humans. There currently is no human immunity and no vaccine available for this extremely virulent strain.

*Pandemic*
A pandemic is a global disease outbreak among humans. An influenza pandemic occurs when a new virus emerges for which there is little or no immunity in the human population, begins to cause serious illness, and then spreads easily person-to-person worldwide.

**Seasonal (Common)**

A respiratory illness caused by influenza virus that can be transmitted person to person. Most people have some immunity, and a vaccine is available.

**Health & Human Services (HHS)**

A department of the United States government with the mission of “Leading America to Better Health, Safety, and Well-Being”.

**Health Care Worker (HCW)**

Refers to all paid and unpaid persons working in health care settings who have the potential for exposure to infectious materials. This includes body substances and contaminated supplies/equipment, environmental surfaces, or air.

**Isolation**

The separation and confinement of individuals known or suspected (via signs, symptoms, or laboratory criteria) of being infected with a contagious disease, to prevent them from transmitting disease to others.

**Modes of Transmission**

The mechanism for transfer of an infectious agent from a reservoir to a susceptible host.

**Airborne**

Method of transmission of infection that involves microorganisms getting into the air (from a person who is coughing and/or sneezing) and then being inhaled by the host.

**Contact**

Physical transfer of microorganisms between a susceptible host and an infected or colonized person. Includes both direct (touching of the source) & indirect (touching of an intermediate object between the source and the potential host) contact.

**Droplet**

Small particles of moisture (e.g., spatter) that may be generated when a person coughs or sneezes. These particles, although they may still contain infectious microorganisms, tend to quickly settle out from the air so that any risk of disease...
transmission is generally limited to persons in close proximity to the droplet source.

**Personal Protective Equipment**

Specialized clothing or equipment worn by an employee for protection against a hazard.

**Preparedness**

The identification and pre-staging of materials and supplies necessary in the event of a pandemic influenza. Preparedness also includes staff training, initial dissemination of information on the plan, and testing the plan for effectiveness.

**Prophylaxis (Antimicrobial)**

The use of antimicrobial agents before any infection has occurred in hope of preventing a subsequent infection. Includes antibacterials, antifungals, antivirals, and antiparasitics.

**Quarantine**

Compulsory physical separation, including restriction of movement, of populations or groups of healthy people who have been potentially exposed to a contagious disease, or efforts to separate these persons within specific geographic areas.

**Shelter In Place**

To make a shelter out of the place you are in. It is a way for you to make the building as safe as possible to protect yourself until help arrives. You should not try to shelter in a vehicle unless you have no other choice.

**Shielding**

A self-imposed measure of citizens remaining at home for a period of several days to weeks with the intent of limiting the spread of an epidemic.

**Social Distancing (Other similar terms include Contact Management, Community Containment, Home Isolation, Cordon Sanitaire)**

Avoiding contact with other people through such measures as shelter-in-place, suspension or restrictions on group assembly, cancellation of public events, closure of mass public transit, closing of public places, or restriction/scaling back on nonessential travel.

**Standard Precautions**

Standard Precautions synthesize the major features of Universal (blood and body fluid) Precautions which are designed to reduce the risk of transmission of bloodborne pathogens and body substance isolation which is designed to reduce the risk of transmission of pathogens from moist body substances and applies them to all patients receiving care in hospitals, regardless of their diagnosis or presumed infection status.
Standard Precautions apply to

1) blood;
2) all body fluids, secretions, and excretions except sweat, regardless of whether or not they contain visible blood;
3) non-intact skin; and
4) mucous membranes.

Standard Precautions are designed to reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection in hospitals.

Surge, Sort, Support

A systematic approach that has been developed to enhance the ability of health care and hospital personnel (and their community response and preparedness partners) to function optimally in the face of disasters, acts of terrorism, and mass casualty incidents. A major focus is on achieving resiliency in the face of adversity. Surge, Sort, Support also focuses on the ability to meet the medical and psychosocial needs of disaster survivors who arrive at hospitals with a combination of injury and illness, fear and distress.

Surge

Increased volumes of people who report to the health care facility during extreme events. These people include (but are not limited to) injured or infected patients, survivors, family members, healthcare staff, and persons experiencing secondary trauma.

Surge Capability

The ability of the health care system to manage patients who require specialized evaluation or intervention (staff mix/blend).

Surge Capacity

The ability to manage a sudden, unexpected increase in patient volume (numbers) that would otherwise severely challenge or exceed the current capacity of a health care system.

Sort

Effective triage to streamline the provision of healthcare services.

Support

The provision of practical help, supportive communication, and appraisal to calm and comfort people experiencing medical and psychological casualties.

Surveillance
The ongoing systematic collection, analysis, and interpretation of health data for purposes of improving health and safety of the organization, staff and clients. Surveillance also covers disseminating information regarding pandemic status to safety committee, leadership and staff as appropriate.

Viruses are tiny geometric structures that can only reproduce inside a living cell. Outside of a living cell, a virus is dormant, but once inside, it takes over the resources of the host cell and begins the production of more virus particles. Patients sometimes ask their doctors for antibiotics for a cold, cough, or the flu, all of which are viral and don't respond to antibiotics.

World Health Organization (WHO)

The World Health Organization is the United Nations specialized agency for health. WHO's objective, as set out in its Constitution, is the attainment by all peoples of the highest possible level of health (a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity).

IV. REFERENCES (Web Sites)

Centers for Disease Control & Prevention http://www.cdc.gov
Escambia County Health Department http://www.doh.state.fl.us/chdEscambia
Health & Human Services http://www.hhs.gov
UTILITY FAILURE

I. **GENERAL:** Momentary losses of electrical power, water, gas, and sewer systems ordinarily do not significantly disrupt services or cause operational difficulties. However, interruption of utility services for longer than two hours can cause severe disruption of services and operational difficulties.

II. **ACTIONS:**

A. **Electrical Power Loss:** Most electrical power outages do not exceed 10 minutes and create few problems.
   1. Auxiliary emergency power is immediately and automatically available to all areas of Buildings A, B-1, D, K, N, S, T, and Century Clinic.
      
      Auxiliary power is available via diesel-powered generators in sections of Buildings E and H.
      
      Portable gasoline-powered generators (5200 watts) are on-site at Coppenger House and provide limited emergency power to these residential units.
      
      Lakeview stores 200 gallons of diesel fuel year-round in an aboveground tank on the main campus. Lakeview also has two 520-gallon, portable tanks on trailers. One tank is for storing regular gasoline. The other tank is for diesel fuel. Lakeview has a contract with T-Gill Fuel for provision of diesel fuel and regular gasoline during emergency situations.
   
   2. If the loss of power is not expected to exceed 24 hours, most essential services can be provided using Buildings A, B-1, D, K, N, S, T, and Century Clinic. The Emergency Director will coordinate the use of these buildings. If power loss is expected to exceed 72 hours, efforts will be made by the Emergency Director to obtain portable generators for buildings not already having an auxiliary power supply.

   3. If the loss of power occurs at any outlying residential facilities and power is available at the main campus, consideration will be given to moving clients temporarily to the main campus. This decision will be made jointly by the Vice President of Clinical Services, CEO, and Emergency Director.

   4. If the loss of power occurs on the main campus and is expected to continue for several days (such as after a tornado or hurricane), consideration will be given to moving clients to the remote locations designated in the **EVACUATION** section of the Plan or to one of the shelter locations identified in the **HURRICANE** section of this Plan.

B. **Water Loss:**
1. If water service is disrupted, between 100-1,000 gallons of potable water are available in several hot water tanks located in various facilities that can be used to flush toilets.

2. The Emergency Director will direct Maintenance personnel to make these sources of water available as it is needed.

3. If the loss of water service is expected to exceed 24 hours, the Emergency Director, in coordination with the Food Service manager, will order water from the vendor(s) with whom Lakeview has agreements for emergency food supplies. Efforts will be made to have on hand a 7-day supply of bottled water.

C. **Loss of Sanitary Sewer:**

1. If sanitary sewer services are disrupted and the loss is expected to exceed four (4) hours, the Emergency Director or his/her designee will contact one or more vendors in the community that leases portable toilets.

2. Prior to hurricane season each year, LCI will enter into a contract with a local vendor for provision of portable toilets in the event that sanitary sewer services are disrupted for an extended period of time because of hurricane damage. Prior to projected landfall of a storm, the Emergency Director will order and have on-site a sufficient number of portable toilets and hand sinks for use until the municipal sanitary sewer system is operational.

E. **Loss of Natural Gas:**

1. If the outage occurs during winter months and is expected to last more than twelve (12) hours, the Emergency Director or his/her designee will relocate services to one of the shelter locations identified in the **HURRICANE** section of this Plan or to one of the remote locations designated in the **EVACUATION** section of this Plan.

2. If the outage occurs during warm months, the only disruption will occur in Food Service and the non-perishable emergency supply of food will be used.
FOOD-BORNE ILLNESS

I. GENERAL: Food-borne illness (aka food poisoning) can occur from ingesting contaminated food obtained from many sources (e.g. take-out food from restaurants, personally prepared lunches that are not stored or handled properly, etc).

II. ACTION:

If Lakeview staff or clients exhibit symptoms of food-borne illness (e.g. nausea, vomiting, diarrhea, stomach cramps, etc.), the following action will be taken:

A. The Food Services manager or the Medical Director will be notified. See APPENDIX I for home phone numbers.

B. If the Food Service manager is notified first, he/she will notify the Emergency Director. The Emergency Director will consult with the Medical Director.

C. If the Medical Director is notified first, he/she will determine if the affected people should be transported to Baptist Hospital ER or to treat them on site.

If Emergency Director is not available, the Food Service manager will contact Baptist Hospital Emergency Room staff, and a decision will be made whether to transport the affected people to the emergency room or to treat them on-site.

D. When the situation is under control, the Food Services manager or the Medical Director will report the situation to the Infection Control Nurse who will liaison with the Health Department and request assistance if indicated.
EXTERNAL EMERGENCY MANAGEMENT PLAN

I. PREAMBLE: Pursuant to Public Law 98-233, Section 413, the President of the United States may authorize, through the National Institute of Mental Health, (a) provision of professional counseling services to victims of major disasters in order to relieve mental health problems caused by such disasters; and (b) financial assistance to state and local agencies and private mental health organizations that provide counseling services or training to disaster response teams.

II. PURPOSE: The External Emergency Management Plan is developed to ensure the availability of Lakeview Center staff to provide crisis counseling services and aid in the restoration and maintenance of the community's general mental health during and after a disaster.

III. DEFINITION: Crisis counseling is defined as services provided by mental health professionals to victims, bystanders, uninjured survivors, and relatives of disaster victims who need treatment as a result of a disaster.

IV. GENERAL: An Emergency Services Consultant will be appointed annually by the Emergency Director (with the concurrence of the employee's Vice President) to coordinate the efforts of the LCI Disaster Response Team(s) (DRT) and serve as Lakeview's liaison with the Red Cross, Emergency Management Office, and/or Department of Children and Families (DCF) (hereinafter (“external agencies”) with respect to provision of mental health services during and following a disaster.

If a disaster affecting the Lakeview service area (DCF District 1) exceeds Lakeview's resources, Lakeview may request additional resources from state or federal agencies through appropriate state and federal agencies.

V. RESPONSIBILITY AND FUNCTION: The Emergency Services Consultant will:

A. Develop and maintain a roster of staff who comprise Lakeview's Disaster Response Teams. Rosters should include team members' current addresses, telephone numbers, and availability to provide crisis counseling services.

B. Receive the initial communication from the external agencies concerning the need for mental health counseling in shelter areas. The location of shelter areas will be provided by external agency contacting the Emergency Services Consultant.

C. Assess, in conjunction with the external agency, the type and amount of services required, based on the nature and extent of the disaster.
D. Communicate the above information to the Emergency Director, CEO, and Vice Presidents.

E. Assess the requirements for counseling services that will be needed beyond the time of the immediate emergency and, if necessary, advise the appropriate external agencies of the anticipated need.

F. Coordinate, in conjunction with Disaster Response Team leaders, Lakeview’s involvement in providing services in specific shelter areas if they remain open beyond 24 hours.

G. Provide status reports as needed to the Emergency Director.
LAKEVIEW CENTER, INC.
An Affiliate of Baptist Health Care

APPENDIX A
BOMB THREAT CHECKLIST

REMAIN CALM!

Date and time reported: ____________________________________________

How reported: Phone_____ Letter_____ Messenger_____ In Person_____ Other________________

If other, describe method: __________________________________________

Exact words of person making threat: __________________________________

__________________________________________________________________

A. QUESTIONS TO ASK:

1. When is bomb going to explode? ________________________________

2. Where is the bomb located? ______________________________________

3. What kind of bomb is it? ________________________________________

4. What does it look like? _________________________________________

5. Where are you calling from? _____________________________________

6. Why did you place the bomb? ____________________________________

B. DESCRIPTION OF CALLER’S VOICE (if phoned in):

Male______ Female______ Young______ Middle-age______ Old_______ Accent______________

Tone of voice______________________________________________ Was voice familiar? ____________

If so, who did it sound like? _____________________________________

Other voice characteristics _______________________________________

C. BACKGROUND NOISES:

Music______ Vehicles______ Voices______ Radio______ TV______ Other____________________

“Work” sounds________________________________________________

D. NAME AND PHONE NUMBER OF PERSON RECEIVING CALL:

__________________________________________________________________

A-1-6
<table>
<thead>
<tr>
<th>BLDG LTR</th>
<th>ADDRESS</th>
<th>SQ. FT.</th>
<th>TYPES OF SERVICES</th>
<th>OWNED (O) LEASED (L)</th>
<th>YEAR BUILT</th>
<th>CONSTRUCTION TYPE</th>
</tr>
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<tbody>
<tr>
<td>A</td>
<td>1221 W Lakeview Ave Pensacola FL 32501</td>
<td>7,694</td>
<td>Administration</td>
<td>O</td>
<td>1981</td>
<td>Wood frame w/stucco finish on concrete slab; built-up roof over wood joists and decking</td>
</tr>
<tr>
<td>B</td>
<td>1200 W. Avery St Pensacola FL 32501</td>
<td>5,243</td>
<td></td>
<td>O</td>
<td>1976</td>
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<tr>
<td>B-1</td>
<td>1201 W. Lakeview Ave Pensacola FL 32501</td>
<td>49,052</td>
<td>School Day Support Children's Outpatient Services Families First Network</td>
<td>O</td>
<td>2012</td>
<td>Insulated Concrete Form with Single Ply Roof</td>
</tr>
<tr>
<td>C</td>
<td>1315 W. Lakeview Ave Pensacola FL 32501</td>
<td>2,307</td>
<td>Outpatient</td>
<td>O</td>
<td>1955</td>
<td>Masonry on concrete slab w/wood trusses and decking; Asphalt shingle roof</td>
</tr>
<tr>
<td>D</td>
<td>1300 W. Avery St Pensacola FL 32501</td>
<td>43,270</td>
<td>1st flr: Medical Records; Adult Day Svcs; Food Svc; Compliance; Detox. 2nd flr: Residential tx - DAART &amp; ART</td>
<td>O</td>
<td>1981</td>
<td>2-story masonry/steel frame on concrete slab w/built-up steel roof deck; some non-combustible concrete decking; 2nd story full sprinklered</td>
</tr>
<tr>
<td>E</td>
<td>1201 W. Hernandez St Pensacola FL 32501</td>
<td>13,650</td>
<td>Outpatient (Psychiatry; Assessment &amp; Intervention; Pharmacy; Medical Records; Psychiatric Support</td>
<td>O</td>
<td>1975</td>
<td>Stucco on masonry on concrete slab w/built-up roof</td>
</tr>
<tr>
<td>F</td>
<td>190 N. &quot;I&quot; St Pensacola FL 32501</td>
<td>1,374</td>
<td>School-Overlay Program</td>
<td>O</td>
<td>1975</td>
<td>Stucco over masonry on concrete slab w/built-up roof</td>
</tr>
<tr>
<td>G</td>
<td>1201 W. Hernandez St Pensacola FL 32501</td>
<td>7,090</td>
<td>Adult Case Management</td>
<td>O</td>
<td>1975</td>
<td>Stucco over masonry on concrete slab w/built-up roof</td>
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<tr>
<td>H</td>
<td>1970 N. &quot;H&quot; St Pensacola FL 32501</td>
<td>8,620</td>
<td>Drug/Alcohol Outpatient; Methadone; Rape Crisis Center; Help Line</td>
<td>O</td>
<td>1975</td>
<td>Stucco over masonry on concrete slab w/built-up roof</td>
</tr>
<tr>
<td>I</td>
<td>1995 N. &quot;H&quot; St Pensacola FL 32501</td>
<td>2,768</td>
<td>Main Conference Room; Training; Infection Control</td>
<td>O</td>
<td>1975</td>
<td>Stucco over masonry on concrete slab w/built-up roof</td>
</tr>
<tr>
<td>J</td>
<td>1312 W. Hernandez St Pensacola FL 32501</td>
<td>1228</td>
<td>Quality; Cust/Staff Satisf; HR</td>
<td>O</td>
<td>1952</td>
<td>Frame, off-grade, asphalt shingle roof</td>
</tr>
<tr>
<td>K</td>
<td>1920 N. &quot;J&quot; St Pensacola FL 32501</td>
<td>9,124</td>
<td>Meridian – Adolescent In-Patient</td>
<td>O</td>
<td>1991</td>
<td>Stucco over wood veneer on concrete slab</td>
</tr>
</tbody>
</table>
## APPENDIX B

<table>
<thead>
<tr>
<th>BLDG LTR</th>
<th>ADDRESS</th>
<th>SQ. FT.</th>
<th>TYPES OF SERVICES</th>
<th>OWNED (O) LEASED (L)</th>
<th>YEAR BUILT</th>
<th>CONSTRUCTION TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>L</td>
<td>1813 N’J’ St, Pensacola FL 32501</td>
<td>1,006</td>
<td>Independent Living Program</td>
<td>O</td>
<td>1946</td>
<td>Frame; off-grade; asphalt shingle roof</td>
</tr>
<tr>
<td>M</td>
<td>1302 W. Hernandez St, Pensacola FL 32501</td>
<td>720</td>
<td>Human Resources</td>
<td>O</td>
<td>1980s</td>
<td>Pre-engineered metal unit</td>
</tr>
<tr>
<td>N</td>
<td>1110 W. Lakeview Ave, Pensacola FL 32501</td>
<td>19,920</td>
<td>Therapeutic Activity Center</td>
<td>O</td>
<td>2002</td>
<td>Pre-engineered metal gym; masonry block on concrete slab w/built-up roof</td>
</tr>
<tr>
<td>O</td>
<td>2001 N’H’ Street, Pensacola FL 32501</td>
<td>2,681</td>
<td>Residential: Lodges - 3 cottages; 1 office; 1 office/recreation bldg</td>
<td>O</td>
<td>1981</td>
<td>Wood frame exterior on concrete slab; asphalt shingle roof</td>
</tr>
<tr>
<td>O-1</td>
<td>2001 N’H’ Street, Pensacola FL 32501</td>
<td>2,250</td>
<td>Spiritual Care Center / Client Drop-In Center/ Chaplain</td>
<td>O</td>
<td>1981</td>
<td>1 bldg; masonry block on concrete slab w/asphalt shingle roof</td>
</tr>
<tr>
<td>O-2</td>
<td>1402 W. Hernandez</td>
<td>4,724</td>
<td>Lodges - Building 1 - Residential</td>
<td>O</td>
<td>2008</td>
<td>Masonry on concrete slab w/wood trusses and decking; Asphalt shingle roof</td>
</tr>
<tr>
<td>O-3</td>
<td>1410 W. Hernandez</td>
<td>4,006</td>
<td>Lodges - Building2 - Residential</td>
<td>O</td>
<td>2008</td>
<td>Masonry on concrete slab w/wood trusses and decking; Asphalt shingle roof</td>
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<tr>
<td>P</td>
<td>2002 N’H’ St, Pensacola FL 32501</td>
<td>1,972</td>
<td>Residential (Hernandez House)</td>
<td>O</td>
<td>1981</td>
<td>Wood frame w/wood exterior on concrete slab w/fiberglass shingle roof</td>
</tr>
<tr>
<td>Q</td>
<td>1301 W. Jordan St, Pensacola FL 32501</td>
<td>1,920</td>
<td>Motor Pool</td>
<td>O</td>
<td>1979</td>
<td>Metal building on slab w/ metal roof</td>
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<tr>
<td>R</td>
<td>1300 W. Hernandez St, Pensacola FL 32501</td>
<td>1,820</td>
<td>Human Resources</td>
<td>O</td>
<td>1990</td>
<td>Pre-engineered metal unit</td>
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<tr>
<td>S</td>
<td>1302 W. Avery St, Pensacola FL 32501</td>
<td>12,467</td>
<td>Crisis Stabilization Unit</td>
<td>O</td>
<td>1987</td>
<td>Stucco over wood frame on concrete slab w/built-up roof</td>
</tr>
<tr>
<td>T</td>
<td>2001 N’E’ St, Pensacola FL 32501</td>
<td>14,340</td>
<td>Vocational Services</td>
<td>O</td>
<td>1988</td>
<td>Stucco on masonry on concrete slab w/ steel bar joists; built-up roof</td>
</tr>
</tbody>
</table>
## APPENDIX B

<table>
<thead>
<tr>
<th>BLDG LTR</th>
<th>ADDRESS</th>
<th>SQ. FT.</th>
<th>TYPES OF SERVICES</th>
<th>OWNED (O) LEASED (L)</th>
<th>YEAR BUILT</th>
<th>CONSTRUCTION TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>U</td>
<td>1220 W. Lakeview Ave, Pensacola FL 32501</td>
<td>962</td>
<td>Vacant</td>
<td>O</td>
<td>1980s</td>
<td>Pre-engineered metal unit</td>
</tr>
<tr>
<td>V</td>
<td>Not assigned</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>W</td>
<td>1620 W. Hernandez St, Pensacola FL 32501</td>
<td>14,080</td>
<td>Adult Residential (Lakeview Villa)</td>
<td>O</td>
<td>1992</td>
<td>2-story, wood frame on concrete slab w/asphalt shingle roof; fully sprinklered</td>
</tr>
<tr>
<td>X</td>
<td>1435 W. Jordan St, Pensacola FL 32501</td>
<td>3,972</td>
<td>Adult Residential (Lakeview Place)</td>
<td>O</td>
<td>1991</td>
<td>Wood frame on-grade, w/fiberglass shingle roof, fully sprinklered</td>
</tr>
<tr>
<td>Y</td>
<td>Not assigned</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Z</td>
<td>1225 W. Jordan St, Pensacola FL 32501</td>
<td>1,565</td>
<td>Maintenance</td>
<td>O</td>
<td>1950s</td>
<td>Concrete block on slab w/frame trusses, asphalt shingle roof</td>
</tr>
<tr>
<td>Z-1</td>
<td>&quot;&quot;&quot;&quot;&quot;&quot;</td>
<td>982</td>
<td>Maintenance</td>
<td>O</td>
<td>1980s</td>
<td>Wood frame, off-grade, w/asphalt shingle roof</td>
</tr>
<tr>
<td>Z-2</td>
<td>&quot;&quot;&quot;&quot;&quot;&quot;</td>
<td>369</td>
<td>Maintenance</td>
<td>O</td>
<td>1940s</td>
<td>Wood frame, off-grade, w/asphalt shingle roof</td>
</tr>
<tr>
<td>Z-3</td>
<td>&quot;&quot;&quot;&quot;&quot;&quot;</td>
<td>687</td>
<td>Maintenance</td>
<td>O</td>
<td>1950s</td>
<td>Wood frame, off-grade, w/asphalt shingle roof</td>
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### REMOTE LOCATIONS

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Type</th>
<th>Owned/Leased</th>
<th>Year Built</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Century Counseling Cntr, 6021-A Industrial Blvd, Century FL 32535</td>
<td>Outpatient</td>
<td>O</td>
<td>1994</td>
<td>Brick veneer on concrete slab w/asphalt shingle roof</td>
<td></td>
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<tr>
<td>Pathway and DUI Driver Education, 6425 Pensacola Blvd, Pensacola FL 32505</td>
<td>Outpatient (Bldg 2, Suites 1-3)</td>
<td>L</td>
<td>1970s</td>
<td>Stucco on masonry w/built-up roof</td>
<td></td>
</tr>
<tr>
<td>Coppenger House, 8590 Ashland Ave, Pensacola FL 32514</td>
<td>Residential</td>
<td>O</td>
<td>1950s</td>
<td>Brick veneer, off-grade w/asphalt shingle roof</td>
<td></td>
</tr>
<tr>
<td>BLDG LTR</td>
<td>ADDRESS</td>
<td>SQ. FT.</td>
<td>TYPES OF SERVICES</td>
<td>OWNED (O) LEASED (L)</td>
<td>YEAR BUILT</td>
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<td>---------</td>
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<td>-------------------</td>
<td>----------------------</td>
<td>------------</td>
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<tr>
<td>Social Activity Pgm, 1924 Palafox St, Pensacola FL 32501</td>
<td>5,794</td>
<td>Day Treatment</td>
<td>O</td>
<td>1950s</td>
<td>Stucco on masonry w/metal built-up roof; concrete slab on lower level</td>
</tr>
<tr>
<td>Acess Behavioral Health, 3298 Summit Blvd, Pensacola FL 32503</td>
<td>4,950</td>
<td>Offices</td>
<td>O</td>
<td>1993</td>
<td>Brick veneer on wood frame over concrete slab w/wood trusses and decking w/fiberglass shingle roof</td>
</tr>
<tr>
<td>1800 Fairchild St, Pensacola FL 32504</td>
<td>3,000</td>
<td>Vacant</td>
<td>O</td>
<td>1960s</td>
<td>Masonry on concrete slab w/asphalt shingle roof</td>
</tr>
<tr>
<td>FACT Team, 600 University Office Park, Bldg 11, Pensacola FL 32504</td>
<td>2,500</td>
<td>Offices</td>
<td>L</td>
<td>1960s</td>
<td>Wood frame w/asphalt shingle roof</td>
</tr>
<tr>
<td>1851 St. Mary’s St, Pensacola FL 32501</td>
<td>7,140</td>
<td>Business Office/RevMax</td>
<td>L</td>
<td>2005</td>
<td>Unknown</td>
</tr>
<tr>
<td>STEP, 1900 N. Palafox St, Pensacola FL 32501</td>
<td>5,045</td>
<td>Day Treatment; SPN Admin</td>
<td>O</td>
<td>1950s</td>
<td>Masonry w/built-up roof; concrete slab on lower level</td>
</tr>
<tr>
<td>Avalon Center, 6024 Spikes Way, Milton FL 32570</td>
<td>10,111 1,152</td>
<td>Offices/Outpatient/Day Tx Offices</td>
<td>O</td>
<td>1981 &amp; 1981</td>
<td>Brick veneer w/asphalt shingle roof Pre-engineered metal unit</td>
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<tr>
<td>The Friary, 1836 &amp; 4400 Hickory Shores Blvd, Gulf Breeze FL 32561</td>
<td>5,325 10,871</td>
<td>Offices, Residential</td>
<td>O</td>
<td>1991 1947 &amp; 1985</td>
<td>Wood frame w/stucco on concrete slab w/title roof, Wood frame w/stucco on concrete slab w/title roof</td>
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<tr>
<td>9851 University Pkwy, Pensacola FL 32514</td>
<td>12,800</td>
<td>Offices</td>
<td>O</td>
<td>1989</td>
<td>Stucco on wood frame over concrete slab w/fiberglass shingle roof on wood decking, fully sprinklered</td>
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<td>TYPES OF SERVICES</td>
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<td>LEASED (L)</td>
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<tr>
<td>----------</td>
<td>----------------------------------------------</td>
<td>---------</td>
<td>--------------------------------------------------------</td>
<td>-----------</td>
<td>------------</td>
</tr>
<tr>
<td></td>
<td>Shalimar Centre, One 11th Ave, Suite C1-4, Shalimar FL 32579</td>
<td>5,500</td>
<td>Methadone, Drug Court, Voc Svcs</td>
<td>L</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1330 Coral Way, Suites 202 &amp; 205, Miami FL 33145</td>
<td>900</td>
<td>SPN Offices</td>
<td>L</td>
<td>Unk</td>
</tr>
<tr>
<td></td>
<td>1800 St. Mary's St, Pensacola FL 32501</td>
<td>~900</td>
<td>TASC Offices (8 offices), Family Skills Offices (3 Offices)</td>
<td>L</td>
<td>1980s</td>
</tr>
<tr>
<td></td>
<td>6425 Pensacola Blvd, Pensacola FL 32505</td>
<td>1,658</td>
<td>PHASE/SHAPE Bldg 1, Suites 5&amp;6</td>
<td>L</td>
<td>1970s</td>
</tr>
<tr>
<td></td>
<td>6557 Caroline St, Milton FL 32570</td>
<td>11,319</td>
<td>FFN Offices</td>
<td>L</td>
<td>1950s</td>
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<tr>
<td></td>
<td>5399-5401 Fairfield Dr, Pensacola FL 32506</td>
<td>6,962</td>
<td>FFN Offices</td>
<td>L</td>
<td>1980s</td>
</tr>
<tr>
<td></td>
<td>8754 Ortega Dr, Navarre, FL</td>
<td>1,500</td>
<td>FFN Offices</td>
<td>L</td>
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</tr>
<tr>
<td></td>
<td>299 S. Main St, Crestview FL 32536</td>
<td>2,513</td>
<td>FFN Offices</td>
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<tr>
<td></td>
<td>340 Beal Pkwy, Fl. Walton Bch FL 32548</td>
<td>8,670</td>
<td>FFN Offices</td>
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<tr>
<td></td>
<td>100 N. Davis St, Defuniak Springs FL</td>
<td>2,347</td>
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<tr>
<td></td>
<td>741 Bennett Rd, Orlando FL 32803</td>
<td></td>
<td>GCE Office</td>
<td>L</td>
<td>Unk</td>
</tr>
<tr>
<td></td>
<td>NAS Pensacola FL 32508</td>
<td></td>
<td>GCE Office</td>
<td>L</td>
<td>Unk</td>
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<tr>
<td></td>
<td>NAS Saufley Field FL 32508</td>
<td></td>
<td>GCE Office</td>
<td>L</td>
<td>Unk</td>
</tr>
<tr>
<td></td>
<td>MacDill AFB, Tampa FL 32604</td>
<td></td>
<td>GCE Office</td>
<td>L</td>
<td>Unk</td>
</tr>
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</table>
## APPENDIX B

<table>
<thead>
<tr>
<th>BLDG LTR</th>
<th>ADDRESS</th>
<th>SQ. FT.</th>
<th>TYPES OF SERVICES</th>
<th>OWNED (O) LEASED (L)</th>
<th>YEAR BUILT</th>
<th>CONSTRUCTION TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3025 Ft. Campbell Blvd, #7, Clarksville, TN 37024</td>
<td>3025 Ft.</td>
<td>GCE Office</td>
<td>L</td>
<td>Unk</td>
<td>Unknown</td>
</tr>
<tr>
<td></td>
<td>7350 Queen St, Lot 109, Ft Knox KY</td>
<td>7350 Queen St</td>
<td>GCE Office</td>
<td>L</td>
<td>Unk</td>
<td>Pre-engineered modular unit</td>
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### Unimproved Lots Owned by Lakeview Center

<table>
<thead>
<tr>
<th>BLDG LTR</th>
<th>ADDRESS</th>
<th>SQ. FT.</th>
<th>TYPES OF SERVICES</th>
<th>OWNED (O) LEASED (L)</th>
<th>YEAR BUILT</th>
<th>CONSTRUCTION TYPE</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>1920 N 'E' St, Pensacola FL 32501</td>
<td>1920 N 'E' St</td>
<td>Parking lot for BHC valet parking</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>North half of Lots 11 &amp; 12, Block 22, Park Place, Pensacola Fl 32501</td>
<td>North half of Lots</td>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Lots 11-13, Block 15, Park Place, Pensacola FL 32501</td>
<td>Lots 11-13,</td>
<td>Parking lot for CSU (Bldg S)</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Lot 19, Block 15, Park Place, Pensacola Fl 32501</td>
<td>Lot 19</td>
<td>Vacant</td>
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<td></td>
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<tr>
<td></td>
<td>Lots 11-12, Block 23, Englewood Heights, Pensacola FL 32501</td>
<td>Lots 11-12,</td>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Lots 18-20, Block 25, Park Place, Pensacola Fl 32501</td>
<td>Lots 18-20,</td>
<td>Vacant</td>
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<td></td>
<td></td>
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<tr>
<td></td>
<td>Lots 11-17 &amp; east half of Lot 18, Block 33, Park Place, Pensacola Fl 32501</td>
<td>Lots 11-17 &amp;</td>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>1119 W. Lakeview Pns 32501</td>
<td>1119 W. Lakeview</td>
<td>Overflow parking lot</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>1001 W. Jordan St, Pns 32501</td>
<td>1001 W. Jordan St</td>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1312 W. Lakeview, 32501</td>
<td>1312 W. Lakeview</td>
<td>Parking lot</td>
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<tr>
<td></td>
<td>1116 W. Avery St, PNS 32501</td>
<td>1116 W. Avery St</td>
<td>Overflow parking lot</td>
<td></td>
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</tbody>
</table>
OFF CAMPUS LAKEVIEW SITES

Revised 10/1/2012
APPENDIX C

Access Behavioral Health
3298 Summit Blvd – Suite 12
Pensacola, FL 32503
(850) 469-3884

Families First Network
6557 Caroline Street
Milton, FL 32570
(850) 626-3100

Avalon Center
6024 Spikes Way
Milton, FL 32570
(850) 437-8900

Families First Network
8754 Ortega Drive
Navarre, FL 32566
(850) 936-6160

Business Office/Insurance/RevMax
1851 St. Mary’s Street
Pensacola, FL 32501
(850) 689-7700

Families First Network
79 N. Davis Lane
DeFuniak Springs, FL 32433
(850) 892-8600

Century Clinic
6021-A Industrial Blvd.
Century, FL 32535
(850) 256-6281

Families First Network
299 S. Main Street
Crestview, FL 32536
(850) 689-7700

Cabot Heights
8590 Ashland Avenue
Pensacola, FL 32514
(850) 475-5576

Families First Network
340 N. Beal Pkwy
Ft Walton Beach, FL 32548
(850) 833-3700

DUI/DATA/Driver Education
6425 Pensacola Blvd
Pensacola, FL 32505
(850) 494-5656

FACT Team
600 University Office Park – Bldg 11
Pensacola, FL 32504
(850) 202-0387

Families First Network
5399 Fairfield Drive
Pensacola, FL 32506
(850) 453-7745

Friary
4400 Hickory Shores Blvd.
Gulf Breeze, FL 32563
(850) 932-9375

Pathway
6425 Pensacola Blvd
Pensacola, FL 32505
(850) 494-7376

Shalimar Center
One 11th Avenue, Suites C1-4
Shalimar, FL 32549
(850) 585-1305

SPN – Miami Court Liaison Services
1330 Coral Way, Suite 201 and 205
Miami, FL 33145
(305) 860-6042

Social Activity Club
1924 N. Palafox Street
Pensacola, FL 32501
(850) 595-1320

STEP
1900 N. Palafox Street
Pensacola, FL 32501
(850) 595-1381

TASC Offices
1800 W. Saint Mary Avenue
Pensacola, FL 32501
(850) 595-1147

Revised 10/1/2012
FOOD SERVICE DEPARTMENT DUTIES DURING HURRICANES

1. Full auxiliary electrical power is available in the kitchen area, therefore, when clients and staff are in shelter areas on the main campus, Food Service staff will continue using the regular menu, which will allow clients and staff to have hot meals.

2. Even though full auxiliary power is available in the kitchen, Food Service Department will keep in stock at all times a three-day supply of non-perishable food that can be used in an emergency situation.

3. When a Hurricane WARNING has been issued, Food Service staff will begin filling 32-gallon water containers.

4. The emergency potable water containers will be kept in the kitchen area and a separate dipping utensil will be provided for each container.

5. Adequate Food Service staff will remain on-site on a continuous basis when clients and staff are in shelter areas on the main campus. Annually the Food Service Manager will select ride-out and recovery staff in accordance with APPENDIX Q.

6. Food Service staff will prepare and serve food to people in the shelter areas to the maximum extent possible. However, other staff may be required at times to assist with food preparation and serving.

7. Water and refrigerated foods stored in areas other than the kitchen should not be used unless its use is authorized by the Emergency Director or Food Service Manager.

8. Emergency menus are included as APPENDIX L. These menus have been prepared so individuals who are not familiar with preparing food for large numbers of people can provide nutritious meals with a minimum of effort and waste.

9. ONLY Food Service staff or the Emergency Director or his/her designee(s) are authorized to dispense water for food preparation or drinking.

10. Gas and electric appliances operating on emergency power should be used with extreme caution.

11. Garbage and trash will be disposed of in heavy-duty plastic bags with wire ties. Filled bags will be tightly closed, using wire ties, and placed in the outside screened area near the back door of the kitchen.
APPENDIX E

MAINTENANCE DEPARTMENT DUTIES DURING HURRICANES

1. Annually in May, the Maintenance Supervisor will select ride-out and recovery teams in accordance with APPENDIX Q.

2. Members of ride-out teams who are on vacation will be recalled as soon as a Hurricane WATCH is issued.

   When a hurricane WATCH is issued, Maintenance personnel will assist unit staff in checking the grounds and removing any items that might become airborne during a hurricane.

   If assistance is requested by Century, the Friary, or other Lakeview facilities, the Maintenance Supervisor will assign personnel to assist based upon the extent of the facility’s need.

3. Maintenance personnel will begin putting up hurricane shutters and boarding up buildings when a Hurricane WATCH is issued.

4. Maintenance personnel will bring cots from storage to the Activity Center when a Hurricane WATCH is issued.

5. If a facility is evacuated, Maintenance personnel will shut off utilities and attach a lockout tag to the switch or control. ONLY Maintenance personnel are authorized to turn on utilities when the all-clear order is issued.

6. Security will be an important responsibility of Maintenance personnel. Staff who stay in Lakeview shelter areas during a hurricane will be expected to assist Maintenance personnel by ensuring that doors and windows are kept locked and by notifying the Emergency Director or Maintenance Supervisor if anything suspicious is noted.

7. Following a hurricane, Maintenance personnel will function as the Damage Assessment Team and will assess the extent of damage to Lakeview facilities.
Prepare for Emergencies Now: Information to Get Ready.

Recommended Supplies to Include in a Basic Kit:

- Water: One gallon per person per day for drinking and sanitation
- Food: At least a three-day supply of non-perishable food
- Battery-powered radio and extra batteries
- Flashlight and extra batteries
- First Aid kit
- Whistle to signal for help
- Filter mask or cotton cloth to help filter air
- Wrench or pliers to turn off utilities
- Manual can opener for food
- Moist towelettes for sanitation
- Plastic sheeting and duct tape to shelter-in-place
- Garbage bags and plastic ties
- Unique family needs, such as daily prescription medications, infant formula or diapers, and important family documents
APPENDIX F
APPENDIX G

RETURN TO:
Escambia County Public Safety
6575 North W Street
Pensacola, Florida 32505
Phone: 411-6400  Fax: 850-476-3994

Date: __________________________

SPECIAL NEEDS PROGRAM PERSONAL INFORMATION
Will you be going to a shelter if evacuated? □ Yes □ No
Will you need transportation to a shelter if evacuated? □ Yes □ No
If yes, check type of transportation needed: □ Standard Vehicle (bus, car) □ Wheelchair equipped □ Ambulance
Name: _____________________________________________ Spouse: _____________________________
Address: __________________________________________ Apt/Loi # _____________________________
City: _______________ Zip: _______________ Phone: _______________________________ Cell Phone: _____________________________
Do you live in a mobile home? □ Yes □ No Complex Name: _____________________________
Date of Birth: _______________ Male: □ Female: □ SSN: _____________________________
Are you legally blind? □ Yes □ No Hearing Impaired: □ Yes □ No Height: __________ Weight: __________ Primary Language: __________
Medical Qualifying Conditions: (Explain your medical condition below in detail)
________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________

List Your Medications

<table>
<thead>
<tr>
<th>Name</th>
<th>Strength</th>
<th>Name</th>
<th>Strength</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Check all that apply:
□ Bedridden □ Wheelchair □ Walker/Cane □ Crutches
□ Dialysis □ Insulin □ IV □ Trained Service Animal
□ Mental Health Problems □ Alzheimer's □ Dementia □ Obsessive Compulsive Disorder
□ Autism □ Conduct Disorder □ Anxiety or Depression □ Incontinence
□ CPAP □ Nebulizer □ Feeding Pump □ Other:
□ Oxygen No. of hrs. needed daily __________ Liter flow __________ Portable tank __________

General Physician's Name: _____________________________ Phone: _____________________________
Home Health/Hospice Care Provider: _____________________________ Phone: _____________________________
Dialysis Center Location: _____________________________ Phone: _____________________________
Medical Equipment Provider: _____________________________ Phone: _____________________________
Local Emergency Contact Person: _____________________________ Phone: _____________________________
Out of Town Emergency Contact Person: _____________________________ Phone: _____________________________

Your caregiver must accompany and remain with you at the Special Needs Shelter.

Caregiver's Name: _____________________________ Relationship: _____________________________
Caregiver's Primary Phone: _____________________________ All Phone: _____________________________

G-1-6
APPENDIX G

LEVELS OF CARE FOR SHELTERS
(Information provided by the Escambia County Department of Health)

1. AMERICAN RED CROSS GENERAL PUBLIC SHELTERS: People who are appropriate for placement in general public shelters operated by the Red Cross
   a. Must be ambulatory
   b. Be able to provide daily life functions without nursing assistance. Daily life functions are those functions performed on a daily basis without assistance, such as going to the bathroom, eating, and taking medications.

2. SPECIAL NEEDS SHELTERS: People who are appropriate for placement in a Special Needs Shelter operated by Department of Health....
   a. Should be ambulatory, with or without assisting devices, or independent in the use of assisting devices,
   b. Be accompanied by a caregiver.
   c. Be dependent on nursing assistance for routine care (e.g. eating, walking, toileting, etc.)
   d. Require assistance (e.g. assistance with medication monitoring, medical care administration).
   e. Medically dependent on constant electrical power for medical equipment.
   f. Can safely sleep on a cot or mat

3. MEDICAL MANAGEMENT (HOSPITAL/NURSING HOME): People with the following conditions require more complex care than is available in Special Needs Shelters. Other arrangements need to be in place with their physician for admission to a hospital or nursing facility
   a. Infusion (IV) therapy
   b. Complex sterile dressing changes
   c. Hyperalimentation
   d. Oxygen dependent, medically complex
   e. End-stage, unstable non-DNR individuals
   f. IV chemotherapy
   g. Ventilator care
   h. Peritoneal dialysis
   i. Hemodialysis
   j. Life-support equipment
   k. Hospital bed and total nursing care
APPENDIX H

DAMAGE ASSESSMENT TEAM
(Maintenance Department Personnel)

<table>
<thead>
<tr>
<th>NAME</th>
<th>HOME</th>
<th>CELL</th>
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<tbody>
<tr>
<td>Rusty Pope</td>
<td>696-9203</td>
<td>336-1733</td>
</tr>
<tr>
<td>Eddie Archer</td>
<td>623-1530</td>
<td>336-1653</td>
</tr>
<tr>
<td>Eddie Byrd</td>
<td>457-2865</td>
<td>336-1722</td>
</tr>
<tr>
<td>Joe Haskins</td>
<td>501-8840</td>
<td>336-0714</td>
</tr>
<tr>
<td>Terry Darnell</td>
<td>453-2988</td>
<td>336-1700</td>
</tr>
<tr>
<td>Anthony Pollard</td>
<td>356-6873</td>
<td>336-1683</td>
</tr>
<tr>
<td>Richard Slack</td>
<td>456-1299</td>
<td>336-1725</td>
</tr>
<tr>
<td>Robert Smucker</td>
<td>438-7729</td>
<td>336-1723</td>
</tr>
<tr>
<td>Danny Touart</td>
<td>293-3751</td>
<td>336-1720</td>
</tr>
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EMERGENCY DIRECTOR/VP of FINANCE/CFO

- Allison Hill 994-2910 450-9376

Chief Executive Officer

- Gary Bembry 934-7236 516-1272

ASSISTANT EMERGENCY DIRECTOR/VP of CORPORATE DEVELOPMENT

- Sandy Whitaker 251/368-1981 607-5031

DIRECTOR OF OPERATIONS

- Jim Richardson 982-7512 336-1680
# APPENDIX I

## PHONE NUMBERS OF KEY PERSONNEL

<table>
<thead>
<tr>
<th>STAFF</th>
<th>PHONE</th>
<th>STAFF</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Troy Adams, Food Service Manager</td>
<td>916-0469</td>
<td>Dennis Goodspeed, VP, Behavioral Health</td>
<td>479-9839</td>
</tr>
<tr>
<td>cell 418-3311</td>
<td></td>
<td>cell 637-3208</td>
<td></td>
</tr>
<tr>
<td>Gary Bembry, CEO</td>
<td>934-7236</td>
<td>Allison Hill, CFO/Emergency, Director</td>
<td>994-2910</td>
</tr>
<tr>
<td>cell 516-1272</td>
<td></td>
<td>cell 450-9376</td>
<td></td>
</tr>
<tr>
<td>Ann Harter, VP, Child Protective Services</td>
<td>492-0350</td>
<td>Rusty Pope, Maintenance Supervisor</td>
<td>336-1733</td>
</tr>
<tr>
<td>pager 506-6105</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kristi Blake, Pharmacist</td>
<td>469-3719</td>
<td>Dr. Annie Cherian, Medical Director</td>
<td>968-5517</td>
</tr>
<tr>
<td>cell 499-3779</td>
<td></td>
<td>pager 506-6449</td>
<td></td>
</tr>
<tr>
<td>cell (850) 607-5031</td>
<td></td>
<td>cell 449-2366</td>
<td></td>
</tr>
<tr>
<td>Jim Richardson, Director of Operations</td>
<td>982-7512</td>
<td></td>
<td></td>
</tr>
<tr>
<td>cell 336-1680</td>
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<td></td>
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</tr>
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Recorded Opening/Closing Message 469-3456
Or 1-866-383-5720
APPENDIX I

KEY MANAGEMENT PERSONNEL DUTIES DURING HURRICANES

Gary Bembry, CEO:
- Ensure that an adequate number of key personnel (aka senior management team) remain on site during a hurricane and function as the command team in the emergency operations center.
- Ensure that prior to a hurricane key management staff have operationalized the Lakeview Emergency Management Plan, Emergency Operations Plan (Appendix Q of the Emergency Management Plan), and unit-specific emergency management plans.
- Remain on site before, during, and immediately following the storm.
- If remaining on site during a hurricane is not possible, delegate a member of the senior management team to act on behalf of the CEO to provide day-to-day senior executive leadership during and immediately following a hurricane.

Annie Cherian, M.D., Medical Director
- At the beginning of hurricane season, ensure that the medical staff roster and phone numbers are current and accurate.
- Ensure that a psychiatrist will be on site during and after a hurricane in all inpatient units.
- If not required to remain on site during a hurricane, return to Lakeview as soon as safely possible following the storm to assist the CEO and Emergency Director in assessing operational status.

Kristi Blake, Pharmacist:
- Ensure that an adequate supply of medications for residential and inpatient units is on hand prior to projected landfall.
- Annually in May, ensure that the department staff roster and phone numbers are current and accurate.
- Develop a cascade call system to ensure that department staff are notified of operational status as quickly as possible.
- Annually in May, implement the Emergency Operations Plan and obtain commitments from ride-out and recovery staff.
- If not required to remain on site during a hurricane, return to Lakeview as soon as safely possible following a storm to assist the Medical Director in ensuring that an adequate supply of medications is available to residential and inpatient units.

Allison Hill, CFO & Emergency Director
- Some duties are described on pages 1 & 2, Introduction to Emergency Management Plan, V. Authority.
- Serve as a member of central command team and be on site in the emergency operations center before, during, and following a hurricane.
- Annually in May, ensure that each unit director implements the Emergency Operations Plan to obtain commitments from ride-out and recovery staff.
- At the beginning of hurricane season, ensure that the Finance and Operations department staff rosters and phone numbers are current and accurate.
- Ensure that direct-report staff develop a cascade call system to ensure, to the extent possible, that all staff are notified of operational status as quickly as possible.
- Ensure that direct-report staff complete pre-storm readiness activities in accordance with the Lakeview Emergency Management Plan and unit-specific emergency management plans.
- Ensure that medical records and computer equipment and data are secured.
APPENDIX I

- Ensure that the Purchasing manager has on hand adequate supplies for pre-storm readiness activities and post-storm recovery.
- Ensure that critical accounting functions (e.g. payroll, vendor payments, etc.) are completed prior to projected landfall.
- Ensure that client registration is restored as quickly as possible following a storm.
- Assist the HR Department in redeployment of staff until operations return to normal.

Sandy Whitaker, VP, Corporate Development and Assistant Emergency Director
- Serve as a member of the central command team and be on site in the emergency operations center before, during, and following a hurricane.
- Serve as assistant Emergency Director.
- Annually in May, remind Lakeview leadership team to implement the Emergency Operations Plan to obtain commitments from ride-out and recovery staff.
- Annually in May, ensure that the department staff and phone roster is current and accurate and develop a cascade call system to ensure, to the extent possible, that all staff are notified of operational status as quickly as possible.
- Ensure that direct-report staff complete pre-storm readiness activities in accordance with the Lakeview Emergency Management Plan and unit-specific emergency management plans.
- Ensure that the HR Department develops a unit-specific emergency management plan that is reviewed annually by the HR VP or his/her designee.
- At the beginning of hurricane season, select a disaster prep team that will be responsible for securing employment files, computers, and other mission-critical documents.
- Following a storm, lead staff redeployment activities until operations return to normal.

Rich Gilmartin, VP, Vocational Services
- At the beginning of hurricane season, ensure that the division staff roster and phone numbers are current and accurate.
- Ensure that direct-report staff develop a cascade call system within their units to ensure, to the extent possible that all staff are notified of operational status as quickly as possible.
- Ensure that each unit develops a unit-specific emergency management plan that is reviewed annually by the unit director or his/her designee.
- Annually in May, ensure that each unit director implements the Emergency Operations Plan to obtain commitments from ride-out and recovery staff.
- Ensure that each unit completes pre-storm readiness activities in accordance with the Lakeview Emergency Management Plan and unit-specific emergency management plans.
- Secure from vendors a three-day supply of paper goods (toilet paper, paper towels, etc) for janitorial services.
- Ensure that water-extraction equipment is on site prior to projected landfall.
- Select ride-out custodial crews for Lakeview shelter areas.
- Before and after a storm, collect work status reports from all SVS and GCE locations.
- After a storm, collect damage reports from all SVS and GCE locations.
- Assist the HR Department in redeployment of staff until operations return to normal.
- Provide assistance to the CEO and Emergency Director before, during and after a hurricane regarding operational status.
- If not required to remain on site during a hurricane, return to Lakeview Center as soon as safely possible following the storm to assist the CEO and Emergency Director in assessing operational status.
APPENDIX I

Dennis Goodspeed, VP, Behavioral Health
- Annually in May, update the staff roster and phone numbers and develop a cascade call system.
- Annually in May, ensure that each unit director implements the Emergency Operations Plan to
  obtain commitments from ride-out and recovery staff to ensure that each inpatient and
  residential unit will be adequately staffed before, during, and after a hurricane.
- Ensure that each unit develops a unit-specific emergency management plan that is reviewed
  annually by the unit director or his/her designee.
- Ensure that each unit conducts pre-storm readiness activities in accordance with the Lakeview
  Emergency Management Plan and unit-specific emergency management plans.
- Coordinate with the Medical Director to ensure that on-site psychiatric coverage is available at all
  inpatient units during and after a hurricane.
- Provide assistance to the CEO and Emergency Director before, during and after a hurricane
  regarding plans to move clients to on-site shelter locations or to evacuate the campus.
- At the beginning of hurricane season, obtain current phone numbers of division directors who
  will be contacted when a decision is made to close facilities, relocate clients and staff, etc.
  Division directors will develop a cascade call system within their division to ensure, to the extent
  possible, that all staff are notified of operational status as quickly as possible.
- If not required to remain on site during a hurricane, return to Lakeview as soon as possible
  following a storm to assist the CEO and Emergency Director in assessing operational status.
- Annually in May, implement the Emergency Operations Plan and obtain commitments from ride-
  out and recovery staff.
- Ensure that direct-report staff complete pre-storm readiness activities in accordance with the
  Lakeview Emergency Management Plan and unit-specific emergency management plans.
- Annually in May and prior to projected landfall of a storm, ensure that Adult Case Management
  staff review their caseloads to determine if any clients should be sheltered at Lakeview or in a
  general population shelter.

Ann Harter, VP, Child Protective Services
- Serve as the single point of contact for coordination of child welfare services.
- Serve as the liaison to other jurisdictions and DCF for child welfare services.
- Annually in May, update the staff roster and phone numbers and develop a cascade call system
  to ensure that department staff are notified of operational status as quickly as possible.
- Annually in May, implement the Emergency Operations Plan and obtain commitments from ride-
  out and recovery staff.
- Ensure that direct-report staff complete pre-storm readiness activities in accordance with the
  Lakeview Emergency Management Plan and unit-specific emergency management plans.
- Annually in May, ensure that foster families provide family service workers a copy of their
  evacuation plan.
- Ensure that each unit develops a unit-specific emergency management plan that is reviewed
  annually by the unit director or his/her designee.
- Provide assistance to the CEO and Emergency Director before, during and after a hurricane
  regarding plans to move clients to on-site shelter locations or to evacuate the campus.

Jim Richardson, Director of Operations:
- Serve as member of central command team and be on site in the emergency operations center
  before, during, and following a hurricane.
- Serve as assistant Emergency Director as needed.
- Annually in May, ensure that each unit director implements the Emergency Operations Plan to
  obtain commitments from ride-out and recovery staff.
- Annually, assist Emergency Director with updating of Emergency Operations Plan.
APPENDIX I

Rusty Pope, Maintenance Supervisor:
- Some duties are described in Appendices E and H.
- Serve as assistant Emergency Director as needed.
- Annually in May, implement the Emergency Operations Plan and obtain commitments from ride-out and recovery staff.
- Annually in May, update the staff roster and phone numbers and develop a cascade call system to ensure that department staff are notified of operational status as quickly as possible.
- Remain on site before, during and after a hurricane.

Troy Adams, Food Service Supervisor:
- Some duties are described in Appendix D.
- Annually in May, implement the Emergency Operations Plan and obtain commitments from ride-out and recovery staff.
- Annually in May, update the staff roster and phone numbers and develop a cascade call system to ensure that department staff are notified of operational status as quickly as possible.
- Remain on site before, during and after a hurricane.
# APPENDIX J

## DISTRICT I STAFF & PROVIDERS/EMERGENCY MANAGEMENT STAFF

<table>
<thead>
<tr>
<th>NAME &amp; TITLE</th>
<th>MAILING ADDRESS</th>
<th>PHONE #S</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rachel Gillis, CEO</td>
<td>COPE, Inc.</td>
<td>(850) 892-8035</td>
</tr>
<tr>
<td></td>
<td>P O Box 607</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DeFuniak Springs FL 32433</td>
<td></td>
</tr>
<tr>
<td>Karen Chestnut, Risk Manager</td>
<td>West Florida Community Care Cntr</td>
<td>983-5500</td>
</tr>
<tr>
<td></td>
<td>5500 Stewart Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Milton FL 32570</td>
<td></td>
</tr>
<tr>
<td>Dee Adams, Emergency Mgmt Coordinator</td>
<td>Bridgeway Center, Inc.</td>
<td>(850) 833-7543</td>
</tr>
<tr>
<td></td>
<td>137 Hospital Drive</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ft. Walton Beach FL 32548</td>
<td></td>
</tr>
<tr>
<td>John Dosh, Director</td>
<td>Escambia County Emergency Mgmt</td>
<td>471-6400</td>
</tr>
<tr>
<td></td>
<td>6575 N. “W” Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pensacola FL 3505</td>
<td></td>
</tr>
<tr>
<td>Sheryl Bracewell, Director</td>
<td>Santa Rosa County Emergency Mgmt</td>
<td>983-5360</td>
</tr>
<tr>
<td></td>
<td>4499 Pine Forest Road</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Milton FL 32583</td>
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<tr>
<td>Paul Rollings, ADM Program Supervisor</td>
<td>Department of Children &amp; Families</td>
<td>595-8365</td>
</tr>
<tr>
<td></td>
<td>160 Governmental Cntr, Suite 713</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pensacola FL 32501</td>
<td></td>
</tr>
<tr>
<td>Randy McDaniel, Director</td>
<td>Okaloosa County Emergency Mgmt</td>
<td>(850) 651-7560</td>
</tr>
<tr>
<td></td>
<td>1250 N. Eglin Parkway</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shalimar, FL 32579</td>
<td></td>
</tr>
<tr>
<td>Michael Barker, Director</td>
<td>Walton County Emergency Mgmt</td>
<td>(850) 892-8065</td>
</tr>
<tr>
<td></td>
<td>75 South Davis Lane</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Defuniak Springs, FL 32435</td>
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</tr>
</tbody>
</table>
APPENDIX K

PRIORITY OF SERVICES RESTORATION

Services listed below are in descending order of priority for restoration as determined by senior management:

CLINICAL SERVICES

1. Acute Stabilization Unit (ASU); HelpLine; FamiliesFirst Network
2. Meridian; Methadone; Primary Care
3. Pharmacy; ART; DAART; Friary
4. Assessment & Access; Pathway; Outpatient; DUI/DATE; Rape Crisis/Trauma Recovery; School Overlay
5. Lakeview Lodges; Lakeview Place; Lakeview Villa; Hernandez House; Coppenger House;
6. Community Support Services (includes all Case Management)
7. Day Treatment

VOCATIONAL SERVICES

1. Gulf Coast Enterprises (GCE)  
2. Rehab Day Treatment  
3. Industrial Services  
4. Vocational Evaluation  
5. Work Adjustment  
6. Supported Employment

ADMINISTRATION

1. Information System  
2. Central Client Registration  
3. Medical Records  
4. Finance and HR
APPENDIX L

EMERGENCY MENUS

A 3-day emergency food supply is kept in the Food Service storeroom at all times. The emergency food supply varies depending on the menu rotation. The kitchen is contained in a facility with diesel powered emergency generators. Menus during emergency situations will vary depending upon the food on hand. The Food Services Director will adjust menus to utilize the most perishable foods first.
COMMUNICATIONS

The CEO, Emergency Director and/or Lakeview’s Marketing Manager, in consultation with the BHC Public Relations Director, will serve as the public information officer during emergency situations.

If Lakeview’s normal operations are suspended because of an emergency situation, the CEO, Emergency Director, Marketing Manager, or BHC Public Relations Director will disseminate information to the media, Emergency Management Office(s), and Department of Children and Families concerning the suspension and anticipated resumption of services.

Staff who are sent home because of an emergency situation should listen to local radio and television stations for announcements concerning resumption of normal operations.

Opening/Closing information will also be available to staff and clients via a recorded message at 469-3456 or toll-free 1-866-383-5720.
EVACUATION ROUTES

A. LCI TO WFCCC
   West Florida Community Care Center
   5500 Stewart St, Milton FL
   (850) 983-5500

   Primary Route
   Jordan to I-110N
   North on I-110 to I-10 East
   I-10 to Exit 7 (Avalon Blvd)
   Avalon Blvd north to Hwy 90
   Hwy 90 to SR87
   North on SR 87 to WFCCC

   Secondary Route
   Jordan to Davis (SR 291)
   Davis (SR 291) to Hwy 90A
   East on Hwy 90A to SR 87
   North on SR 87 to WFCCC

B. LCI TO CENTURY CENTER:
   Century Counseling Center
   6201-A Industrial Blvd, Century
   (850) 256-6281

   Primary Route
   Jordan to Pace Blvd (SR 292)
   Pace to Hwy 29N
   Hwy 29N to County Rd 4 in Century
   County Rd 4 west to Industrial Blvd
   Rt. on Industrial Blvd to Century Center

   Secondary Route
   Jordan to Pace (SR 292)
   Pace to Fairfield Dr (SR 295)
   E on Fairfield to Davis Hwy (SR 291)
   N. Davis becomes US 90E
   N on Chumuckla Hwy (CR 197A)
   Left on Morristown Road
   E on CR 4 to Industrial Blvd
   Left on Industrial to Century Clinic

C. LCI TO ATMORE HOSPITAL
   Atmore Hospital
   401 Medical Park Drive
   Atmore AL 36504
   (334) 368-2500

   Primary Route
   Jordan to Pace (SR 292)
   Pace to Pensacola Blvd (Hwy 29N)
   Hwy 29N to SR 97 north of Molino
   SR 97N to Atmore

   Secondary Route
   Jordan to Pace (SR 292)
   Pace to Fairfield (SR 295)
   West on Fairfield to Mobile Hwy (Hwy 90)
   Hwy 90 to Pine Forest Rd (SR 297)
   North on SR 297 to SR 297A
   NW on SR 297A to SR 97A
   NW on SR 97A to SR 97
   FL SR 97 becomes AL-21/S Main St
   Turn Right onto Craig St
   End at 401 Medical Park Drive

D. LCI TO JAY HOSPITAL
   Jay Hospital
   221 S. Alabama St
   Jay FL 32565
   (850) 675-8015

   Primary Route
   Jordan to Pace (SR292)
   Pace to Pens Blvd (Hwy 29N)
   N on Hwy 29 to SR 4 between Century & Flomaton
   E on SR4 to Jay

   Secondary Route
   Jordan to Davis Hwy (SR 291)
   Davis to Hwy 90A @ 9-Mile Rd
   Hwy 90A/90 to SR197A in Pace
   North on ST197A to SR197
   North on 197 to Jay
   Left on S Alabama Street
ESTIMATED TIME TO RELOCATE CLIENTS AND STAFF:

A. **Internal evacuation:** 1-2 hours, depending on the number of clients to be moved and the distance from their facility to the main campus.

B. **External evacuation:** 2-4 hours, depending on the number of clients to be moved and the location of the shelter.
APPENDIX O

EMERGENCY SERVICES PROVIDERS

Boyette Portable Toilets
7300 Mobile Hwy, Pensacola 32526
944-5536

T-Gill Fuels
P O Box 17026, Pensacola
438-3835

Sysco Food Services of Central Alabama
1000 Sysco Dr, Calera AL 35040
(205) 668-0001

Energy Services of Pensacola
1625 Atwood Dr, Pensacola
474-5300

Escambia County Emergency Management Office
Department of Public Safety
6575 North ‘W’ Street, Pensacola FL 32505
471-6400

Pensacola Police Department
711 N. Hayne St, Pensacola
435-1845

Escambia County Sheriff’s Department
1700 W. Leonard St., Pensacola
436-9630

Santa Rosa Sheriff’s Department
5755 E. Milton Rd, Milton
Milton: 983-1161
Gulf Breeze: 939-1440

West Pensacola Volunteer Fire Department
1700 N. ‘W’ St, Pensacola
595-3300

Pensacola Fire Department
436-5200
### APPENDIX P
HURRICANE SHELTERS IN ESCAMBIA & SANTA ROSA COUNTIES

#### ESCAMBIA

<table>
<thead>
<tr>
<th>Shelter</th>
<th>Address</th>
<th>City</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bellview Elementary</td>
<td>4425 Bellview Ave</td>
<td>Pensacola</td>
<td>32506</td>
</tr>
<tr>
<td>Blue Angel Elementary</td>
<td>1551 Dog Track Rd.</td>
<td>Pensacola</td>
<td>32506</td>
</tr>
<tr>
<td>Carver Century K-8</td>
<td>440 E. Hecker Rd</td>
<td>Century</td>
<td>32535</td>
</tr>
<tr>
<td>Ferry Pass Elementary</td>
<td>8310 N. Davis Hwy</td>
<td>Pensacola</td>
<td>32514</td>
</tr>
<tr>
<td>Ferry Pass Middle School</td>
<td>8355 Yancey Ave</td>
<td>Pensacola</td>
<td>32514</td>
</tr>
<tr>
<td>Lipscomb Elementary</td>
<td>10200 Ashton Brosnaham Rd</td>
<td>Pensacola</td>
<td>32534</td>
</tr>
<tr>
<td>Longleaf Elementary</td>
<td>2600 Longleaf Dr</td>
<td>Pensacola</td>
<td>32526</td>
</tr>
<tr>
<td>Molino Park Elementary</td>
<td>899 Hwy 97</td>
<td>Molino</td>
<td>32577</td>
</tr>
<tr>
<td>Northview High School</td>
<td>4100 West Highway 4</td>
<td>Century</td>
<td>32565</td>
</tr>
<tr>
<td>Pensacola High School</td>
<td>500 West Maxwell Street</td>
<td>Pensacola</td>
<td>32501</td>
</tr>
<tr>
<td>Tate High School</td>
<td>1771 Tate Rd</td>
<td>Century</td>
<td>32565</td>
</tr>
<tr>
<td>University of West Florida</td>
<td>11000 University Pkwy</td>
<td>Pensacola</td>
<td>32514</td>
</tr>
<tr>
<td>Workman Middle School</td>
<td>6299 Lanier Dr</td>
<td>Pensacola</td>
<td>32504</td>
</tr>
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</table>

#### SANTA ROSA

<table>
<thead>
<tr>
<th>Shelter</th>
<th>Address</th>
<th>City</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon Middle School</td>
<td>5445 King Arthur’s Way</td>
<td>Milton</td>
<td>32583</td>
</tr>
<tr>
<td>S.S. Dixon Intermediate School</td>
<td>5540 Education Dr</td>
<td>Pace</td>
<td>32571</td>
</tr>
<tr>
<td>Bennett C. Russell Elementary</td>
<td>3740 Excalibur Way</td>
<td>Milton</td>
<td>32583</td>
</tr>
</tbody>
</table>
APPENDIX Q

Lakeview Center, Inc.
PROCEDURES

Subject: EMERGENCY OPERATIONS PLAN

Purpose: To provide pay and staffing guidelines that sustain continuity of Lakeview services. Emergency events may include hurricanes, tornadoes, floods or other events such as fire, bomb threat, etc. Only the CEO, or designee, has the authority to suspend or reduce the scope of services or amend pay practices during an emergency event.

Facility Operations
Lakeview Center provides services across a broad geographic area, with many of our programs operating 24 hours a day, 365 days per year. Suspension of services or facility closings will depend upon geographic location and/or severity of an emergency event. Accordingly, activation of our emergency operations plan which contemplates the suspension or reduction in scope of services, and/or facility closures will become effective only when communicated directly by the CEO, or designee. It is important to note that the activation of Lakeview’s emergency operations plan may or may not coincide with that of our partner agencies. Appropriate management staff will be tasked with coordinating services with various partner agencies to minimize client impact. The CEO or designee will officially inactivate the emergency operations plan when the immediate danger has passed.

All staff are expected to report to work until the emergency operations plan is activated. Any exceptions must follow current time off request procedures (i.e. vacation request form). Employees should refer to unit staffing plans and speak with their supervisor for any questions regarding work requirements.

Following the initiation of the emergency operations plan, ongoing status updates will be available through Lakeview Center’s employee information line. The local number is (850) 469-3456. The toll free number is 1-866-383-5720. This status report will contain real time information regarding current program openings and closings and should be checked frequently for updates. In addition the information line will direct employees as to when they are expected to report for duty.

Emergency Operations Staffing
Upon activation of the emergency operations plan, a reduction in scope of services will occur. To provide compensation for work days lost, staff affected by a work reduction will be required to use vacation leave. Employees who do not have vacation time available may accrue a maximum negative balance of three days. If an employee terminates employment before accruing a positive balance, the amount owed will be deducted from the employee’s final pay check. The opening and closing of the vacation leave bank, for purposes of this policy, will be determined by the CEO or designee.

The following outlines essential staffing and pay for units that will continue operations during an emergency event.

Continuous Operating Services
Continuous operating services include inpatient, residential, maintenance, custodial and food services. Additional operating services may include child-care and pet-care. Other units may be designated to remain operational based on the type of event.
APPENDIX Q

It is the responsibility of the unit management team to develop, in advance and in conjunction with this policy, their department emergency staffing plan. The supervisor will make assignments by individual and ensure that all staff are notified of their role and responsibility during an emergency event. For purposes of this policy, the following teams have been designated as “essential” and will be required to staff emergency events.

Ride-out Team
Ride-out Team members report when the emergency operations plan is activated. During an emergency event, work schedules will convert to 12 hour shifts. Staff should expect to remain on site for approximately 36 hours or until the recovery team arrives. Actual work time will be compensated at a premium rate of 1 1/2 times the employee's regular rate of pay. Both exempt and non-exempt employees are eligible for these compensation rates. Staff will be provided rest time on or in a shelter near their unit. The rest period will be compensated at the employee’s regular rate of pay. When actual hours worked during a work week includes emergency operations hours, then the hours compensated at the premium rate will not be considered for payment at an additional premium rate. LCI will ensure that wages are paid in accordance with wage and hour regulations.

Recovery Team
Recovery Team members are staff who report when danger has passed but prior to resumption of normal business operations and according to the schedule assigned by the supervisor. Employees are charged with the responsibility of relieving the ride-out team members and preparing facilities for complete operation status. Employees will receive their regular rate of pay for all hours worked. To ensure that staff meet their work obligation, Lakeview will provide shelter to staff who live in areas that prohibit safe or timely travel.

Work Assignment form
Both the ride-out team and recovery team staff will be required to sign a Work Assignment form acknowledging their work obligation. Staff not reporting to work will be subject to disciplinary action up to and including discharge. Employees on pre-approved vacation are exempt from their work obligation.

Exemption from Work
Exception criteria have been established for employees working on units that remain operational. Staff meeting the criteria, may apply for an exemption from work during an emergency event using the “Exemption from Work form”. This form is completed by May 30 of each year and updated when necessary.

Labor Pool
A labor pool will be established in advance when possible. The purpose will be to provide compensation opportunities for staff who are not required to work and to also provide additional support for units that will remain operational. Employees may sign-up to work on either team referenced above. Assignment will be based on needs and the employee’s skill set. Duties may include client care, restoration of services, resource distribution, child-care, pet-care, etc. Management reserves the right to assign or not assign staff who have registered for the labor pool.

Pay for Labor Pool staff will follow the guidelines established above. Labor Pool staff will also be required to sign the Commitment to Work form.
APPENDIX Q

Recording Time and Work Activities
During the time of an emergency event, record keeping is of the utmost importance. Staff will record all hours worked with a detailed description of activities performed, including start and end times, dates, RU, and location. Note the title of emergency event at the top of the time record form. For example, “Hurricane Zee”. For direct client service activities, a SAL must also be completed as usual.

Employee Identification
Identification badges will be necessary during the time of an emergency event for a number of reasons including travel, facility access and locating clients. Staff are required to wear their badge while on duty and at all times. Staff who do not have a badge must report to Human Resources for a replacement.

Return to Normal Business Operations
Upon deactivation of the emergency operations plan, the regular pay policy is effective immediately. All staff are expected to report to work upon resuming normal operations. Employees that fail to return to work at their prearranged time and also fail to contact their supervisor shall be considered to have abandoned their job.

Date Adopted: 8/05
Date Reviewed/Revised:
EMERGENCY OPERATIONS POLICY ACKNOWLEDGEMENT

Employee Name ______________________________ RU # __________

Supervisor Name ______________________________ RU# _________

I have received a copy of the Emergency Operations Policy. I understand that it is my responsibility to read and comply with the provisions of the policy as well as any future changes. I understand that it is my responsibility to review my unit specific emergency operations plan and to follow unit guidelines as directed by my supervisor.

I also understand the policy is available in the Human Resources Policies and Procedures manual on the LCI Intranet and also in hard copy in the Human Resources Department. I understand that no employee of Lakeview Center, including any supervisory or management employee, has the authority to revise, modify, or change this policy verbally or in writing. Any changes to this policy are the responsibility of the CEO or designee.

_________________________________________  ____________  ___________
Employee Signature  Emp#  Date

_________________________________________  ___________
Supervisor Signature  Date

Send original form to Human Resources.
# EMERGENCY OPERATIONS TIME SHEET

1221 West Lakeview Avenue
Pensacola, FL 32501
(For use if Kronos is not operational)

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th>Title:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Number:</td>
<td>Supervisor:</td>
</tr>
<tr>
<td>Home Department/RU:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

## Work Time:

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<tr>
<th>Day</th>
<th>Date</th>
<th>Time In</th>
<th>Time Out</th>
<th>Time In</th>
<th>Time Out</th>
<th>Notes (Include other RUs and positions worked)</th>
<th>Total Hours</th>
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</tbody>
</table>

**Hours Worked**

## Describe Work Activities Performed:

Date:

Date:

Date:

Date:

Employee Signature: ____________ Date: ____________

Supervisor Signature: ____________ Date: ____________

Forward original document to Payroll for processing and record keeping.
Lakeview Center

APPENDIX Q

EMERGENCY OPERATIONS CHILDCARE SERVICES

Lakeview Center will provide childcare services for employees during and after an emergency operations event. The length of child care services is contingent upon facility operations and school closings. To enroll in this service please complete the information on the reverse side of this document. Following are some specifics about child care services during and post hurricane.

DURING EVENT
Childcare Support will be provided, on the unit, for staff working in facilities that will remain operational. Parents are asked to bring food, snacks, drinks and activity items for their children. Please label all items with child’s name. Parents will be required to administer any medication. Children with a contagious illness will not be able to stay on unit.

Staff are asked to complete the registration form on the reverse side of this document and return to their supervisor. This information will be provided to the childcare support person assigned to your unit.

POST EVENT
Location: Building G Classroom

Hours: 7:30 a.m. – 5:30 p.m. Monday thru Friday

Opening: To check status of opening, location, etc. call the information line at 469-3456

General Guidelines
Camp is available to employees who have no other childcare arrangements.

Camp is available to employees only on their work days.

Once camp is closed, summer camp will reopen and remain open until school begins.

Children must be potty trained. The age limit for camp is 14.

Prepare snacks, lunch and drinks for the first two days of camp.

We expect that the cafeteria will be able to provide food within two to three days of opening.

Complete the registration form for your child(ren) at Building G.

Parents should bring any comfort items for their child(ren) such as a favorite toy, game, etc. Please label all personal items to prevent loss.

A Note about Summer Camp: Parents who have children in our regular summer camp will not be charged for the time their children are in camp during emergency operations. When business operations are restored, summer day camp will resume including the fee associated with the camp.
# Childcare Enrollment Form

(For Emergency Operations)

Please print
Employee Name: ____________________________

Home Phone#: __________________ Work Extension: __________________

Department: __________________ RU#: __________________

Work Site: __________________

Emergency Contact: __________________ Phone number: __________________

## DEPENDENT CHILD/CHILDREN INFORMATION:

<table>
<thead>
<tr>
<th>Name</th>
<th>Age</th>
<th>Allergies</th>
<th>Other Needs</th>
</tr>
</thead>
<tbody>
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</table>

Parents, or their designee, must show ID in order to remove or pick-up children from childcare. Please list below individuals authorized to remove or pick-up your child(ren).

Name: __________________ Relation: __________________

Name: __________________ Relation: __________________

## WAIVER

I, ____________________________ , do release and agree to save and hold harmless Lakeview Center, Inc., its agents, servants, employees, and successors, from any and all responsibilities and liabilities arising out of my child’s participation in child care camp activities and do hereby agree to assume full responsibility for any and all expenses, medical or otherwise, arising out of injury to my child.

Employee/Parent Name: __________________

Please print

Employee/Parent Signature: __________________ Date: ____________

Childcare Employee Signature: __________________ Date: ____________
EMERGENCY OPERATIONS WORK EXEMPTION FORM

This form is used by staff who work in a continuous operating unit and who are unable to fulfill work obligations during emergency events. Employees meeting any of the following exemptions must complete this form annually, in May, and update as necessary.

Please print
Employee Name: ___________________________ ID#: __________________

Department: ___________________________ RU#: __________ Location: __________

I am requesting exemption from working at any Lakeview Center Facility during an emergency event because I meet one of the following criteria:

☐ I provide care for an immediate relative who cannot care for him or herself on a routine basis. There are no other adult family members to provide this care. This person would not otherwise qualify for a special needs shelter.

☐ I am the primary caregiver for a child less than two years of age. (LCI child care is available for children over 2 that are “potty” trained).

☐ My spouse/partner and I are the parents of a child less than two years old, one of whom works for LCI or another emergency services employer (i.e. nursing, other hospital, law enforcement, fire/rescue, and city employee). When both are required to work and have simultaneous roles during a storm, the LCI employee is exempt.

☐ Other: __________________________
  o Describe your need for exemption. (Director- review with HR)

I certify that the above checked statement is true.

Employee signature: ___________________________ Date: __________________

Approvals:
Based on the above statement, I am in agreement that this employee be granted exemption from working during an emergency event.

Supervisor’s signature: ___________________________ Date: __________________

Human Resources signature: ___________________________ Date: __________________

By May 30, send completed form to:
- Human Resources at Lakeview Center Inc.
- Place copy in your department Emergency Management Plan Manual

Q-8-6
Pet Shelter Guidelines

If you are a member of a ride-out or recovery team and if you absolutely cannot make other arrangements for your dog, cat, or bird, Lakeview Center will provide shelter for your pet in Bldg T during the time you are required to work during an emergency.

Staff who are on ride-out or recovery teams will complete the attached pet shelter enrollment form and submit it to their unit supervisor when a named storm enters the Gulf. The unit supervisor will keep a copy of the enrollment form and send the original to the executive office.

- Only dogs, cats and birds are eligible for the shelter.
- Pets must be
  ...clean (please bathe before bringing to the shelter),
  ...healthy (i.e. no contagious condition),
  ...free of fleas.
- Dogs and cats must wear current identification tags
- Pets must be in a size-appropriate carrier (i.e. animal must be able to stand and turn around comfortably)
- Cat carriers must include a litter box.
- The carrier must be labeled with pet’s name, owner’s name, RU name and RU phone number.
- Pet’s owner must administer meds (administer prior to entering shelter and as soon as safely possible after the emergency is over)

Include the following in a waterproof container that is labeled with the pet’s name, owner’s name, RU name and RU phone number:

- Copies of medical and vaccination records
- Pet’s medications
- Feeding bowl and food and water for 36 hours
- Written feeding instructions
- Manual can opener for canned food
- Pet’s toys
- Sturdy leash
- Cat litter
APPENDIX Q

PET ENROLLMENT FORM

This form must be completed when a named storm enters the Gulf by staff who are on ride-out or recovery teams who need shelter for their pets while they work during an emergency. Route the completed form to your supervisor, who will keep a copy and send the original to the executive office.

⇒ Proof of vaccination is required before pets are allowed in the shelter.
⇒ If your pet has been ill within 30 days prior to the date the pet is brought to the shelter, you must provide a note from your vet that your pet is not contagious.
⇒ Lakeview Center agrees to exercise due and reasonable care with your pet and will keep the premises sanitary and properly enclosed. Your pet will be fed and watered regularly and housed in safe, clean quarters.
⇒ Lakeview Center is not responsible for lost or damaged personal items you provide with your pet.
⇒ The undersigned agrees to hold Lakeview Center harmless from any and all loss or damage that may occur during your pet’s stay in the shelter.

Owner’s Name: ___________________________ Pet’s Name: ___________________________

RU Name & Phone Nbr: ___________________________ Pet Breed: ___________________________

• When do you feed your pet? □ AM Only □ PM Only □ AM & PM

Feeding instructions: ________________________________________________________________

• Any allergies or other health issues? ___________________________________________________

• Does your pet suffer from separation anxiety or have any other anxiety issues? ____________________________________________________________________________

• Describe your pet’s temperament □ Calm □ Excitable □ Aggressive □ Other

• Have you ever boarded your pet at a kennel? □ Yes □ No If yes, were there any problems while at the kennel? ____________________________________________________________________________

• Other information you think we should know about your pet: ____________________________________________________________

_________________________________________ __________________________
Owner’s Signature Date

Q-10-6
# Standardized Crisis Codes

Because of the mobility of the health care work force, having standardized crisis codes allows health care professionals to respond consistently to emergencies in any health care facility, which increases safety for clients, staff, and visitors.

<table>
<thead>
<tr>
<th>CODE</th>
<th>RESPONSE</th>
<th>GUIDELINES</th>
</tr>
</thead>
<tbody>
<tr>
<td>RED</td>
<td>FIRE</td>
<td>Emergency Mgmt Plan: Fire Section</td>
</tr>
<tr>
<td>BLUE</td>
<td>CARDIAC/RESPIRATORY ARREST</td>
<td>Emergency Mgmt Plan: Medical Emergencies Section</td>
</tr>
<tr>
<td>PINK</td>
<td>CHILD ABDUCTION</td>
<td>Security Management Plan: Child Abduction</td>
</tr>
<tr>
<td>BLACK</td>
<td>BOMB THREAT</td>
<td>Emergency Mgmt Plan: Bomb Threat Section</td>
</tr>
<tr>
<td>ORANGE</td>
<td>HAZMAT/BIOTERRORISM</td>
<td>Emergency Mgmt Plan: Biological/Chemical Terrorism and Chemical Spill Sections</td>
</tr>
<tr>
<td>GRAY</td>
<td>VIOLENCE/SECURITY ALERT</td>
<td>Security Management Plan: Violence in the Workplace</td>
</tr>
<tr>
<td>WHITE</td>
<td>HOSTAGE</td>
<td>Security Management Plan: Hostage Situation</td>
</tr>
<tr>
<td>YELLOW</td>
<td>LOCKDOWN</td>
<td>Security Management Plan: Building Lockdown</td>
</tr>
<tr>
<td>GREEN</td>
<td>MASS CASUALTY/ DISASTER</td>
<td>N/A. This code pertains to hospital/ER response to events that result in injury to many people simultaneously (e.g. airplane crash, multi-vehicle accident, explosion, major chemical spill, etc.)</td>
</tr>
<tr>
<td>BROWN</td>
<td>SEVERE WEATHER</td>
<td>Emergency Mgmt Plan: Hurricane/Tropical Storm &amp; Severe Weather Sections</td>
</tr>
</tbody>
</table>

**NOTE:** The Security Management Plan and the Emergency Management Plan are found in the Environment of Care Plan. The Security Management Plan is Section 4; the Emergency Management Plan is Section 6. The Environment of Care Plan is on the intranet.