FAMILY SUPPORT SERVICES OF NORTH FLORIDA, INC.
(Duval and Nassau Counties)

COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

REVISED MAY 2013
FAMILY SUPPORT SERVICES OF NORTH FLORIDA

COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

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I. INTRODUCTION

A. GENERAL

This Comprehensive Emergency Management Plan ("CEMP") contains the written disaster preparedness, emergency management and recovery plans and procedures for Family Support Services of North Florida, Inc. ("FSSNF") and its subcontracted case management organizations and residential group homes ("Subcontractors"). This CEMP is designed to accomplish the following:

- To assure the safety and well being of children in FSSNF's foster homes, shelters, group care facilities and any other contracted providers responsible for the care and custody of children under the Department of Children and Families' ("DCF") jurisdiction;
- To provide assistance as-needed to families and clients served by FSSNF's in-home services;
- To assure as-needed the safety and well being of FSSNF's personnel;
- To safeguard agency records, equipment, and building;
- To ensure continuity of operations; and
- To cooperate with other agencies, as feasible, and provide assistance to the community at large.

This CEMP addresses the requirements and functions of FSSNF's personnel, subcontractors and persons served. This CEMP will be reviewed annually and distributed to all FSSNF personnel and Subcontractor's personnel.

B. PURPOSE

This CEMP is intended to address provisions that deal with various types of events. Some emergencies, such as fire or chemical spills, come without warning. On the other hand in the case of hurricanes, there may be several hours or several days notice. Although hurricanes are the primary emergency for which we can plan ahead, the basic principles contained in this CEMP apply to other emergencies as well.

C. ORGANIZATION

FSSNF has established an Emergency Response Team ("ERT") to be mobilized in case of an emergency or disaster. In an emergency, the following positions, in order of command, are responsible for making decisions that will have an overall affect on FSSNF and its services, and for delegating duties and responsibilities to other personnel. The following positions represent employees with responsibilities, as described in

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Attachment I of this CEMP. A current listing of FSSNF personnel and corresponding contact numbers is further described in Attachment I of this CEMP.

1. **EMERGENCY COORDINATOR:**
   
   Chief Executive Officer
   
   Alternate: Executive Operating Officer

2. **EMERGENCY COMMUNICATIONS COORDINATOR:**
   
   Chief Operating Officer over Foster Care and Placement
   
   Alternate: Chief Operating Officer over Family Preservation

3. **EMERGENCY FINANCIAL COORDINATOR:**
   
   Chief Financial Officer
   
   Alternate: Controller

4. **EMERGENCY PLAN COORDINATOR:**
   
   Contracts and Compliance Director
   
   Alternate: Contract and Compliance Specialist

5. **EMERGENCY INFORMATION TECHNOLOGY COORDINATOR:**
   
   Information Technology Director
   
   Alternate: IT Technical/Desktop Support Specialist

II. **POSITION RESPONSIBILITIES**

A. **EMERGENCY COORDINATOR:**

1. Assumes responsibility for all elements of the development, approval, implementation, and operation of emergency/disaster plans, operations and the Command Center. The Emergency Coordinator will also ensure that appropriate information and requests for assistance are forwarded to DCF.

2. Coordinates all public information releases that relate to emergency operations to the public, personnel, and clients.
3. Assumes the liaison function between local, state and federal authorities in times of emergency.

4. The additional personnel indicated will provide support to the Emergency Coordinator.

B. EMERGENCY COMMUNICATIONS COORDINATOR:

1. Ensures communication is made with the subcontracted providers to verify Subcontractors have initiated its respective CEMPs to include providers responsible for adoption, independent living, foster care families and relative/non-relative caregiver families and group homes.

2. Ensures that all necessary forms for pre and post disaster are completely and timely submitted as required.

3. Any other duties assigned by the Emergency Coordinator or his/her designee.

C. EMERGENCY FINANCIAL COORDINATOR:

1. Coordinates with the IT Director to ensure the FSSNF accounting system is backed up.

2. Identifies an alternative computer terminal site to access the system as needed.

3. Any other duties assigned by the Emergency Coordinator or his/her designee.

D. EMERGENCY PLAN COORDINATOR

1. Arranges coordination with the Jacksonville Sheriff’s Office and Nassau County Sheriff’s Office to review and disseminate the Duval & Nassau County Disaster Contingency Placement Plan, as described in Attachment V of this CEMP.

3. Ensures that each FSSNF employee receives a copy of the current CEMP at the beginning of each fiscal year.

4. Coordinates and provides annual training to all FSSNF employees regarding emergency plans, procedures and processes.

E. INFORMATION TECHNOLOGY EMERGENCY COORDINATOR

1. Communicates with hosting vendor that FSSNF is in Emergency Plan Implementation mode.
2. Ensures that scheduled backups of all data take place along with a special full backup, including Exchange and Great Plains.

3. Tests access to our server resources using VPN from a remote location on an as needed basis.

4. Ensures FSSNF personnel take the following precautions to secure and protect all computer equipment:
   a. Ensures all laptops and other portable devices are removed from the office by the employees.
   b. Ensure all employees with laptops have VPN.
   c. Place remaining equipment, phones, monitors, power strips, etc. on desktops and cover with plastic sheeting.
   d. Cover equipment in communications closets with plastic sheeting.
   e. Cover all copiers with plastic sheeting.
   f. Cover all audiovisual equipment with plastic sheeting.

5. Collaborates with Emergency Communications Coordinator to ensure that all employees have an IT contact for any issues.

F. HUMAN RESOURCES MANAGER

The FSSNF Human Resources Manager will be responsible for the FSSNF emergency notification roster, which will be updated upon all personnel changes and distributed to all department supervisors. The roster is vital to the success of communications during a disaster. The roster will consist of all employee’s names, office and home telephone numbers / addresses, fax machine, pager and cellular telephone numbers and e-mail addresses. Since all forms of electronic communications are subject to failure, having an employee’s home address (not a Post Office Box or Rural Route) is of paramount importance in contacting the employee. Accessing personnel is vital when the employee is needed back at work to care for client needs.

III. ALTERNATE COMMUNICATIONS & MEETINGS WITH SUBCONTRACTORS

Each Subcontractor is responsible for providing FSSNF with a copy of its CEO’s and Directors’ emergency telephone numbers and alternative means of contacting them, which shall be updated on a quarterly basis.

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If normal communications are inoperable, the Director or designee from each of the Subcontractors located on the west side of the St. Johns River shall meet daily @ 11:00 AM with a representative from FSSNF at the Roosevelt Square Mall in front of Publix at 4495 Roosevelt Blvd #1 Jacksonville, FL 32210 and as an alternate, in the North parking lot at the North Campus of the Florida State College of Jacksonville, 4501 Capper Road, Jacksonville, Florida 32218 adjacent to the administration building. The Director or designee from each of the Subcontractors located on the east side of the St. Johns River shall meet daily @ 1:30 PM with a representative from FSSNF at the designated emergency command center of FSSNF, the located at 1965 Beachway Rd., Jacksonville, FL 32207. The purpose of these meetings is to exchange information and mail, etc. between FSSNF and the Subcontractors. The meetings will continue until normal communications are restored.

IV. ERT MEETINGS

As soon as an emergency/disaster situation develops requiring the ERT to meet, the Emergency Coordinator will initiate the telephone tree, as described in Attachment VIII and Attachment IX of this CEMP, and convene a meeting that might include some or all personnel, or only the ERT. Once communication has begun, the appropriate individuals should provide input/recommendations to the Emergency Coordinator or Designee as soon as possible.

V. OFFICE CLOSURE & EMERGENCY ASSEMBLY

In the event of a possible office closure, the Emergency Coordinator or designee telephone will contact personnel and foster parents, as described in Attachment VIII and Attachment IX of this CEMP. DCF will be notified by the Emergency Coordinator.

A. COMMAND CENTER

The FSSNF office located at 1965 Beachway Road, Jacksonville, Florida 32207 will be the primary Command Center during a disaster. This Command Center location will remain open until an emergency is determined to be at a level which would prevent personnel from being located there.

The Command Center will be the location for all personnel to assemble at 9:00 AM following an official “all clear” signal being given and it is safe to travel. The DCF Roberts Building, 5920 Arlington Expressway, Jacksonville, Florida 32211 is the designated alternate assembly area for FSSNF employees to report to at 10:00 AM if the Command Center is closed or it is not safe to travel to that location. All personnel must attempt to maintain communication with their supervisors through the 24 hour...
answering service to receive instructions as to when and where to report and to advise FSSNF management on their personal status. Personnel should not come to the Alternate Command Center unless instructed to do so. If there is a required closure to the FSSNF Nassau County facility, personnel will relocate to one of the other FSSNF office locations in Duval County.

For emergency events affecting any one of the FSSNF office buildings, personnel shall immediately evacuate the building upon hearing the alarm system or being notified by management and report to the pre-designated assembly point.

B. ALTERNATE COMMAND CENTER

When extreme circumstances or mandatory closure by the Midtown Centre Office Park management dictate evacuation of the FSSNF Command Center, an alternate operational site will be set up at DCF Roberts Building at 5920 Arlington Expressway, Jacksonville, Florida 32211 or at another designated FSSNF office site.

C. ALTERNATE OPERATIONS

1. Once activated the Alternate Command Center will act as FSSNF’s primary Command Center for all administrative functions concerning the day-to-day business practices of FSSNF.
   a. Alternate operations are expected to be fully functional within 24 hours of the initial order to begin evacuation.
   b. Alternate operations are expected to be operational within 12 hours of initial activation.

2. All emergency procedures will be communicated through the ERT during transition to and upon activation of the Alternate Command Center via telecommunications or wireless communications.

3. Records and electronic information vital to the functions of FSSNF will be transferred and deployed upon activation of the Alternate Command Center.

4. IT personnel are responsible for deploying and maintaining the necessary equipment to allow access to essential electronic information.
VI. PERSONNEL POLICIES

A. GENERAL

The Emergency Coordinator or Alternate Emergency Coordinator will determine all FSSNF personnel policies during an emergency. This pertains to closings, evacuation decisions, employee pay, or any other personnel issue. In the event of any major emergency, holiday and vacation time will be cancelled. All employees are expected to be on call during a hurricane watch and during a hurricane warning. The Emergency Coordinator or Alternate Emergency Coordinator will provide directions to employees regarding work schedules.

During the time of a disaster, the ERT and other key personnel as required are expected to be available. If an emergency occurs on the weekend, the ERT is expected to report to the site to adequately assess and handle the situation, if required.

FSSNF is committed to providing time during a disaster so that employees may secure their property and families. All employees should have a predetermined plan to secure their families and their property prior to reporting to their designated workstation during a disaster. Upon confirmation by Subcontractors of the safety of their respective foster homes, relative/non-relative homes and group homes and service centers being secured, the Command Center will provide direction to personnel to return to their private lives in order to protect their own property and families. All personnel are expected to report back to work as soon as possible after they have been notified that an “all clear” signal has been given by the ERT.

Each Subcontractor must submit annually a copy of its CEMP to FSSNF that addresses personnel and client issues during a disaster.

B. RELATED TASKS

1. The Emergency Plan Coordinator will assure the CEMP is reviewed and updated annually, Subcontractors telephone numbers quarterly.

2. The Emergency Plan Coordinator will distribute a copy of FSSNF’s emergency plan to each FSSNF personnel member and Subcontractors’ Directors.

3. The Emergency Communications Coordinator will interface with local media on the emergency’s impact upon FSSNF.

4. Subcontractors with medical foster homes in Duval or Nassau County shall ensure that their “special needs” clients are registered with the Duval or Nassau County Emergency Preparedness Division
for inclusion in the county's evacuation plan for medically needy and those requiring transportation.

5. All FSSNF personnel, in the event of weather emergencies, should monitor the appropriate radio stations and television channels to determine when the “all clear” signal is given by the ERT.

C. GENERAL COMMUNICATIONS RESOURCES

1. RADIO STATIONS

   WOKV  690AM
   WJCT  89.9 FM
   WQIK  99.1 FM
   WROO  107.3 FM

2. TELEVISION CHANNELS

   Channel 5 WJXT
   Channel 10 WAWS
   Channel 12 WTLV
   Channel 16 TWC
   Channel 30 WTHSN
   Channel 47 WTEV

3. GOVERNMENT WEBSITES

   Federal Emergency Management Agency (FEMA):
   www.fema.gov

   State of Florida Department of Emergency Management:
   www.floridadisaster.org

   Duval County Emergency Management:
   www.coj.net

   National Weather Service (NWS)
   www.nws.noaa.gov

VII. AGENCY SAFETY

The FSSNF CEMP is predicated on a realistic approach to problems that may be encountered during a major emergency or disaster. Thus, the CEMP is based on the following set of assumptions: (1) An emergency or disaster may occur at any time of the day or night, with little or no warning. (2) The succession of events in an emergency is not predictable. Hence, the CEMP will serve only as a guide and
checklist and may require field modification in order to meet the requirements of the emergency. (3) Disasters may affect residents in the geographical location of FSSNF; therefore, local, state, and federal emergency services may not be immediately available. (4) FSSNF personnel are responsible for emergency and disaster response and action, and may be expected to communicate and coordinate with a variety of governmental and non-governmental organizations to accomplish restoration of order.

A. PRIORITIES

1. Assure well being and safety of personnel and families.

2. Appropriately safeguard records, equipment, and building for the type of emergency at hand.

3. Provide assistance to community at large when feasible, and cooperate with other agencies to maintain service availability.

B. GUIDELINES

The following are general guidelines for determining and enacting the Emergency Plan.

1. Communication: You must notify a supervisor immediately if someone reports to you or you overhear threats or conversations that may interfere with the safety of clients, residents, personnel, etc.

2. Awareness: Be alert to unusual or inappropriate actions or words initiated by clients, visitors, parents, etc. Report this immediately to a Supervisor or Administration.

3. Threats: Take seriously any threat and any and all rumors of a threat and immediately notify a Supervisor or the ERT. They will immediately notify the local police department for assistance.

4. Firearms: Report immediately to the ERT or Supervisor, any firearm or weapon or rumor of a firearm or weapon. They will immediately notify the local police department for assistance.

C. CODE WORD SYSTEM

A "Code Word" can be used to notify the ERT or Supervisor of a crisis situation that may occur on the Campus. When the situation demands it, utilize the following Code Word List:

1. Intruder - CODE BLUE
2. Fire - CODE RED

3. Bomb Threat - CODE BLACK

4. Kidnapping - CODE GREEN

D. CLIENT SAFETY

1. In any emergency major or minor, personnel shall not take any action which would endanger the client's health or safety. The first step in any emergency is to verify and assure safety and well being of children in the foster homes, residential group homes and on campus.

2. The agency has created a plan for every Foster Care Home to ensure tracking and assistance for all children during an emergency situation.

   a. Prior to a disaster striking Licensing personnel is responsible for assuring that each Foster Home contains and maintains an approved up-to-date emergency operations plans.

   b. Licensing personnel is responsible for coordinating placement and interagency activities as appropriate to ensure the safety and preservation of services during preparation and recovery operations.

   c. Foster Care, Kids Central (FSSNF Placement Unit), and licensing personnel is responsible for contacting all foster parents in an evacuation zone and providing a detailed listing of the children's location before, during and following an evacuation.

E. SAFEKEEPING OF RECORD AND ELECTRONIC INFORMATION

1. Records will be evacuated to an alternate operational site in the event of an impending major emergency that presents the likelihood of flooding or other extreme destructive weather or circumstance. IT will ensure cloud hosting vendor performs a special full backup of all server data in addition to routing backups.

2. The ERT will coordinate the backup and/or evacuation of important documents and records with ERT and supervisors.

3. Personnel responsible for keeping documentation and records will be directed to evacuate said documentation and records in case of an
impending major emergency that presents the likelihood of flooding or other extreme destructive weather or circumstances.

4. IT personnel are responsible for the backup of servers including file systems and databases in case of an impending major emergency that presents the likelihood of flooding or other extreme destructive weather or circumstances. This backup process will occur daily as need as an ongoing safeguard.

5. FSSNF personnel are required to regularly backup documents and files to the server.

VIII. DISASTER PROCEDURES

A. BOMB THREAT PROCEDURE

1. Call the local law enforcement authorities, as well as the ERT, whenever any information about a potential bomb threat or an actual bomb threat occurs.

2. Call the Administrative Office and give the information about the threat. Use "CODE BLACK."

3. Refer to the BOMB THREAT PROCEDURE FORM attached hereto to as Attachment X. Follow the instructions on the form, COMPLETE the form immediately after the caller has hung up so that the information about the call and the caller is fresh.

4. Always keep BOMB THREAT PROCEDURE FORMS near the telephone in case of a threat. BOMB THREAT PROCEDURE FORMS should be read and studied. The form asks the reader some questions about the caller and gives the person receiving the bomb threat some questions to ask the caller of the bomb threat.

B. NUCLEAR EMERGENCY PROCEDURE

Follow the directions of the County Emergency departments for Duval County and Nassau Counties:

Chief of Emergency Preparedness Division
Jacksonville Fire & Rescue Department
515 N. Julia Street, Suite #400
Jacksonville, FL 32202
(904) 630-2472

Director of Emergency Management
Nassau County
77150 Citizen’s Circle
C. **FIRE PROCEDURE**

1. Evacuate all everyone from the immediate area and set the fire alarm (if present).

2. At the sound of the alarm, clients and personnel will follow the procedure for a fire exit.
   a. Immediately upon hearing the fire alarm, personnel will be responsible for all clients in the building. All doors must be closed upon leaving.
   b. Personnel will go to a predetermined location on the grounds. Caution should be used not to obstruct access for emergency vehicles or personnel.
   c. If a someone is missing, personnel must immediately notify appropriate emergency personnel who will attempt to locate the missing client.
   d. **UNDER NO CIRCUMSTANCES** should anyone enter the building after the fire notice has been announced.
   e. Designated FSSNF personnel functioning as "building captains" are to check all rooms and bathrooms to make sure no clients remain in the building. Building Captains are to proceed outside following the building check and assist emergency personnel as needed.
   f. At the "all clear" signal, personnel and clients may then return to the building.

3. **Fire Procedure in all other buildings**
   a. Pull alarm.
   b. Exit building according to posted fire plan and proceed to designated area.
   c. Account for all employees.
   d. Notify the Emergency Coordinator or on-call designee.
   e. Wait for "all clear" signal from fire personnel before re-entering building.
D. HURRICANE PROCEDURE

1. The hurricane season normally extends from June 1st to November 30th.

2. The National Weather Service ("NWS") and Civil Defense use the following definitions for storms and wind intensity:
   a. Alert: Destructive weather may impact the Duval/Nassau County area in at least 72 hours.
   b. Watch: Destructive weather may impact the Duval/Nassau County area in at least 48 hours.
   c. Warning: Destructive weather may impact the Duval/Nassau County area in at least 24 hours.
   d. WIND INTENSITY/HURRICANE CATEGORY:

<table>
<thead>
<tr>
<th>Category</th>
<th>Wind Speed</th>
<th>Destruction Potential</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>74 -95</td>
<td>Some Damage</td>
</tr>
<tr>
<td>2</td>
<td>96 -110</td>
<td>Extensive Damage</td>
</tr>
<tr>
<td>3 - major</td>
<td>111-130</td>
<td>Devastating Damage</td>
</tr>
<tr>
<td>4 - major</td>
<td>130-156</td>
<td>Catastrophic</td>
</tr>
<tr>
<td>5 - major</td>
<td>over 156</td>
<td>Catastrophic</td>
</tr>
</tbody>
</table>

3. By the time the NWS issues the "Warning" all preparations should be completed and personnel and clients should have been secured to their homes. The Campus has established the following conditions and associated actions which will be performed in the event of impending destructive weather:
   - Condition 1: Destructive Weather may be in our area within 72 hours.
   - Condition 2: Destructive Weather may be in our area within 60 hours.
   - Condition 3: Destructive Weather may be in our area within 36 hours.
   - Condition All Clear: No further destructive weather expected.

In the event of a category 2 or above hurricane the personnel may be instructed to follow the evacuation plan from Administration.
4. **Condition 1 and 2**
   
a. **Maintenance personnel**
   
i. Begin preparations for possible destructive weather.
   
   ii. Gas all vehicles and gas containers.
   
   iii. Check all equipment needed for possible clean-up (chainsaws, blowers, etc.).
   
   iv. Have ample rolls/sheets of plastic, garbage bags and tape available for covering files and computers.
   
b. **Other program personnel**
   
i. Be prepared to cancel/change appointments.
   
   ii. Begin file back-up.
   
   iii. Support personnel will contact foster homes by phone to ensure their plans and verify or update their written emergency/evacuation plan.
   
5. **Condition 3**
   
a. **Maintenance personnel**
   
i. Park unused vehicles in a safe place.
   
   ii. Remove/store objects able to become projectiles.
   
   iii. Assist all other departments in readiness.
   
b. **Other program personnel**
   
i. Cover all computers with plastic.
   
   ii. Notify designated people according to phone tree.
   
   c. **Emergency Financial Coordinator**
   
i. Have extra cash available if needed, an amount to be designated by Emergency Coordinator.
   
6. **Facilities**
   
a. Assure that client and FSSNF records are stored in such a way to protect them from theft, fire, and flood. Records should be stored at all times in a secure file room with no windows. All computers and phones should be unplugged and placed on top of the desks on ground floors, under the desks on upper floors and covered with plastic sheets. Telephones should be unplugged last.
   
b. Furniture should be moved away from windows. Plastic sheeting should be placed over file cabinets.
c. Contact all contracted agencies to make sure they are aware of the hurricane warning status.

d. Confirm personnel assignments for hurricane activities oversee assignments and reassign as needed.

e. Print client and foster homes lists to monitor during possible evacuation.

f. Review with the Jacksonville and Nassau County Sheriff's Office the Duval & Nassau County Disaster Contingency Placement Plan.

g. Ensure vital information is on either the Personal Share (Z) or the Public Share (R) drives. These drives are backed up multiple times each day.

h. Instruct personnel to shut/turn off water and electric, unplug copiers, shredders, TVs, VCRs, etc.

i. Maintain emergency tools, flashlights, plastic sheeting and rope for protecting equipment and computers.

j. Complete Office Closure Checklist.

7. Shelter foster care, relative, non-relative and group homes

In order to assure the safety of any children under the FSSNF foster care homes, advance plans need to be in place. Prior to any hurricane threat, as part of general preparation, Subcontractor case management personnel shall discuss with all caregivers the essential preparations necessary in case of a hurricane. When a hurricane watch is posted, Subcontractors that provide case management shall contact all foster homes to assure awareness and advance preparation for the possible storm. FSSNF will complete the CBC Pre Event Survey for children located in the areas / counties affected by the watch. When a hurricane warning is posted, Subcontractor shall contact foster families to review their preparations for their families and the children in their care. This should include the site to which they will evacuate to if they are not remaining in their homes. Each Subcontractor shall maintain a working copy of every evacuation plan for children in their care. A master list of all foster families, respite families and foster children will be maintained at FSSNF.
8. **If hurricane watch is posted**

The Emergency Coordinator will monitor weather conditions daily and inform Subcontractors and FSSNF personnel of conditions. Should a watch be issued after normal work hours the Emergency Coordinator will notify the Directors of the Subcontractors and the FSSNF department supervisors.

9. **If hurricane warning is posted**

The ERT will initiate the closing of the FSSNF facilities. The Office Manager will ensure there is a voice mail notifying callers of the reason for the closure and the telephone number for the 24 Hour Answering Service to contact critical FSSNF personnel members. The same after hours notification procedure will be implemented if a warning is issued during other than normal work hours. Subcontractor Directors shall follow its respective agency's disaster plans for facility closure.

10. **Evacuation routes**

Evacuation routes will be dictated by the ERT based on conditions of the situation. Monitor radio and television emergency broadcasts to determine the recommended routes if evacuation is recommended or mandated.

11. **Rebuilding**

The Subcontractors with FSSNF will be responsible for ensuring that there is the capacity to respond to potential increases in investigations, service needs and overall workload. FSSNF will ensure all Subcontractors' Emergency Plans address the capability of the Subcontractor to identify new cases of children who are abused or neglected, or separated from their family due to any emergency. The Subcontractors will provide services to children and families evacuated from other states to Florida or relocated from other jurisdictions within Florida. The Subcontractors will utilize the Florida Interstate Compact on the Placement of Children (ICPC) system to coordinate services and share information with other states about relocated children and families.

FSSNF will require Subcontractors to provide identification of emergency placement slots in the event a foster or biological family cannot find temporary housing suitable for children. All Subcontractors emergency management plans must ensure that messages about services and provision of services are sensitive to
the trauma that families have experienced and that they continue to be culturally competent given the stress already on families that may have cultural and language considerations. FSSNF will require that all Subcontractors have procedures for reporting information on children and families that may have been separated during the event so that they are reunified or able to communicate as quickly as possible.

In addition, each Subcontractor will be required to have a plan in place to address emotional needs of personnel to help them deal with the added stress and trauma of a disaster as related to child welfare work and their own family’s situation. Subcontractors’ plans must describe a debriefing process for personnel and key stakeholders. FSSNF requires each Subcontractor to educate and train their personnel in emergency procedures after each plan update.

12. Post-hurricane

a. Upon notification from the Duval or Nassau County ERT or DCF, The Command Center will provide the Subcontractor Directors with the “all clear” signal. As soon as possible, but no later than two (2) hours after the “all clear” signal has been given, the Subcontractors will begin assessing the well being of the children, their personnel and facilities. "CBC After Action Reports", attached hereto as Attachment IV, shall be called into the Command Center commencing four (4) hours after the “all clear” signal and every four (4) hours thereafter until all children, families and personnel are accounted for and their facilities and equipment are assessed. FSSNF and the Subcontractors will reopen following the “all clear” provided there is no or limited damage. If there is extensive damage to the facilities or the area, they will reopen as soon as possible after restoration of facility and essential utilities. Personnel should call their immediate supervisor if they are unsure about when or how to report for work. It is the responsibility of all personnel members to continually attempt to check in with their supervisors to determine when to report for work. It is essential to our clients that FSSNF and the Subcontractors are operational as soon as it is practical and safe to do so.

b. FSSNF and Subcontractors personnel returning for facility damage assessment shall exercise the utmost caution and care, utilizing the following guidelines:
i. Do not proceed through floods/downed power lines, or life threatening situations.

ii. Do not proceed into the service center without first looking for downed lines that may be touching the building.

iii. Check for visible damage that may make the service center dangerous to enter. Do not confront looters.

iv. Cooperate with law enforcement or fire department personnel that may be operating in the area.

v. Identification badges must be worn at all times.

c. The following procedures should be used during damage assessment:

i. Examine the building for any visible damage.

ii. List each item of damage, noting what will be needed to repair the damage.

iii. Prioritize damage into immediate need verses what can wait.

iv. Take pictures of damage to the service center.

v. To the extent that you are able with available resources, make or request any repairs you can that are of an immediate need (for instance, if a window is broken, try to secure the opening to prevent further water damage or if a utility company vehicle is in the area, make a request to reconnect power to the facility).

vi. Notify the Command Center of your situation and needs as soon as communications can be established.

vii. After notification of the Command Center, the Subcontractor’s Director should make contact with the building lessor and provide a situation report.

13. Shelter, foster care, relative and non-relative

After the "all clear" signal, Subcontractor personnel will attempt to contact caregiver families. The families should also be instructed to attempt to reach their assigned caseworkers to notify them of their status as soon as possible. Initial contacts will be made by telephone, if they are operational, if not then a physical visit to the foster families, biological parents and caregivers will be made as soon as it is safe to travel. Workers will continuously attempt to make contact until all caregivers and children are accounted for.
14. If a hurricane doesn’t strike

FSSNF will reopen. All personnel should report to duty according to their regular work schedule.

E. TORNADO AND SEVERE THUNDERSTORM PROCEDURE

1. If a tornado watch or severe thunderstorm warning is received during office hours
   a. The ERT will notify all FSSNF personnel.
   b. Personnel will continue regular activities.
   c. ERT will continue monitoring severe weather during office hours.
   d. Hours of operation will continue as normal unless notified.

2. If a tornado warning stating that a tornado has actually been sighted
   a. Administration will receive this warning by way of radio tuned to the weather station or a call from local law enforcement, weather service, or Civil Defense Office.
   b. Administration will activate the ERT.
   c. The ERT will communicate by word of mouth.
   d. All clients and personnel will immediately proceed to the interior wall of the building away from windows. Groups out on grounds too far away from buildings are to get to a low area (away from trees if possible).
   e. All clients and personnel will assume a protective position to best protect the face and head.
   f. Office personnel will secure all office areas.
   g. Clients and personnel will not return to the regular office arrangement until an announcement is made stating it is safe to do so.

3. If there is no advance warning but a TORNADO IS SIGHTED approaching the Campus, the ERT personnel will automatically assume their roles and responsibilities. ERT and Supervisors will direct all personnel and clients to proceed as follows:
a. Personnel should move quickly toward a pre-designated safe room or the lowest level of the building. Everyone should sit in crouched position against solid walls away from windows in offices and other buildings if unable to go to enclosed hallway. AVOID outside halls and open spaces.

b. Personnel should remain calm and not allow anyone to leave a crouched position until the "all clear" signal is given.

4. Nighttime tornado watch, severe thunderstorm, or hurricane watch or warning

a. The Emergency Coordinator will decide to close FSSNF based on current weather information.

b. Notification of office closings for the next day will be made by the ERT.

ANY OF THE ABOVE SITUATIONS SHALL REQUIRE COMPLETION OF AN INCIDENT REPORT PURSUANT TO THE CURRENT DCF INCIDENT REPORTING POLICY, CFOP 215-6.

Reviewed and approved,

__________________________ 5/3/13

Lee Kaywork
CEO, FSSNF

Date
ATTACHMENT I

FSSNF telephone numbers are:
(904) 421-5800 (Main Office)
(904) 421-5801 (Main Office fax)
(904) 421-5876 (Emergency Management Answering Service) (Ext. 2777 Internally)

Additional Important Emergency numbers:
Duval County Emergency Operations Center (EOC) (904) 630-2472
Jacksonville Sheriff's Office (904) 630-0500 non-emergency / 911 emergency
Department of Children and Families (904) 723-2000 Roberts Building, Main 
Department of Children and Families 1 (800) 342-9004 Circuits 3/8
Department of Children and Families 1 (877) 724-2370 Circuit 4 (this line provides instructions should DCF offices close
Department of Children and Families 1 (866) 240-9064 Circuit 7
Kids Central Placement unit After-hours (904) 807-7126
Midtown Centre (904) 396-9092/ (904) 396-6366 FAX
American Red Cross (local) (904) 358-8091
American Red Cross (national) (866) GET-INFO numerically (866) 438-4636
JEA (report outages) (904) 665-6000

Nassau County Sheriff's Office (904) 225-0331
Yulee Office (904) 225-5174
Callahan/Hilliard Office (904) 879-3853
Bryceville Office (904) 353-7072

Nassau County Emergency Management (800) 958-3494
Nassau County Fire Department (904) 491-7525

Other County Emergency Operation Centers
Clay (904) 284-7703
St. Johns (904) 824-5550
Baker (904) 259-6111
Nassau (904) 548-4980

Official notices regarding a disaster / emergency situation will emanate from the FSSNF Command Center or the Department of Children and Families via the Duval and/or Nassau County Emergency Operations Center (EOC). These notices include the order to evacuate or close a site and the all clear signal to resume operations.
# EMERGENCY RESPONSE TEAM MEMBERS

<table>
<thead>
<tr>
<th>Team Role</th>
<th>Name and Title</th>
<th>Emergency Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Coordinator</td>
<td>Lee Kaywork, Chief Executive Officer</td>
<td>(904) 432-2710 (Office)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 200-7811 (Cell)</td>
</tr>
<tr>
<td>Deputy Emergency Coordinator</td>
<td>Charles Young, Executive Operations Officer</td>
<td>(904) 432-2711 (Office)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 635-4330 (Cell)</td>
</tr>
<tr>
<td>Emergency Communications Coordinator</td>
<td>Ann Phillips, Chief Operating Office over Foster Care and Placement</td>
<td>(904) 432-2754 (Office)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 563-0897 (Cell)</td>
</tr>
<tr>
<td>Alternate Emergency Communications Coordinator</td>
<td>Joanne Robertson, Chief Operating Office over Family Preservation</td>
<td>(904) 432-2709 (Office)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 477-1453 (Cell)</td>
</tr>
<tr>
<td>Emergency Financial Coordinator</td>
<td>Robert Miller, Chief Financial Officer</td>
<td>(904) 432-2749 (Office)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 923-2354 (Cell)</td>
</tr>
<tr>
<td>Alternate Emergency Financial Coordinator</td>
<td>Lee Wilson, Controller</td>
<td>(904) 432-2716 (Office)</td>
</tr>
<tr>
<td>Emergency Plan Coordinator</td>
<td>Annette Davis, Contract Compliance Director</td>
<td>(904) 432-2746 (Office)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 475-8664 (Cell)</td>
</tr>
<tr>
<td>Alternate Emergency Plan Coordinator</td>
<td>Shanna Austin, Contract Compliance Specialist</td>
<td>(904) 432-2739</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 200-7793</td>
</tr>
<tr>
<td>Emergency Information Technology Coordinators</td>
<td>Charles Burkhart Technology (&quot;IT&quot;) Director</td>
<td>(904) 432-2747</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(678) 576-5853</td>
</tr>
<tr>
<td>Alternate Emergency Information Technology Coordinators</td>
<td>John Weldon, IT Technical/Desktop Support Specialist</td>
<td>(904) 655-0077 (Cell)</td>
</tr>
</tbody>
</table>
ATTACHMENT II

OFFICE CLOSURE CHECKLIST

On notification from the FSSNF Emergency Repsonse Team that an impending emergency situation justifies the shut down of a facility or service center, the building manager or supervisor on duty of said facility shall initiate the checklist below:

Facility Name: ___________________________ Address: ___________________________
Telephone: Local: __________ SC: __________ City: __________ Zip: __________
Contact Person: ___________________________ Title: ___________________________

<table>
<thead>
<tr>
<th>Task</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Remove all computer equipment possible from the first floor of the facility</td>
<td></td>
</tr>
<tr>
<td>2. Cover computer equipment with plastic bags and place off the floor</td>
<td></td>
</tr>
<tr>
<td>3. Unplug all electrical cords and leave unplugged until incident is over</td>
<td></td>
</tr>
<tr>
<td>4. Utilize contents of emergency closure kit in each service center secure facility (plastic bags, visqueen, making tape, duct tape, flashlights)</td>
<td></td>
</tr>
<tr>
<td>5. Notify facility landlord of the closure so they can secure building</td>
<td></td>
</tr>
<tr>
<td>6. Have all client and employee records secured in metal cabinets or desks (off floor)</td>
<td></td>
</tr>
<tr>
<td>7. Remove all personal items which are of value to employees</td>
<td></td>
</tr>
<tr>
<td>8. Secure all negotiable instruments (i.e. food stamps) in vaults or have picked up</td>
<td></td>
</tr>
<tr>
<td>9. Turn off all lights</td>
<td></td>
</tr>
<tr>
<td>10. Notify all personnel not to report to the workplace for time, frame given</td>
<td></td>
</tr>
<tr>
<td>11. Advise personnel to listen to local television and radio for further instruction</td>
<td></td>
</tr>
<tr>
<td>12. Program Administrators keep in communications with the Incident Command Team</td>
<td></td>
</tr>
<tr>
<td>13. Assure all personnel have picture ID badges for return to facility(policy will not allow civilians without badges into the area)</td>
<td></td>
</tr>
<tr>
<td>14. Verify all Children and Families employees and clients have evacuated premises</td>
<td></td>
</tr>
<tr>
<td>15. Report to the Command Team that the building has been evacuated</td>
<td></td>
</tr>
<tr>
<td>16. Lock the facility and leave</td>
<td></td>
</tr>
</tbody>
</table>

After conclusion of the Event
On notification from the Incident Command Team, the Building Manager shall accomplish the following:

<table>
<thead>
<tr>
<th>Task</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>17. Utilizing the damage assessment form, make an assessment of the extent of damage</td>
<td></td>
</tr>
<tr>
<td>18. Estimate the amount of time necessary before the facility will begin to function</td>
<td></td>
</tr>
<tr>
<td>19. Get damage assessment form to incident Command Team as quickly as possible</td>
<td></td>
</tr>
<tr>
<td>20. Statement will be issued to the press as to when to expect reopening of the facility based on information relayed to the command team</td>
<td></td>
</tr>
<tr>
<td>21. Have employees report to facility for clean up duty, if necessary</td>
<td></td>
</tr>
<tr>
<td>22. Have all negotiable instruments returned to the facility</td>
<td></td>
</tr>
<tr>
<td>23. Advise as to the situation with electrical and computer equipment</td>
<td></td>
</tr>
<tr>
<td>24. Begin normal operations as soon as possible</td>
<td></td>
</tr>
</tbody>
</table>
ATTACHMENT III

COMMUNITY-BASED CARE AGENCIES – PRE-EVENT SURVEY

The attached form must be completed by the Community-Based Care Lead Agency 48 hours prior to the expected arrival of an emergency event which has the potential to damage normal operational resources or endanger the safety of clients wherever they are placed and emailed to the Contract Manager or the Contract Management Supervisor, Bryan Hensley, David Abramowitz, Patricia Mallon, Michael McKibben and Joseph Negron at the following addresses:

bryan_hensley@dcf.state.fl.us

david_abramowitz@dcf.state.fl.us

patricia_mallon@dcf.state.fl.us

michael_mckibben@dcf.state.fl.us

joseph_negron@dcf.state.fl.us

During an emergency event, when information is updated (for example, when foster families are contacted), this form is to be used to reflect those updates and the updated form is to be submitted to the Department immediately.
CBC Pre Event Survey
Updated 06/03/13

Name of Agency: ____________________________

The following information is expected from the Community-Based Care lead agency and its subcontractors 48 hours prior to arrival of an emergency event which has the potential to damage normal operational resources or endanger the safety of clients wherever they are placed. During an on-going emergency event, when information or conditions change, the CBC lead agency is responsible for updating the information below and submitting it to the Department:

1. **Disposition of key staff and contact numbers for that staff.** (Where will you be and how do we get in touch with you? Please give us your office phone, home phone and cell phone numbers.

2. **Anticipated Office Closures** (Who do you anticipate will close and when?)

3. a. **How many Children do you have in Foster Care at this time (Source is FSFN)?** (INCLUDE ALL CHILDREN IN FOSTER CARE)
   b. If the potential Emergency Event is threatening Counties/States outside the local area:
   How many Children do you have in Foster Care at this time in those Counties/States? (Mark N/A if this is not applicable)
   Where are these Children located?

4. a. Have all your foster families been contacted?
   b. If not, how many have not yet been reached?
   b. When do you anticipate having this information? (This needs to be completed prior to the arrival of the event and the information transmitted to the Agency prior to your office closures.)

INCLUDE ALL CHILDREN PLACED IN COUNTIES/STATES (INCLUDING COUNTIES/STATES OUTSIDE YOUR LOCAL AREA) FOR WHICH THE NATIONAL WEATHER SERVICE HAS ISSUED A HURRICANE WATCH OR WARNING, OR OTHER ALERTS SUCH AS FLOOD OR FIRE WARNING

Links to help determine status of watches:
http://www.emergencyemail.org/weathermapWANG1.asp?
http://www.nhc.noaa.gov/graphics_at4.shtml?5-daynl#contents

5. **What assistance (if any) do you need from the Agency?**

6. **Is there anything else you wish to let us know?**

Contact person: Contract Manager or Contract Management Supervisor
ATTACHMENT IV

COMMUNITY-BASED CARE AGENCIES – AFTER-ACTION REPORT

The attached report is to be completed and emailed to the Contract Manager or the Contract Management Supervisor, Bryan Hensley, David Abramowitz, Patricia Mallon, Michael McKibben and Joseph Negron at the following addresses:

bryan_hensley@DCF.state.fl.us

david_abramowitz@DCF.state.fl.us

patricia_mallon@DCF.state.fl.us

michael_mckibben@DCF.state.fl.us

joseph_negron@DCF.state.fl.us

NO LATER THAN 24 HOURS following an emergency. It must be updated every 24 hours until such time as all operations have returned to normal at the CBC and ALL of its subcontracted partners and ALL children have been seen or accounted for.

This report is also required from ALL CBC Subcontractors on the same schedule.
Northeast Florida Region - Circuit Four  
CBC After Action Report  
Updated 6/03/13

This report is to be completed and emailed to the Contract Manager or the Contract Management Supervisor and listed persons on the first page **NO LATER THAN 24 HOURS** following an emergency. It must be updated every 24 hours until such time as all operations have returned to normal at the Community-Based Care lead agency and **ALL** of its subcontracted partners and **ALL** children have been seen or accounted for.

This report is also required from **ALL** CBC Subcontractors on the same schedule. This report may be submitted to the CBC and relayed to the Department or reported directly to the Department by each subcontractor, at the CBC's discretion.

Please use a separate form for each agency or subcontractor.

<table>
<thead>
<tr>
<th>Date of Report:</th>
<th>Reporting Entity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Received:</td>
<td>Time of Day Received:</td>
</tr>
</tbody>
</table>

**Agency Operational Status: Fully Operational:** Yes:  
No:  

If no, please describe the barriers to being fully operational and an approximate estimate of when you expect to return to fully operational status.

---

**Child and Family Status:**

- **Total Number of Families under Contract Pre Emergency:**  
- **Total No. of Families Contacted Post Emergency:**  
- **Number of Families remaining to be contacted:**  
- **Total Number of Children in Care Pre Emergency:**  
- **Total Number of Children in Care in Affected Area Pre Emergency (if affected area is in a county/state outside the local area)**  
- **Total No. of Children Contacted and Accounted for Post Emergency**  
- **Number of Children remaining to be Contacted Post Emergency**

---

**Office Status (if facilities were affected by the emergency event):**

- **Do you have power?**
  - Yes  
  - No  
- **Are your computers/systems operational?**
  - Yes  
  - No  
- **Do you have damage to your facility?**
  - Yes  
  - No  
  - **If yes, please describe:**

---

**What proportion of your staff is available to return to normal operations? (Check one)**

- 0-25%:  
- 26-50%:  
- 51-75%:  
- 76-99%:  
- 100%:

**Will you be able to initiate office operations with this staffing level?**

- Yes:  
- No:  

**Please describe any situations which might impact your operational recovery:**

---

**Reporting Officer:**

**Approved By:**
ATTACHMENT V

Family Support Services of North Florida
4057 Carmichael Avenue, Suite 101
Jacksonville, Florida 32207
904-421-5800

Duval & Nassau County Disaster Contingency Placement Plan

The purpose of this plan is to provide a temporary alternative placement site for any child(ren) who is/are under the jurisdiction of the Department of Children and Families who becomes homeless during or after a disaster event in Duval and/or Nassau County, Florida. In the event of a disaster occurring in Duval County, Florida and the Duval County Emergency Operations Center (EOC) declares a mandatory evacuation, the following activities will occur:

Department of Children and Families Child Protective Investigators (CPIs) will cease their assigned field duties investigating reports of child abuse, neglect and abandonment. Upon passage of the event and it is determined to be safe, the CPIs will resume their duties. During this interim period, officers of the Jacksonville Sheriff’s Office (JSO) will respond to any child abuse reports received in the county and take the necessary actions to insure the protection of the child(ren) involved. Also, upon notification of evacuation order by the Duval EOC, the placement unit managed by FSSNF will cease operations. Therefore; any child(ren) taken into custody by JSO should be placed in the following designated alternative sites:

EASTSIDE of St. JOHNS River:
The Children’s Home Society at 3027 San Diego Road, Jacksonville, FL 32207, is designated as the temporary receiving facility for children taken into custody on the south side of the county. The telephone number for this site is (904) 493-7744.

WESTSIDE of St. JOHNS River:
The Jacksonville Youth Sanctuary's (JYS) Pearl Cottage, 3762 Lauren Oak Lane E., Jacksonville, FL 32221, and/or Guy’s House, 4449 Loveland Pass Drive East, Jacksonville, FL 32210, are designated as the temporary receiving facility for children taken into custody on the west and north sides of the county. The phone number for JYS is Rhonda White at 904-338-3637.

Should it not be possible for safety reasons for an officer to transport the child(ren) in custody to either of these two locations, the nearest EOC designated emergency shelter should be utilized and Family Support Services of North Florida (FSSNF) shall be notified of the placement as soon as possible by calling the 24 hour emergency telephone number, Kids Central (904) 807-7126 or (904) 421-5876.
NASSAU
In the event of a disaster occurring in Nassau County and the EOC declares a mandatory evacuation, the following activities will occur. Emergency plans will be enacted by personnel assigned to Nassau operations. Each foster parent and relative/non-relative caregivers have emergency plans on file with the FSSNF site in Nassau County. There are several Nassau County Emergency Shelters that will be utilized in the event that foster parents and children are displaced as follows: Callahan Intermediate School, Hilliard Elementary School, Hilliard Middle Senior School, West Nassau High School, Yulee Elementary School, Yulee High School, and Yulee Middle School.

Upon notification of an emergency, the placement unit managed by FSSNF will cease operations. Therefore, any children taken into custody by Nassau County Sherriff’s office should be placed at the nearest EOC designated emergency shelter and FSSNF shall be notified of the placement as soon as possible by calling the 24 hour emergency telephone number, (Kids Central (904) 807-7126 or 904) 421-5876.

These receiving facilities are short term, therefore; as soon as the FSSNF placement unit resumes operations. It will contact both sites to identify and place the child(ren) in appropriate settings. Conditions permitting, CMOs may be requested to provide transportation assistance for children in their care.

A limited amount of basic relief supplies will be requested from the American Red Cross for the alternative sites upon notification of evacuation by the EOC. Funding for additional staff, food and other necessary items will be provided by FSSNF should they be utilized during an evacuation.
ATTACHMENT VI

Family Support Services of North Florida, Inc.
Foster Parent Emergency Plan

FOREWORD: This plan is required of all foster parents who have children in their custody. It is to be updated each year with any changes, deletions, additions or modifications. If there are no changes from the previous year, simply indicate “no changes” and re-date the form.

Foster Home Information

Name: ____________________________________________

Address: ____________________________________________

City: ________________________ County: ________________________

Phone Number: _______________ (indicate if cellular)

Alternate Phone Number: __________________________

Home Construction

Type of Structure: (block, frame, mobile) ____________________________

Evacuation Zone: (Can be obtained from county emergency management)

____________

Child in Custody Information

Total number of children in the home at the time of submission:

____________________

Evacuation Information

First Choice Evacuation Location: (Name of relative, Red Cross Shelter, Etc.)

____________________

Second Choice of Evacuation location:

____________________

Third Choice of Evacuation Location:

____________________
Phone number of evacuation location: (If not a Red Cross Shelter)

Transportation

What type transportation will you use to evacuate? (Car, Bus, Etc.)

Communication

You are required by state requirements to communicate your intentions and location when you are evacuating due to an emergency event. Call your assigned CBC to notify of your evacuation, however if you cannot make contact call the Family Support Services' emergency number, Kids Central at 904-807-7126 or 904-421-5876 in the event you must evacuate your homes. You need to communicate your intentions to the CBC prior to evacuation if possible. There are situations where immediate evacuation does not allow for prior notification to the CBC. In these situations, you should make the child’s safety your first priority and tell us of your evacuation later. On return, you need to notify the CBC of your return to your home and the condition of your home in the event that you will need to relocate your children temporarily to make repairs.

Family Support Services Requirements in Emergencies

As a foster parent of dependent children, you are responsible for their safety and well being before, during and after emergency events. This is the same legal requirement you have for your own children in your care.

Should you have any questions about your responsibilities or need assistance in completion of this document, please contact your assigned CBC director.

This document must be completed at time of licensure, re-licensure or any time you relocate from your present home site and submitted to your CBC. After your initial submission, if there are no changes to the plan, you may update the plan by clearly marking NO CHANGES and dating it so that we know that your original plan is still in effect.

EOC recommendations for evacuation: IF NOT AT THE BEACH (Evacuation Zone A)

<table>
<thead>
<tr>
<th>Force 1 Hurricane</th>
<th>Do not evacuate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Force 2 Hurricane</td>
<td>Do not evacuate</td>
</tr>
<tr>
<td>Force 3 Hurricane</td>
<td>Evacuate</td>
</tr>
<tr>
<td>Force 4 Hurricane</td>
<td>Evacuate</td>
</tr>
<tr>
<td>Force 5 Hurricane</td>
<td>Evacuate</td>
</tr>
</tbody>
</table>
(Note you must evaluate each situation in that changing conditions may alter your
decision to evacuate or remain in your home. These are only guidelines not hard fast
rules.)

Foster Parent Name

Signature

Date
ATTACHMENT VII

Foster Parent 72 Hour Checklist

This checklist is a tool to help you put together a 72 hour survival kit in the case of an emergency. It is suggested that you obtain these items at the beginning of hurricane season each year, so you won’t need to fight the crowds at stores if a storm hits. You should plan to be self-sufficient for at least 72 hours during and after the event. You should anticipate that no water, electrical power, or utilities will be available for that period of time. To ensure the comfort of your family whether at home or evacuated to a shelter, it is suggested that the following items, at a minimum, be gathered and readily available.

- Food (canned goods and nonperishable foods)
- Drinking water in unbreakable (plastic) containers
- Special dietary food (if required)
- Identification, valuable papers, policies and photographs in a waterproof container
- Personal hygiene items (wet wipes, etc.)
- Carrying container for items
- Utensils, including a manual can opener and disposable tableware
- First Aid Kit and prescription medications
- Personal aids such as eyeglasses, hearing aids, batteries, etc.
- Books, magazines, cards, toys, etc.
- Battery operated items (radio, flashlight, etc.) with spare batteries
- Cash, credit cards may be useless,
- Extra set of car and house keys
- Infant care items (if appropriate)
- Sleeping bags, blankets, sheets, and pillows
- Portable chairs
- Change of clothes
- Rainwear, yellow jackets
- Make prior arrangements for pets if going to a public shelter
- Foster parent identification cards, a copy of current license and Medicaid cards
- Cell phone and pager, if available

Helpful Hints:

- Use a large Rubbermaid storage container to assemble your kit. They are sturdy, stackable and waterproof.
- Use a large Ziploc type plastic bag to secure all smaller items and valuable papers in.
- Invest in a quality waterproof flashlight.
- It is recommended that you have 3 gallons of water per person, per day.
## FSS Senior Management Contact Information

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Extension</th>
<th>Internal Phone Numbers</th>
<th>External Phone Numbers (Cell)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chief Executive Officer</strong></td>
<td>Lee Kaywork</td>
<td>2710</td>
<td>(904) 432-2710</td>
<td>(904) 200-7811 (Cell)</td>
</tr>
<tr>
<td><strong>Executive Operations Officer</strong></td>
<td>Charles (Chuck) Young</td>
<td>2711</td>
<td>(904) 432-2711</td>
<td>(904) 635-4330 (Cell)</td>
</tr>
<tr>
<td><strong>Chief Financial Officer</strong></td>
<td>Robert Miller</td>
<td>2749</td>
<td>(904) 432-2749</td>
<td>(904) 923-2354 (Cell)</td>
</tr>
<tr>
<td><strong>Chief Operating Officer</strong></td>
<td>Joanne Robertson</td>
<td>2709</td>
<td>(904) 432-2709</td>
<td>(904) 477-1453 (Cell)</td>
</tr>
<tr>
<td><strong>Program Manager</strong></td>
<td>Roberta Zipperer</td>
<td>5847</td>
<td>(904) 418-5847</td>
<td>(904) 477-2993 (Cell)</td>
</tr>
<tr>
<td><strong>Chief Operating Officer</strong></td>
<td>Ann Phillips</td>
<td>2754</td>
<td>(904) 432-2754</td>
<td>(904) 563-0897 (Cell)</td>
</tr>
</tbody>
</table>
## ATTACHMENT IX

**Subcontractors Emergency Contact**

**Telephone Numbers**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Name</th>
<th>Emergency #</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Children's Home Society</strong></td>
<td>Kymberly Cook</td>
<td>(904) 321-7650</td>
</tr>
<tr>
<td>3027 San Diego Rd., 32207</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Theresa Pageotte- Andre</td>
<td>(904) 493-7730</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 415-3956</td>
</tr>
<tr>
<td></td>
<td>Tracy McDade</td>
<td>Office (904) 493-8305</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 608-4859</td>
</tr>
<tr>
<td><strong>Daniel</strong></td>
<td>Jim Clark</td>
<td>(904) 463-1693</td>
</tr>
<tr>
<td>4203 Southpoint Blvd., 32216</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Andrea J. Trzcinski</td>
<td>(904) 463-3609</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 630-5986</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(904) 254-0845</td>
</tr>
<tr>
<td><strong>Florida Baptist Children’s Home</strong></td>
<td>Melissa Poole</td>
<td>(904) 721-2711</td>
</tr>
<tr>
<td>2332 Bartram Rd, 32216</td>
<td></td>
<td>(904) 349-1954</td>
</tr>
<tr>
<td><strong>Hope Pavilion</strong></td>
<td>Christopher Coleman</td>
<td>(904) 501-4577</td>
</tr>
<tr>
<td>104 E. Harris Street Hastings, FL 32145</td>
<td>Angie Coleman</td>
<td>(904) 540-2614</td>
</tr>
<tr>
<td><strong>Jacksonville Youth Sanctuary</strong></td>
<td>Rhonda White</td>
<td>(904) 338-3637</td>
</tr>
<tr>
<td>4570 St Johns Avenue, Suite 3, 32210</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Jewish Family &amp; Comm. Services</strong></td>
<td>Colleen Rodriquez</td>
<td>(904) 759-8222</td>
</tr>
<tr>
<td>6261 Dupont Station Ct. E., 32217</td>
<td>Bill Nolan</td>
<td>(904) 759-8215</td>
</tr>
</tbody>
</table>
| **Mental Health Resource Center** | **Gwen Evans** | **Office (904) 396-1770 ext. 203**  
| | **Leah Guthrie** | **(904) 866-7069**  
| | **Lindsey Hackford** | **Office (904) 743-1883 ext. 7106**  
| | | **(904) 226-7377**  
| | | **Office (904) 396-1170 ext. 207**  
| | | **(904) 866-7078**  
| **Neighbor to Family** | **Aida Seeraj** | **(904) 718-2308**  
| | **Amy Matt** | **(352) 562-9113**  
| **Panama Youth Services** | **Willie Green** | **(904) 619-8927**  
| | | **(904) 527-3953**  
| **Saint Augustine Youth Services** | **Schuyler Siekfer** | **(904) 669-1846**  
| **Youth Crisis Center** | **Butch Sims** | **(904) 465-6635**  
| 900 University Blvd., #700, 32211 | 402 E 63rd St., 32208 | 50 Saragossa St., Saint Augustine, 32084 | 3015 Parental Home Rd., 32216 |
ATTACHMENT X

BOMB THREAT PROCEDURES FORM

CALL LOCAL POLICE IMMEDIATELY: 9-1-1

KEEP THE CALLER ON THE LINE IF POSSIBLE - ASK:

When is the bomb going to explode? ____________________________

___________________________________________________________

Where is the bomb now? ____________________________

___________________________________________________________

What does it look like? ____________________________

___________________________________________________________

What will cause it to go off? ____________________________

___________________________________________________________

Why? ____________________________

___________________________________________________________

What is your name? ____________________________

___________________________________________________________

Exact wording of the threat: ____________________________

___________________________________________________________

___________________________________________________________

___________________________________________________________
CALLER INFORMATION: Sex ______ Age ______ Other ________________

CHECK ALL THAT APPLY:
☐ Calm  ☐ Angry  ☐ Excited  ☐ Soft  ☐ Loud  ☐ Deep  ☐ Normal  
☐ Slurred  ☐ Disguised  ☐ Familiar  ☐ Silent  ☐ "Breather"  ☐ Other

Any accent noted? __________________________________________________________________

BACKGROUND SOUNDS:  ☐ None  ☐ Street  ☐ Factory  ☐ Airplane  ☐ Music  
☐ Motor  ☐ Household  ☐ TV  ☐ Clear  ☐ Distant  ☐ Office (typewriters, etc)

PA system (any words heard?) __________________________________________________________________

LANGUAGE:  ☐ Well Spoken  ☐ Incoherent  ☐ Taped  ☐ Obscene

Irrational Message Read by Caller Other: __________________________________________

Threat Received by (initially) ____________ Title ____________ Dept ______
ATTACHMENT XI

EVACUATION READINESS CHECKLIST

EVACUATION READINESS

1. It is critical that all staff members work together as a team to avoid any unnecessary accidents, injuries, and/or losses during an evacuation.
2. Locate all staff and clients.
3. Secure all loose items in the immediate area.
4. Make sure all vehicles are fully fueled and ready to evacuate.
5. Keep the ERT advised at all times of staff members and clients location.
6. All staff members will report directly to and keep supervisors informed of all conditions and situations that arise during preparation.
7. At Condition 1 and 2, (Emergency Plan Chart) the staff members will be informed by a supervisor of any actions not in the Emergency Plan that need to be taken. Also, at this time a supervisor will inform staff of the frequency they need to communicate with them.
8. A supervisor will coordinate staff members in obtaining and storing supplies until needed.
9. It is very important when securing any 'sensitive' material, i.e., files, that you make a special effort to insure their safety as soon as instructed to do so.
10. Once all preparations for an evacuation are made the final decision to evacuate will be made by the CEO.

EMERGENCY PREPAREDNESS CHECKLIST

The following is to serve as a checklist of tasks to be completed in the event of an emergency.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Who</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>ERT</td>
<td>Ensure all users are notified to prepare their files for back-up.</td>
</tr>
<tr>
<td></td>
<td>ERT</td>
<td>Ensure operation of telephone communication.</td>
</tr>
<tr>
<td></td>
<td>All</td>
<td>Prepare data files for back-up.</td>
</tr>
<tr>
<td>2</td>
<td>Emergency Information Technology Coordinators</td>
<td>Perform a final back-up of all servers.</td>
</tr>
<tr>
<td></td>
<td>All</td>
<td>Update greetings and voicemail.</td>
</tr>
<tr>
<td></td>
<td>All</td>
<td>Disconnect and secure all nonessential hardware.</td>
</tr>
<tr>
<td>1</td>
<td>Emergency Information Technology Coordinators</td>
<td>Secure all servers.</td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td></td>
<td>Emergency Information Technology Coordinators</td>
<td>Evacuate back-up tapes to vault.</td>
</tr>
<tr>
<td></td>
<td>All</td>
<td>Shut down all equipment.</td>
</tr>
<tr>
<td></td>
<td>Emergency Information Technology Coordinators</td>
<td>Secure all server rooms.</td>
</tr>
<tr>
<td></td>
<td>All</td>
<td>Secure all remaining computer and telephone equipment.</td>
</tr>
</tbody>
</table>