Provider Emergency Preparedness Plan
Review Checklist

"If the tasks to be performed pursuant to this contract include the physical care and supervision of clients, the provider shall, ... submit to the contract manager an emergency preparedness plan which shall include provisions for pre-disaster records protection, alternative accommodations for clients in substitute care, supplies, and a recovery plan that will allow the provider to continue functioning in compliance with the executed contract in the event of an actual emergency...." Standard Contract Section I, Sub section AA

Program: ABC
Contract Manager: Melinda Bozeman
Provider Agency: Heartland for Children
Contract Number: ________________
Address: ____________________________
Date Plan Prepared: _FY 19/14_ Date Plan Received: ________________________
Date Plan Reviewed: 10/13/13 Reviewed by: Tina Morgan

Mark each element as "Y" for yes, "N" for no, "N/A" for not applicable, or "R" for needs revision.

Preparation

Staff:

☑ The plan contains a clearly defined telephone procedure on how all staff will be contacted during an emergency, with provision to update regularly.

☑ The plan contains a clear chain-of-command at least two levels down for each major administrative and operational unit.

☑ The plan indicates specific responsibilities assigned to specific staff member for preparation activities and describes how staff is to be notified for their responsibilities.

☑ The plan identifies a single individual responsible for coordination of child welfare disaster planning and response. This individual will also be a lead also responsible for communication with local media, assigning tasks, serving as liaison to other jurisdictions and central office, and communication of expectations to staff.

☑ The plan designates staff to serve as back up for each critical task.
The plan provides for the maintenance of a supply of emergency cash, or alternate method of procurement, on hand in response to possible power outages in order to purchase emergency items for children or families.

**Clients:**

- The plan directs all caregivers of children under supervision (in-home, relative, non-relative, foster and adoptive) to provide evacuation plans. Plans are to be reviewed on every re-licensure.

- The plan describes the specific process to be used to contact all clients in the provider's care and control who may be affected and/or their primary caregiver(s) to ensure they are aware of the impending emergency situation and have re-evaluated their plans for the storm, where will they be going, and if there are any contact numbers that should be noted to get in touch with the client/caretaker after the emergency.

- If the provider has a residential component, the plan outlines if, at what point and where residents will be evacuated.

- If the provider has a residential component, the plan specifies a process for obtaining and storing necessary supplies (food, water, sanitation) prior to the storm.

- The plan incorporates training for assisting children to handle disasters and cope with possible relocation.

**Equipment/Record/File Protection:**

- The plan describes who will oversee security of sensitive and confidential records and how this is to be accomplished. How will records be protected? Will back-up copies be made of computer records? How will these copies be protected?

- The plan describes who will oversee protection of electrical devices (computers, phones, copiers, TV's, VCR's, etc.) and furniture and how it will be accomplished.

**Utilities:**

- If the provider has a residential component, the plan provides for partial or complete loss of electric/gas service.

- The plan provides for addressing situations relating to lack of potable water supply and wastewater disposal system.
Work Site:

- The plan describes how work will resume at the primary work site.
- The plan identifies location of an alternative site where staff will assemble/work if they are unable to occupy the primary work site after the event and indicates how staff will be notified when and where to report.
- The plan identifies the procedures, equipment and supplies needed to initiate and sustain operations at the alternate work site.
- The plan contains a viable recovery plan which outlines how the provider will continue to function in compliance with terms and conditions of the contract.

Communications:

- The plan identifies realistic primary and secondary methods of communication.
- The plan specifies the equipment (including source and quantity) necessary to implement alternate communication plan.
- The plan contains information about alternate media sources for staff and clients to find out information about closures and service site relocations.

Clients:

- The plan contains a viable process for contacting all affected clients after the emergency and determining their location and condition.
- The plan contains a reporting structure that will allow the department clear and quick access to information on client contacts on a daily basis. This includes a tracking system to ensure reporting of all affected clients that have been contacted or not.
- The plan indicates that the organization will have information regarding clients with critical health and/or service needs on hand.
- The plan indicates whether or not there will be a need for specialized
equipment, accommodations, or supplies and how they will be transported or obtained. Does indicate if the area is hard hit, HFC will serve as the initial coordinator of relief efforts and supplies.

Corrections/Revisions Needed to Plan for Approval

Disposition Approved ✓ Rejected ___

Reviewed By: Alleyn Tanner Date: 4/13/13

Central Region General Services / Disaster Officer
Operating Policy & Procedure

Series: Quality & Performance: Facilities
Policy Number: 3-603
Policy Name: Disaster Preparedness / Emergency Management Plan
References: Hurricane Preparedness Procedures
          COA ASE 7
Origination Date: November 11, 2004
Revised Date: March 12, 2012; September 10, 2009

Policy:
Heartland for Children (HFC) will be prepared to deal with the full range of disasters for which anticipation is possible. In so doing, the safety and well being of HFC employees, employees of partner agencies, and client children and families shall be paramount in the development and execution of disaster response and emergency management procedures.

The purpose of this document is to establish a framework through which Heartland for Children (HFC) prepares for, responds to, recovers from, and mitigates the impacts of a wide variety of disasters and emergencies that could adversely affect the health, safety and/or general welfare of HFC employees. It is also to provide for seamless management of these situations among Heartland for Children, the Department of Children and Families (DCF), and subcontracted agencies.

This document establishes fundamental policies, strategies, and assumptions for an emergency management program. It establishes a method of operation that spans the direction and control of an emergency from initial monitoring through post-disaster response, recovery, and mitigation. It defines the mechanisms to facilitate delivery of immediate assistance. It assigns specific functions to appropriate subcontracted agencies. It addresses the various types of emergencies that are likely to occur from local emergencies to minor, major or catastrophic disasters.

Procedures:

1. Elements of the Emergency Management Plan

   a. Emergency Operations Center: The plan establishes an Emergency Response Team (ERT) that becomes activated during a pending disaster. The group consists of the HFC CEO, Chief Officers, Directors, and other personnel as deemed necessary by the CEO. In the absence of the HFC CEO, the ERT will be lead by the HFC COO. The team is charged with implementing the appropriate procedure and communicating instructions to partner agencies as appropriate. The ERT will be responsible for coordination of child welfare disaster planning and response. The ERT will also be responsible for
communication with local media, assigning tasks, serving as liaison to other jurisdictions and central office, and communication of expectations to staff.

b. Communications: There are several backup systems for internal and external communications. The telephone system is backed up by HFC cellular telephones that will be used as the primary backup. Members of the ERT that have personal cell phones will provide those numbers also to the Executive Assistant for inclusion on a confidential call-down listing to be used in emergencies. That same list will include home telephone numbers for all staff members. The Executive Assistant will assure that the list is maintained and that all members of the ERT have a copy. Email through the HFC server may also be used as a means to communicate. Additionally, HFC Directors have air cards and web-enabled PDAs that may serve as communications backups in times of crisis. It is the responsibility of the Executive Assistant to provide alternative contact information for HFC and key staff members to partner agencies to be used in the event that primary communications cannot be quickly restored.

c. Emergency Facilities: Should the HFC buildings be damaged beyond use, the HFC CEO will coordinate and identify appropriate alternate spaces as needed and will ensure equipment and supplies necessary to sustain operations at the alternate worksite(s) are established.

d. On-Site Safety Coordinator: The Director of Information Management will be designated as the On-Site Safety Coordinator for HFC.

2. Orientation and Training: The Human Resources Department in conjunction with the Training Department will be responsible for assuring that all new HFC employees receive training in disaster preparedness and emergency management. Department Directors are responsible for more department-specific orientation to the Emergency Management Plan. The goal of the department-specific orientation is to provide new personnel with current emergency preparedness information and skills regarding departmental roles and responsibilities, job-specific roles, emergency communications and information regarding employee responsibility during an emergency.

3. Disaster Planning and Emergency Preparedness: Prior to any disaster or emergency, as part of case management activities, all case management staff will discuss with clients their plans should a disaster strike this area. Similarly, staff and contractors responsible for foster homes and residential group homes will assure that they have detailed disaster preparedness / emergency response policies, procedures, and plans in place to assure the safety of children and families in times of crisis. Copies of plans will be kept in contract and licensing files. Case Management will notify HFC of any clients with critical health and/or service needs. Should specialized equipment, supplies or accommodations be needed a plan will be developed to ensure they are obtained and readily available if needed.

4. Procedures for Specific Emergency Situations:

a. Hurricane:

1) Prior to a hurricane watch or warning, as part of their standard practice nearing hurricane season, the Case Management agencies will complete an assessment of the vulnerability of their clients and their residences. The case management staff will encourage evacuation planning for those clients and families in low-lying areas, persons with medical conditions or frailty, families with housing that might be unsafe and any others that are felt to be "at risk."

2) There are two (2) types of official warnings. A hurricane watch means a hurricane MAY strike an area within 24 - 48 hours. A hurricane warning means it is expected to strike within 24 hours or less. All employees are expected to come to work during a hurricane watch. During a hurricane watch or warning, the CEO will provide direction for work schedules.
3) When a hurricane watch affecting Polk, Highlands and Hardee counties is declared, the Emergency Response Team will be established (ERT) and will serve as the central point for information exchange. The following tasks should be taken into account:

- Alert contracted agencies of hurricane watch
- Confirm staff assignments for hurricane activities, oversee assignments and reassign as needed
- Assure that contractors all have obtained client lists and foster homes lists to monitor possible evacuation
- Back up file servers
- Back up vital information (i.e. data files and documents) on computers, and assure that backups are stored safely. Assist others in securing computers
- Ensure availability of emergency equipment. Each location should have, at a minimum, flashlights and a battery operated radio.
- Assure that client and agency records are stored in such a way as to protect them from water damage in facilities. Plastic sheeting should be placed over filing cabinets
- All computers, phones, and other electronic devices (shredders, copiers, audiovisual equipment, etc.) should be unplugged; the plugs should be placed on top of the desks on ground floors, under the desks on upper floors, then covered with plastic; telephones should be unplugged last

4) Foster care homes: When a hurricane watch is posted, the foster care re-licensing staff will contact all foster care homes to assure awareness and advance preparation for the possible storm. They will also document the location and contact information for where evacuating families will be relocating. The foster care re-licensing staff will maintain a roster of all foster homes within their care and their individual emergency response plans.

5) Residential/group homes: When a hurricane watch is posted, the contract managers will contact all residential group homes with whom we have contracts, have rate agreements, or have children placed to assure awareness and advance preparation for the possible storm. At the time of a hurricane warning, contract managers will contact residential/group homes to review their preparedness for the children in their care, including confirmation of possible evacuation sites.

6) If a hurricane strike seems imminent: There should be no evacuation of the HFC offices unless the CEO authorizes it or, in his/her absence, the most senior member of management on site gives authorization. If HFC does close, the Executive Assistant will ensure that there is a voice mail message identifying the reason for the closure and emergency numbers where key staff can be reached. The senior management of each case management organization will ensure that their agency also has a similar recording.

7) Pre-designated conference calls and staff contact procedures:
- Prior to departure of the HFC staff, a day and time will be designated for a conference call of the Management Team. A call-in number will be disseminated for this call
- Similarly, a conference call will be arranged among the Management Team from Heartland for Children and the Case Management Organizations
- Finally, to assure that the HFC management team can account for the safety of each staff member as soon as possible after the storm, each line staff member will be instructed to contact his or her immediate supervisor as soon as possible after passage of the storm. Supervisors will provide their staff members with at least one contact telephone number. Multiple numbers, however, should be provided whenever possible since lines of communication may be disrupted. In the event that any employee does not call in, his or her supervisor will attempt telephone contact until a successful contact is made. To the extent possible, management
should be prepared to account for each staff member within the department during the initial HFC management conference call mentioned above.

8) Upon departure from the Heartland for Children facility, each of the Management Team within HFC will take with them their laptop computers and an Emergency Response folder containing:

- The most recent confidential HFC staff directory including home and cell phone numbers for all staff members
- The most recent telephone contact listings for all CMO’s
- A roster of home and cell phone contact information for the senior managers of each of the CMO’s
- Any other information that may prove useful in responding to a disaster situation

9) Post-hurricane: The Heartland for Children CEO will assemble a team of senior managers to assess damage to the HFC facilities and surrounding areas. The senior managers will call in to the conference call at the designated time to discuss storm impact at that point and to determine when Heartland for Children should reopen, and to determine any immediate course of action to be taken for verifying the safety of children and families in effected areas. If there is minimal damage, HFC will open at 8:00 a.m. the next business day following the passage of the storm. The senior manager of each CMO will make the determination regarding when to return to work for their own employees. If the damage to the facilities or the area is more extensive, Heartland for Children will reopen as soon as the CEO declares it is safe to do so. Staff members should call their direct supervisors if they are unsure about when or how to report for work. It is the responsibility of each staff member to repeatedly attempt to check in with their direct supervisor to determine when to report for work.

10) Facilities: HFC offices and sites must be assessed for damage. The HFC Management Team will conduct this assessment. Employees returning to offices for damage assessment are to exercise the utmost caution and care, utilizing the following guidelines:

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

The following procedures should be used during damage assessment:

- Examine the building for any visible damage
- List each item of damage, noting what will be needed to repair the damage
- Prioritize damage according to what needs immediate attention and what can wait
- If a camera is available, take pictures of damage at the facility
- To the extent that you are able with available resources, make any repairs you can to minimize additional damage
- Notify the ERT of your situation and needs as soon as communications can be established

11) Contacting Clients: NOTE: Initiation of the process of contacting clients will begin as soon as it is physically possible to do so after passage of the storm. Participants in this process will NOT wait until the next workday to initiate this process.

- Within 24 hours after the storm has passed, assigned staff will begin to contact caregivers by telephone to assess the client's situation and need for assistance. If the telephones are not working, staff should attempt physical visits to the child's current residence to reach any clients with whom contact has not yet been established. At the discretion of the assigned agency's
senior management, workers may be encouraged to commence face-to-face visits as soon as possible in lieu of telephone contact. Those contacts may then count as the monthly face-to-face visits as long as they are properly documented as such. All contacts should be accomplished within 5 working days of the passage of the storm, if possible. Reports will be provided daily at a designated time to a single point of contact from Heartland for Children. Each CMO will have a single HFC point of contact. Contact information will be entered by HFC into the Emergency Response Database until the safety of all clients has been verified. HFC will provide DCF with updates at a predetermined time each day. HFC will attempt to provide support to assigned staff to accomplish contact.

- Within 24 hours after the storm has passed, the foster care re-licensing staff will attempt to contact all foster homes to assess damage to the home and any needs of the foster parents and children.
- Because both CMO's and foster care re-licensing staff members will be attempting to contact clients and foster homes, staff members must be conscientious regarding sharing information and sensitive to the appearance of intrusion upon families during a stressful time. To initially verify the safety of children in foster homes, either a contact (in person or via phone) by a CMO staff member or contact by a re-licensing staff member will be accepted. There is no requirement for contact by both agencies.
- As soon as the safety has been verified to a significant level, CMO's will immediately begin to complete as many of the monthly face-to-face visits as possible. The monthly required face-to-face visits should be completed within 10 working days after passage of the storm, if possible.
- To maximize efficiency and eliminate duplication of contacts, the CEO of HFC shall determine the requirement and the responsibility for the type of contact to be made.

12) Emergency Relief Efforts:

- If the area has been hard hit by the storm, Heartland for Children will serve as the initial coordinator of relief efforts for supplies for children and families in its care.
- As soon as practical, however, responsibility for relief efforts will transfer to the CMO's or assigned agency.

13) If a hurricane does not strike: Heartland for Children facilities will reopen according to regular working hours the next business day after the passage of the storm. All staff members are expected to report to work according to their regular schedules.

b. Flood: The most likely time for flooding in Florida is during or after a hurricane or tropical storm. Therefore, the hurricane procedures will be implemented to ensure the safety of children, families, and staff. In the event of a flood evacuation order, staff will follow these procedures:

2) On first floors, elevate files, filing cabinets (when possible), electronics and/or electrical equipment, and furniture.

1. Tornado: If there is any warning prior to a tornado strike,

1) Staff will turn off all electrical equipment.
2) Staff members will move to interior rooms without windows until the storm has passed. All staff members who have Heartland for Children cellular telephones will take them with them to the interior room to assure access to communications when the tornado has passed.
3) If injuries occur, staff will contact civil emergency response agencies (911) and will administer first aid as appropriate. All other policies and procedures relative to employee or client injury will be followed.
If a tornado strikes without warning, assessment and treatment of injury and/or damage becomes the priority. In this case, staff actions will follow the same procedures as outlined in the Hurricane section of this document.

d. Other extreme weather conditions: In the event of other extreme weather conditions, such as a heat wave, cold wave, wildfires, etc., contracted agency staff will ensure that clients with whom they work will have the necessary supplies to safely survive the extreme condition. Staff will contact families, following the procedures contained in the Hurricane section of this plan. The Heartland for Children CEO will determine when to invoke these procedures.

e. Fire:

1) A map of evacuation routes will be posted in conspicuous places in each area of the Heartland for Children facilities and will be reviewed with staff on a regular basis.

2) All employees will have a designated meeting place outside and a safe distance away from the building.

3) The Management Team will be responsible for assuring that their staff members review fire emergency procedures at least annually. The annual reviews will include a discussion of:
   - The location of fire extinguishers
   - The building egress plan
   - Emergency telephone operations (i.e. how to dial 911 with our phone system)
   - The location of the department’s designated meeting place

4) In the event of a small, containable fire, staff will use the nearest fire extinguisher to extinguish the flames and will immediately notify the CEO or next senior person on the premises.

5) In the event of a larger fire, and only if it is safe to do so, staff will assure that they and any visitors to the Heartland area will:
   - Turn off electrical equipment (if it is safe to do so)
   - Close all doors and windows when leaving offices
   - Leave by the nearest exit and proceed to the designated meeting places
   - All supervisors will be responsible for assuring that all their staff members are accounted for; they will report that information as soon as possible to the Director of Information Management or his/her designee. Key stakeholders will be notified as appropriate

f. Nuclear/Chemical/Biological Incidents: In the event of an evacuation ordered due to a nuclear, chemical, or biological incident, staff will follow the foster family notification and evacuation procedures outlined in the above Hurricane plan.

g. Lockdowns – in the event of an imminent threat within the immediate area, the following should occur:
   - Notification of all staff on and off campus and CMO’s of the event
   - All doors will be immediately secured, and staff will remain in the building and away from windows
   - Supervisors will locate or account for all staff
   - Executive Assistant or designee will remain in contact with law enforcement until situation has been resolved
   - Lockdown will remain in effect until notification is received that the danger has subsided
h. Bomb threats/Telephone threats: A bomb threat should not be ignored. The building should be evacuated and procedures should be followed as outlined in the Fire section of this plan. In the event that a bomb threat or telephone threat is received, the following procedure should be followed:

- Keep calm. Keep talking and don’t hang up
- If possible, signal a co-worker to listen and place the call on speaker
- Ask the caller to repeat the message and write it down
- For a bomb threat, ask where the bomb is and when it is set to go off
- Listen for background noises and write down a description
- Note whether it is a man’s or woman’s voice. Notice pitch of voice, any accents, and anything else distinctive about it
- Signal a co-worker to call 911 immediately; if you are alone, call 911 from a different phone immediately after the end of the call; do not hang up the phone
- Signal a co-worker to notify a supervisor immediately; if you are alone, notify a supervisor immediately after 911 has been called

i. Workplace violence: Violence can strike from the outside or from within. The perpetrator can be a stranger or someone known to all. It can be the result of a robbery, jealous spouse, disgruntled employee, or angry client. Heartland for Children has a zero tolerance policy toward workplace violence. Accordingly all threats of violence will be taken seriously. HFC defines a threat or act of violence as follows:

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

All employees are responsible for helping to maintain a violence-free workplace. To that end, each employee is asked to report any act or threat, whether directed at him/her or toward another person, to his or her immediate supervisor and/or a member of the management. This report can be made either in writing or by email. Reports may be made confidentially or anonymously if the employee feels the need. Each act or threat of violence will be investigated and appropriate action will be taken. Any such act or threat by an employee may lead to discipline, up to and including termination.

Should an employee become violent or demonstrate the potential for violence, the following guidelines will be followed:

- Stay calm and listen attentively
- Maintain eye contact if possible
- Be courteous and patient; do not try to argue with the person; do not raise your voice
- Signal a co-worker or supervisor that you need assistance; do not try to make any telephone calls for assistance yourself as this could be perceived as threatening and may escalate the situation
- Keep talking, but follow the instructions of the person who is threatening or demonstrating the potential for violence
- Don’t risk yourself or others
- Never try to grab a weapon
- Watch for a chance to escape safely
- Notify law enforcement as soon as possible

j. Community Health Emergency: HFC will follow guidelines as established by the Center for Disease Control (CDC) or local health department. HFC will ensure adequate coverage to allow for the continuation
of "essential functions" as identified by Heartland for Children, in addition to caring for children within licensed care. To ensure all essential functions performed by Heartland for Children are continued, HFC has cross-trained staff in critical functions of the lead agency. HFC has secured mobile laptops and telephones in the event staff needs to work at home.

Each case management organization will have a contingency plan prepared to ensure all children are seen. As a prepared response to rise in caseloads, each CMO is required to have all specialty positions maintain certification to ensure their ability to respond to caseload increase or other health emergencies such as a flu pandemic. Case management and caregivers will arrange to have children experiencing symptoms seen by a physician immediately.

Any quarantine required of a child or household will be supported by case management as necessary. Notification to Heartland for Children will be required via incident reporting process. Request for assistance from Heartland will be made by case management should there be barriers to quarantine or treatment.

5. Notifications: In the event of any emergency or disaster, incident reporting procedures as detailed in HFC 3-301 will be followed for providing notification to the Department of Children and Families Circuit 10 Headquarters. Additionally, the HFC CEO or designee will provide frequent updates whenever possible to assure that all stakeholders are well apprised of any anomalous situation.

6. In the event of a conflict between this policy and procedure and the policy and procedure of a provider, the provider staff will follow the more stringent policy or procedure.

Approved by:

[Signature]

Tori Saunders, CEO

[Date]
<table>
<thead>
<tr>
<th></th>
<th>2012 Hurricane Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.</td>
<td>Distribute an emergency conference call number with HFC, DCF and case management organization's administrative personnel to review procedures. Bill Nunnally or Chris Dyer (alternate).</td>
</tr>
<tr>
<td>10.</td>
<td>Establish a set time for a conference call following the storm reaching landfall. The call to be scheduled 12-24 hours after the storm is scheduled to reach landfall. The phone number shall be the same number that is used for the weekly Performance Improvement Conference Call. Teri Saunders or Eva Horner (alternate).</td>
</tr>
<tr>
<td>11.</td>
<td>Prior to leaving the office the day before the storm is scheduled to reach landfall staff are required to unplug equipment (phone, computer and printer) and cover equipment with plastic bags. Staff is required to ensure the desks and offices next to them have completed this procedure and complete this task in the event the staff member is not at the office. Ada Gribble or Julie Cross (alternate).</td>
</tr>
<tr>
<td>12.</td>
<td>Deliver HFC's satellite phone to the designated member of the Executive Management Team. Ada Gribble or Julie Cross (alternate).</td>
</tr>
<tr>
<td>13.</td>
<td>Cash / Procurement Plan: ensure sufficient check stock is on hand to generate manual checks, to be taken to other Wells Fargo bank sites that were not affected by the disaster for emergency cash. Jay Halferty or Barry Jones (alternate).</td>
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</table>

**AFTER TO THE ONSET OF A NAMED HURRICANE**

Once the storm has left the following procedures are followed:

<table>
<thead>
<tr>
<th></th>
<th>2012 Hurricane Procedures</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Confirm via telephone tree that all HFC employees and their families are safe. Teri Saunders, Eva Horner, Jay Halferty, Kim Daugherty and Bill Nunnally.</td>
</tr>
<tr>
<td>2.</td>
<td>Conduct a safety inspection of all buildings as necessary. Ada Gribble, Julie Cross; Chris Dyer or Kim Daugherty (alternates).</td>
</tr>
<tr>
<td>3.</td>
<td>Facilitate conference call (time pre-determined) with case management organizations, DCF personnel and HFC management staff. Priority on the call is to establish if all staff and their families are safe. Verify the condition of all facilities and establish a time for a follow-up call (if needed). Roll out safety checks for all children (if needed). Teri Saunders or Eva Horner (alternate).</td>
</tr>
<tr>
<td>4.</td>
<td>Implement the hurricane data base and input safety checks as submitted by case management organizations. Ada Gribble / Martín Már mol; Eddie Warren (alternate).</td>
</tr>
<tr>
<td>5.</td>
<td>Coordinate safety checks to each foster home and conduct safety check for each child residing in the home. Identify needs of foster parents. Kim Daughtery or Jessica McLemore Corley (alternate).</td>
</tr>
<tr>
<td>6.</td>
<td>Call each residential facility and verify the safety of the children and the condition of the facility. Wayne Harwell or Kristy Thrush (alternate).</td>
</tr>
<tr>
<td>7.</td>
<td>Coordinate solicitation of donated or purchased items to meet the identified needs. Kim Daughtery or Kathie Graydon (alternate).</td>
</tr>
<tr>
<td>8.</td>
<td>Secure hurricane resource distribution site. Kim Daughtery or Kathie Graydon</td>
</tr>
<tr>
<td>9.</td>
<td>Coordinate distribution of supplies and equipment with Kim Daughtery or Kathie</td>
</tr>
</tbody>
</table>
HURRICANE PREPAREDNESS 2012 PROCEDURES
(SUPPLEMENT TO POLICY 3.603-Disaster Preparedness / Emergency Management Plan)

PRIOR TO THE BEGINNING OF THE HURRICANE SEASON

Prior to the hurricane season HFC will review its procedures to ensure it is prepared for the upcoming hurricane season. The following procedures are executed:

<table>
<thead>
<tr>
<th>STATUS</th>
<th>ACTION</th>
<th>PERSON RESPONSIBLE</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>1. Request on an annual basis each case management organization to submit their emergency plan with a current phone list of personnel.</td>
<td>Chris Dyer or Wayne Harwell (alternate)</td>
</tr>
<tr>
<td></td>
<td>2. Schedule a mock &quot;emergency conference call&quot; with HFC, DCF and case management organization's administrative personnel to review emergency procedures.</td>
<td>Bill Nunnally or Chris Dyer (alternate)</td>
</tr>
<tr>
<td></td>
<td>3. Review the hurricane supply box to ensure that supplies are adequate. The box includes: flashlights, batteries, garbage bags for covering computers, etc.</td>
<td>Ada Gribble or Julie Cross (alternate)</td>
</tr>
<tr>
<td></td>
<td>4. Confirm with Devereux Corporate Information Technology office that back-up systems are operational</td>
<td>Ada Gribble or Chris Dyer (alternate)</td>
</tr>
<tr>
<td></td>
<td>5. Purchase 6 month SIMM Cards for satellite phones and distribute to CMO's and the local identified contact at the Department of Children and Families.</td>
<td>Ada Gribble or Julie Cross (alternate)</td>
</tr>
<tr>
<td></td>
<td>6. Set-up individual Hurricane Database for tracking child safety.</td>
<td>Ada Gribble or Martin Marmol (alternate)</td>
</tr>
</tbody>
</table>

PRIOR TO THE ONSET OF A NAMED HURRICANE

Once a named storm has been identified, HFC will begin preparing the organization in the event the storm reaches Highlands, Hardee and/or Polk County. The following procedures are executed:

<table>
<thead>
<tr>
<th>STATUS</th>
<th>ACTION</th>
<th>PERSON RESPONSIBLE</th>
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<tbody>
<tr>
<td></td>
<td>7. Track storm from various online weather stations. Disseminate current tracking to the executive management team. Track the storm daily when storm is three, four or five days from landfall and twice daily when storm is one - two days from landfall.</td>
<td>Kathie Graydon or Myrna Glass-Quintana (alternate).</td>
</tr>
<tr>
<td></td>
<td>8. Prepare a Hurricane Information notebook for each member of the management team. The information notebook is developed for each storm to ensure accuracy of information. The information notebook includes: current staff list (with home address and phone numbers), current management listing of case management organizations and department personnel, current census of all licensed children in out of home care, current phone</td>
<td>Myrna Glass-Quintana or Latisha Horton (alternate).</td>
</tr>
<tr>
<td>Devereux Kids.</td>
<td>Graydon</td>
<td></td>
</tr>
<tr>
<td>---------------</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>10. Update DCF (contract management) of issues identified.</td>
<td>Teri Saunders or Eva Horner (alternate)</td>
<td></td>
</tr>
</tbody>
</table>
### HURRICANE PREPAREDNESS 2011 PROCEDURES
(SUPPLEMENT TO POLICY 3-603-Disaster Preparedness / Emergency Management Plan)

#### PRIOR TO THE BEGINNING OF THE HURRICANE SEASON

Prior to the hurricane season HFC will review its procedures to ensure it is prepared for the upcoming hurricane season. The following procedures are executed:

<table>
<thead>
<tr>
<th>STATUS</th>
<th>ACTION</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒</td>
<td>1. Request on an annual basis each case management organization to submit their emergency plan with a current phone list of personnel.</td>
<td>Chris Dyer or Wayne Harwell (alternate)</td>
</tr>
<tr>
<td>☒</td>
<td>2. Schedule a mock “emergency conference call” with HFC, DCF and case management organization’s administrative personnel to review emergency procedures.</td>
<td>Kathleen Cowan or Chris Dyer (alternate)</td>
</tr>
<tr>
<td>☒</td>
<td>3. Review the hurricane supply box to ensure that supplies are adequate. The box includes: flashlights, batteries, garbage bags for covering computers, etc.</td>
<td>Ada Gribble or Julie Cross (alternate)</td>
</tr>
<tr>
<td>☒</td>
<td>4. Confirm with Devereux Corporate Information Technology office that back-up systems are operational</td>
<td>Ada Gribble or Kathleen Cowan (alternate)</td>
</tr>
<tr>
<td>☒</td>
<td>5. Purchase 6 month SIMM Cards for satellite phones and distribute to CMO’s and the Department.</td>
<td>Ada Gribble or Julie Cross (alternate).</td>
</tr>
</tbody>
</table>

#### PRIOR TO THE ONSET OF A NAMED HURRICANE

Once a named storm has been identified, HFC will begin preparing the organization in the event the storm reaches Highlands, Hardee and/or Polk County. The following procedures are executed:

<table>
<thead>
<tr>
<th>STATUS</th>
<th>ACTION</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7. Track storm from various online weather stations. Disseminate current tracking to the executive management team. Track the storm daily when storm is three, four or five days from landfall and twice daily when storm is one - two days from landfall.</td>
<td>Kathie Graydon or Kathleen Cowan (alternate).</td>
</tr>
<tr>
<td></td>
<td>8. Prepare a Hurricane Information notebook for each member of the management team. The information notebook is developed for each storm to ensure accuracy of information. The information notebook includes: current staff list (with home address and phone numbers), current management listing of case management organizations and department personnel, current</td>
<td>Myrna Quintana or Latisha Horton (alternate).</td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td>Responsible Person(s)</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>1</td>
<td>Disseminate information note books to the management team within two days of the storm reaching landfall.</td>
<td>Kathleen Cowan or Chris Dyer (alternate).</td>
</tr>
<tr>
<td>2</td>
<td>Distribute an emergency conference call with HFC, DCF and case management organization’s administrative personnel to review procedures.</td>
<td>Teri Saunders or Kathleen Cowan (alternate).</td>
</tr>
<tr>
<td>3</td>
<td>Establish a set time for a conference call following the storm reaching landfall. The call to be scheduled 12-24 hours after the storm is scheduled to reach landfall. The phone number shall be the Monday Morning data call phone number.</td>
<td>Ada Gribble or Julie Cross (alternate).</td>
</tr>
<tr>
<td>4</td>
<td>Prior to leaving the office the day before the storm is scheduled to reach landfall staff are required to unplug equipment (phone, computer and printer) and cover equipment with plastic bags. Staff is required to ensure the desks and offices next to them have completed this procedure and complete this task in the event the staff member is not at the office.</td>
<td>Ada Gribble or Julie Cross (alternate).</td>
</tr>
<tr>
<td>5</td>
<td>Disseminate HFC’s satellite phone to management staff member closest to where the storm is tracked to hit.</td>
<td>Ada Gribble or Julie Cross (alternate).</td>
</tr>
</tbody>
</table>

### After the Onset of a Named Hurricane:

Once the storm has left the following procedures are followed:

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Responsible Person(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Call each HFC employee to ensure all employees and their families are safe.</td>
<td>Teri Saunders, Eva Horner, Jay Halferty, Kim Daugherty and Kathleen Cowan</td>
</tr>
<tr>
<td>2</td>
<td>Conduct a safety inspection of the building.</td>
<td>Ada Gribble, Julie Cross, Kathie Graydon or Kim Daugherty (alternate)</td>
</tr>
<tr>
<td>3</td>
<td>Facilitate conference call (time pre-determined) with case management organizations, department personnel and HFC management staff. Priority on the call is to establish if all staff and their families are safe. Verify the condition of all facilities and establish a time for a follow-up call (if needed). Roll out safety checks for all children (if needed).</td>
<td>Teri Saunders or Eva Horner (alternate) or Kathleen Cowan (alternate)</td>
</tr>
<tr>
<td>4</td>
<td>Implement the hurricane data base and input safety checks as submitted by case management organizations.</td>
<td>Ada Gribble or Eliza McCall.</td>
</tr>
<tr>
<td>5</td>
<td>Coordinate safety checks to each foster home and conduct safety check for each child residing in the home. Identify needs of foster parents.</td>
<td>Kim Daughtery or Jessica McLemore Corley (alternate).</td>
</tr>
<tr>
<td>6</td>
<td>Call each residential facility and verify the safety of the children and the condition of the facility.</td>
<td>Chris Dyer or Wayne Harwell (alternate).</td>
</tr>
<tr>
<td>7</td>
<td>Coordinate solicitation of donated or purchased items to meet the identified needs.</td>
<td>Kim Daughtery or Kathie Graydon (alternate).</td>
</tr>
<tr>
<td>8</td>
<td>Secure hurricane resource distribution site.</td>
<td>Kim Daughtery or Kathie Graydon</td>
</tr>
<tr>
<td>9</td>
<td>Coordinate distribution of supplies and equipment with Devereux Kids.</td>
<td>Kim Daughtery or Kathie Graydon</td>
</tr>
<tr>
<td>10</td>
<td>Update the Department (contract management) of issues identified.</td>
<td>Teri Saunders or Eva Horner (alternate) or Kathleen Cowan (alternate)</td>
</tr>
</tbody>
</table>