The Child Protective Investigations Division, Emergency Continuity of Operations Plan is designed to facilitate the activation and assignment of designated personnel within the Division as a result of a declared emergency. It is also designed to facilitate the activation of personnel assigned to the Division as a result of the relocation of agency operations from the Sheriff’s Office Florida Avenue Complex to alternate operation facilities. This plan will serve as a basic framework to insure the continuity of operations for this division and all personnel assigned within the facility.

It also serves to facilitate a successful combined effort among all divisions affected in an emergency and is understood that directives given by the Sheriff shall supersede any procedure herein outlined unless otherwise noted.

The following supplemental information shall serve to augment outlined procedures. All information furnished in this section may be subject to change regularly due to the continuing reassignment of personnel and manpower reallocation. However, this information shall serve as a basic framework for determination of expected resources.

Introduction
Purpose
Applicability and Scope
Essential functions
VI. Authorities and References
V. Concept of Operations
Phase I: Activation and Relocation
1. Decision Process
2. Alert, Notification, and Implementation Process
3. Leadership
Phase II: Alternate Facility Operations
4. Mission Critical Systems
5. Vital Files, Records, and Databases
Phase III: Reconstitution
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Civilian Personnel ..................................................................................................................... 13
Program Administrator 1 .......................................................................................................... 13
General Manager I 3 .................................................................................................................. 13
Child Protective Investigator Supervisor 20 ............................................................................ 13
Child Protective Investigator 100 ............................................................................................. 13
Community Service Officer 18 .................................................................................................. 13
<table>
<thead>
<tr>
<th>Position</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Secretary</td>
<td>1</td>
</tr>
<tr>
<td>Senior Secretary</td>
<td>11</td>
</tr>
<tr>
<td>Multi-Trades Worker III</td>
<td>1</td>
</tr>
<tr>
<td>Total Personnel</td>
<td>164</td>
</tr>
</tbody>
</table>

**ANNEX F:**
- Personal Drive away Kit
- Laptop and Charger
- Cell Phone and Charger
- Digital Camera and Charger
- Master Case Files
- Emergency Preparedness Supplies
- Inventory of Supplies Attached
- CSO/Secretarial Staff
- Master Case Files

Supervisors are responsible for providing guidance to their members on the requirement for and the contents of these kits, which may contain such items as software, databases, publications, laptop computers etc. Supervisors are also responsible for securing computer equipment left behind, such as disconnecting and covering all computer equipment with plastic coverings.

**Annex G:**

Supplemental Information
EXECUTIVE SUMMARY
The Child Protective Investigations Division, Emergency Continuity of Operations Plan is designed to facilitate the activation and assignment of designated personnel within the Division as a result of a declared emergency. It is also designed to facilitate the activation of personnel assigned to the Division as a result of the relocation of agency operations from the Sheriff’s Office Florida Avenue Complex to alternate operation facilities. This plan will serve as a basic framework to insure the continuity of operations for this division and all personnel assigned within the facility.

It also serves to facilitate a successful combined effort among all divisions affected in an emergency and is understood that directives given by the Sheriff shall supersede any procedure herein outlined unless otherwise noted.

The following supplemental information shall serve to augment outlined procedures. All information furnished in this section may be subject to change regularly due to the continuing reassignment of personnel and manpower reallocation. However, this information shall serve as a basic framework for determination of expected resources.

INTRODUCTION
The Hillsborough County Sheriff’s Office (HCSO) under contract with the Department of Children and Families (DCF) Suncoast Region, assumed child protective investigative responsibilities effective July 1, 2006.

PURPOSE
The purpose of this Continuity of Operations (COOP) plan is to identify alternate facilities, building evacuation procedures, safeguard vital records and databases, and document the duty requirements, position responsibilities, manpower needs, and procedures to be followed in the event of certain types of serious emergencies and/or disasters.

APPLICABILITY AND SCOPE
This procedure shall apply to all personnel assigned to the Hillsborough County Sheriff’s Office, Child Protective Investigations Division. The objective of the COOP is to ensure that a viable capability exists to continue essential functions across a wide range of potential emergencies, specifically when the primary facility is either threatened or inaccessible.
ESSENTIAL FUNCTIONS

1. Ensure the safety and well-being of all children under the offices care and control and ensure capability exists for all Child Protective Investigations to be commenced within 24 hours and completed within 60 days.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Essential Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ensure the continuous performance of the divisions essential functions/operations during an emergency.</td>
</tr>
<tr>
<td>2</td>
<td>Protect essential facilities, equipment, records, and other assets.</td>
</tr>
<tr>
<td>3</td>
<td>Reduce or mitigate disruptions to operations.</td>
</tr>
<tr>
<td>4</td>
<td>Provide for a time phased-implementation of partial or full execution of the Plan to mitigate the effects of the emergency and shorten the crisis response time.</td>
</tr>
<tr>
<td>5</td>
<td>Identify and designate principals and support staff to be relocated.</td>
</tr>
<tr>
<td>6</td>
<td>Facilitate decision-making for execution of the Plan and the subsequent conduct of operations.</td>
</tr>
<tr>
<td>7</td>
<td>Achieve a timely and orderly recovery from the emergency and resumption of full service to all clients.</td>
</tr>
</tbody>
</table>

VI. AUTHORITIES AND REFERENCES

a. Sections 252.35 (2) (k), 252.35 (2) (n), Florida Statutes.

V. CONCEPT OF OPERATIONS

In accordance with Federal guidance and emergency management principles, a viable COOP capability:

- must be maintained at a high level of readiness
- must be capable of implementation both with and without warning
- must be operational no later than 12 hours after activation
- must maintain sustained operations for up to 30 days
PHASE I: ACTIVATION AND RELOCATION

In general, the following procedures will be followed in the execution of the COOP. The extent to which this will be possible will depend on the emergency, the amount of warning received, whether personnel are on duty or off-duty at home or elsewhere, and possibly, the extent of damage to the facility. This Plan is designed to provide a flexible response to multiple events occurring within a broad spectrum of prevailing conditions. The degree to which this Plan is implemented depends on the type and magnitude of the event(s) or threat(s) thereof.

1. Decision Process

The Child Protective Investigations Division Commander shall in collaboration with the Sheriff, Chief Deputy and the Division Colonel determine the activation of the COOP.

2. Alert, Notification, and Implementation Process

a. Alert Procedures

(1) Information and guidance for CPID employees will normally be passed telephonically or in person. Telephone cascades still need to be developed. Depending on the situation, current information will also be available via:

- The HCSO Disaster/COOP hotline, 247-8411
- Announcements may also be passed to staff through three designated media sources. Commercial television channel 13 (WTVT) cable television channel 9 (Bay News 9) and radio station 970 AM (WFLA) all designated primary points of information.

(2) Employees should listen for specific instructions. All CPID employees should remain at their office or home until specific guidance is received. Employees should contact the Disaster Response Telephone Voice Service for updates; 247-8511.

(3) The CPID Commander or designated successor, will direct the activation of the CPID COOP.

Notification Procedures: Upon notification to activate the CPID COOP:

(1) The CPID Commander notifies the designated successor informing them of the current situation and that the CPID COOP is being activated.

(2) The Division Lieutenants will notify their staff using their internal telephone notification cascades, by contacting the second level notifiers (Sergeants).

(3) The Division Sergeants will notify their staff using the internal telephone notification cascades, by contacting the first level notifiers.
(4) The CPI supervisors will notify their staff using the internal telephone notification cascades.

3. Leadership

a. Orders of Succession

In the event of a disaster or emergency, the following orders of succession are listed to ensure that the most appropriate person is prepared to make decisions to maintain operations at the primary facility 1501 N. Falkenburg Rd, or to move to the alternate relocation point.

<table>
<thead>
<tr>
<th>Successors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division Major, Child Protective Investigations</td>
</tr>
<tr>
<td>Division Captain, Child Protective Investigations Division</td>
</tr>
<tr>
<td>Division Lieutenant East/West</td>
</tr>
</tbody>
</table>

b. Delegations of Authority

Child Protective Investigations Division Commander – COOP Coordinator

Shall maintain the following responsibilities:
1. The continued standard operation of the Division.
2. Direct Personnel assigned investigative responsibilities.
3. Responsible for CPID Evacuation.
4. Responsible for Training and Exercises.
5. Release non-emergency personnel with instructions to call in post emergency.

Assistant Division Commander
1. Assist and/or relief for Division Commander.
2. Assume responsibilities of the Division Commander in his/her absence.

Administrative Designee
1. Maintenance and relocation of prepackaged supplies, equipment and other logistical support.
2. Ensure protective sheeting and storage boxes are available.
PHASE II: ALTERNATE FACILITY OPERATIONS

In the event of a natural/manmade disaster, the Bureau Commander or Assistant Division Commander will make a distinction between a situation requiring a building evacuation only and one dictating the necessity to relocate to the designated Alternate Facility/Florida Fairgrounds.

4. Mission Critical Systems

Information Technology Bureau (ITB) has implemented backup procedures for the mainframe computer, JD Edwards and the LAN servers. The Department of Children and Families has implemented backup procedures for the State Automated Child Welfare Information System (SACWIS) and Florida Safe Families Network (FSFN for the State of Florida.

<table>
<thead>
<tr>
<th>System Name</th>
<th>Current Location</th>
<th>Other Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheriff’s Office Mainframe</td>
<td>2008 E. 8th Avenue</td>
<td>N/A</td>
</tr>
<tr>
<td>Florida Safe Families Network (FSFN)</td>
<td>Tallahassee, Florida</td>
<td>N/A</td>
</tr>
</tbody>
</table>

5. Vital Files, Records, and Databases

<table>
<thead>
<tr>
<th>Vital File, Record, or Database</th>
<th>Form of Record (e.g., hardcopy, electronic)</th>
<th>Pre-positioned at Alternate Facility</th>
<th>Hand Carried to Alternate Facility</th>
<th>Backed up at Third Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master Case File</td>
<td>Hardcopy</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FASHIS/FSFN</td>
<td>Electronic</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Live Scan Database</td>
<td>Electronic</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Records</td>
<td>Hardcopy</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foster Care Home Phone List</td>
<td>Hardcopy</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>List of children placed in relative/non-relative care</td>
<td>Hardcopy</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Formatted: Bullets and Numbering
<table>
<thead>
<tr>
<th>Vital File, Record, or Database</th>
<th>Form of Record (e.g., hardcopy, electronic)</th>
<th>Pre-positioned at Alternate Facility</th>
<th>Hand Carried to Alternate Facility</th>
<th>Backed up at Third Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll</td>
<td>Electronic</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Personnel Phone Roster</td>
<td>Hardcopy</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Community Service Contact List</td>
<td>Hardcopy</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>COOP Plan</td>
<td>Electronic</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

**PHASE III: RECONSTITUTION**

Upon a decision by the Sheriff or authorized person that the facility can be reoccupied or that a different facility will be established as a new Child Protective Investigations Division Office:

a. The Division Major will oversee the orderly transition all Child Protective functions, personnel, equipment, and records to the new restored facility.

**COOP PLANNING RESPONSIBILITIES**

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Alert and Notification Procedures</td>
<td>Division or Assistant Division Commander or designee</td>
</tr>
<tr>
<td>Test Evacuation Procedures for the division and/or relocation to the Alternate Facility.</td>
<td>Division or Assistant Division Commander or designee</td>
</tr>
<tr>
<td>Update Contact Numbers (Personnel, Resources, Providers, Foster Homes</td>
<td>Division Executive Secretary</td>
</tr>
<tr>
<td>Update COOP Emergency Plans</td>
<td>Division or Assistant Division Commander or designee</td>
</tr>
</tbody>
</table>

**LOGISTICS**

**ALTERNATE LOCATION**

The Administrative Designee is responsible for the relocation of prepackaged supplies, equipment and other logistical support necessary to ensure continued operations at the Alternate Facility for an extended period of time: COOP Drive-Away Kits and emergency supplies. - Annex F
Interoperable Communications

In the event of the failure of the main telephone exchange, emergency phone numbers are available. These numbers are listed below:

Communications Emergency Operations Telephone Numbers:
- Command Supervisor  247-0700
- Command West  247-0701
- DP3-Teletype  247-0747

Emergency Communications Center Cell Telephone Numbers
- 833-1967
- 833-2367

TEST, TRAINING, AND EXERCISES

Test, Training and Exercises shall be coordinated by the Division Commander/ and or Assistant Division Commander or designee on an annual basis.

COOP PLAN MAINTENANCE

The Division Commander/ and or Assistant Division Commander or designee shall update the COOP Plan annually.

Annex A:  Authorities and References
Annex B:  Operational Checklists
Annex C:  Alternate Location/Facility Information
Annex D:  Maps and Evacuation Routes
Annex E.:  Manpower
Annex F:  Personal Drive-Away Kit & Emergency Preparedness Supplies Inventory
Annex G:  Supplemental Information
ANNEX A:

Authorities and References
Operational Checklist
ANNEX C:

Alternate Location/Facility Information

Florida State Fairgrounds
4800 US Highway 301 North
Tampa, Florida 33601
ANNEX D:

Maps and Evacuation Routes

Evacuation Zones
ANNEX E:

COOP / Emergency Management Child Protective Investigations Division

**Sworn Personnel**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major</td>
<td>1</td>
</tr>
<tr>
<td>Captain</td>
<td>1</td>
</tr>
<tr>
<td>Lieutenant</td>
<td>2</td>
</tr>
<tr>
<td>Sergeant</td>
<td>5</td>
</tr>
</tbody>
</table>

**Civilian Personnel**

<table>
<thead>
<tr>
<th>Position</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Administrator</td>
<td>1</td>
</tr>
<tr>
<td>General Manager I</td>
<td>3</td>
</tr>
<tr>
<td>Child Protective Investigator Supervisor</td>
<td>20</td>
</tr>
<tr>
<td>Child Protective Investigator</td>
<td>100</td>
</tr>
<tr>
<td>Community Service Officer</td>
<td>18</td>
</tr>
<tr>
<td>Executive Secretary</td>
<td>1</td>
</tr>
<tr>
<td>Senior Secretary</td>
<td>11</td>
</tr>
<tr>
<td>Multi-Trades Worker III</td>
<td>1</td>
</tr>
</tbody>
</table>

**Total Personnel**

<table>
<thead>
<tr>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>164</td>
</tr>
</tbody>
</table>
ANNEX F:

Personal Drive away Kit

Laptop and Charger
Cell Phone and Charger
Digital Camera and Charger
Master Case Files

Emergency Preparedness Supplies

Inventory of Supplies Attached

CSO/Secretarial Staff

Master Case Files

Supervisors are responsible for providing guidance to their members on the requirement for and the contents of these kits, which may contain such items as software, databases, publications, laptop computers etc. Supervisors are also responsible for securing computer equipment left behind, such as disconnecting and covering all computer equipment with plastic coverings.
Annex G:

Supplemental Information
# Child Protective Investigations Division

## Emergency Management Plan/COOP Checklist

<table>
<thead>
<tr>
<th>Required Action</th>
<th>Complete</th>
<th>PID</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Contact Division. Command Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2  Prepare Emergency Management/COOP assignments and send copies to Command</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Center and Communications Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3  Request sand bags from Facilities if needed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4  Ensure plastic sheeting is available to cover property</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5  Gas up all special purpose vehicles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6  Contact all essential personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7  Identify all non-staffed shelter cases; locate &amp; contact affected relative/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>non-relative caregivers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8  Update Hurricane Phone Messaging System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9  Conduct operability check of Satellite Phone System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 Create sign-in roster (Enforcement &amp; Civilian personnel)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11 Assign Law Enforcement Sergeant as Recorder to Command Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 Arrange for food &amp; water for employees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13 Get additional sandbags from D.O.T. to secure secondary doors, if needed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14 Secure windows from wind and debris; secure all hurricane shutters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 Prepare safe storage for, and transportation of, any additional supplies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16 Secure vital records; relocate to Alternate Facility if necessary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17 Secure and transport COOP Drive-Away Kits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 Evacuate building and relocate to Alternate Facility</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
You have reached the Hurricane Information Line for the Hillsborough County Sheriff’s Office Child Protective Investigations Division. If you are evacuating to another location due to hurricane watches and/or warnings, please listen carefully to the following instructions.

If at any time you need to listen to any part of this message again, press the number 1 to rewind. You may need to press the number 1 several times.

It is imperative that you provide information on your location, and that of any child entrusted to your care by the Sheriff’s Office. Remember to take the Child Resource Record for any child that has been placed with you.

At the sound of the tone, please leave the following information:

- Your name and address

- The name of any child that has been placed with you

- The name of your investigator

- The location and phone number where you will be staying during your evacuation – Remember, you MUST provide a point of contact
As we enter into the hurricane season, here are a few tips to assist in the preparation and planning for the safety of you and the children entrusted to your care by the Hillsborough County Sheriff’s Office.

- Familiarize yourself with the hurricane language and Hillsborough County Government’s role during an emergency.
  - Hurricane WATCH-Issued when coastal lands are in danger of experiencing hurricane conditions within the next 36 hours.
  - Hurricane WARNING- Issued when coastal lands are in danger of experiencing sustained winds of at least 74 miles an hour within the next 24 hours.
  - Voluntary and Mandatory Evacuations-Voluntary evacuations are ordered by Hillsborough county when severe wind gusts or heavy rainfall is expected to cause local flooding and debris hazards. Some School Board and Red Cross shelters will open. Mandatory evacuations are ordered to protect residents from storm surge or tropical force winds. It is against the law not to obey a mandatory evacuation order. Remember, emergency responders cannot respond to calls once the weather becomes too dangerous.
    - All mobile home residents are required to evacuate.

- Create a disaster plan.
  - Meet with your family. Discuss the importance of preparing for the event of a hurricane.

- Evacuation:
  - Take important papers with you: including identification with your local address, insurance information and the Child Resource Record.
  - Contact the Child Protective Investigations Division at 627-1080, if you choose, or are ordered to evacuate. You will be able to leave a detailed message with the children’s location and contact information.
  - Discuss the possibility of an evacuation. Stay with friends, relatives, or at a public shelter close to home. Leave early as the roads will be busy during evacuations.

- If you don’t evacuate:
  - Wait for official word that the danger is over. Stay tuned to local TV or radio: During emergencies, local officials work with the media to get the latest information and news out to local residents 24-hours a day.