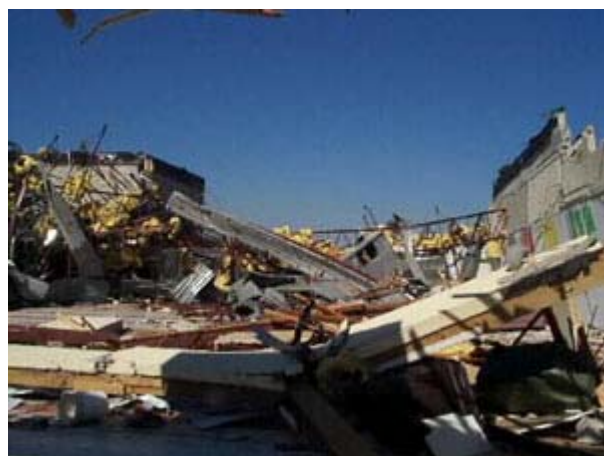




# EMERGENCY/DISASTER PREPARATION, RESPONSE AND RECOVERY GUIDELINES

Photos obtained from Federal Emergency Management Agency (FEMA) Photo Library



June 2008

These guidelines have been developed with input from a wide variety of sources. They will continue to be revised as our experience grows and resources fluctuate. It is essential that each staff member take the time to become familiar with our emergency procedures. When disasters threaten or strike a community, people expect government to take immediate action. Partnership for Strong Families (PSF) has initiated the first steps to be prepared for emergency situations by offering this revised Emergency Plan. In addition, each of our service centers has developed an emergency operations plan specific to that facility. All of the emergency plans shall be “working documents” and shall be revised as conditions warrant.

Each PSF service site should have a safety/risk management committee. Those service sites collocated with DCF should identify an individual to participate as a representative on the DCF Safety/Risk Management Committee. Staff members at each site are encouraged to learn who is on their local safety/risk management committee and bring issues that have the potential to produce injury in the work place to the attention of the appropriate site committee. Issues can also be presented to the PSF Safety/Risk Management Committee through the site committees.

Partnership for Strong Families has a philosophy of zero tolerance to violence and the threat of violence. It is impossible to overstate the costs of workplace violence, because a single incident can have such sweeping repercussions. Staff members are the first lines of defense against workplace violence. Every incidence of violence or threatened violence must be reported to management by completing an Event Report.

While we all hope that we will never have to put these plans into action, your involvement is important to ensuring that our plans are realistic, accurate and complete.

Steven J. Murphy  
President & CEO  
Partnership for Strong Families, Inc.

Effective Date: June 2008

# **EMERGENCY/DISASTER MITIGATION, PREPARATION, RESPONSE AND RECOVERY GUIDELINES**

Partnership for Strong Families (PSF) Emergency Management has prepared the following revised guidelines. They are intended to assist staff in preparing for and recovering from any event that adversely affects PSF's ability to provide appropriate protection and services to clients and staff.

This document supersedes all previous editions. It contains sensitive information regarding staff. Therefore, distribution should be restricted to PSF employees. Although every attempt will be made to keep the information contained in these guidelines up-to-date, telephone numbers and similar information may change with little or no notification.

Questions regarding this publication or the procedures discussed within should be referred to Steven Murphy or his designee, 352.393.2740.

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**EMERGENCY/DISASTER PLAN****DEFINITIONS**

**ACP** – The Association of Contingency Planners. This is an association of private businesses, local and state governmental agencies and charities whose primary function is emergency recovery and resumption of business operations.

**DEM** – Division of Emergency Management. Office of the state which will take control of all emergency operations within the state in a declared emergency.

**EMS** – Emergency Medical Services; Department of Health, Tallahassee. The main operational emergency area of the Department of Health; This group will represent the agency in the state EOC in a declared emergency.

**EOC** - Emergency Operations Center; can be the county or state operations center. This is the controlling site for disaster operations within a specific area.

**EOCC** – Emergency Operations Command Center – PSF Headquarters Office.

ICO – Incident Command Officer (President/CEO)

DICO – Deputy Incident Command Officer (Chief Operating Officer or designee)

IOO – Incident Operations Officer (Director of Quality Operations)

ICO - Incident Communications Officer (Director of Resource Development)

IAO – Incident Finance/Administrative Officer (Director of Finance & Administration)

ILO – Incident Logistics Officer (Director of Quality Operations)

**ESF** – Emergency Support Function. These are the support functions which will be utilized to control response in the event of a major disturbance or disruption of normal operations. There are currently 17 ESF's in the state.

**OCA** – Office of Community Affairs; Governor's Emergency Operations Division. This is the controlling organization for emergency response in Florida.

**SAMH** – Substance Abuse and Mental Health.

**SDAT** – Site Damage Assessment Team.

# EMERGENCY OPERATIONS

## PURPOSE

This document establishes disaster planning, response, and recovery guidelines for Partnership for Strong Families (PSF). It establishes fundamental policies, program strategies, and assumptions essential to effective resource management and service restoration following a disaster. It also assigns specific functional responsibilities to appropriate programs and staff.

Provisions of this plan will minimize emergency related material shortages and service system disruptions that would have an adverse impact on clients and staff. It will also promote short and long-term recovery.

PSF will discharge its emergency management responsibilities through four interrelated actions: mitigation, preparedness, response and recovery. Each action will serve as one phase of a comprehensive process, with each phase building on the accomplishments of the preceding one. The overall goal is to minimize the impact caused by an emergency in the district.

**Mitigation** involves actions that provide lasting reduction of exposure to, probability of or potential loss from hazardous events. Mitigation includes education regarding simple, cost effective measures that can be taken to reduce loss or injury. This might be as simple as lighting a parking lot or housing records in a protected area of the office or building rather than along an outside wall. It may also be as complex as designing a new service site to be as secure as resources will allow.

While mitigation can make workplaces safer, it does not completely eliminate risk and vulnerability from all hazards. The PSF service area must be ready to face emergency threats that cannot be mitigated. Since emergencies often evolve rapidly and become too complex for effective improvisation, PSF can successfully discharge its emergency responsibilities only by taking certain actions beforehand.

**Preparedness** involves establishing authorities and responsibilities for emergency actions, and arranging for the resources to support them. These guidelines assign emergency management duties and require designation of the resources necessary for carrying out assigned duties. The onset of an emergency creates a need for time-sensitive responses as well as actions to begin stabilizing the situation so PSF can regroup.

**Recovery** is the effort to restore service delivery and the working environment to normal. Recovery incorporates mitigation as a goal. For the short term, recovery may mean providing for basic human needs. Once some stability has been achieved, PSF will begin recovery efforts for the long term.

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**EMERGENCY/DISASTER PLAN**

While the causes of emergencies vary greatly, the potential effects of emergencies do not. PSF's plan identifies tasks common to a number of hazards, assigns responsibility for accomplishing each task, identifies methods of obtaining required resources, and promotes training in each aspect.

**Planning Assumptions:** In the development of this plan, we have made the following assumptions;

1. That the local area will need to plan for isolation from state resources for a period of approximately 48-72 hours.
2. That once assistance has begun to arrive, local control of those resources will be necessary in order to assure proper deployment and effectiveness of our recovery.
3. That all resources developed for deployment into an affected area will stage from Partnership for Strong Families and will await orders for deployment from the local or state Emergency Operations Center to deploy.

**Concept of Operations:** Partnership for Strong Families utilizes the Incident Command System format in the development of our command and control functions and will utilize this concept in all of our response activities.

This manual is a living document and is reviewed periodically for changes in both PSF and DCF response plans.

## STATE COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

The state Comprehensive Emergency Management Plan (CEMP) establishes a system to ensure Florida will be adequately prepared to deal with the occurrence of emergencies and disasters. The plan describes how federal and other outside resources will be coordinated to supplement state resources and response. It is structured to parallel federal activities set forth in the "Federal Response Plan".

### EMERGENCY SUPPORT FUNCTIONS

The CEMP establishes the Emergency Support Function (ESF) concept of emergency operations in Florida. This has dramatically changed and more clearly defines the responsibilities of state agencies. The plan identifies 17 ESFs and assigns primary and support responsibilities for each. The ESFs are as follows:

ESF #	Area of Responsibility	Lead State Agency
<b>ESF #1</b>	Transportation	Department of Transportation
<b>ESF #2</b>	Communications	Department of Management Services
<b>ESF #3</b>	Public Works and Engineering	Department of Transportation
<b>ESF #4</b>	Fire Fighting	Department of Insurance
<b>ESF #5</b>	Information and Planning	Department of Community Affairs
<b>ESF #6</b>	Mass Care	American Red Cross
<b>ESF #7</b>	Resource Support	Department of Management Services
<b>ESF #8</b>	Health and Medical Services	Department of Health
<b>ESF #9</b>	Search and Rescue	Department of Insurance
<b>ESF #10</b>	Hazardous Materials/Environmental Protection	Department of Environmental Protection
<b>ESF #11</b>	Food and Water	Department of Agriculture and Consumer Services
<b>ESF #12</b>	Energy	Department of Community Affairs, Public Service Commission
<b>ESF #13</b>	Military Support	Department of Military Affairs
<b>ESF #14</b>	Public Information	Department of Community Affairs
<b>ESF #15</b>	Volunteers and Donations	Department of Community Affairs
<b>ESF #16</b>	Law Enforcement and Security	Department of Law Enforcement
<b>ESF #17</b>	Animal Protection	Department of Agriculture and Consumer Services

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**EMERGENCY/DISASTER PLAN**

PSF must also promptly locate and determine the status of clients who are in the care of the department (i.e. foster children, individuals housed in residential group homes, etc.).

Unless otherwise determined by the President/CEO, all PSF employees are considered first responder personnel for purposes of conducting PSF related emergency preparation, response and recovery activities.

Under the CEMP, the flow of information both to and from the State EOC may be coordinated through local county emergency operations centers. If direct communications between the Partnership for Strong Families EOCC and the State EOC cannot be established, or are interrupted, information from the State EOC can be transmitted to a PSF representative at the appropriate county EOC. This information will be forwarded to the PSF EOCC as soon as possible. Similarly, requests for personnel and other resources may be transmitted to the State EOC through the PSF representative at the appropriate county EOC.

### **District Demographics**

The Partnership for Strong Families service area consists of thirteen (13) northern Florida counties, including; Alachua, Baker, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Madison, Suwannee, Taylor and Union. All of these counties, with the exception of Alachua, are rural and are mostly agricultural in nature.

Major rivers such as the St. Johns, Suwannee and Santa Fe provide additional opportunity for flooding during an event such as a major hurricane or heavy rainfall.

Rural communities within the service area may be both remote and cut off for periods of time due to the nature of the surrounding territory (mostly forest) and the limited access into the areas in question.

### **Threat Analysis**

Florida's Comprehensive Emergency Management Plan (CEMP) divides disasters into three categories. These are:

1. **Minor Disaster:** Any disaster that is likely to be within the response capabilities of local government and results in only minimal need for state or federal assistance.
2. **Major Disaster:** Any disaster that will likely exceed local capabilities and require a broad range of state and federal assistance. The Federal Emergency Management Agency (FEMA) will be notified and potential federal assistance will be predominantly recovery-oriented.
3. **Catastrophic Disaster:** Any disaster that will require massive state and federal assistance, including immediate military involvement. Federal assistance will involve response as well as recovery needs.

**EMERGENCY/DISASTER PLAN**

This plan will be routinely reviewed and revised by the Emergency Operations Coordinator with input from PSF staff and other appropriate sources. It is to be used as a tool to assist PSF in accomplishing its mission, and relies heavily on staff and material resources.

Therefore, it is essential that management and staff is well versed in the provisions of their site/program specific emergency operations plan and their individual responsibilities. All provisions and assigned responsibilities contained herein are delegated to the Partnership for Strong Families staff and Case Management Agency as indicated.

**Partnership for Strong Families Service Centers****Alachua County**

Gainesville Service Center  
515 N. Main Street  
Gainesville, FL 32601

**Director of Quality Operations**

Thelma Clayton

**Quality Operations Manager**

Pebbles Edelman

**Family Preservation Services**

Dusty Pye

**Bradford County**

Starke Service Center  
1250 Andrews Circle  
Starke, FL 32091

**Quality Operations Manager**

Anita Franklin

**Devereux Florida**

Donna Maynard

**Columbia County**

Lake City Service Center  
1389 W. Highway 90, Ste. 100  
Lake City, FL 32055

**Quality Operations Manager**

Anita Franklin

**Devereux of Florida**

Donna Maynard

**Gilchrist County**

Trenton Service Center  
1208 East Wade Street  
Trenton, FL 32693

**Quality Operations Manager**

Carol Ruth

**Devereux of Florida**

Donna Maynard

**Madison County**

Greenville Service Center  
1476 SW Main Street  
Greenville, Florida 32331

**Quality Operations Manager**

Lila Pridgeon

**Camelot**

Melissa Knabe

**Suwannee County**

Live Oak Service Center  
501 Demorest Street  
Live Oak, FL 32060

**Quality Operations Manager**

Carol Ruth

**Family Preservation Services**

Dusty Pye

**EMERGENCY/DISASTER PLAN**

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## Emergency Operations Centers

Chief Will May, Director

**Alachua** County Emergency Management

1100 SE 27th; PO Box 548

Gainesville, Florida 32602-0548

Phone: 352-384-3116

Fax: 352-264-6565

Suncom: 651-6500

e-mail: [wgm@alachua.fl.us](mailto:wgm@alachua.fl.us)

**Alachua County Emergency Management Website**

Adam Faircloth, Director

**Baker** County Emergency Management

56 N 2<sup>nd</sup> Street

MacClenny, Florida 32063

Phone: 904-259-6111

Fax: 904-259-6114

Suncom: N/A

e-mail: [bcem@nefcom.net](mailto:bcem@nefcom.net)

**Baker County Emergency Management Website**

Brian K. Johns, Director

**Bradford** County Emergency Management

945-B N. Temple Ave.

Starke, Florida 32091

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Fax: 904-966-6169

Suncom: N/A

e-mail: [brian\\_johns@bradford-co-fla.org](mailto:brian_johns@bradford-co-fla.org)

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Ronnie McCardle, Director

**Columbia** County Emergency Management

Post Office Box 2949

Lake City, Florida 32056-1787

Phone: 386-758-8757 OR 386-758-1125

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Suncom: N/A

e-mail: [ronnie\\_mccardle@columbiacountyfla.com](mailto:ronnie_mccardle@columbiacountyfla.com)

**Columbia County Emergency Management Website**

Tim Alexander, Director

**Dixie** County Emergency Management

PO Box 2009; 56 NE 210 Avenue

Cross City, Florida 32628-2009

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Fax: 352-498-1244

Suncom: 656-1240

e-mail: [chad.reed@dixieemergency.com](mailto:chad.reed@dixieemergency.com)

**Dixie County Emergency Management Website**

**EMERGENCY/DISASTER PLAN**

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**Gilchrist County Emergency Management Website**

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**Lafayette County Emergency Management Website**

Mark Johnson, Director

**Levy** County Emergency Management

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Suncom: 645-5213

e-mail: [lcdem@bellsouth.net](mailto:lcdem@bellsouth.net)

**Levy County Emergency Management Website**

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**Madison** County Emergency Management

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**Madison County Emergency Management Website**

**EMERGENCY/DISASTER PLAN**

John G. Wooley, Director

**Suwannee** County Emergency Management

13354 80th Terrace

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**Suwannee County Emergency Management Website**

Brenda Freund, EM Coordinator

**Taylor** County Emergency Management

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Perry, Florida 32348

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Fax: 850-838-1642

Suncom: N/A

e-mail: [em.coordinator@taylorcountygov.com](mailto:em.coordinator@taylorcountygov.com)

**Taylor County Emergency Management Website**

Doug York, Director

**Union** County Emergency Management

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Lake Butler, Florida 32054

Phone: 386-496-4300

Fax: 386-496-3226

Suncom: N/A

e-mail: [yorkjd@unionsheriff.us](mailto:yorkjd@unionsheriff.us)

**Union County Emergency Management Website**

## STATE AND LOCAL EMERGENCY ACTIVATION PROCEDURES

There are four basic emergency scenarios that could occur, each requiring PSF to respond in different ways. These include:

1. Single Service Center facility involvement. This is a situation in which one or two facilities in the PSF service area are involved. An example would be a fire, power outage, broken water pipe, or other event that affects one or two service delivery sites. Neither the county nor state EOCs will be activated. Only PSF will be involved and the flow of information will be through the President/CEO or his/her designee to Tallahassee, if necessary.
2. The county EOC is opened but the state EOC is not. An example would be localized flooding due to strong westerly winds during an unusually high tide or heavy rains. In this scenario, one or more counties in the district are affected enough to open their respective EOCs. However, the situation is insufficient to justify the initiation of operations at the state EOC. Analysis of local damage and operational status will be required. Specific site information will be provided to the President/CEO or his/her designee for relay to Tallahassee.
3. The state EOC is opened but local EOCs are not. Hurricane Andrew and the flooding in the Florida Panhandle are examples of this situation.
4. Both the county and the state EOCs are opened. In this scenario, PSF services are severely impacted. In order to restore services, PSF will need to fully respond and extensive outside assistance may be required. Damage assessments and needs identification will be completed. Concise information will be promptly forwarded to the state EOC through the county EOC.

The President/CEO may activate the Emergency Operations Command Center in response to any of the four different scenarios described above. In order for PSF to most effectively manage its limited resources, the following general guidelines will be used:

### Mitigation Responsibilities

1. Pursue purchase of emergency generators for each Service Center  
Responsibility: PSF Quality Operations Managers in collaboration with the District Support Services Manager
2. Pursue appropriate wiring for Service Centers to support emergency generators when needed.  
Responsibility: PSF Quality Operations Managers in collaboration with the District Support Services Manager
3. Meet with local electric companies to arrange to have Service Centers placed on the priority list for reconnecting power service after the emergency.  
Responsibility: PSF Business Operations Specialist and Quality Operations Managers in collaboration with the District Support Services Manager

**EMERGENCY/DISASTER PLAN**

4. Convene meetings of the Emergency Planning Team (expanded Safety Committee) at least annually or as needed to update COOP and ensure periodic emergency drills at each facility/Service Center.  
Responsibility: PSF Quality Operations Managers in collaboration with the District Support Services Manager
5. Develop and maintain on going relationships with the Emergency Operations Centers in all 13 counties in the PSF service area and ensure contacts are updated at least annually prior to hurricane season.  
Responsibility: PSF Quality Operations Managers in collaboration with the District Support Services Manager, and Operations Program Administrators.

**Preparation Responsibilities**

1. Maintain current call down trees for all staff including emergency /alternate contact Name and phone number and update quarterly.  
Responsibility: Managers/Supervisors
2. Review emergency plans with all staff in each service center.  
Responsibility: Managers/Supervisors
3. Identify at least two suitable Alternate Relocation Points for each service center where staff should report in the event the existing service center is not available.  
Responsibility: Quality Operations Director.
4. Maintain and update at least annually a current list of employees willing to volunteer to assist in other areas of the PSF service area or state as needed, including ham radio operators.  
Responsibility: Director of Resource Development
5. Arrange for back up communication devices such as cellular phones and GPS devices at PSF Headquarters Office and battery operated radios at each facility.  
Responsibility: Information Systems staff
6. Provide each Case Management staff and Quality Operations Manager with copies of the COOP, employee contact phone trees, volunteer lists and community partners for each county including Emergency Operations Centers contact information.  
Responsibility: Director of Quality Operations
7. Ensure each service site has the Service Site Readiness Checklist available for all staff and has adequate disaster supplies.  
Responsibility: Quality Operations Managers
8. Maintain and update a list of local emergency service agencies along with referral procedures and contact information including food banks, clothes closets, emergency shelters.  
Responsibility: Business Operations Specialist and Quality Operations Managers

**In the event of an impending emergency such as hurricane:**

9. Activate the Emergency Response Team, determine decision timeline, schedule regular briefing conference calls with Senior Management Team and Quality Operations Managers.  
Responsibility: President/CEO and/or Emergency Coordinator

**EMERGENCY/DISASTER PLAN**

10. Activate telephone call down trees as appropriate. Ensure there is a feedback loop whereby the person making calls, in turn, calls the person above them in the chain when they are done to report successful and unsuccessful communications with everyone on the list.  
Responsibility: Emergency Coordinator/All PSF Supervisors
11. Initiate and maintain contact with headquarters Emergency Operations Center.  
Responsibility: Emergency Coordinator
12. Initiate and maintain contact with each county Emergency Operations Center.  
Responsibility: Quality Operations Managers, Business Operations Specialist for Alachua County only.
13. Ensure clients in residential placement are safe and safety plans are in place. This entails ensuring Case Management providers are aware of the impending emergency, have contacted foster parents to ensure safety/evacuation plans are in place and have re-contact plans for after the emergency. It also entails CPI's making similar contacts with clients still under their responsibility.  
Responsibility: Operations Program Administrators, Contract Providers
14. Ensure PSF emergency telephone notification system is functioning and conference call capacity is established.  
Responsibility: Director of Information Systems
15. Ensure PSF vehicles are secured.  
Responsibility: Business Operations Specialist
16. Ensure corporate credit card availability at each service site and increase limits if needed.  
Responsibility: Director of Finance and Accounting
17. Complete Service Center Checklists at each service center as appropriate.  
Responsibility: Director of Quality Operations/Quality Operations Managers
18. Determine and announce office closures ASAP based on county Emergency Operations Centers closure decisions.  
Responsibility: President/CEO and/or Director of Resource Development

**Response Responsibilities**

General - Limited to getting our facilities ready and our records into safe harbor. Getting our employees informed of office closure, when to report and where to report after the emergency.

PSF has the responsibility of getting shelter and foster children to safety. This is accomplished by assuring these children are evacuated with the foster families and that these families know where to call to report their locations after the emergency. It will also be the responsibility of the contracted case management agencies to know where each of the foster children in their care will be during the emergency and be prepared to inform the Director of Quality Operations of those whereabouts.

PSF has a responsibility to check that each contract, which has a residential element, has an emergency plan. The approval of this plan is the responsibility of the local office of emergency management, not PSF.

**EMERGENCY/DISASTER PLAN****Recovery Responsibilities:**

1. Convene the Emergency Response Team.  
Responsibility: President/CEO and/or Emergency Coordinator
2. Once it is safe to do so, complete damage assessment at each affected facility.  
Responsibility: Director of Quality Operations/Building Managers
3. Contact PSF and provider staff through phone trees or prearranged conference call to assess status of staff and service centers and clients in shelter or foster care and SAMH facilities.  
Responsibility: Emergency Response Team
4. Report status and ability to operate to headquarters Emergency Operations Center.  
Responsibility: President/CEO/Emergency Coordinator
5. Direct any necessary facility repairs to be completed.  
Responsibility: Emergency Response Team
6. Direct establishment of alternate service sites and implement Incident Management Team as needed.  
Responsibility: President/CEO and/or Emergency Coordinator
7. Notify PSF staff of office closures or moves and expectations regarding where and when to report to work through phone trees, conference call and/or through messages posted on the PSF Emergency Phone Line, which is **1-888-886-1229**.  
Responsibility: Emergency Response Team
8. Establish and maintain contact with available media regarding district operations and any changes in location or office schedules.  
Responsibility: Public Information Officer
9. Arrange for re-routing of mail for any facilities that have relocated.  
Responsibility: Director of Finance and Administration
10. Coordinate with headquarters all incoming relief directed at clients or staff.  
Responsibility: Emergency Response Team

**SINGLE FACILITY INCIDENT**

In the event of an incident involving one or two PSF service delivery sites, the following actions will be taken:

1. The Quality Operations Manager or CMA senior staff member at the affected site will promptly notify the President/CEO, Director of Quality Operations or the Emergency/Disaster Coordinator regarding nature and severity of the incident. This notification will include:
  - a. Facility location and the name of the person in charge.
  - b. Can staff assess damage on-site OR does the Site Damage Assessment Team (SDAT) need to be sent to the site.
  - c. Any injuries or deaths.
  - d. Current location and status of staff and clients.
  - e. Ability of the site(s) to initiate and maintain service delivery.
2. If necessary, clients with appointments at the affected site(s) will be notified as soon as possible and rescheduled.
3. The building manager will complete a **Damage Assessment, Part 1: Structural Damage** and forward this assessment to the President/CEO and Director of Quality Operations within four hours.

**EMERGENCY/DISASTER PLAN**

4. If necessary, appropriate on-site staff will complete a **Damage Assessment, Part 2: Equipment and Supplies** and **Emergency Requisition form** for resources needed but not available at the site(s). Completed requisition forms will be attached to the damage assessment and sent to the Director of Quality Operations at PSF Headquarters Office within eight hours.
5. Once a damage assessment and **Emergency Requisitions** have been received the Emergency Response Team will meet to determine the action(s), resources, and time required to place the facility back in service.
6. The site specific alternate service delivery plans that have been prepared by each program may be activated. Service delivery will proceed either at the affected site or the designated alternate site.
7. The Emergency Response Team will closely monitor progress until repairs are completed.

**SINGLE COUNTY INCIDENT**

If an incident affects a single county within PSF service area, but is not extensive enough to require activation of the State Emergency Operations Center, the following actions will be taken:

1. The Emergency Response Team may initiate operations, at the discretion of the President/CEO.
2. Staff may be required to implement site specific disaster recovery plans at the affected facilities, including alternate staging and service delivery location provisions.
3. Clients with appointments at the affected site(s) will be notified as soon as possible and rescheduled.
4. The Service Center Coordinator will promptly complete a **Damage Assessment Form, Part 1: Structural Damage**.
5. If additional resources are needed but are not available at the site, appropriate on-site staff will complete a **Damage Assessment, Part 2: Equipment and Supplies** and **Emergency Requisition Form**. Completed requisition forms will be attached to the damage assessment form, and, within eight hours, this package will be sent to the Director of Quality Operations at the PSF Headquarters Office if it is operational.
6. Based on the damage assessment the Emergency Response Team will establish time frames for repairs and determine whether local resources are sufficient to fully restore service delivery.
7. If outside assistance is required, specific needs will be transmitted to District 3, Department of Children & Families, Gainesville, through the Emergency Response Team.
8. The Emergency Response Team will ensure that the site-specific alternate service delivery plans are in place, and service delivery is in progress at the specified alternate site(s) or, with modifications, at the affected site(s).
9. The Emergency Response Team will monitor progress of repairs.
10. Activities will continue until full recovery has been achieved.

**STATE EOC ACTIVATED, PSF UNAFFECTED**

In this situation, an area of the state is impacted severely enough to warrant activation of the State EOC, but the event does not directly impact Partnership for Strong Families. Under the

**EMERGENCY/DISASTER PLAN**

provisions of the Florida Comprehensive Emergency Management Plan, no outside assistance will be provided to an affected area without the approval of and coordination with the State EOC. This procedure has been adopted to ensure that the relief effort is coordinated and that maximum benefit is received from available resources.

**STATEWIDE EMERGENCY, LOCAL AREA AFFECTED**

This is the worst case scenario. It is a disaster that is serious enough to warrant statewide mobilization and one that also directly impacts the PSF service area. Both the state and local EOCs are activated and the event will cause enough local damage to severely limit PSF's ability to promptly recover. Local resources will be scattered, degraded, and unable to promptly and effectively respond. In this situation, the procedures are as follows:

1. When possible, appropriate pre-disaster activities such as preparing for service center closure, ensuring that the list of telephone numbers are current for staff, etc. will be completed prior to the event according to the provisions of this document and the site specific disaster management plans.
2. The PSF Emergency Operations Command Center will initiate operations following the guidelines and procedures outlined in this plan.
3. All site/program specific disaster recovery plans will be initiated.
4. Prescribed disaster response activities for each service delivery site and the Emergency Operations Command Center will continue until recovery has been completed.

## **EMERGENCY OPERATIONS COMMAND CENTER**

### **STAFFING - CHAIN OF COMMAND AND FUNCTIONS**

The PSF Emergency Operations Command Center (EOCC) will be housed in the PSF Boardroom, 3<sup>rd</sup> floor, 515 N. Main Street, Gainesville.

For purposes of emergency operations, the primary telephone number is (352) 393-2740. The primary telephone line has a rollover feature that will allow incoming calls to go to other lines if the primary line is busy. The Fax number is (352) 393-2747.

Unless otherwise directed by the President/CEO, if a member of the Senior Management Team and his/her back-up are absent from the EOCC at the initiation of operations, the senior staff member in that section who is present will assume responsibility for and leadership of that section or program.

As previously indicated, comprehensive preparation and recovery activity information for each program and management entity is provided in the site specific emergency operations plans (separate documents). The PSF Emergency/Disaster Coordinator maintains a copy of all plans. Lead staff for each program shall maintain a copy of their respective current plan.

Members of the Emergency Response Team are expected to keep abreast of tropical weather conditions during Hurricane Season especially when a Hurricane Watch or Hurricane Warning is issued for any part of the PSF service area. In addition, any member of the Emergency Response Team who cannot be reached at one of the emergency telephone numbers provided in this plan must promptly call the Emergency Coordinator or any other member of the Emergency Response team and provide a telephone number where they can be reached.

**EMERGENCY/DISASTER PLAN****PRESIDENT/CEO****EMERGENCY OPERATIONS PHONE:** (352) 393-2740**EMERGENCY MESSAGE LINE:** (888) 886-1229**OFFICE PHONE:** (352) 393-2740**FAX NUMBER:** (352) 393-2747

NAME	TITLE	HOME	CELLULAR
Steven Murphy	President & CEO		352-870-1798
<b>BACK-UP:</b>			
Shawn Salamida	Chief Operating Officer		352-359-0157

**Additional Staff:**

NAME	TITLE	HOME	CELLULAR
Thelma Clayton	Director of Quality Operations		352-213-6230
Ima Mattair	Human Resources Director		352-870-9581
Mia Hobdy	Director of Resource Development		352-213-0020
David Glennon	Director of Information Services		352-318-2165
Amanda Gray	Director of Finance and Administration		352-213-8400

**Emergency Responsibilities:**

The President/CEO has the ultimate responsibility for all elements of the development, approval, implementation, and operation of the PSF disaster plans, operations and the EOCC. He will also ensure that appropriate information and requests for assistance are forwarded to the state or local Emergency Operations Center.

The President/CEO will also coordinate all public information releases to the public, staff and clients that relate to emergency operations of PSF in times of emergency.

The President/CEO will assume the liaison function between local, state and federal authorities in times of emergency.

The additional staff indicated will provide support to the President/CEO at the Emergency Operations Command Center (EOCC) and form their command team. These staff will be prepared to report to the EOCC following the instructions provided in the Operational Guidelines for the EOCC, or as instructed by either the President/CEO or his/her designee.

**EMERGENCY/DISASTER PLAN****DIRECTOR OF QUALITY OPERATIONS****EMERGENCY OPERATIONS PHONE:** (352) 393-2740**EMERGENCY MESSAGE LINE:** (888) 886-1229**OFFICE PHONE:** (352) 393-2740**FAX NUMBER:** (352) 393-2747

<b>NAME</b>	<b>TITLE</b>	<b>HOME</b>	<b>CELLULAR</b>
Thelma Clayton	Director of Quality Operations		352-213-6230
<b>BACK-UP:</b> Pebbles Edelman	Quality Operations Manager		352-226-6675

**Emergency Responsibilities:**

The Director of Quality Operations will be a member of the Emergency Response Team and will:

1. Assist in the preparation and annual updating of site/program specific PSF emergency operations plans.
2. Review all PSF site/program specific emergency operations plans ensuring that content is realistic and complete.
3. Maintain a copy of each current approved program/site emergency operations plan.
4. Ensure operations staff follow through on all emergency related directives from the Emergency Response Team.
5. Any other duties assigned by the President/CEO or his/her designee.

**EMERGENCY/DISASTER PLAN****FINANCE/ADMINISTRATION OFFICER (FAO)**  
(ATTACHED TO DIRECTOR OF QUALITY OPERATION)**EMERGENCY OPERATIONS PHONE: (352) 393-2740****EMERGENCY MESSAGE LINE: (888) 886-1229****OFFICE PHONE: (352) 393-2740****FAX NUMBER: (352) 393-2747**

NAME	TITLE	HOME	CELLULAR
Amanda Gray	Director of Finance and Administration		352-213-8400
<b>Back up</b> Yolanda Hocker	Budget Manager		352-328-8548

**Emergency Responsibilities:**

The Finance/Accounting Section will assist and support the EOCC by:

1. Providing for efficient and accurate record keeping of all expenses pertaining to and specifically related to the event in question. Coordinate the issuance of emergency warrants as necessary to provide emergency goods and services for PSF.
2. Advising the Emergency Response Team as to what is permissible under state requirements and statutory requirements regarding the dispersal of emergency funds.
2. Coordinating with the Emergency/Disaster Coordinator to establish master billings with designated hotels and/or motels for the staff as required.
3. Coordinating the issuance of emergency warrants as necessary for transportation required to meet the needs of PSF in the event.
4. Maintaining accurate assignment records for all PSF staff for FEMA reimbursement after the event.
5. Communicating any concerns to the President/CEO or designee as necessary.

**EMERGENCY/DISASTER PLAN****HUMAN RESOURCES****EMERGENCY OPERATIONS PHONE: (352) 393-2740****EMERGENCY MESSAGE LINE: ((888) 886-1229****OFFICE PHONE: (352) 393-2740****FAX NUMBER: (352) 393-2747**

<b>NAME</b>	<b>TITLE</b>	<b>HOME</b>	<b>CELLULAR</b>
Ima Mattair	Human Resources Director		352-870-9581
<b>BACK-UP:</b> Christina Williams	Human Resources Assistant		

**Emergency Responsibilities:**

The Human Resources Section will assist and support the EOCC by:

1. Coordinating the gathering of information regarding disaster related personal needs of PSF staff members and assist in obtaining and distributing needed supplies to staff.
2. Communicating any concerns to the President/CEO or designee as necessary.

**EMERGENCY/DISASTER PLAN**

**GENERAL SERVICES**

**EMERGENCY OPERATIONS PHONE:** (352) 393-2740  
**EMERGENCY MESSAGE LINE:** (888) 886-1229  
**OFFICE PHONE:** 352-393-2740  
**FAX NUMBER:** (352) 393-2747

NAME	TITLE	HOME	CELLULAR
Pat Murphy	Business Operations Specialist		352-210-3500
<b>BACK-UP:</b> Anita Franklin Carol Ruth Lila Pridgeon	Quality Operations Manager(s)		352-213-6210 352-213-6199

**Emergency Responsibilities:**

The General Services Section will assist and support the EOCC by:

1. Assisting in ensuring building security for all PSF service delivery sites. Maintain a vendor list to acquire these services.
2. Assisting in determining the extent of damage to PSF facilities, estimating the assistance required to get damaged facilities back in operation, ascertain how long repairs will take, and identify alternative resources for staff and clients until the affected service delivery site is back on line. In order to accomplish this General Services will:
  - a. Assist the Emergency Management Coordinator in providing damage assessment training to all building managers based on the provisions of this document.
  - c. Use the **Damage Assessment Form** when conducting site reviews.
  - d. Ensure that damage assessment findings and recommendations are promptly reported to the Emergency Response Team.
3. Assisting in ensuring sanitary toilet facilities are properly operating for service centers and the EOCC, and maintain a vendor list for acquiring these services.
4. Assisting in ensuring adequate supply of potable water for the service centers and the EOCC, and maintain a vendor list for this commodity.
5. Assisting in transporting salvaged equipment and supplies from damaged service sites to auxiliary service delivery locations.
6. Assisting in arranging for clean-up and solid waste disposal at the service centers and maintain a vendor list to acquire these services.
7. Developing and maintaining a comprehensive list of providers/vendors who will be able to furnish materials and supplies critical to program and command center operation following a disaster.
8. Any other duties assigned by the President/CEO or his/her designee.

**EMERGENCY/DISASTER PLAN****INFORMATION SERVICES**

(ATTACHED TO THE PRESIDENT/CEO)

**EMERGENCY OPERATIONS PHONE: (352) 393-2740****EMERGENCY MESSAGE LINE (888) 886-1229****OFFICE PHONE: (352) 393-2741****FAX NUMBER: ( 352) 393-2747**

NAME	TITLE	HOME	CELLULAR
David Glennon	Director of Info Services		352-318-2165
John Cook	Network Administrator		352-215-6199

**Additional Staff:**

NAME	TITLE	WORK	CELLULAR
Vlad Petrescu	Computer Systems Analyst		
Scott Hudson	Sr. Tech Support		352-514-3482
Lane Pulcini	Tech Support		352-229-2721

**Emergency Responsibilities:**

Information Services will assist and support the EOCC by:

1. Ensuring all IT staff listed above is thoroughly familiar with the provisions of this plan and all staff is understand their responsibilities in emergency situations. The IT Section will pull additional staff from throughout is PSF as needed to assist the staff assigned.
2. Working with General Service's staff, relocate computers, printers, modems, and related equipment to the EOCC.
3. Ensuring an approved up-to-date emergency operations plan for Information Systems is submitted to the Emergency Management Coordinator prior to June 1 each year.
4. Restoring and maintaining critical computer and data processing operations within PSF
5. Designating, training and equipping damage recovery teams to conduct on-site repair of computer systems following a disaster.
6. Ensuring proper installation, activation, and operation of telephone communication systems at the EOCC.
7. Initiating prompt repair of all damaged telephone communication systems and units within those systems.
8. Installing and maintaining of Fax equipment in the EOCC.
9. Prioritizing of required repairs and notification of appropriate contract vendors.
10. Any other duties assigned by the President/CEO or his/her designee.

**EMERGENCY/DISASTER PLAN****PUBLIC INFORMATION OFFICER****(ATTACHED TO THE PRESIDENT/CEO)****EMERGENCY OPERATIONS PHONE:** (352) 393-2740**EMERGENCY MESSAGE LINE (888) 886-1229****OFFICE PHONE:** (352) 393-2740**FAX NUMBER:** (352) 393-2747

<b>NAME</b>	<b>TITLE</b>	<b>HOME</b>	<b>CELLULAR</b>
Mia Hobby	Director of Resource Development		352-213-0020
<b>Back-up:</b> Vacant	Community Relations Specialist		

**Emergency Responsibilities:**

The Public Information Section will assist and support the EOCC by:

1. Acting as the central point for media requests for information and coordinate release of department related public information to the media regarding the condition and availability of services during disaster preparation and recovery.
2. Notifying to staff, through the Emergency Message Line and/or the media, of critical work related information, i.e., site closures, etc.
3. Coordinating rumor control.
4. Scheduling press conferences as requested by the Incident Command Officer.
5. Maintaining a file of all press clippings related to PSF emergency operations performance and any other department disaster related issues. Keep the Incident Command Officer apprised of all department related press.
6. Acting as the press liaison with public information personnel at District 3 headquarters, Gainesville, to assure continuity between PSF and DCF.
7. Designating primary television and radio stations for staff to monitor in order to receive PSF information. Establish and maintain appropriate liaison with these stations to ensure current information is broadcast for staff.
8. Any other duties assigned by the Incident Command Officer or his/her designee.

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**EMERGENCY/DISASTER PLAN****EMERGENCY PLAN FOR CONTACTING FOSTER FAMILIES**

Foster parents are to provide details of their evacuation plans at initial licensure and update this information annually when relicensed. The families will provide the name of the shelter in their geographical location, as well as the names and phone numbers of relatives who would either shelter the family or know their whereabouts in the event the family has to evacuate. The foster families will also provide their cellular phone number if they have one. All families are advised at licensure and during the relicensing process that, in the event they must relocate in an emergency, they are required to contact PSF to apprise us of their location.

In recent years, when severe storms have been predicted for the region, or when wildfires have affected areas of the PSF service area, licensing staff have called every affected foster home to remind the families they must notify us as soon as possible if they evacuate. In several instances, foster families have been given a dedicated phone number to call at the PSF Headquarters Office. Staff has been able to reach all families, including private contractor agency foster homes, which have dependent children placed within 12 hours of the assignment. (reference Annex E, PSF COOP June 2008)

**ACTIVATION CRITERIA****WATCH VS. WARNING**

**WATCH** – means conditions are favorable for severe weather

**WARNING** – means severe weather is occurring or has been detected by radar

**HURRICANES**

Florida is the state most susceptible to the impacts of **hurricanes and tropical storms**. The proximity of dense populations to the coastline, coupled with generally low coastal elevations, significantly increases the state's vulnerability to storm surge and other effects associated with hurricanes and tropical storms.

The destructive capability of these storms comes from several effects. Severe winds destroy structures and heavy rains cause flooding. Even residences and other structures (especially mobile homes) located well inland are expected to incur damage from hurricane force winds, heavy rain, and hurricane spawned tornadoes. Extensive community disruption may occur as utilities are destroyed and health risks result from contaminated water and non-refrigerated or improperly prepared foods. Ninety percent of lives lost in hurricanes are due to storm surge. While the number of deaths due to hurricanes is decreasing, property damage is on the rise.

Tropical waves, or tropical disturbances, typically originate off the west coast of Africa and move in a westerly direction. If conditions are favorable, a wave may intensify into a tropical depression. A tropical depression is an organized system of clouds and thunderstorms with

**EMERGENCY/DISASTER PLAN**

one or more closed isobars (lines of equal atmospheric pressure), a defined circulation, and maximum sustained winds of 38 miles per hour or less. Further intensification of a system will result in a tropical storm. A tropical storm has closed isobars, a distinct rotary circulation, and sustained winds between 38 and 73 miles per hour. When a storm system reaches this strength, it is given a name. Gale warnings are issued for potentially effected areas when wind speeds reach between 38 and 55 miles per hour. If sustained winds reach 74 miles per hour, the storm is classified as a hurricane. Of course, every tropical wave does not develop into a hurricane.

The Saffir-Simpson Scale is an index used to relate hurricane intensity to damage potential. This scale breaks hurricanes into 5 categories, with 5 being the strongest. The following table is a summary of the scale.

**Saffir-Simpson Scale**

Category	Winds (mph)	Surge (ft)	Central Pressure (millibars)
1	74 – 95	4 – 5	980 or more
2	96 – 110	6 – 8	965 – 979
3	111 – 130	9 – 12	945 – 964
4	131 – 155	13 – 18	920 – 944
5	more than 155	More than 18	less than 920

The Florida Hurricane Season runs from June 1 to November 30. It is during this time that tropical activity is greatest and hurricanes are most likely to form. Due to its geographic location, Florida is highly susceptible to tropical storms and hurricanes.

The National Weather Service (NWS) issues a Hurricane Watch when hurricane conditions **MAY** be present in the designated area within 24-36 hours. A **Hurricane Warning** is issued when hurricane conditions **are imminent** in the designated area within 24 hours.

The majority of hurricane related fatalities are drowning. Storm surge, a significant contributing factor to these deaths, develops over deep water, where the drop in barometric pressure in the storm center causes the sea to bulge. A second action develops as hurricane winds created by these differences in atmospheric pressure, sweep across the sea surface. The surge may lift the ocean 15 feet or more above mean sea level at the coastline, causing severe coastal flooding.

**TORNADOES**

Florida ranks third in the number of tornado strikes in the United States and first in the number of tornadoes per square mile. A tornado is a violently rotating column of air that extends from a thunderstorm to the ground, one of the most violent storms produced in nature. Wind speeds near the vortex or funnel can exceed 250 miles per hour. Tornadoes move at an average forward speed of 40 miles per hour, but the forward speed ranges from stationary to 60 miles per hour. Destruction from a tornado can be almost instantaneous and usually is complete.

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**EMERGENCY/DISASTER PLAN**

Tornadoes associated with tropical disturbances are most frequent in September and October when tropical activity is greatest. A tornado that forms over a body of water is called a waterspout. Waterspouts usually dissipate soon after reaching shore and typically affect only a small area. **However, any tornado is a dangerous, unpredictable, and potentially lethal event.**

## **ACTIONS TO BE TAKEN**

When a "**Tornado Watch**" is issued for your area, you should:

1. Keep the radio or television tuned to a local station or to the National Weather Service for additional up-to-date weather information.
2. Keep a watchful eye on local conditions especially the sky to the south and southwest.
3. By telephone, report any revolving, funnel-shaped clouds to the local emergency telephone number, 911.

When a "**Tornado Warning**" is issued for your area, you should:

1. **HAVE A REASONABLE ACTION PLAN IN PLACE.** Take the best shelter available immediately. The best structure for protection is a steel-framed or reinforced concrete building.
2. Be wary of falling and flying debris.
3. If inside, stay away from windows and, if possible, move promptly to an inner hall on a lower floor.
4. If outside in open country, move away from, or at a right angle to, the tornado's path. If on foot and unable to avoid the storm, take cover in the nearest depression.
5. If a tornado strikes a department service site, notify PSF Headquarters Office as soon as possible. Be prepared to provide the following information:
  - a. Facility location,
  - b. Whether damage can be assessed locally OR,
  - c. Does a PSF representative need to be sent to the site,
  - d. Any injuries,
  - e. Any deaths,
  - f. Current location and status of staff and clients, and
  - g. Ability of the site to initiate and maintain service delivery.

## LIGHTNING

Florida leads the nation in **lightning** related deaths and injuries, with Central Florida being the most lightning prone area in the United States with about 90 thunderstorm days per year. In fact, lightning kills more people in Florida than all other weather hazards combined. The peak month for lightning strikes is July, but June and August have a significant number, and no month is immune from lightning danger.

Use the “30-30 Rule” to determine the threat of lightning in your area.

### **30 Seconds:**

Count the seconds between seeing lightning and hearing thunder. If this time is less than 30 seconds, lightning is still a potential threat. Seek shelter immediately.

### **30 Minutes:**

After the last lightning flash, wait 30 minutes before leaving shelter. Half of all lightning deaths occur after the storm passes. Stay in a safe area until you are sure the threat has passed.

## FLOOD

Approximately thirteen percent of the state’s population resides in flood plains. In addition to the threat of **flooding** posed by hurricanes and tropical storms, Florida is covered by waterways that can easily flood adjacent areas during periods of heavy rainfall.

In each case, this event tends to be localized to a specific area with a minimum of service locations involved. Localized flooding could be cause for a full emergency operations team or an abbreviated team dependent on the scope of the flooding and the number of service sites affected.

As water depth increases, the force of the moving water also increases. Regardless the type of vehicle, whether a sport utility vehicle, pickup truck or car, it is not safe to drive across a flooded road.

### **FLOOD STATISTICS:**

- As little as one foot of moving water can move most cars off the road.
- Just six inches of fast-moving floodwater can sweep a person off his or her feet.
- Most flood-related deaths occur at night and are vehicular.
- Urban and small stream flash floods often occur in less than one hour.

## **FREEZE**

Freezes are fairly common in Northern Florida. Primary results are a short closing of service centers due to lack of water caused by frozen waterlines or short term power outages. An abbreviated team should be capable of dealing with this contingency and this should not require the activation of a full emergency operations center unless of a long duration or wide spread area.

Care should be taken to protect water pipes during hard freeze warnings.

## **FIRE**

### **Wildfires**

Wildfires are prevalent in Northeast Florida. It is nature's way of managing wild plant life and regenerating growth. But they can also be the result of other factors: people burning trash or other materials in their yards, intentionally set fires, and lightning strikes create hundreds of wildfires each year.

Service centers could be closed due to the fire threat or an evacuation of the area in question due to wildfire proximity. PSF emergency management should work closely with local emergency management officials in order to determine if closure of service centers is prudent and necessary.

### **Fire at a PSF Facility**

Like any other structure, our facilities face the possibility of being involved in a full-scale structure fire. These incidents are without warning in nature and activation of the command team is for recovery purposes.

**Paramount in facility fires is the safety and safeguarding of employee and client lives. Safe evacuation and notification are the keys to this goal.**

Each service center has addressed the procedures to follow in their respective Emergency Plan. The primary factors are:

1. Evacuate the building
2. Notify local authorities by calling 911 from a cell phone or a phone that is outside of the building
3. Immediately go to the predetermined gathering place
4. Account for all employees and clients

Most incidents will not require a full activation of the EOC or command team.

## **VIOLENCE**

**Violence** is on the increase in virtually every aspect of society and the workplace is no exception. Workplace violence has become a key safety issue for employers. The gun has replaced the automobile as the primary killer in the workplace.

Florida has a large number of attractive targets for **terrorists** including military bases, electrical (nuclear) power plants, tourist attractions, high-density populations, large educational institutions, major seaports, international airports, and sports arenas. Everyone needs to be sensitive to the potential for this type of violence and sabotage.

### **Incident at a Service Center:**

Incidents of violence in the workplace should be handled as prescribed in the PSF Safe Workplace Policy (reference PSF Employee Handbook).

### **Terrorism:**

Incidents of terrorism should be handled as prescribed in the above mentioned PSF Safe Workplace Policy (reference PSF Employee Handbook).

### **Weapons of Mass Destruction:**

In the event of an incident where a weapon of mass destruction is used or is threatened to be used, facility and PSF command team personnel should follow the instructions of the local police and fire officials on the scene.

### **Civil Disturbances:**

In the event of an incident where a civil disturbance is in force, facility and PSF command team personnel should follow the directions of the local police and fire officials on the scene.

### **Bomb Threat:**

In the event of a bomb threat the following information should be obtained:

- Exact time and date of call:
- Exact words of caller:
  1. When is bomb going to explode?
  2. Where is the bomb?
  3. What does it look like?
  4. What kind of bomb is it?
  5. What will cause it to explode?

**EMERGENCY/DISASTER PLAN**

6. Where did they place the bomb?
  7. Why?
  8. From where are they calling?
  9. What is their address?
  10. What is their name?
- What did caller's voice sound like and if voice is familiar, whom did it sound like?
  - Were there any background noises?
  - Provide the name of the person receiving call, the telephone number where the call was received, and the name of the person to whom they referred the call.
  - Provide any remarks.

(NOTE: This checklist is provided as a form at the end of this manual and contains this information, also refer to bomb incident plan)

## HAZARDOUS MATERIALS

**Hazardous materials** are routinely stored and transported throughout Florida. Proximity to major highways, railways and airports that handle these materials is becoming almost unavoidable in the state. Hazardous materials could include:

- Munitions used by the military.
- Radioactive materials used by medical facilities, industry, and universities or produced by the phosphate industry.
- Highly flammable jet fuels.
- Herbicides and pesticides.
- Petroleum and related products.
- Natural and propane gas.
- Chemical and allied products.

### **GAS PIPELINE LEAKS:**

Leaks from natural gas pipelines are rare; however, it is important to know how to recognize the signs of a leak if one were to occur in your area. Call the local gas company or 911 to report any of the following:

#### **IF YOU SEE:**

- Vegetation over or near the pipeline, which appears to be dead or dying for no apparent reason.
- Water bubbling at a creek, pond, river, or any wet area.
- Dirt being blown or appearing thrown into the air.
- Fire or explosion near or involving the pipeline.
- Exposed pipeline, which may have been caused by a nature disaster, such as a flood or earthquake.

#### **IF YOU HEAR:**

- A hissing, whistling or roaring sound along the pipeline right-of-way.

**EMERGENCY/DISASTER PLAN****IF YOU SMELL:**

- A “rotten egg” odor.
- Natural gas is usually colorless and odorless. It may have a petroleum smell at times unless odorized. In that case, it will have a slight “rotten egg” smell.

**STEPS TO TAKE IF YOU SUSPECT A GAS LEAK:**

1. If there is equipment in the area of a natural gas leak, leave it alone. Do not turn off the ignition or attempt to move it.
2. Leave the area immediately and warn others to stay away.
3. Once away from the pipeline, call 911 to report.

**IMPORTANT DON'TS:**

- DO NOT use an open flame or bring anything into the area that could cause the gas leak to ignite (phones, lighters, etc.)
- DO NOT go near the area. Keep other untrained individuals away from the emergency site.
- DO NOT attempt to shut off any valves or extinguish any fires.

## **EMERGENCY OPERATIONS COMMAND CENTER**

### **Notification Sequence Preparation for Event**

**Step One:** Governor of Florida opens the state EOC (Emergency Operations Center)

**Step Two:** President/CEO instructs the Emergency Management Coordinator.

**Step Three:** Emergency Management Coordinator opens the EOC.

**Step Four:** On determination that a local emergency exists, and at the direction of the President/CEO, the Emergency Coordinator briefs senior management and all supervisors.

**Step Five:** State EOC issues 2<sup>nd</sup> alert.

**Step Six:** Emergency Coordinator notifies President/CEO of 2<sup>nd</sup> alert, makes recommendations as to operational steps to be taken.

**Step Seven:** President/CEO makes decision as to office closure, evacuation of facilities, etc.

**Step Eight:** Emergency Coordinator notifies all facilities of decision to evacuate. Notifies all staff personnel for command team as to requirements for personal contact, etc.

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**EMERGENCY/DISASTER PLAN**

## Damage Assessment Team Deployment

**Step One:** President/CEO issues instructions to the Damage Assessment Teams to review facilities for damage.

**Step Two:** Damage Assessment Teams review damage and report back to the President/CEO.

## Pre-storm Decision Timeline

### 72 Hours Prior to Landfall:

1. Command Team meets to determine threat.
2. Evaluation of National Weather Service data, determine if, when and what service centers to close.
3. Initial notification of all management personnel to go to standby status.

### 60 Hours Prior to Landfall:

1. Notification of all PSF offices, damage assessment teams, service centers closure teams and emergency response personnel of timeline to disaster.
2. Make the decision on evacuation of facilities in flood prone areas.

### 48 Hours prior to Landfall:

1. Notification of all affected facilities to begin evacuation of all critical records, data processing equipment and all other pertinent supplies to a safe refuge.
2. PSF vehicles and/or rental vehicles can be used to accomplish this task.
3. Service Center personnel to be primary asset for closure of centers.

### 24-36 Hours prior to Landfall:

1. Completion of flood prone facility equipment and records evacuation.
2. Final decisions on closure of all other facilities in the affected area.
3. Notification of foster parents as to requirements for evacuation and give out the number to call when they have reached safe haven.

### 24 Hours prior to Landfall

1. Notification of all employees not to report to work on the day of landfall. (If arrival is due in non-office hours, it could be the day of landfall before the storm)
2. Publish emergency reporting numbers for employees to call for further instruction and advise staff to take care of their own personal situations.

### 12 Hours prior to Landfall

Command team report to the EOCC, move vehicles to safety.

### 6 Hours prior to Landfall

1. All Command team members report to the command center.
2. Initiate EOCC procedures.

**EMERGENCY/DISASTER PLAN****Command Structure**

In the event of a major emergency occurrence in the PSF service area, it will become necessary for PSF to provide for a command structure after the normal chain of command has been disrupted. This team will provide guidance for the operation of PSF recovery plans. It will also provide a centralized focal point for information receipt and dissemination for the programs of PSF.

The PSF Command Team will consist of the following personnel or their designated alternatives:

➤ President & CEO	Steven Murphy
➤ Director of Information Services	David Glennon
➤ Director of Quality Operations	Thelma Clayton
➤ Director of Finance and Administration	Amanda Gray
➤ Director of Resource Development	Mia Hobby
➤ Human Resources Director	Ima Mattair
➤ Michael Reneke	Director of Special Services

Support for this command team will vary in conjunction with the emergency at hand and will consist of whomever necessary to fulfill the mission.

The command team will work in close coordination with the local Office of Emergency Management Recovery Teams at the county EOCs.

The team will also provide the Human Resources Director with all support necessary to address the mental health needs of PSF employees and clients, in order to meet the PSF mission in recovery.

**Damage Assessment Teams**

The assignment of these teams largely rests with General Services. This area is where the personnel who have the appropriate knowledge to do assessment reside.

The head of the assessment teams will be the Business Operations Specialist or their designee. As the head of the assessment teams, it will be the team leader's responsibility to coordinate all information on the condition of the facilities and to transmit this information to the command and control team.

These teams will be dispatched as soon as possible into the affected areas of the PSF service area to make an assessment of what will be needed to re-open the affected offices. This assessment will be transmitted to the Command and Control Team who will forward this information on to the President/CEO.

The Emergency Coordinator will make such arrangements with local authority (Office of Emergency Management) as necessary to get the teams into the affected areas as quickly as is humanly possible. The team's safety will be the determining factor on deployment.

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**EMERGENCY/DISASTER PLAN**

Financial instruments will be provided by the Fiscal Emergency Team as soon as they are capable of issuing revolving fund checks and have received the appropriate approvals from the President/CEO.

### **Fiscal Emergency Team**

The Fiscal Emergency Team will consist of members appointed by the Director of Finance and Administration. These teams will function as support to the Incident Administrative Officer and will be involved in all fiscal matters before, during and after the emergency. All financial records will also be the responsibility of this team.

### **Safety Plans**

The PSF Safety/Risk Management Committee is comprised of representatives from each of PSF's 6 service centers. In addition, each service center has a safety/risk management committee that has developed a unique safety plan for their respective site using a standardized format. This format takes into account the individual characteristics and needs of the service center. Plans include a wide variety of information about the site including floor plans, evacuation routes, location of safety equipment and records, safety-related training schedules, and procedures for preparing for and responding to circumstances which may affect the safety of staff and visitors.

Site safety plans are updated at least annually or any time a change occurs at a service delivery site which may affect staff's ability to quickly and fully prepare for and respond to an emergency. Both the PSF Safety/Risk Management Committee and the site safety/risk management committees will meet at least quarterly to discuss and address safety related issues, and conduct training. Training will target specific concerns identified at each site.

## **BOMB THREAT CHECKLIST**

Exact time of call:

Exact words of caller:

### **QUESTIONS TO ASK THE CALLER**

1. When is bomb going to explode?
2. Where is the bomb?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. Where are you calling from?
9. What is your address?
10. What is your name?

### **CALLER'S VOICE (circle)**

Calm	Slow	Crying	Slurred
Stutter	Deep	Loud	Broken
Giggling	Accent	Angry	Rapid
Stressed	Nasal	Lisp	Excited
Disguised	Sincere	Squeaky	Normal

If voice is familiar, whom did it sound like?

Were there any background noises?

Remarks:

Person receiving call:

Telephone number call received at:

Date:

Report call immediately to:  
(Refer to bomb incident plan)

**EMERGENCY/DISASTER PLAN**

**PARTNERSHIP FOR STRONG FAMILIES, INC.  
SERVICE CENTER CLOSURE CHECKLIST**

Upon notification from the PSF Incident Command Team that an impending emergency situation justifies the shut down of a service center, the building coordinator of the facility shall initiate the checklist below:

Facility Name: \_\_\_\_\_

**COMPLETED**

- Remove all computer equipment possible from the floor. Unplug all electrical cords and leave unplugged until the incident is over. Cover equipment with plastic. \_\_\_\_\_
- Utilize the contents of the emergency closure kit in each service center (plastic bags, plastic sheeting, masking tape, duct tape, and flashlights) to make the facility as secure as possible. \_\_\_\_\_
- Notify the landlord of the closure of the facility and that they should take necessary precautions for the protection of their building during the event. (i.e., boarding up windows, etc.) \_\_\_\_\_
- Have all client and employee records secured in metal cabinets or desks, ensuring records are off the floor. \_\_\_\_\_
- Have employees remove all personal items that are of value. PSF’s insurance **will not** cover personal items if damaged, lost or stolen. \_\_\_\_\_
- Notify all personnel not to report to the workplace for the timeframe given by the Incident Command Team. Advise personnel to listen to local TV and radio stations for further instructions. \_\_\_\_\_
- Ensure that all personnel have picture identification badges for the return to the facility following the event. Police or other authorities will not allow civilians without badges into the area. \_\_\_\_\_
- Verify that all PSF employees and clients have evacuated the premises. Report to the Incident Command Team that the building has been evacuated. \_\_\_\_\_
- Turn off all lights (do not trip electrical breakers off) \_\_\_\_\_
- Lock the facility and leave \_\_\_\_\_
- Quality Operations Managers are to keep in communication with the Incident Command Team by phone to determine when the event has passed and it is time to do a damage assessment of the facility. \_\_\_\_\_

**EMERGENCY/DISASTER PLAN**

**DAMAGE ASSESSMENT FORM**

Facility Name: \_\_\_\_\_

<b>Type of Disaster:</b> Flood ____ Fire ____ Hurricane ____ Tornado ____ Other: _____
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<b>Structural Damage:</b>	<b>Extent of Damage</b>			<b>Description</b>
	<b>Minor</b>	<b>Major</b>	<b>Total</b>	
Entrance ways Reception Offices Office lighting Office electrical circuitry External structures External building walls Internal structure Internal office walls Electrical (external) Electrical (internal) Break room area Supply areas All others (conference, etc.)				
<b><u>Equipment &amp; Supplies</u></b> Computers Typewriters Telephones Fax Machines Photocopiers Office Supplies Personnel Records Client Records Work in Progress Office Furniture Other Equipment Other Supplies				
<b><u>External Facilities:</u></b> Roof Parking Lot Awnings Porches Windows External Lighting				
<b>Percent to Total Facility Damaged:</b> ____%				<i>Provide as complete description as possible in the space provided.</i>
<b>Estimated amount of time Necessary to repair damage:</b> _____ days				