

FAMILY PRESERVATION SERVICES OF FLORIDA, INC.

EMERGENCY MANAGEMENT PLAN

SUNCOAST REGION – DeSoto and Sarasota Counties



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INTRODUCTION

The following document contains the written emergency management plan and procedures for Family Preservation Services of Florida, Inc. This document is intended to address provisions for dealing with fires, natural disasters, workplace threats, violence and hazardous materials.

Some emergencies, such as fire or chemical spills, come without warning. With others, such as tornadoes or hurricanes, there may be several hours or several days notice. Although hurricanes are the primary emergency for which we can plan ahead, the basic principles contained in this plan apply to other emergencies as well.

This plan addresses the needs of both staff and clients. FPS Community Based Care staff are also required to comply with Emergency Disaster Plans related to foster care notification and client accountability as promulgated and disseminated by the appropriate Lead Agency.

PLAN DEVELOPMENT

This plan was developed by the agency's state management staff in conjunction with Regional Executive Directors, Program Directors, and supervisory staff. Applicable components of the plan are based on Florida Statutes requiring every contract provider of services to DCF clients to have an emergency operations plan.

CHAIN OF COMMAND

In an emergency the following people, in order, are those who would become responsible for serving as the "Disaster Coordinator" for making decisions affecting the overall agency and its services, and for delegating duties and responsibilities to other staff members:

Chief Executive Officer for Florida	Jo-Ann Prisco
Chief Operations Office for Florida	Louis D. Boccabella, Jr.
Regional Executive Director	Daneen Clarke

Jo-Ann Prisco will be in charge of overseeing the entire agency and evacuation, if needed.

Louis D. Boccabella, Jr. will be in charge of overseeing all communications within the agency.

Daneen Clarke will be responsible for:

- Contacting agency staff;
- Facilitating the securing of office equipment, client files and data in the FPS offices located throughout Suncoast Region;
- Communicating with the Department of Children and Families, Sarasota YMCA/Coalition for Safe Children, county and city officials and area provider agencies concerning the location and safety of clients; and
- Working with local state, city and county agencies in the implementation and coordination of a safety/evacuation plan if necessary.

PRIORITIES

1. Provide assistance as needed to families served by the Region's in-home services and clients;
2. Assure the safety and well being of clients, staff and their families;
3. Safeguard agency records, equipment, and building (note: agency records should always be stored in a way that protects them from theft, fire and flood);
4. Cooperate with other agencies, as feasible, to provide assistance to the community at large.

AGENCY'S ROLE WITH COMMUNITY-WIDE PREPAREDNESS EFFORTS

In the event of an emergency and/or disaster which will impact Suncoast Region, Family Preservation Services of Florida will work with community resources including, but not limited to, the Office of Public Safety, Sarasota YMCA/Coalition for Safe Children, and the Department of Children and Families to coordinate and facilitate our emergency action plan and to assist in the implementation of emergency plans developed by said agency's and the community.

Once an emergency situation has been declared, designated FPS staff will contact Sarasota YMCA/Coalition for Safe Children, and the Department of Children and Families to coordinate and facilitate a joint response to meet the needs of the community. FPS will contact other community resources, as needed, to assist in the implementation of safety plans throughout the Region.

METHOD OF NOTIFYING EXTERNAL AUTHORITIES

Family Preservation Services of Florida will initiate contact with state and community resources in the event of a declared emergency and/or disaster. The FPS CEO will be responsible for overseeing the implementation of the agency's statewide emergency plan. The COO will work closely with local and state resources to coordinate emergency efforts and to initiate and maintain contact with internal and external authorities during the course of the declared emergency/disaster. The Regional Executive Director will report directly to the COO and also maintain contact externally with regional and community personnel to assure swift and appropriate responses to the community's needs.

METHOD OF NOTIFYING STAFF

In the event of a declared emergency and/or disaster, it will be the responsibility of the COO and the Regional Executive Director to initiate contact with agency staff in regards to the situation. Attempts to contact staff will be made through the use of:

- Cellular phone
- Pagers

- Home Phone
- Emergency contact numbers - Emergency contact information, including evacuation plans, is to be updated by May 31 of each year. In the event that a staff member changes his or her evacuation plan, this information must be communicated to the Lead Administrative Assistant immediately.

In the event that contact cannot be made electronically due to interference or technological communication failures, the COO and the Regional Executive Director will coordinate efforts to contact the staff through visiting the staff at their residence.

Family Preservation Services will implement a contact protocol to ensure that all staff are contacted. Through the use of a Telephone Response Tree staff will be charged with the responsibility of contacting fellow staff members. Staff will then report directly to the COO to; 1) substantiate that they were contacted, and; 2). To receive direction from the COO as to their specific responsibility during the said emergency/disaster. Staff will maintain contact with their supervisors during this time so that agency staff can be updated as to the current events and changes in need.

Agency staff that are not affected by the said emergency will be utilized to assist the community during this time of need. Available FPS staff will be assigned specific roles to meet the needs of the community during the emergency/disaster. Staff will be deployed at the discretion of the COO and the Regional Executive Director.

All FPS staff are aware that should an emergency/disaster situation occur that they will be responsible for assisting with the implementation of the Emergency Plan even if the emergency/disaster is not in the geographical location that they are situated.

PERSONNEL POLICIES

In the event of any emergency, holiday observances and vacation will be canceled. **The Regional Executive Director, Program Directors and other appropriate supervisors are expected to return to the area if they are on vacation.** If an emergency occurs on the weekend, designated staff members are expected to come to the site to adequately assess and handle the situation.

Under the FPS Statewide Disaster Response Plan, each Region is committed to help other Regions, if necessary. Staff members may be asked to work as relief staff on a temporary basis in other regions.

Upon hiring, all new FPS employees receive orientation training which includes the agency's emergency/disaster preparedness plan. Roles and responsibilities are defined at this time.

GENERAL CONSIDERATIONS

1. Assure that the Region's emergency plan is reviewed and updated on an annual basis. CEO/COO

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| 2. Distribute a copy of the Region’s emergency plan to each staff member. | Regional Executive Director |
| 3. Select individual to interface with the media concerning the storm’s impact on FPS | CEO/COO |
| 4. Assure the safety of vulnerable families served by home-based programs. | Staff responsible for their caseloads under the direction of the Program Director |
| 5. In the event of weather emergencies, monitor the appropriate radio/tv channels to determine when the “All Clear” signal is given. | All staff |

TROPICAL STORM or HURRICANE

Hurricane season is from June 1st to November 30th. There are two (2) types of official warnings:

- A tropical storm or hurricane **watch** means that either **MAY** strike an area within 24-48 hours;
- A tropical storm or hurricane **warning** means it is expected to strike within 24 hours or less.

We are all expected to come to work during a tropical storm or hurricane watch. If a storm warning is issued, all offices in the warning advisory area may be closed. This decision will be made on a storm-to-storm basis. Your supervisors will provide more detailed direction.

The following plan defines activities to be carried out prior to the hurricane season, during a pre-watch period, during a tropical storm or hurricane watch, during a warning period, and during a tropical storm or hurricane itself. This plan will be reviewed and distributed to FPS staff annually.

PRE-TROPICAL STORM or HURRICANE

1. Notify staff, foster parents and clients regarding impending storm situation, offer assistance if needed.

Daneen Clarke and Program Directors

2. Maintain contact list of clients to ensure that clients are aware of available community resources and shelter locations throughout the district. A list will be maintained to identify locations of clients during the storm.

Daneen Clarke, Program Directors, Supervisors and Staff

3. Assure that client and agency records are stored in a way to protect them from theft, fire and flood. These records should be stored in the file cabinet in a room with no windows, if possible.

Daneen Clarke, Program Directors, Supervisors and Staff

4. All computers and phones should be unplugged and placed on TOP of the desks on ground floors, under the desks on upper floors, then covered with plastic. Furniture should be moved away from the windows.

Daneen Clarke, Program Directors, Supervisors and regional staff

5. Alert State Office to tropical storm or Hurricane warning.

Daneen Clarke

6. Confirm staff assignments for tropical storm or hurricane preparedness activities.

Daneen Clarke and Program Directors

7. Oversee assignments and reassign as needed.

Lou Boccabella

8. Secure petty cash.

Jo-Ann Prisco and Daneen Clarke

9. Backup vital information on computers (data should be downloaded onto a disk and stored; place plastic sheeting over file cabinets; assist with securing phones, computers, unplugging all electronic equipment; secure all glass windows, doors and fixtures.

Daneen Clarke, Program Directors, Supervisors and Staff

10. Prior to any tropical storm or hurricane, staff should discuss storm/hurricane plans with all clients served and have them complete an Emergency Contact Form which provides the agency with information about how to contact them and their evacuation plans. Assessment should be made as to the vulnerability of clients and their residences. Staff should encourage evacuation for those clients and families in low lying areas, persons with medical conditions or frailty, families with housing that might be unsafe, and any others who are felt to be "at risk".

Staff

11. If a tropical storm or hurricane warning is posted, staff should attempt to contact all families thought to be at-risk in order to review options and plans with them. This contact is to be documented in the client record. The location and plans of all CBC clients is to be communicated to the Lead Agency.

Daneen Clarke, Program Directors, Supervisors, Staff

POST TROPICAL STORM or HURRICANE

The CEO must be notified as soon as possible after the “All Clear” has been given regarding the well being of FPS clients, staff, and facilities. If there is minimal damage, FPS facilities will reopen at 8:30A.M. on the first business day following the “All Clear”. If the damage to the facility or the area is more extensive, the FPS facility will reopen on the second business day after the “All Clear” is given, or as soon as physically possible.

Staff should call their supervisor if they are unsure about when or how to report for duty. **It is the responsibility of each staff member to repeatedly attempt to check in with their supervisor to determine when and where to report to work.** Generally, we owe it to our clients to be up and running as soon as it is prudent and safe to do so.

After the “All Clear” signal, staff persons will contact their active caseload by telephone to assess the client’s situation and need for assistance. This will be done within **48 hours** if possible. Clients will be encouraged to check in with their worker as soon as possible, to apprise the worker of their situation.

IF A TROPICAL STORM or HURRICANE DOESN’T STRIKE

If a hurricane or tropical storm doesn’t strike, operations will resume as normal on the next business day. All staff should report to duty according to their regular schedule.

FLOOD

The most likely time for flooding in South Florida is during or after a tropical storm or hurricane. In any case, FPS Tropical Storm and hurricane procedures will be implemented to ensure the safety of children, clients and staff.

TORNADO

If there is any warning prior to a tornado strike, staff will move to interior rooms without windows until the “All Clear” signal is given. If on an upper level floor, staff should move downstairs.

If a tornado strikes without warning, assessment and treatment of injury and/or damage becomes the priority. In this case staff actions will follow the same procedure as outlined in the ***TROPICAL STORM or HURRICANE*** section of this document.

OTHER EXTREME WEATHER CONDITIONS

In the event of other extreme weather conditions, such as heat or cold wave, agency staff will ensure that clients with whom they work have the necessary supplies to safely survive the extreme conditions. Staff will contact families, following the procedures contained in the ***TROPICAL STORM or HURRICANE*** section of this plan.

FIRE

FIRE DRILLS

- Fire drills will be held periodically during the course of the year, and will be at random times.
- A map of evacuation routes will be posted in conspicuous places of each FPS facility and will be reviewed with staff on a regular basis.
- Staff will ensure that they and all visitors leave by the nearest exit and proceed to the designated meeting places. Staff will point out the posted floor plans and exits to all new employees.
- Supervisors will assign specific staff to assure that all occupants have exited the building.
- Smoke alarms, fire extinguishers, fire safety, and lighting systems will be checked each time a fire drill is conducted.
- A record will be kept of each fire drill and review of equipment systems.
- The individual conducting each fire drill will be responsible for completing the accompanying fire drill report.
- In the event of an “unscheduled” fire drill, as in a false alarm, the Regional Director will complete a fire drill report.

FIRE

- When a fire occurs, staff will immediately evacuate the building and call 911 to summon the fire department.
- Staff will, as assigned, check the entire building to ensure that all occupants have exited.
- If the fire is small and can possibly be contained, staff will use the fire extinguishers that are mounted throughout the building.
- Staff will use care when entering smoke-filled areas, as visibility is poor and smoke inhalation is a high risk.
- The Department of Children and Families and Sarasota YMCA/Coalition for Safe Children will be notified within 24 hours of the occurrence of fire, explosion, and/or major damage to any FPS facility in the district.
- An FPS incident/accident report will be completed and routed to the appropriate parties after any occurrence of fire or explosion.

HAZARDOUS MATERIALS

The safety of staff and clients in our care is a primary priority. It is the policy of FPS to maintain a safe environment and to follow operating practices that will assure optimal safety in the workplace.

Staff are required to cooperate in the following FPS safety rules and to report any hazards that might cause injury to themselves, co-workers, volunteers, visitors, or clients. Direct and constructive participation of all staff is most important in assuring a safe environment.

Supervisors are responsible for enforcing all safety and health practices, and for ensuring that all job duties are performed and materials are handled with regard for the safety of FPS employees, clients and visitors.

The following rules are the minimum guidelines for working safely:

- Report any unsafe conditions, practices, or materials that might cause an accident or injury. Reports can be made to any supervisor.
- Use tools, equipment, and potentially hazardous materials only when authorized and trained to operate/use safely and properly. Use the proper tool, equipment, or material for the job ensure that this equipment is in good working condition.
- Always maintain good housekeeping in working areas. Store tools and materials in the proper places, and place waste materials in dumpsters.
- Obey all FPS safety rules, instructions, and signs. Comply with all governmental safety regulations. If you are not familiar with the rules and regulations for a specific job or materials, ask a supervisor for instruction.
- In the presence of hazardous conditions or materials, secure the area as quickly as possible. Ensure that coworkers, visitors and clients leave the area. If appropriate, apply first aid for any injury and call 911 for medical assistance.

EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt agency operations. In extreme cases, these circumstances may require the closing of a work facility. This decision will be made by the Program Director in consultation with state office management staff. The Program Director is authorized to close a facility for the entire or partial workday based on outside conditions and a comparison of other business closings. Information provided by local organizations such as the following will be considered when deciding whether or not to close an office:

- State and local road, highway and interstate reports
- Schools
- Hospital Outpatient Clinics
- Courts
- Department of Children and Family Service Centers
- Human Service Agencies
- Mental Health Clinics
- Banks

If a closing occurs, it is the employee's responsibility to discuss work, case loads and other make-up areas needed for program compliance and general work completion.

EVACUATION

State and local management will work together to determine whether it is necessary to evacuate a site due to weather threats such as tropical storms, hurricanes, or tornados. A safety plan will be established for the affected site(s). A safety plan will also be established if a site is evacuated for another reason, such as the presence or suspected presence of hazardous materials.

DAMAGE ASSESSMENT

As soon as it is safe to re-enter an FPS facility, the Program Director and supervisors will assess the site for damages and communicate their findings to the COO and/or CEO immediately. A determination will be made, in conjunction with lead agencies and partner agencies as appropriate, as to whether the facility is usable or alternate arrangements will be required in order to allow staff to return to work.

CONTINUITY OF BUSINESS OPERATIONS

In order to maintain continuity of services, direct service staff members are required to submit emergency contact phone numbers and evacuation plans, if any, for all clients by May 31. Staff members will be expected to contact their clients as soon as possible, working from their office, home, car, or an alternate site. The impact of a disaster on ongoing business operations will be minimized by the fact that Family Preservation Services is part of a national corporation. If FPS is under a hurricane warning the corporate office will backup the information on our servers. Important documents will be kept in a safe. In an emergency, payroll can be handled through the corporate office, meaning that staff would not need to deal with pay interruptions. The corporate office can also make cash available if needed. As a multi-site agency, we also have the option of temporarily moving business operations to a facility in a part of the state not affected by the disaster.

FINANCIAL TRACKING OF EMERGENCY EXPENSES

Staff will work with the Program Director to accurately identify all emergency and/or disaster related expenses. When submitting receipts for these expenses staff must note that they are related to an emergency, in addition to assigning the regular cost codes. These expenses will be tracked by the agency's Fiscal Director in order to maintain accurate records which may be used as backup documentation for reimbursement, for example by the DCF SAMH program.

OBTAINING REIMBURSEMENT FOR COVERED EXPENSES

Family Preservation Services is not eligible for FEMA grants. The agency will submit all appropriate insurance claims immediately following the emergency.

TRAINING REQUIREMENTS

Copies of this plan will be distributed to all staff members at training sessions. At the beginning of hurricane season employees will be given additional localized packets that include emergency phone numbers, resources, and information about preparing for and dealing with the aftermath of hurricanes.