

# EMERGENCY PREPAREDNESS & CONTINUITY OF OPERATIONS PLAN

Big Bend Community Based Care

## Abstract

This document describes Big Bend CBC's plan to assure command and control of operations, the deployment and management of personnel and resources, process for planning and addressing resource requirements and the management of logistics in the event of an emergency or disaster.

Fiscal Year 19/20



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## Overview

The following document contains the written Emergency Preparedness Plan / Continuity of Operations Plan and procedures for Big Bend Community Based Care (BBCBC). This document is intended to address provisions for dealing with fires, natural disasters, workplace threats and violence, hazardous materials, MRSA, pandemic flu, and other emergencies or crises.

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 Big Bend Community Based Care (BBCBC) staff, volunteers, interns/trainees and visitors. This plan is to be used in conjunction with the Department of Children and Families *Continuity of Operations Plan / Emergency Preparedness Plan for Circuits 1, 2, and 14* in coordination with Case Management Organizations and Managing Entity (ME) Provider Organizations Disaster Preparedness Policies and Procedures.

Big Bend Community Based Care is committed to providing child welfare and related services in partnership with community providers. In part this will be accomplished by focusing upon staff competence, safety, measurable outcomes in services and consumer satisfaction.

All Big Bend Community Based Care policies and procedures are revised and updated on a routine basis to ensure compliance with all local, state, federal funding, accreditation and regulatory standards.

## Emergency Response Protocol

### Leadership and Chain of Command

Official notices regarding a disaster/emergency situation, including the initiation of the TOC protocol will emanate from the BBCBC CEO. If the CEO is unavailable, the COO, CFO or designee will coordinate actions to take in disaster/emergency situations.

#### Emergency Contacts

Tallahassee Administrative Office:	850.410.1020
Mike Watkins, CEO Cell:	850.408.4583
Pam East, COO Cell:	850.321.4693

### Tactical Operations Center (TOC) Protocol

In the event of an emergency or natural disaster affecting or with the potential to significantly affect BBCBC operations, the Agency utilizes a *Tactical Operations Center* response protocol (TOC) to exercise command and control of operations, the deployment and management of personnel and resources, planning and addressing resource requirements and the management of logistics. While the protocol included here can most-readily be

utilized in response to weather-related emergencies such as hurricanes, it can be adapted to address any of the emergency/crisis situations included in this plan. The purpose of the TOC Protocol is to:

1. Support Mission Critical Tasks
2. Coordinate Efforts, Ensure Efficiency and Prevent Duplication of Effort
3. Expedite Procurement of Mission-Critical Resources (Staffing, Goods & Supplies)

The TOC protocol is initiated by by BBCBC's CEO (or designee) and the TOC remains open unless or until the disaster/emergency reaches a level of severity that precludes staff from inhabiting the TOC. The TOC is not a place for staff, significant others or visitors to congregate, but a centralized hub through which information between Leadership and the field flows to assure the efficient continuity of operations. See Attachment 1 for an example of BBCBC's use of this protocol implemented in response to Hurricane Michael in 2018.

#### TOC Location

BBCBC's emergency response is directed from the TOC, designated as the BBCBC Administrative Office located at 525 N. Martin Luther King Blvd., Tallahassee, FL 32301. This facility is selected as it houses the Agency's key administrative functions and is considered at low-risk for potential evacuation - it is not located in a listed flood zone, nor is it susceptible to storm surge. Should the site not be usable due to damage, BBCBC has a variety of locations across the eighteen county areas that may be used in the event the administrative office is to be evacuated. The BBCBC temporary locations will be designated based on safety and accessibility for staff.

#### Evacuation & Return

Notification for both the evacuation of the service centers and the notice that it is safe to return will come from the BBCBC TOC Leadership (the CEO, COO, CFO or other designee) in consultation with the Chief Executive Officer and partner agency Executive Directors, including the following:

211 Big Bend	CARE
Ability 1 <sup>st</sup>	CDAC
Anchorage Children's Home	CMS-DOH
Apalachee Center	COPE Center
Bay Schools	DISC Village
Boys Town	Escambia Board of County Commissioners
Bridgeway Center	Fort Walton Beach Medical Center
Children's Home Society East	Lakeview Center
Children's Home Society West	Leon County Drug Court
Florida Baptist Children's Home	

Life Management Center  
Mental Health Association of  
Okaloosa/Walton

Okaloosa County Board of County  
Commissioners  
Panhandle Behavioral Health  
Turn About

BBCBC staff are expected to check on the welfare of other staff and communicate with their supervisors and/or Disaster Coordinators as the situation allows. BBCBC will determine when staff are to return to work on a case-by-case basis. In circumstances involving damage to facilities, alternate service center worksites within the region may be designated for affected staff. If staff are unsure of when or where to return to work, they are instructed to call/contact their direct supervisor for direction.

Additional sources of information for when it is safe to return to work include television and radio stations and BBCBC's social media pages (Facebook and Twitter), see Attachment 2. When feasible, the information will also be disseminated via e-mail.

## Response Priorities

- Assure the safety and well-being of children and adult clients in the BBCBC system with emphasis on identifying, locating and continuing availability of services for those displaced or adversely affected by a disaster.
- Respond as appropriate to new child welfare cases in areas adversely affected by a disaster and provide services in those cases.
- Remain in communication with caseworkers, essential child welfare personnel who are displaced due to a disaster and assure their safety and well being.
- Safeguard agency records, equipment, and building (note: agency records shall always be stored in a way that best protect them from theft, fire and flood.)
- Cooperate with other agencies, as feasible, to provide assistance to the community at large. Coordinate services and share information with other states.

## Personnel Policies

The CEO of BBCBC will consult with the Executive Directors of the contracted agencies re: personnel policies during an emergency. This pertains to closings, evacuation decisions, etc. Each contracted agency has provided a current emergency plan to BBCBC that addresses personnel issues for their agency during a disaster. Their respective plans will be updated each year and placed in the contract file.

In the event of any emergency the CEO in concert with the specified contracted agency Executive Director may need to cancel holiday observances and vacation. If an emergency occurs on the weekend, designated staff members are expected to come to the site and/or participate in conference calls to adequately assess and handle the situation.



BBCBC is committed to providing time in an emergency so that employees may secure their property and families. After services to clients, community tasks, and the service centers are secured, the TOC will provide direction to staff to return to their private lives to prepare their own property and families and “ride out the storm.”

## Disaster Coordinators

In the event of an emergency the following staff serve as the Agency’s **Disaster Coordinators**. Disaster Coordinators are responsible for making decisions affecting the overall agency, its services and for delegating duties and responsibilities to the other staff members:

Mike Watkins  
Chief Executive Officer

Chris Meadows  
Director of Contract Administration

Pam East  
Chief Operations Officer

Kervin Rene  
Information Technology Coordinator

Torris Bethea  
Operations Manager Circuit 2

Todd Gainey  
Facilities Coordinator

Tara Taylor  
Operations Manager Circuit 14

RoShannon Jackson  
Out-of-Home Care Coordinator

David Daniels  
Operations Manager for the Managing Entity

- In the event that a BBCBC Disaster Coordinator or Management Team member is unreachable or unable to complete a critical task, the next person in the chain of command on the calling tree is to be contacted.

## Emergency/Disaster Roles & Responsibilities

Staff	Preparation & Readiness	During an Emergency/Disaster
<b>Agency CEO</b>	Assure that BBCBC's Continuity of Operations Plan (COOP) is reviewed and updated annually	Activate TOC and TOC Leadership Team
	Collaborate with the COO and CFO to assure access to cash when a disaster is imminent and foreseeable	Consult with Partner/Provider Agency Executive Directors and the Department regarding Emergency personnel matters
		Oversee of the entire lead agency and provider agency evacuation, if necessary
		Serve as the Point of Contact with Department of Children and Families to provide updates on current situations and action taken, if any, via phone, email and/or video teleconference.
		Interface with media on the emergency's impact upon BBCBC.
		Determine, in consultation with other TOC Leaders and Partner/ Provider Executive Directors, the necessity for evacuation of the service centers and the appropriate time for a return and assure notification of staff
<b>Agency COO</b>	Serve as the Point of Contact with Department of Children and Families regarding emergency preparedness	Serve as a Point of Contact with Department of Children and Families to provide updates on current situations and action taken, if any, via phone, email and/or video teleconference.
	Collaborate with the CEO and CFO to assure access to cash when a disaster is imminent and foreseeable	Ensuring that BBCBC and its partner Case Management Organizations (CMO's) and Contracted Provider Agencies are collaborating on the Disaster Protocol established for the situation. Implementation carried out through following partner agencies' own emergency plan in conjunction with BBCBC's COOP/TOC protocol.
	Distribute a copy of BBCBC COOP/Emergency Preparedness Plan to each staff member, CMO and Contracted Provider agency at least annually	Determine, in consultation with other TOC Leaders and Partner/ Provider Executive Directors, the necessity for evacuation of the service centers and the appropriate time for a return and assure notification of staff.
<b>Operations Managers</b>	Providers' call tree information will be verified/updated during a regularly scheduled Quarterly meetings and/or monthly calls, as applicable	Coordinate on-the-ground emergency procedures related to BBCBC staff, co-located provider staffs, facilities and equipment.
	Facilitate a call tree test in the form of annual verification of contact information with providers during a regularly scheduled meeting/call	Communicate with other Disaster Coordinators/TOC staff to assure information is shared real-time.

Staff	Preparation & Readiness	During an Emergency/Disaster
<b>Director of Contract Administration</b>	Collect updated information regarding providers' natural disasters/other emergency preparedness plans and protocol	Address any needed contractual amendments to facilitate emergency response.
<b>Information Technology Coordinator</b>	Review operating policies related to Information Systems Data Back-Up (OP-911) and Management of Information Systems Handbook (OP-915 and OP-915 x1) at least annually and update as needed. Test BBCBC's toll-free telephone lines used for Evacuation/Return information annually.	<ul style="list-style-type: none"> <li>○ Implement Information Systems data back-up operating policy.</li> <li>○ Provide guidance, instruction and assistance to staff to preserve network computer/electronic equipment.</li> <li>○ Ensure that BBCBC's toll-free telephone numbers are updated with appropriate messaging to instruct staff regarding TOC emergency contact numbers and any evacuation and Return information.</li> <li>○ Facilitate return of electronic/information systems functioning post-emergency.</li> </ul>
<b>Facilities Coordinator</b>	Review operating policy Series 1400 – Building & Facilities Management at least annually and update as needed. Assure keyed accessed to all BBCBC facilities/offices are accessible in case of emergency.	Oversee and implement facilities preparation and response as dictated by the situation.
<b>Partner Agency Executive Directors</b>	Providing BBCBC with a copy of their calling tree, which should be updated on a regular basis	Ensure that the agency protects its clients and staff (including all foster homes, residential and treatment facilities for which their agency provides oversight) from the effects of the disaster using their agency's established emergency plan/disaster protocol.
	Assure that annual Emergency Plans submitted to BBCBC contain required components (i.e., personnel policies, evacuation and emergency response.	Assure the safety of children in foster and residential group care and clients (including those served through the ME) and identify what the plans are for each facility (i.e., evacuate, what location, go to local shelter, etc.).
	Assure a calling tree or communication plan are in place for their agency's staff	Case Management Staff under the direction of the CMO's Program Directors will assure the safety of vulnerable families served through in-home services as well as relative/non-relative placements
		In consultation with BBCBC' CEO & COO, determine the necessity for evacuation of the service centers and the appropriate time for a return and assure notification of staff
<b>All BBCBC Staff</b>	Assure that your Supervisor has your emergency contact information (including cellular and home telephone numbers). Also be sure that you have your Supervisor's contact	Stay in contact with your Supervisor to keep updated.

Staff	Preparation & Readiness	During an Emergency/Disaster
	information so that you can contact him or her. We all want to assure ourselves that everyone is safe!	
		Monitor the appropriate Television, Radio and/or Social Media channels for information. See Attachment 2 for stations, channels and URLs.

## Emergency/Disaster Specific Components

### Weather-Related Emergencies and Disasters

#### Hurricane

##### General Information

Hurricane season begins on June 1st and lasts through November 30<sup>th</sup> each year. There are two (2) types of official hurricane-related notifications:

1. A *Hurricane Watch* means a hurricane **MAY** strike an area within 48 hours. All employees are expected to come to work during a *Hurricane Watch*.
2. A *Hurricane Warning* means a hurricane is **EXPECTED** to strike within the next 36 hours. During a *Hurricane Warning*, the CEO in consultation with other provider Executive Directors will provide direction as to work schedules.

##### In Preparation for Hurricane Season

Prior to any Hurricane Watch or Warning, all subcontracted BBCBC Programs, CMOs and Contracted Provider Agencies should direct case managers, client service and other related staff to discuss client plans should a hurricane strike the area as part of their ongoing case management and/or all other service activities.

As part of general preparation, in-house and contracted Foster Home Licensing agencies will discuss the essential preparations necessary in case of a hurricane (such as stocking of supplies, food, water, etc.) with all foster families. Every licensing and re-licensing packet will clearly document foster parents' evacuation plans. Resources to assist families in planning for emergencies are included in Attachments 4 – 8.

BBCBC staff are encouraged to develop an emergency preparedness plans with their families. Resources to assist families in planning for emergencies are included in Attachments 4 – 8.

BBCBC will review and update this plan and the agency Calling Tree (Attachment 3) and distributed to BBCBC staff annually.

##### Upon the Issuance of a *Hurricane Watch*

###### *BBCBC Response*

Once a *Hurricane Watch* affecting any Circuits 1, 2 or 14 counties is declared, the TOC will open and will be the central point for information exchange. See the Emergency Response Protocol beginning on page 5.

###### Staff Response and Tasks:

- Responsible Staff: A collaborative effort of the Facilities Manager, IT Coordinator, Intake/Placement Directors, Operation Managers, Chief Operations Officer, Chief Executive Officer, Executive Assistant, Case Management Organization's Executive Directors and Contracted Provider Agency Executive Directors

○ Tasks

1. Assure that client and agency records are stored in such a way to protect them from theft, fire, and flood. These records should be stored in the file room with the door secured in a room with no windows.
2. 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 in plastic. Telephones should be unplugged last.
3. Backup file server.
4. Back up vital information on computers (data should be downloaded to disk and stored). Assist others in securing computers.
5. Inform key staff members to unplug copiers, shredders, TVs, VCRs, etc. and have landlord shut/turn off water and electricity.
6. Maintain plastic sheeting, rope for protecting equipment and computers.
7. Ensure availability of emergency tools and flashlights.

*All CMOs and Contracted Provider Agencies*

All CMO and Contracted Provider Agencies Leadership will direct case managers, client service and other related staff to:

1. Assess the vulnerability of clients and their residences, including assessment in consultation with group, residential and foster care staffs.
2. For clients and families thought to be *at-risk*, staff person should attempt to contact the client to review the client's options and plans, particularly if a Warning is issued. Clients will be encouraged to check in with their case manager as soon as possible after the storm, to apprise the case manager of their situation.
3. For those clients and families residing in low lying areas, persons with medical conditions or frailty, families with housing that might be unsafe and others that are felt to be *at risk*, staff should encourage planning for evacuation should it become necessary (and note contact information should the family/client plan to evacuate).
4. Explain (when applicable) any necessary relocation to children affected to assist them in coping with relocation.

*Independent Living*

In order to assure the safety of our Independent Living clients, IL staff will:

1. Make contact with the young adults to determine their plans for evacuation and if they need assistance.
2. At point of contact, IL Staff will provide the young adults with contacts phone numbers in case the young adult's situation changes and they need additional support.

#### *Foster Family Support Services*

When a Hurricane Watch is posted, in-house and contracted Foster Home Licensing agencies and other staff will contact all foster homes to assure awareness and advance preparation for the possible storm. Foster parents will be advised to prepare children for possible relocation, if applicable.

### Upon the issuance of a Hurricane Warning

#### *BBCBC Response*

The BBCBC CEO, COO and CFO will assure access to cash if the disaster is imminent and foreseeable. The cash will be acquired by means of writing a check to the BBCBC bank to acquire the estimated amount needed for services. A company credit card can also be accessed if the community infrastructure would still be available to process the charge.

See the Emergency Response Protocol beginning on page 5 for additional instructions.

#### *Foster Family Support Services*

Upon the issuance of a Hurricane Warning, in-house and contracted Foster Home Licensing agencies and other staff will:

- Contact foster families to review their preparations for their families and the children in their care, to include noting contact information should the family/client plan to evacuate.
- Notify BBCBC of the plans for any children for whom BBCBC has responsibility for their care and custody by providing a roster of children with the plan by either e-mail or fax.

BBCBC will review the roster of foster families, respite families and foster children in coordination with the other provider agencies and will keep the Department of Children and Families apprised.

### Post-Storm

#### *Post-Storm Immediate Priorities*

1. Assess the Safety and Availability of BBCBC Staff
  - a. See Calling Tree Protocol in Attachment 3
  - b. Ensure that staff and their families are provided assistance as needed.
2. Assess Condition of Facilities and Equipment
  - a. The BBCBC Disaster Coordinators will work with the CMOs and Contracted Provider agencies to conduct this assessment.
  - b. Employees returning for facilities damage assessment are to exercise the utmost caution and care, utilizing the following guidelines:
    - i. Do not proceed through floods/downed power lines, or life threatening situations.
    - ii. Do not proceed into any facility without first looking for downed lines that may be touching the building.

- iii. Check for visible damage that may make the program or facility dangerous to enter.
  - iv. Do not confront looters.
  - v. Cooperate with law or fire department/enforcement staff that may be operating in the area. Common sense and caution should prevail.
- c. Procedures for Assessing Damage
- i. Examine the building for any visible damage.
  - ii. List each item of damage, noting what will be needed to repair the damage.
  - iii. Prioritize damage into immediate need verses what can wait.
  - iv. Take pictures of damage at the program or facility (if a camera is available).
  - v. To the extent that possible with available resources, make any possible repairs to items of immediate need (for example, flagging down a Utilities truck is in the neighborhood to request assistance in restoring electricity, covering a broken window to stop further water damage, etc).
  - vi. Notify the TOC of the site's status and needs as soon as communications can be established.
  - vii. After notification of the TOC, BBCBC in consult with its provider agencies will make contact (as soon as communications can be re-established) with the building lessor to provide a situation report.
3. Determine/secure alternate work site(s) as demanded by the conditions and re-assign staff. Ensure that staff is aware of any resulting work site changes.
  4. Determine the essential functions affected by the storm, identify those in which waivers or flexibility may be appropriate and suspend non-mission-critical activities. Ensure that staff is aware of any resulting changes in duties/functions.
  5. Ensure that provider staff and their families are provided assistance as needed.

## After All Clear/Return

All CMO and Contracted Providers will conduct an immediate, initial assessment of the location and needs of the children under supervision, their parents and caregivers. Assess the need for additional services to meet their basic biological needs as well as their emotional well-being.

After the All Clear/Return notification, CMOs and Contracted Provider agencies staff will:

- Contact their active caseload by telephone or in person if situation dictates, to assess the client's situation and need for assistance, within twenty-four (24) hours, if possible.



- Remote Data Capture Devices allow case managers to access FSFN remotely should their office be unreachable or out of commission, or if the case manager had to evacuate.
- If the case manager has cellular service and FSFN is functional, case managers are expected to update FSFN as contacts with clients are made. Case managers should also be prepared to communicate via email if cellular coverage is available.
- CMOs and Contracted Provider agencies will notify BBCBC at the end of this 24-hour period to provide an update on clients' status and well-being. BBCBC will provide this information to DCF.

#### *Foster Family Support Services*

After the All Clear/Return notification, in-house and contracted Foster Home Licensing agencies and other staff will:

- Attempt to contact foster families. (Foster families should also attempt to reach case managers to notify the agency of their status.)
  - If telephones are working, the initial contacts will be made by telephone.
  - If telephones are not working, a physical visit to the foster families that have not been reached will be completed as soon as it is safe to travel the roads.

## Flood

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

In the event of a flood evacuation order, staff will follow these procedures:

- Continuously listen to Emergency Management Systems (EMS) broadcasts for updates.
- Elevate file cabinets, electronic and/or electrical equipment (computers, appliances, television, DVD, etc.), furniture and stored food. If possible, arrange to obtain sand and bags to try and prevent water from entering the facility.
- Follow the instructions included in the Evacuation & Return section beginning on page 5.

Staff are encouraged to make use of FEMA guidance included in Attachment 9 and the Florida Department of Health recommendations below in flood situations.

#### *Flood-Related Health Risks*

Tropical storms and hurricanes can cause flooding. Although skin contact with flood waters does not, by itself, pose a serious health risk, health hazards are a concern when waters become contaminated. Flood waters may contain fecal material, associated bacteria and viruses.

DOH recommends the following precautions to prevent possible illness from flood waters:

- Basic hygiene is critical. Wash your hands with soap and water that has been boiled or disinfected before preparing or eating food, after toilet use, after participating in flood cleanup activities, and after handling articles contaminated with flood water or sewage.
- Avoid eating or drinking anything that has been contaminated with flood waters.
- Do not wade through standing water. If you do, bathe and put on clean clothes as soon as possible.
- Avoid contact with flood waters if you have open cuts or sores. If you have any open cuts or sores and cannot avoid contact with flood waters, keep them as clean as possible by washing well with soap to control infection. If a wound develops redness, swelling, or drainage, seek immediate medical attention. Residents who sustain lacerations and/or puncture wounds and have not had a tetanus vaccination within the past ten (10) years require a tetanus booster.
- If there is a backflow of sewage into your house, wear rubber boots and waterproof gloves during cleanup. Remove and discard absorbent household materials, such as wall coverings, cloth, rugs, and sheetrock. Clean walls and hard-surfaced floors with soap and water and disinfect with a solution of 1/4 cup of bleach to one gallon of water. Thoroughly disinfect food contact surfaces (counter tops, refrigerators, tables) and areas where small children play. Wash all linens and clothing in hot water. Air dry larger items in the sun and spray them with a disinfectant. Steam clean all carpeting.

If your plumbing is functioning slowly or sluggishly, you should:

- Conserve water as much as possible; the less water used the less sewage the septic tank must process. Minimize use of your washing machine. Go to a Laundromat. Rental of a portable toilet for a temporary period may be another option.
- Do not have the septic tank pumped. Exceptionally high water tables might crush a septic tank that was pumped dry. If the fundamental problem is high ground water, pumping the tank does nothing to solve that problem.
- If you cannot use your plumbing without creating a sanitary nuisance, i.e., without sewage being exposed, consider moving to a new location until conditions improve.
- Do not have the septic tank and drain field repaired until the ground has dried. Often systems are completely functional when unsaturated conditions return. Any repair must be permitted and inspected by your county health department.

For further information, please contact your local county health department or visit:

<http://www.floridahealth.gov/> or <http://www.floridadisaster.org>.

Public Information Emergency Support Function: 850-921-0384.

ESF 14 -External Affairs / Public Information Office

Florida State Emergency Response Team

(850) 921-0384

## Tornado

If there is any **warning** prior to a tornado strike:

- Staff will move all children to interior rooms without windows (bathrooms) until the All Clear/Return notification is given. The senior staff member will tour the facility, get a flashlight and the battery powered radio.
- If injuries occur, staff will follow emergency medical procedures.

For additional guidance related to tornados, see Attachment 10.

If a tornado strikes **without** warning, assessment and treatment of injury and/or damage become the priority. In this case, staff actions will follow the same procedures as outlined in the Hurricane section of this document and follow the instructions included in the Evacuation & Return section beginning on page 5 as the situation dictates.

## Other Extreme Weather Conditions

In the event of other extreme weather conditions, such as a heat or cold wave, agency staff will ensure that clients with whom they work have the necessary supplies to safely survive the extreme condition. See Attachments 11 – 13 regarding Extreme Heat, Power Outages and Winter Storms for further guidance. Staff will contact families, following the same procedures as outlined in the Hurricane section of this document.

## Fire-Related Emergencies

### BBCBC Location Fire

#### *Fire Preparedness - Fire Drills*

Responsible Parties: The BBCBC administrative offices as well as each service center have designated employees identified to conduct random fire drills and be the liaison with the fire inspector.

- Fire Drills are held randomly at BBCBC locations a minimum of once per year.
- A map of evacuation routes is posted in conspicuous places on each floor of each BBCBC Service Center.
- Staff will ensure that they, all volunteers, and visitors to BBCBC locations 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, volunteers and residents.
- 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 Emergency Test Report, see Attachment 14.

- In the event of an unscheduled fire drill (such as a ‘false alarm’), a supervisor of that service center will complete and submit an Incident Report as instructed in BBCBC OP 805 – Incident Reporting and Client Risk Prevention.

#### *In the Instance of a Fire at a BBCBC Location*

If a fire occurs at any BBCBC location, staff will immediately:

Evacuate the Building and Call 911 to Summon the Fire Department

- When evacuating, staff are instructed to close all windows and interior doors in order to contain and block the spread of fire if it is safe to do so.
- Supervisors are instructed check 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 are instructed to use great care when entering any smoke-filled areas, as visibility could be poor and smoke inhalation is a high risk.
- DCF will be notified within 24 hours of the occurrence of fire, explosion, and/or major damage to any BBCBC or provider facility, particularly if the health and safety of DCF clients has been threatened.

## Wildfire

In the event of a wildfire within BBCBC’s service area, agency and CMO/Contracted Provider staff will ensure that clients with whom they work have the necessary supplies and/or plan for responding to situation. Staff in the affected areas will contact families, following the same procedures as outlined in the Hurricane section of this document. See Attachment 15 for further guidance.

## Post-Fire Response – Repair or Rebuilding

In responding to a fire affecting a BBCBC location or wildfire affecting the service area, BBCBC will utilize a process similar to that described in the Hurricane – Post-Storm Immediate Priorities section of this document. In doing so, BBCBC will:

1. Identify steps necessary to ensure that there are resources to meet the capacity of the service needs and the work load. Take into consideration the possibility of an influx of families to the area due to fleeing their homes. Emergency Management will be able to assist with identifying the volume. The following shall also be considered with workload management:
  - Consider children that may have become separated from their families during the disaster. Move quickly to reunify or communicate with loved ones.
  - Work through Interstate Compact on the Placement of Children Office to coordinate services and share information with other states about relocated children and families;
  - Inventory placement resources for emergency placement changes.

2. Address the emotional needs of staff as related to their job responsibilities as well as their own family situation.
3. Conduct debriefings with staff, contracted agencies and DCF as the situation dictates. Frequency will be dictated by the current circumstances.
4. Document strengths, weaknesses and lessons learned to be shared with staff, contracted agencies, service providers, caretakers and families.

## Biologic/Chemical Emergencies or Crises

### Methicillin-Resistant Staphylococcus Aureus (MRSA)

MRSA is a type of Staphylococcus (staph) resistant to some antibiotics. The department of Health has established a surveillance program aimed at MRSA in the community. The Department of Health highlights the following Centers for Disease Control and Prevention recommended precautions:

- Keep your hands clean by washing thoroughly with soap and water or using an alcohol-based hand sanitizer.
- Keep cuts and scrapes clean and covered with a bandage until healed.
- Avoid contact with other people's wounds or bandages.
- Avoid sharing personal items such as towels or razors.

Each one of our service centers have a constant flow of traffic by professionals, caretakers and children. An exaggerated effort is made to keep the lobby area clean as well as door handles, phones and conference areas. Special attention is paid to toys in the common areas. Cleaning and good hygiene can also prevent:

- Influenza
- The common cold
- Strep throat
- Intestinal disorders
- Pneumonia

### Pandemic Influenza

BBCBC is dedicated to ensuring that employee's needs are met should there be threat of such an event as a Pandemic Influenza. The following is an excerpt from the Department of Health regarding an outbreak of any Pandemic Influenza (such as Bird Flu). This checklist can be used to allow staff to gather the information and resources needed in case of an Influenza pandemic.

1. To plan for a pandemic:

- Store a two week supply of water and food. During a pandemic, if you cannot get to a store, or if stores are out of supplies, it will be important for you to have extra supplies on hand. This can be useful in other types of emergencies, such as power outages and disasters.
  - Have any nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes, and vitamins.
  - Volunteer with local groups to prepare and assist with emergency response.
  - Get involved in your community as it works to prepare for an influenza pandemic.
2. To limit the spread of germs and prevent infection the State Surgeon General provided these recommendations:

People with respiratory illness should stay home from work or school to avoid spreading infections, including influenza, to others in the community.

- Avoid close contact with people who are coughing or otherwise appear ill.
- Avoid touching your eyes, nose and mouth.
- Wash hands frequently to lessen the spread of respiratory illness.
- People experiencing cough, fever and fatigue, possibly along with diarrhea and vomiting, should contact their physician.
- If you think you have influenza, please call your health care provider and discuss whether you need to be seen in their office, emergency department or stay home.

#### For More Information

- Visit: [www.pandemicflu.gov](http://www.pandemicflu.gov)
- The Centers for Disease Control and Prevention (CDC) hotline, 1-800- CDC-INFO (1-800-232-4636), is available in English and Spanish, 24 hours a day, 7 days a week. TTY: 1-888-232-6348. Questions can be e-mailed to [cdcinfo@cdc.gov](mailto:cdcinfo@cdc.gov).
- Links to state departments of public health can be found at <https://www.cdc.gov/mmwr/international/relres.html>. U.S. Department of Health and Human Services, January 2006

## Hazardous Materials/Conditions

### *Chemical Spills*

In the event of an evacuation ordered due to a chemical spill in the area, staff will follow the procedures outlined Emergency Response Protocol beginning on page 5 as the situation demands.

### *Hazardous Materials*

The safety of staff and clients in our care is a primary priority. It is the policy of BBCBC to follow operating practice that will assure optimal safety in the workplace. A **Safety Committee**, consisting of a member

from the BBCBC Administrative offices and a member from each Service Center will meet regularly to review incident/accident reports and any potentially hazardous conditions that may exist, including hazardous material on-site. The objective of the Safety Committee is to monitor and reduce workplace hazards. Staff is required to cooperate in following BBCBC and provider agency 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.

BBCBC is 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 BBCBC employees, contracted agency employees, clients, volunteers and visitors.

The following rules are the minimum guidelines for working safely:

\*\*\*

In a hazardous materials event, building evacuation will follow fire drill procedures with the fire alarm system being activated secure the area as quickly as possible. Ensure that co-workers, volunteers, visitors and clients leave the area. If appropriate, apply first aid for any injury and call 911 for medical assistance.

Report any unsafe conditions, practices or materials that might cause an accident or injury. Reports are to be made to any supervisor or member of the BBCBC Safety Committee in person or in writing through incident report or email as situation dictates.

Use tools, equipment and potentially hazardous material only when authorized and trained to operate/use safely and properly. Use the proper tool, equipment or material for the job being performed. Wear appropriate protective equipment, such as goggles, gloves, etc. and ensure that this equipment is in good working condition.

Always maintain good housekeeping in working areas. Store tools and material in the proper places and place waste material in dumpsters.

Obey all BBCBC safety rules, instruction and signs. Comply with all governmental safety regulations. If you are not familiar with the rules and regulations for a specific job or material, ask a supervisor for instruction.

#### Nuclear Incidents

In the event of an evacuation ordered due to a chemical spill in the area, staff will follow the procedures outlined Emergency Response Protocol beginning on page 5 as the situation demands.

## Workplace Safety

### Identification Badges or ID Cards

Employees should carry their BBCBC picture ID and business cards for presentation when requested for security reasons.

## Visitors

Visitors should check in with the receptionist and should be escorted while in the building and not allowed to wander freely. This too applies to children as well as adults, clients and professionals in the service centers as well as the BBCBC administrative office.

## Domestic Violence

It is important for BBCBC and its CMOs and Contracted Providers to know if an employee has reason to fear a spouse, ex-spouse or significant other, or if there have been any previous physical altercations or threats. With this knowledge, BBCBC and its provider agencies can assist the employee in designing a safety plan to reduce the likelihood of a problem occurring at a work site. Issues arising at a BBCBC location will be addressed utilizing the guidance in the Workplace Violence section below. For additional information related to domestic violence, see BBCBC OP 1130 – Domestic Violence Leave available on the agency website: <https://www.bigbendcbc.org/about-us/operating-documents>

## Workplace Violence

Violence can strike from the outside or from within. The perpetrator can be a stranger or someone known to all. It can be the result of a robbery, jealous spouse or over a disgruntled employee or angry client. The policy at BBCBC is one of zero tolerance toward violence. Because of this, all acts or threats of violence will be taken seriously.

BBCBC defines a threat or act of violence as follows:

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

All employees are responsible for helping to maintain a violence free workplace. To that end, each employee is asked to report the act or threat to his or her immediate supervisor and/or a member of the Administrative Management Team. An incident/accident report form should be utilized for this purpose. Reports may be made confidentially or anonymously if the employee feels the need.

ALL INCIDENTS ADDRESSED IN THIS (Threatened Injury or Violence) SECTION  
MUST BE REPORTED BY COMPLETING A CRITICAL INCIDENT REPORT

Each act or threat of violence will be investigated and appropriate action will be taken. Any such act or threat by an employee may lead to discipline, up to and including termination.

### *Precautions*

There are certain precautions that employees of both BBCBC and its contract agencies can use to help protect themselves from danger.



### *Recognizing Warning Signs/Stages of Violence*

There are always warning signs and signals that, when observed and understood, assist in preventing disruptions or physical violence in the workplace.

#### 1. Stage 1/Level 1 (Early potential for violence)

- Dehumanizing other people, name calling, racial insults or sexual harassment, other verbal abuse
- Challenging authority, insubordination, refuses to cooperate with immediate supervisor
- Regularly being argumentative, alienating client or co-workers, consistently argues with co-workers or management
- Spreads rumors or gossip.

#### 2. Stage 2/Level 2 (Escalated potential for violence)

- Ignoring or refusing to obey company policies and procedures
- Stealing from the agency or co-workers, sabotaging equipment, client files or agency property
- Making threats verbally, in writing, by E-mail or voice mail
- Blaming others for all problems, sees self as victimized by management

#### 3. Stage 3/Level 3 (Potential for violence is realized)

- Displaying or brandishing a weapon (knife, gun, etc.)
- Physical fights, punching, kicking, slapping
- Committing assault, arson, murder, suicide

### *Protection in Parking Areas/Outside Buildings*

- Park within the designated parking areas, especially when working after dark
- Do not leave purses, briefcases, or other valuables in sight, as thieves can easily smash a window and steal these items in seconds
- Be aware of surroundings at all times
- When leaving the building, especially in late evening, attempt to leave with another staff

## Hostage Situations

- A hostage situation involving clients and/or staff will be reported immediately to 911.
- Clients and Staff not involved in the situation will be removed to safety.
- Anyone creating hostage situations will be prosecuted to the fullest extent provided by law.
- The Executive Director of the provider agency must be notified immediately of any hostage situation.

### *Coping With An Angry Or Hostile Client Or Co-Worker*

- Stay calm and listen attentively
- Maintain eye contact
- Be courteous and patient
- Keep the situation in your control

### *For A Person Shouting, Swearing And Threatening*

- Signal a co-worker or supervisor that you need help
- Do not make any telephone calls yourself (this could be perceived as threatening and escalate the situation)

### *For Someone Threatening You With A Gun, Knife Or Other Weapon*

- Stay calm, quietly signal for help, press panic button if available
- Stall for time
- Maintain eye contact
- Keep talking, but follow instructions of the person with the weapon
- Don't risk yourself or others
- Never try to grab a weapon
- Watch for a safe chance to escape to a safe area

## Active Shooter Situation

Recent national tragedies remind us that the risk is real. The Federal Emergency Management Agency (FEMA) makes the following recommendations.

### *Preparedness*

- If you see suspicious activity, let an authority know right away

- Familiarize yourself with agency emergency/active shooter plans
- Know at least two exits for your worksite
- Map out places to hide
- Take advantage of active shooter and any first aid training available

#### *In an Active Shooter Situation*

- Run
- Hide
- As a last resort – Fight

#### *Be Safe After*

- Keep hands visible and empty
- Follow law enforcement's instructions exactly
- Consider seeking professional help to cope with trauma

See Attachment 16 for further guidance.

## Bomb Threats/ Telephone Threats

- A bomb threat should NEVER be ignored.
- The building should be evacuated and procedures should be followed as outlined in the Fire section of this plan.

#### *Telephoned Threat*

In the event that a telephone threat is received, the employee should:

- Keep calm, keep talking and don't hang up (or place the call on hold)
- Signal a co-worker to immediately call 911
- If possible, signal a co-worker to listen and place the call on speaker
- Ask the caller to repeat the message and write it down
- For a bomb threat, ask where the bomb is and when it is set to go off
- Listen for background noises, write down a description
- Note if it is a man's or woman's voice, notice pitch of voice, accent, and anything else you hear

- After the call as ended, immediately notify supervisor

## Attachments

## Attachment 1 Tactical Operations Center Protocol – Hurricane Michael Example

MISSION CRITICAL HURRICANE RESPONSE COMPONENTS			
I.	Activate Tactical Operations System		
	A.	Activate TOC Leadership Team	
		i.	TOC Chief
		ii.	Exec
		iii.	Finance
		iv.	Operations
		v.	Logistics & Coms
	B.	Create & Staff On-Site Command/Tactical Operations Center	
		i.	Purpose: 1. Support Mission Critical Tasks 2. Coordinate Efforts, Ensure Efficiency, Prevent Duplication 3. Expedite Procurement of Mission-Critical Resources (Staffing, Goods & Supplies)
		ii.	TOC Established: MLK Board Room
		iii.	Assign POCs for Critical Functions and Mission Objectives
			County Points of Contact
			BAY
			CALHOUN, HOLMES, JACKSON & WASHINGTON
			GULF, FRANKLIN
			GADSDEN, LIBERTY & WAKULLA
			JEFFERSON
			LEON
		iv.	Establish Daily TOC Updates [8:00 am, 4:00 pm, 7:00 pm. EST]
	C.	Suspend Non-Mission Critical BBCBC Functions and Re-Assign Staff to Disaster Response Team	
		i.	Quality Management
		ii.	Revenue Maximization
		iii.	Operations
II.	BBCBC Critical Functions		
	A.	Manage Communications	
		i.	Stakeholder Communications
		ii.	Public Relations
		iii.	Response Plan & Progress Documentation
	B.	Determine Worksite Status & Assure Security	
	C.	Mitigate Property Damage	
	D.	Facilitate Restoration of Power, Utilities & Coms and/or Secure Alternate Worksites	
	E.	Assess Staffing Status – BBCBC & Frontline – Identify Lodging and Food Needs	
	F.	Coordinate efforts to address Transportation, Fuel and Navigation needs	
	G.	Equipment Management	
	H.	Records Management	
III.	SOC: Child Welfare Mission Critical Activities		
	A.	Post-Storm Accounting of Kids & Parents	
	B.	Support Caregivers - Foster, Relative/Non-Relative, Adoptive, Group Care	
	C.	License Foster Homes	
	D.	Receive & Respond to Family Requests/Needs	
	E.	Support/Retain Case Managers	
IV.	SOC: SAMH Mission Critical Activities		
	A.	Restore Crisis Stabilization Unit - Circuit 14	
	B.	Restore Detox Unit - Circuit 14	

MISSION CRITICAL HURRICANE RESPONSE COMPONENTS		
	C.	Restore/Maintain Clinical Capacity for Community MH/SA
	D.	Establish Medication Management Post-Storm (Restore Rx Medications)
	i.	Medication Assisted Treatment
	ii.	Psychotropic Medication Management
	E.	Receive & Respond to Emergency MH/SA Requests
	F.	Staff Disaster Recovery Centers

## Attachment 2 Media Information Sources

Circuit 1	Television (Cable/Broadcast)		Radio		Social Media	
	Station	Channel #	Station	Channel #	Page	URL
	WEAR	3	WFCT FM	105.5		
	WKRG	5	WFSY FM	98.5	Facebook	<a href="https://www.facebook.com/BigBendCBC/">https://www.facebook.com/BigBendCBC/</a>
	WALA	10	WILN FM	105.9		
	WPMI	8/15	WJTF FM	89.9	Twitter	<a href="https://twitter.com/bigbendcbc">https://twitter.com/bigbendcbc</a>
	WSRE	9/23	WPAP FM	92.5		
			WPBY FM	94.5		
			WPPT FM	94.5		
			WYOO FM	101		
			WDIZ AM	590		

Circuit 2	Television (Cable/Broadcast)		Radio		Social Media	
	Station	Channel #	Station	Channel #	Page	URL
	WFSU	5/11	XM Radio	254		
	WCTV	9/6	WFSU- FM	88.9/93.7	Facebook	<a href="https://www.facebook.com/BigBendCBC/">https://www.facebook.com/BigBendCBC/</a>
	WTWC	12/40	WGLF FM	104.1		
	WTXL	7/27	WJZT FM	98.9	Twitter	<a href="https://twitter.com/bigbendcbc">https://twitter.com/bigbendcbc</a>
	WTHL	10/49	WTNT FM	94.9		
	FNC	39	WVFS FM	89.7		

Circuit 14	Television (Cable/Broadcast)		Radio		Social Media	
	Station	Channel #	Station	Channel #	Page	URL
	WFSG	11	WRBA FM	95.9		
	WJHG	3	WMXP FM	103.5	Facebook	<a href="https://www.facebook.com/BigBendCBC/">https://www.facebook.com/BigBendCBC/</a>
	WMBB	2	WLHR FM	107.9		
	WPGX	8	WAKT FM	105.1	Twitter	<a href="https://twitter.com/bigbendcbc">https://twitter.com/bigbendcbc</a>



AGENCY-LEVEL CALLING TREE 2019-2020

Agency	Name	Title	Office #	Cell #	Email Address
Big Bend Community Based Care	Mike Watkins	CEO	(850) 410-1020	(850) 408-4583	<a href="mailto:mwatkins@bigbendcbc.org">mwatkins@bigbendcbc.org</a>
Big Bend Community Based Care	Pam East	COO	(850) 410-1020	(850) 321-4693	<a href="mailto:pam.east@bigbendcbc.org">pam.east@bigbendcbc.org</a>
Big Bend Community Based Care	Lori Gulleddge	CFO	(850) 410-1020	(850) 510-5063	<a href="mailto:lori.gulleddge@bigbendcbc.org">lori.gulleddge@bigbendcbc.org</a>
Big Bend Community Based Care	Torris Bethea	Child Welfare Operations Manager, Circuit 02	(850) 488-0506	(850) 819-1382	<a href="mailto:torris.bethea@bigbendcbc.org">torris.bethea@bigbendcbc.org</a>
Big Bend Community Based Care	Tara Taylor	Child Welfare Operations Manager, Circuit 14	(850) 747-5755	(850) 630-7750	<a href="mailto:tara.taylor@bigbendcbc.org">tara.taylor@bigbendcbc.org</a>
Big Bend Community Based Care	David Daniels	Managing Entity Operations Manager	(850) 410-1020	(850) 980-3394	<a href="mailto:david.daniels@bigbendcbc.org">david.daniels@bigbendcbc.org</a>
Big Bend Community Based Care	Chris Meadows	Director of Contract Administration	(850) 410-1020	(850) 443-4460	<a href="mailto:chris.meadows@bigbendcbc.org">chris.meadows@bigbendcbc.org</a>
Big Bend Community Based Care	Roshannon Jackson	Director of Out-of-Home Care	(850) 488-0506	(850) 251-9305	<a href="mailto:roshannon.jackson@bigbendcbc.org">roshannon.jackson@bigbendcbc.org</a>
Big Bend Community Based Care	Todd Gainey	Facilities Manager	(850) 410-1020	(850) 510-0972	<a href="mailto:todd.gainey@bigbendcbc.org">todd.gainey@bigbendcbc.org</a>
Child Welfare	Name	Title	Office #	Cell #	Email Address
Anchorage Children's Home	Joel Booth	Executive Director	(850) 763-7102	(850) 693-1017	<a href="mailto:jbooth@anchoragechildrenshome.org">jbooth@anchoragechildrenshome.org</a>
Boys Town of North Florida	Marcus Lampkin	Executive Director	(850) 575-6422	(850) 510-2714	<a href="mailto:marcus.lampkin@boystown.org">marcus.lampkin@boystown.org</a>
Children's Home Society	Ceka Green	Regional Executive Director (Circuits 2 & 14)	(850) 266-2701		<a href="mailto:cecka.green@chsfli.org">cecka.green@chsfli.org</a>
Children's Home Society	Lindsey Cannon	Executive Director (Circuit 14)		(850) 261-6513	<a href="mailto:lindsey.cannon@chsfli.org">lindsey.cannon@chsfli.org</a>
DCF Circuits 2 & 14 - CPI	Julie Mayo	Contract Manager	(850) 778-4082	(850) 698-0730	<a href="mailto:julie.mayo@myflfamilies.com">julie.mayo@myflfamilies.com</a>
DCF Circuits 2 & 14 - CPI	Necia Little	OPA	(850) 488-9217	(850) 508-7671	<a href="mailto:necia.little@myflfamilies.com">necia.little@myflfamilies.com</a>
DCF Northwest Region, Circuits 1, 2 & 14	Courtney Stanford	Regional Managing Director	(850) 778-4050	(850) 228-9713	<a href="mailto:courtney.stanford@myflfamilies.com">courtney.stanford@myflfamilies.com</a>
DISC Village	John Wilson	CEO	(850) 575-4388	(850) 528-4003	<a href="mailto:jwilson@discvillage.com">jwilson@discvillage.com</a>
DISC Village	Beverly Johnson	Dependency Program Supervisor	(850) 717-9813	(850) 570-0477	<a href="mailto:bjohnson@discvillage.com">bjohnson@discvillage.com</a>
GAL Circuit 2	Deborah Moore	Director	(850) 294-7545		<a href="mailto:deborah.moore@gal.fl.gov">deborah.moore@gal.fl.gov</a>
GAL Circuit 14	Fred Hapner	Director	(850) 747-5180		<a href="mailto:fred.hapner@gal.fl.gov">fred.hapner@gal.fl.gov</a>
Life Management Center	Ned Ailes	Executive Director	(850) 522-4486	(850) 774-2051	<a href="mailto:nailes@lifemanagementcenter.org">nailes@lifemanagementcenter.org</a>
Managing Entity	Name	Title	Office #	Cell #	Email Address
211 Big Bend	Randy Nichols	CEO/Director	(850) 561-3443		<a href="mailto:president@211bigbend.org">president@211bigbend.org</a>
Ability 1st	Dan Moore	CEO/Director	(850) 575-9621		<a href="mailto:danmoore@ability1st.info">danmoore@ability1st.info</a>
Amikids Panama City Marine Institute	Cheri Williams	Program Manager	(850) 872-4715	(850) 890-8187	<a href="mailto:PanamaCity-PM@amikids.org">PanamaCity-PM@amikids.org</a>
Apalachee Center	Jay Reeve	CEO/Director	(850) 523-3333	(850) 694-1513	<a href="mailto:javr@apalacheecenter.org">javr@apalacheecenter.org</a>
Bay Schools	Donna Richardson	Director	(850) 767-5312	(850) 814-7330	<a href="mailto:richadr@bay.k12.fl.us">richadr@bay.k12.fl.us</a>
Bridgeway Center	Bonnie Barlow	CEO	(850) 833-7520	(850) 830-7788	<a href="mailto:BRushton@bridgeway.org">BRushton@bridgeway.org</a>
CARE	Wanda Campbell	CEO	(850) 872-7676	(850) 814-4742	<a href="mailto:wanda@care4000.com">wanda@care4000.com</a>
CDAC	Leashia Scrivner	CEO	(850) 434-2724		<a href="mailto:Scrivner@cdac.info">Scrivner@cdac.info</a>
Chautauqua Health	Dennis Goodspeed	Director	(850) 432-1222	(850) 496-5554	<a href="mailto:dgoodspeed@bhcpns.org">dgoodspeed@bhcpns.org</a>
CMS - DOH	Cindy Evers	Director BNet	(850) 487-2604/160		<a href="mailto:Cindy.Evers@flhealth.gov">Cindy.Evers@flhealth.gov</a>
DCF Northwest Region	Shawna Peterson	Contract Manager	(850) 401-6049	(850) 637-4961	<a href="mailto:shawna.peterson@myflfamilies.com">shawna.peterson@myflfamilies.com</a>
DCF Northwest Region	Randy Fleming	Community Services/Strategic Planning Director	(850) 778-4066	(850) 712-8982	<a href="mailto:randy.fleming@myflfamilies.com">randy.fleming@myflfamilies.com</a>
DISC Village	John Wilson	CEO	(850) 575-4388	(850) 528-4003	<a href="mailto:wilson@discvillage.com">wilson@discvillage.com</a>
Escambia Board of County Commissioners	Tammie Booker	CEO/Director	(850) 595-4063		<a href="mailto:tbooker@co.escambia.fl.us">tbooker@co.escambia.fl.us</a>
Families first of Florida	Miranda Johns	VP of Clinical Operations	(813) 290-8560	(863) 258-6954	<a href="mailto:mjohns@familiefirstfl.com">mjohns@familiefirstfl.com</a>
Ft Walton Beach Medical Center	Angelo Pananas	Director	(850) 863-7686	(540) 319-9694	<a href="mailto:angelo.panasas@hcahealthcare.com">angelo.panasas@hcahealthcare.com</a>
Lakeview Center	Allison Hill	CEO	(850) 469-3700	(850) 450-7376	<a href="mailto:ahill@bhcpns.org">ahill@bhcpns.org</a>
Leon County Public Defender	Victor Williams	Program Director	(850) 606-1076		<a href="mailto:victor.williams@FLPD2.com">victor.williams@FLPD2.com</a>
Leon Felony Drug Court	Elizabeth Garber	Court Administrator	(850) 606-4427		<a href="mailto:garbere@leoncountyfl.gov">garbere@leoncountyfl.gov</a>
Life Management Center	Ned Ailes	CEO/Director	(850) 522-4485	(850) 774-2051	<a href="mailto:nailes@lmccares.org">nailes@lmccares.org</a>
Mental Health Association of Okaloosa/Walton	Virginia Barr	CEO/Director	(850) 244-1040		<a href="mailto:nhaowfl@mhaow.org">nhaowfl@mhaow.org</a>
Okaloosa County Board of County Commissioners	Cathy White	Director of Court Services	(850) 595-3055	(850) 595-3055	<a href="mailto:Cathy.White@FLCOURTS1.GOV">Cathy.White@FLCOURTS1.GOV</a>
Panhandle Behavioral Services	Brent Martin	CEO/Director	(850) 747-5755	(850) 326-6937	<a href="mailto:brent@panhandlebehavioralservices.com">brent@panhandlebehavioralservices.com</a>
Turn About	Wachell "Shelly" McKendrick	Interim Executive Director	(850) 671-1920	(850) 321-8671	<a href="mailto:wmcckendrick@turnabout.org">wmcckendrick@turnabout.org</a>

# AGENCY-LEVEL CALLING TREE

2019-2020

Emergency Management Contacts			Title			Office #		Cell #		Email Address	
Emergency Management			Name			Title		Office #		Cell #	
Emergency Management			Florida Division			Director		(850) 413-9900		(800) 342-3442	
Bay County EMS			Mark Bowen			Director		(850) 248-6040		(800) 342-3442	
Calhoun County EMS			Adam Johnson			Director		(850) 674-8075		<a href="http://www.co.bay.fl.us/emergency/management.php">http://www.co.bay.fl.us/emergency/management.php</a>	
Escambia County EMS			John Dosh			Director		(850) 471-6409		<a href="http://calhounflorida.org/">http://calhounflorida.org/</a>	
Franklin County			Pamela Brownell			Director		(850) 653-8977		<a href="http://www.myscambia.com/beready">http://www.myscambia.com/beready</a>	
Gadsden County EMS			Shawn Wood			Director		(850) 627-9233		<a href="http://gadsdensheriff.org/emergency_mgmt.html">http://gadsdensheriff.org/emergency_mgmt.html</a>	
Gulf County EMS			Marshall Nelson			Director		(850) 229-9110		<a href="http://www.gulflcounty-fl.gov/EmergencyManagement.cfm">http://www.gulflcounty-fl.gov/EmergencyManagement.cfm</a>	
Holmes County EMS			Wendy Mayo			Director		(850) 547-1112		<a href="http://www.holmescountymn.org/">http://www.holmescountymn.org/</a>	
Jackson County EMS			Rodney Andreasen			Director		(850) 718-0007		<a href="http://www.jacksoncountynv.net/emergency-management">http://www.jacksoncountynv.net/emergency-management</a>	
Jefferson County EMS			Carol Ellerbe			Director		(850) 342-0211		<a href="http://www.leoncountysc.com/emergency-management">http://www.leoncountysc.com/emergency-management</a>	
Leon County EMS			Kevin Peters			Director		(850) 606-3700		<a href="http://www.leoncountysc.com/emergency-management">http://www.leoncountysc.com/emergency-management</a>	
Liberty County EMS			Rhonda Lewis			Director		(850) 643-3477		<a href="http://www.libertycountynvlem.com/">http://www.libertycountynvlem.com/</a>	
Madison County EMS			Alan Whigham			Director		(850) 973-3698		<a href="http://www.madisoncountynv.com/emergencymanagement/">http://www.madisoncountynv.com/emergencymanagement/</a>	
Okaloosa County EMS			Ken Wolfe			Director		(850) 651-7150		<a href="http://www.co.okaloosa.fl.us/ps/emergency-management">http://www.co.okaloosa.fl.us/ps/emergency-management</a>	
Santa Rosa County EMS			Brad Baker			Director		(850) 983-5360		<a href="http://www.santarosa.fl.gov/emergency/">http://www.santarosa.fl.gov/emergency/</a>	
Taylor County EMS			Kristy Anderson			Director		(850) 838-3575		<a href="http://www.taylorcountymn.com/">http://www.taylorcountymn.com/</a>	
Wakulla County EMS			Capt. Randall Taylor			Director		(850) 745-7260		<a href="http://www.wcso.org/emergency-management/">http://www.wcso.org/emergency-management/</a>	
Walton County EMS			Jeff Goldberg			Director		(850) 892-8065		<a href="http://www.co.walton.fl.us/1063/Emergency-Management">http://www.co.walton.fl.us/1063/Emergency-Management</a>	
Washington County EMS			Lynne Abel			Director		(850) 638-6203		<a href="http://www.washingtonfl.com">http://www.washingtonfl.com</a>	

# DISASTER SUPPLY KIT CHECKLIST

A Family Disaster Supply Kit is essential in planning for a disaster. Your Disaster Supply Kit should include the items previously discussed and these additional items.

- ☐ Water (1 gallon per person per day for 7 days)
- ☐ Non-perishable food
- ☐ Sterile gauze pads
- ☐ Flashlight and batteries
- ☐ NOAA weather radio
- ☐ First aid kit
- ☐ At least two weeks supply of medication, medical supplies used regularly and a list of allergies
- ☐ Information about where you receive medication, the name of the drug, and dosage
- ☐ Medical records and primary care physician contact information
- ☐ List of the style, serial number, and manufacturer information of needed medical devices
- ☐ Service animal I.D., veterinary records, and proof of ownership
- ☐ Supplies for your service animal

- ☐ Special needs items  
*Be sure to include specialty items for infants, small children, the elderly, and those family members with a disability.*

- ☐ Clothing  
*Include seasonal or rain gear and sturdy shoes or boots.*

- ☐ Vehicle  
*Keep your motor vehicle tanks filled with gasoline*

## First Aid Kit

- ☐ First Aid Manual
- ☐ Sterile adhesive bandages of different sizes
- ☐ Sterile gauze pads
- ☐ Hypoallergenic adhesive tape
- ☐ Triangular bandages
- ☐ Scissors
- ☐ Tweezers
- ☐ Sewing needle
- ☐ Moistened towellelettes
- ☐ Antiseptic
- ☐ Thermometer
- ☐ Tube of petroleum jelly
- ☐ Safety pins
- ☐ Soap
- ☐ Latex gloves
- ☐ Sunscreen
- ☐ Aspirin or other pain reliever
- ☐ Anti-diarrhea medicine
- ☐ Antacid
- ☐ Laxative
- ☐ Activated charcoal

- ☐ Food  
*Enough for at least up to seven (7) days, non-perishable packaged or canned food and beverages, snack foods, juices, baby food, and any special dietary needs.*

- ☐ Non-electric can opener
- ☐ Paper plates
- ☐ Napkins
- ☐ Plastic cups
- ☐ Utensils

- ☐ Flashlight  
*Do not use candles and be sure to have enough batteries.*

- ☐ Radio  
*Battery operated or hand cranked radio, a NOAA weather radio*

- ☐ Cash  
*Banks and ATMs may not be available after a storm.*

## Important Documents

- ☐ Insurance cards
- ☐ Medical records
- ☐ Bank numbers
- ☐ Credit card numbers
- ☐ Copy of social security card
- ☐ Copies of birth and/or marriage certificates
- ☐ Other personal documents
- ☐ Set of car, house, and office keys

*Items should be kept in a water proof container*

- ☐ Important phone numbers  
*Maintain a list of important phone numbers including county emergency management office, evacuation sites, doctors, banks, schools, veterinarian, and a number for out of town contact.*

## Pet care items

- ☐ Pet food and water
- ☐ Proper identification
- ☐ Medical records
- ☐ A carrier or cage
- ☐ Muzzle and leash
- ☐ Water and food bowls
- ☐ Medications





# Be Red Cross Ready

## Hurricane Safety Checklist

Hurricanes are strong storms that cause life- and property-threatening hazards such as flooding, storm surge, high winds and tornadoes.

Preparation is the best protection against the dangers of a hurricane.

### Know the Difference

**Hurricane Watch**—Hurricane conditions are a threat within 48 hours. Review your hurricane plans, keep informed and be ready to act if a warning is issued.

**Hurricane Warning**—Hurricane conditions are expected within 36 hours. Complete your storm preparations and leave the area if directed to do so by authorities.

### What should I do?



- ☐ Listen to a NOAA Weather Radio for critical information from the National Weather Service (NWS).
- ☐ Check your disaster supplies and replace or restock as needed.
- ☐ Bring in anything that can be picked up by the wind (bicycles, lawn furniture).
- ☐ Close windows, doors and hurricane shutters. If you do not have hurricane shutters, close and board up all windows and doors with plywood.
- ☐ Turn the refrigerator and freezer to the coldest setting and keep them closed as much as possible so that food will last longer if the power goes out.
- ☐ Turn off propane tanks and unplug small appliances.
- ☐ Fill your car's gas tank.
- ☐ Talk with members of your household and create an evacuation plan. Planning and practicing your evacuation plan minimizes confusion and fear during the event.
- ☐ Learn about your community's hurricane response plan. Plan routes to local shelters, register family members with special medical needs as required and make plans for your pets to be cared for.
- ☐ Evacuate if advised by authorities. Be careful to avoid flooded roads and washed out bridges.
- ☐ Because standard homeowners insurance doesn't cover flooding, it's important to have protection from the floods associated with hurricanes, tropical storms, heavy rains and other conditions that impact the U.S. For more information on flood insurance, please visit the National Flood Insurance Program Web site at [www.FloodSmart.gov](http://www.FloodSmart.gov).

### What supplies do I need?



- ☐ Water—at least a 3-day supply; one gallon per person per day
- ☐ Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- ☐ Flashlight
- ☐ Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- ☐ Extra batteries
- ☐ First aid kit
- ☐ Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- ☐ Multi-purpose tool
- ☐ Sanitation and personal hygiene items
- ☐ Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- ☐ Cell phone with chargers
- ☐ Family and emergency contact information
- ☐ Extra cash
- ☐ Emergency blanket
- ☐ Map(s) of the area
- ☐ Baby supplies (bottles, formula, baby food, diapers)
- ☐ Pet supplies (collar, leash, ID, food, carrier, bowl)
- ☐ Tools/supplies for securing your home
- ☐ Extra set of car keys and house keys
- ☐ Extra clothing, hat and sturdy shoes
- ☐ Rain gear
- ☐ Insect repellent and sunscreen
- ☐ Camera for photos of damage

### What do I do after a hurricane?



- ☐ Continue listening to a NOAA Weather Radio or the local news for the latest updates.
- ☐ Stay alert for extended rainfall and subsequent flooding even after the hurricane or tropical storm has ended.
- ☐ If you evacuated, return home only when officials say it is safe.
- ☐ Drive only if necessary and avoid flooded roads and washed-out bridges.
- ☐ Keep away from loose or dangling power lines and report them immediately to the power company.
- ☐ Stay out of any building that has water around it.
- ☐ Inspect your home for damage. Take pictures of damage, both of the building and its contents, for insurance purposes.
- ☐ Use flashlights in the dark. Do NOT use candles.
- ☐ Avoid drinking or preparing food with tap water until you are sure it's not contaminated.
- ☐ Check refrigerated food for spoilage. If in doubt, throw it out.
- ☐ Wear protective clothing and be cautious when cleaning up to avoid injury.
- ☐ Watch animals closely and keep them under your direct control.
- ☐ Use the telephone only for emergency calls.

### Let Your Family Know You're Safe

If your community has experienced a hurricane, or any disaster, register on the American Red Cross Safe and Well Web site available through [RedCross.org/SafeandWell](http://RedCross.org/SafeandWell) to let your family and friends know about your welfare. If you don't have Internet access, call 1-866-GET-INFO to register yourself and your family.



For more information on disaster and emergency preparedness, visit [RedCross.org](http://RedCross.org).

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# BE PREPARED FOR A HURRICANE

Threats from hurricanes include powerful winds, heavy rainfall, storm surges, coastal and inland flooding, rip currents, tornadoes, and landslides.



FEMA

FEMA V-1006/ May 2018

Hurricanes are massive storm systems that form over warm ocean waters and move toward land. The Atlantic hurricane season runs June 1 to November 30. The Pacific hurricane season runs May 15 to November 30.



Can happen along any U.S. coast or territory in the Atlantic or Pacific



Can affect areas more than 100 miles inland



Most active in September

## IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY



Determine your best protection for high winds and flooding.



Evacuate if told to do so.



Take shelter in a designated storm shelter or an interior room for high winds.



Listen for emergency information and alerts.



Only use generators outdoors and away from windows.



Do not walk, swim, or drive through flood waters.

# HOW TO STAY SAFE WHEN A HURRICANE THREATENS



## **Know your area's risk of hurricanes.**

**Sign up for your community's warning system.** The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

**If you are at risk for flash flooding,** watch for signs such as heavy rain.

**Practice going to a safe shelter** for high winds, such as a FEMA safe room or ICC 500 storm shelter. The next best protection is a small, interior, windowless room in a sturdy building on the lowest level that is not subject to flooding.

**Based on your location and community plans,** make your own plans for evacuation or sheltering in place.

**Become familiar with your evacuation zone,** the evacuation route, and shelter locations.

**Gather needed supplies for at least three days.** Keep in mind each person's specific needs, including medication. Don't forget the needs of pets.

**Keep important documents in a safe place** or create password-protected digital copies.

**Protect your property.** Declutter drains and gutters. Install check valves in plumbing to prevent backups. Consider hurricane shutters. Review insurance policies.



**If told to evacuate, do so immediately.** Do not drive around barricades.

**If sheltering during high winds, go to a FEMA safe room,** ICC 500 storm shelter, or a small, interior, windowless room or hallway on the lowest floor.

**If trapped in a building by flooding, go to the highest level of the building.** Do not climb into a closed attic. You may become trapped by rising flood water.

**Listen** for current emergency information and instructions.

**Use a generator or other gasoline-powered machinery ONLY outdoors** and away from windows.

**Do not walk, swim, or drive through flood waters.** Turn Around. Don't Drown.\* Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.

**Stay off bridges over fast-moving water.**



**Listen to authorities for information** and special instructions.

**Be careful during clean-up.** Wear protective clothing and work with someone else.

**Do not touch electrical equipment** if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.

**Avoid wading in flood water,** which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.

**Save phone calls for emergencies.** Phone systems are often down or busy after a disaster. Use text messages or social media to communicate with family and friends.

**Document any property damage** with photographs. Contact your insurance company for assistance.



## **Take an Active Role in Your Safety**

Go to **ready.gov** and search for **hurricane**. Download the **FEMA app** to get more information about preparing for a **hurricane**.





# Family Communication Plan

Emergencies can happen at any time. Does your family know how to get in touch with each other if you are not all together?

**Before** an emergency happens, have a family discussion to determine who would be your out-of-state point of contact, and where you would meet away from your home — both in the neighborhood and within your town.

Let them know you're OK!

Pick the same person for each family member to contact. It might be easier to reach someone who's out of town.

## Important Information

Fill in this information and keep a copy in a safe place, such as your purse or briefcase, your car, your office, and your disaster kit. Be sure to look it over every year and keep it up to date.

### Out-of-Town Contact

Name: \_\_\_\_\_  
 Home: \_\_\_\_\_  
 Cell: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Facebook: \_\_\_\_\_  
 Twitter: \_\_\_\_\_

### Neighborhood Meeting Place:

\_\_\_\_\_  
 \_\_\_\_\_

### Regional Meeting Place:

\_\_\_\_\_  
 \_\_\_\_\_

### Work Information

Workplace: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Facebook: \_\_\_\_\_  
 Twitter: \_\_\_\_\_  
 Evacuation Location: \_\_\_\_\_

Workplace: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Facebook: \_\_\_\_\_  
 Twitter: \_\_\_\_\_  
 Evacuation Location: \_\_\_\_\_

### School Information

School: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Facebook: \_\_\_\_\_  
 Twitter: \_\_\_\_\_  
 Evacuation Location: \_\_\_\_\_

School: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Facebook: \_\_\_\_\_  
 Twitter: \_\_\_\_\_  
 Evacuation Location: \_\_\_\_\_

School: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Facebook: \_\_\_\_\_  
 Twitter: \_\_\_\_\_  
 Evacuation Location: \_\_\_\_\_



<http://www.ready.gov/kids>

## Important Information (continued)

### Family Information

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Important Medical Information: \_\_\_\_\_

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Important Medical Information: \_\_\_\_\_

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Important Medical Information: \_\_\_\_\_

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Important Medical Information: \_\_\_\_\_

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Important Medical Information: \_\_\_\_\_

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Important Medical Information: \_\_\_\_\_

### Medical Contacts

Doctor: \_\_\_\_\_

Phone: \_\_\_\_\_

Doctor: \_\_\_\_\_

Phone: \_\_\_\_\_

Pediatrician: \_\_\_\_\_

Phone: \_\_\_\_\_

Dentist: \_\_\_\_\_

Phone: \_\_\_\_\_

Dentist: \_\_\_\_\_

Phone: \_\_\_\_\_

Specialist: \_\_\_\_\_

Phone: \_\_\_\_\_

Specialist: \_\_\_\_\_

Phone: \_\_\_\_\_

Pharmacist: \_\_\_\_\_

Phone: \_\_\_\_\_

Veterinarian/Kennel: \_\_\_\_\_

Phone: \_\_\_\_\_

### Insurance Information

Medical Insurance: \_\_\_\_\_

Phone: \_\_\_\_\_

Policy Number: \_\_\_\_\_

Homeowners/Rental Insurance: \_\_\_\_\_

Phone: \_\_\_\_\_

Policy Number: \_\_\_\_\_



<http://www.ready.gov/kids>

### Text, don't talk!

Unless you are in danger, send a text. Texts may have an easier time getting through than phone calls, and you don't want to tie up phone lines needed by emergency workers.





# Family Communication Plan

Emergencies can happen at any time. Do you know how to get in touch with your family if you are not together?

**Let them know you're OK!**

Pick the same person for each family member to contact. It might be easier to reach someone who's out of town.

**Text, don't talk!**

Unless you are in immediate danger, send a text. Texts often have an easier time getting through during emergencies, and you don't want to tie up phone lines needed by emergency responders (like 911).



## Know the Numbers!

Home: \_\_\_\_\_

Adult: \_\_\_\_\_

Parent: \_\_\_\_\_

Home: \_\_\_\_\_

Cell: \_\_\_\_\_

Cell: \_\_\_\_\_

Work: \_\_\_\_\_

Neighbor: \_\_\_\_\_

Parent: \_\_\_\_\_

Home: \_\_\_\_\_

Cell: \_\_\_\_\_

Cell: \_\_\_\_\_

Work: \_\_\_\_\_

Neighbor: \_\_\_\_\_

My cell: \_\_\_\_\_

Home: \_\_\_\_\_

Sibling: \_\_\_\_\_

Cell: \_\_\_\_\_

Cell: \_\_\_\_\_

Out of state friend/relative: \_\_\_\_\_

Sibling: \_\_\_\_\_

Home: \_\_\_\_\_

Cell: \_\_\_\_\_

Cell: \_\_\_\_\_

**Memorize your home and parents' cell phone numbers!**



Cut this out and keep it somewhere safe like your backpack, school notebook, or wallet. Or input these numbers into your cell phone if you have one.



<http://www.ready.gov/kids>



# Know Where to Go... and How to Get There.

## Pick a Meeting Spot

Where will you meet up with your family if you have to get out of your house quickly? Where will you meet if your neighborhood is being evacuated and you're not at home?

### In your neighborhood:

(such as neighbor's house or big tree)

---

### Out of your neighborhood:

(such as the library or house of worship)

---

## Draw a Map

Put a  $\Delta$  to show your home. Put a O to show your school. Mark your out-of-neighborhood meeting spot with an X and label it.

## Know the Exits

Do you know two ways out of every room in your house in case of a fire? Draw a floor plan of your bedroom in the space below and circle the two ways to get out. Hint: one may not be a door!



<http://www.ready.gov/kids>




**FEMA**

FEMA V-1005/ March 2018


# BE PREPARED FOR A FLOOD

**Failing to evacuate flooded areas, entering flood waters, or remaining after a flood has passed can result in injury or death.**


Flooding is a temporary overflow of water onto land that is normally dry. It is the most common natural disaster in the U.S.



Results from rain, snow, coastal storms, storm surge, and overflows of dams and other water systems




Develops slowly or quickly. Flash floods can come with no warning




Causes outages, disrupt transportation, damage buildings, create landslides

**IF YOU ARE UNDER A FLOOD WARNING,  
FIND SAFE SHELTER RIGHT AWAY**


**Do not walk, swim, or drive through flood waters.**




**Stay off bridges over fast-moving water.**




**Determine your best protection based on the type of flooding.**






Evacuate if told to do so.



Move to higher ground or a higher floor.



Stay where you are.



# HOW TO STAY SAFE

## WHEN A FLOOD THREATENS



**Know your area's type of flood risk.** Visit FEMA's Flood Map Service Center at <https://msc.fema.gov/> portal for information.

**Sign up for your community's warning system.** The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

**If flash flooding is a risk in your location,** monitor potential signs such as heavy rain.

**Learn and practice evacuation routes, shelter plans,** and flash flood response.

**Gather supplies in case you have to leave immediately or if services are cut off.** Keep in mind each person's specific needs, including medication. Don't forget the needs of pets. Obtain extra batteries and charging devices for phones and other critical equipment.

**Obtain flood insurance.** Homeowner's policies do not cover flooding. Get flood coverage under the National Flood Insurance Program (NFIP).

**Keep important documents in a waterproof container.** Create password-protected digital copies.

**Protect your property.** Move valued items to higher levels. Declutter drains and gutters. Install check valves. Consider a sump pump with a battery.



**Depending on where you are,** and the impact and the warning time of flooding, go to the safe location that you have identified.

**If told to evacuate, do so immediately.** Never drive around barricades. Local responders use them to safely direct traffic out of flooded areas.

**Listen to EAS, NOAA Weather Radio,** or local alerting systems for current emergency information and instructions.

**Do not walk, swim, or drive through flood waters.** Turn Around. Don't Drown.® Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.

**Stay off of bridges over fast-moving water.** Fast-moving water can wash bridges away without warning.

**If your vehicle is trapped in rapidly moving water,** stay inside. If water is rising inside the vehicle, seek refuge on the roof.

**If trapped in a building, go to its highest level.** Do not climb into a closed attic. You may become trapped by rising floodwater. Go on the roof only if necessary. Signal for help.



**FEMA**

FEMA V-1005  
Catalog No. 17233-6



**Listen to authorities for information and instructions.**

**Avoid driving, except in emergencies.**

**Be aware that snakes and other animals** may be in your house. Wear heavy gloves and boots during clean up.

**Avoid wading in floodwater,** which can contain dangerous debris and be contaminated. Underground or downed power lines can also electrically charge the water.

**Use a generator or other** gasoline-powered machinery **ONLY** outdoors and away from windows.

**Be aware of the risk of electrocution. Do not touch electrical equipment** if it is wet or if you are standing in water. If it is safe to do so, turn off the electricity to prevent electric shock.

### Take an Active Role in Your Safety

Go to **ready.gov** and search for **flood**. Download the **FEMA app** to get more information about preparing for a **flood**. Find Emergency Safety Tips under Prepare.



**FEMA**

FEMA V-1010/ March 2018

# BE PREPARED FOR A TORNADO

**Tornadoes can  
destroy buildings,  
flip cars, and create  
deadly flying debris.**

Tornadoes are violently rotating columns of air that extend from a thunderstorm to the ground.



Can happen anytime



Bring intense winds



Can happen anywhere



Look like funnels

**IF YOU ARE UNDER A TORNADO WARNING,  
FIND SAFE SHELTER RIGHT AWAY**

Go to a safe room, basement, or storm cellar.



If there is no basement, get to a small, interior room on the lowest level.



Stay away from windows, doors, and outside walls.





If you can safely get to a sturdy building, do so immediately.



Do not get under an overpass or bridge. You're safer in a low, flat location.



Watch out for flying debris that can cause injury or death.



Use your arms to protect your head and neck.

# HOW TO STAY SAFE

## WHEN A TORNADO THREATENS



### Prepare NOW

**Know your area's tornado risk.** In the U.S., the Midwest and the Southeast have a greater risk for tornadoes.

**Know the signs of a tornado,** including a rotating funnel-shaped cloud, an approaching cloud of debris, or a loud roar—similar to a freight train.

**Sign up for your community's warning system.** The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts. If your community has sirens, become familiar with the warning tone.

**Pay attention to weather reports.** Meteorologists can predict when conditions might be right for a tornado.

**Identify and practice going to a safe shelter** for high winds, such as a safe room built using FEMA criteria or a storm shelter built to ICC 500 standards. The next best protection is a small, interior, windowless room in a sturdy building on the lowest level.

**Consider constructing a safe room** that meets FEMA or ICC 500 standards.



### Survive DURING

**Immediately go to a safe location** that you identified.

**Take additional cover** by shielding your head and neck with your arms and putting materials such as furniture and blankets around you.

**Listen to EAS, NOAA Weather Radio,** or local alerting systems for current emergency information and instructions.

**Do not try to outrun a tornado** in a vehicle.

**If you are in a car or outdoors** and cannot get to a building, cover your head and neck with your arms and cover your body with a coat or blanket, if possible.



### Be Safe AFTER

**Keep listening to EAS, NOAA Weather Radio,** and local authorities for updated information.

**If you are trapped, cover your mouth** with a cloth or mask to avoid breathing dust. Try to send a text, bang on a pipe or wall, or use a whistle instead of shouting.

**Stay clear of fallen power lines or broken utility lines.**

**Do not enter damaged buildings** until you are told that they are safe.


**Save your phone calls for emergencies.** Phone systems are often down or busy after a disaster. Use text messaging or social media to communicate with family and friends.

**Be careful during clean-up.** Wear thick-soled shoes, long pants, and work gloves.



### Take an Active Role in Your Safety

Go to **ready.gov** and search for **tornado**. Download the **FEMA app** to get more information about preparing for a **tornado**. Find Emergency Safety Tips under Prepare.

**FEMA**  
FEMA V-1004/June 2018

# BE PREPARED FOR EXTREME HEAT

Extreme heat often results  
in the highest annual  
number of deaths among all  
weather-related disasters.

In most of the U.S., extreme heat is a long period (2 to 3 days) of high heat and humidity with temperatures above 90 degrees.



Greater risk



Can happen anywhere



Humidity increases the feeling of heat as measured by a heat index

## IF YOU ARE UNDER AN EXTREME HEAT WARNING

Find air conditioning, if possible.



Avoid strenuous activities.



Watch for heat illness.



Wear light clothing.



Check on family members and neighbors.



Drink plenty of fluids.



Watch for heat cramps, heat exhaustion, and heat stroke.



Never leave people or pets in a closed car.





# HOW TO STAY SAFE

## WHEN EXTREME HEAT THREATENS



**Find places in your community where you can go to get cool.**

**Try to keep your home cool:**

- Cover windows with drapes or shades.
- Weather-strip doors and windows.
- Use window reflectors such as aluminum foil-covered cardboard to reflect heat back outside.
- Add insulation to keep the heat out.
- Use a powered attic ventilator, or attic fan, to regulate the heat level of a building's attic by clearing hot air.
- Install window air conditioners and insulate around them.

**Learn to recognize the signs of heat illness.** For more information visit: [www.cdc.gov/disasters/extremeheat/warning.html](http://www.cdc.gov/disasters/extremeheat/warning.html).

### Take an Active Role in Your Safety

Go to **Ready.gov** and search for **extreme heat**. Download the **FEMA app** to get more information about preparing for **extreme heat**.



**Never leave a child, adult, or animal alone inside a vehicle on a warm day.**

**Find places with air conditioning.**

Libraries, shopping malls, and community centers can provide a cool place to take a break from the heat.

**If you're outside, find shade.** Wear a hat wide enough to protect your face.

**Wear loose, lightweight, light-colored clothing.**

**Drink plenty of fluids to stay hydrated.** If you or someone you care for is on a special diet, ask a doctor what would be best.

**Do not use electric fans when** the temperature outside is more than 95 degrees. You could increase the risk of heat-related illness. Fans create air flow and a false sense of comfort, but do not reduce body temperature.

**Avoid high-energy activities.**

**Check yourself, family members, and neighbors** for signs of heat-related illness.



**Know the signs and ways to treat heat-related illness.**

**Heat Cramps**

- **Signs:** Muscle pains or spasms in the stomach, arms, or legs.
- **Actions:** Go to a cooler location. Remove excess clothing. Take sips of cool sports drinks with salt and sugar. Get medical help if cramps last more than an hour.

**Heat Exhaustion**


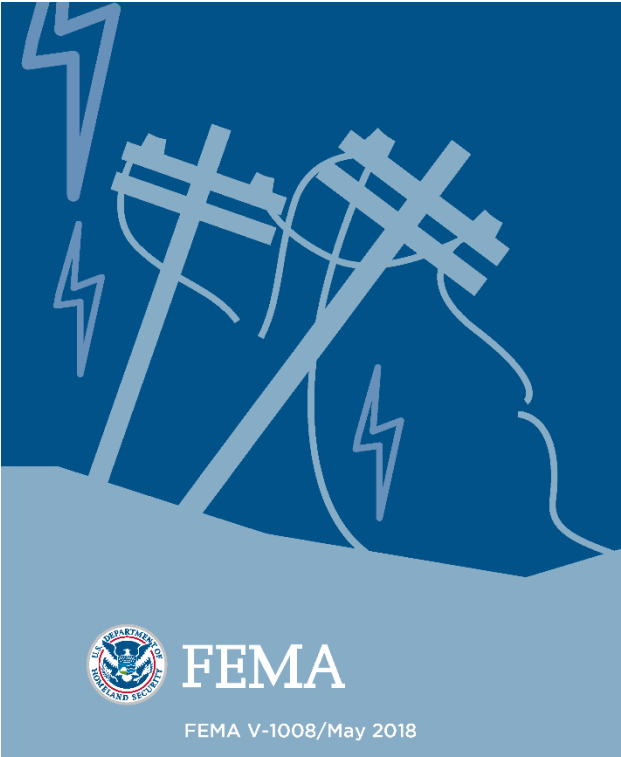
- **Signs:** Heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headache, nausea or vomiting, and fainting.
- **Actions:** Go to an air-conditioned place and lie down. Loosen or remove clothing. Take a cool bath. Take sips of cool sports drinks with salt and sugar. Get medical help if symptoms get worse or last more than an hour.

**Heat Stroke**

- **Signs:** Extremely high body temperature (above 103 degrees) indicated by an oral thermometer; red, hot, and dry skin with no sweat; rapid, strong pulse; dizziness; confusion; and unconsciousness.
- **Actions:** Call 9-1-1 or get the person to a hospital immediately. Cool down with whatever methods are available until medical help arrives.







**FEMA**








FEMA V-1008/May 2018

# BE PREPARED FOR A POWER OUTAGE

Extended power outages may impact the whole community and the economy.

<p>A power outage is when the electrical power goes out unexpectedly.</p>	 <p>May disrupt communications, water, transportation</p>	 <p>May close retail businesses, grocery stores, gas stations, ATMs, banks, and other services</p>	 <p>Can cause food spoilage, water contamination</p>	 <p>Can prevent use of medical devices</p>
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## PROTECT YOURSELF DURING A POWER OUTAGE

Keep freezers and refrigerators closed.			Disconnect appliances and electronics to avoid damage from electrical surges.
Only use generators outdoors and away from windows.			Use alternate plans for refrigerating medicines or power-dependent medical devices.
Do not use a gas stove to heat your home.			If safe, go to an alternate location for heat or cooling.
		Check on neighbors.	

# HOW TO STAY SAFE WHEN A POWER OUTAGE THREATENS



**Take an inventory now** of the items you need that rely on electricity.

**Talk to your medical provider** about a power outage plan for medical devices powered by electricity and refrigerated medicines. Find out how long medication can be stored at higher temperatures and get specific guidance for any medications that are critical for life.

**Plan for batteries and other alternatives** to meet your needs when the power goes out.

**Sign up for local alerts and warning systems.** Monitor weather reports.

**Install carbon monoxide detectors with battery backup** in central locations on every level of your home.

**Determine whether your home phone will work in a power outage** and how long battery backup will last.

**Review the supplies that are available in case of no power.** Have flashlights with extra batteries for every household member. Have enough nonperishable food and water.

**Use a thermometer in the refrigerator and freezer** so that you can know the temperature when the power is restored.

**Keep mobile phones and other electric equipment charged and gas tanks full.**



**Keep freezers and refrigerators closed.** The refrigerator will keep food cold for **about four hours**. A full freezer will keep the temperature for **about 48 hours**. Use coolers with ice if necessary. Monitor temperatures with a thermometer.

**Use food supplies that do not require refrigeration.**

**Avoid carbon monoxide poisoning.** Generators, camp stoves, or charcoal grills should always be used outdoors and at least 20 feet away from windows. Never use a gas stovetop or oven to heat your home.

**Check on your neighbors.** Older adults and young children are especially vulnerable to extreme temperatures.

**Go to a community location with power** if heat or cold is extreme.

**Turn off or disconnect appliances, equipment, or electronics.** Power may return with momentary "surges" or "spikes" that can cause damage.



**When in doubt, throw it out!** Throw away any food that has been exposed to temperatures 40 degrees or higher for two hours or more, or that has an unusual odor, color, or texture.

**If the power is out for more than a day, discard any medication that should be refrigerated**, unless the drug's label says otherwise. If a life depends on the refrigerated drugs, consult a doctor or pharmacist and use medicine only until a new supply is available.

## Take an Active Role in Your Safety

Go to **Ready.gov** and search for **power outage**. Download the **FEMA app** to get more information about preparing for a **power outage**.





# BE PREPARED FOR A WINTER STORM

Winter storms create a higher risk of car accidents, hypothermia, frostbite, carbon monoxide poisoning, and heart attacks from overexertion.



## FEMA

FEMA V-1014/June 2018

Winter storms and blizzards can bring extreme cold, freezing rain, snow, ice, and high winds.



Greater risk



Can last a few hours or several days



Can knock out heat, power, and communication services

## IF YOU ARE UNDER A WINTER STORM WARNING, FIND SHELTER RIGHT AWAY

Stay off roads.



Stay indoors and dress warmly.



Prepare for power outages.



Use generators outside only.



Listen for emergency information and alerts.



Look for signs of hypothermia and frostbite.





Check on neighbors.

# HOW TO STAY SAFE WHEN A WINTER STORM THREATENS



**Know your area's risk for winter storms.** Extreme winter weather can leave communities without utilities or other services for long periods of time.

**Prepare your home to keep out the cold with insulation, caulking, and weather stripping.** Learn how to keep pipes from freezing. Install and test smoke alarms and carbon monoxide detectors with battery backups.

**Pay attention to weather reports and warnings of freezing weather and winter storms.** Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

**Gather supplies in case you need to stay home for several days without power.** Keep in mind each person's specific needs, including medication. Do not forget the needs of pets. Have extra batteries for radios and flashlights.

**Create an emergency supply kit for your car.** Include jumper cables, sand, a flashlight, warm clothes, blankets, bottled water, and non-perishable snacks. Keep the gas tank full.

**Learn the signs of and basic treatments for frostbite and hypothermia.** For more information, visit: [www.cdc.gov/disasters/winter/staysafe/index.html](http://www.cdc.gov/disasters/winter/staysafe/index.html).



**Stay off roads if at all possible.** If trapped in your car, stay inside.

**Limit your time outside.** If you need to go outside, wear layers of warm clothing. Watch for signs of frostbite and hypothermia.

**Avoid carbon monoxide poisoning. Only use generators and grills outdoors and away from windows.** Never heat your home with a gas stove top or oven.

**Reduce the risk of a heart attack. Avoid overexertion when shoveling snow.**

**Watch for signs of frostbite and hypothermia and begin treatment right away.**

**Check on neighbors.** Older adults and young children are more at risk in extreme cold.



**Frostbite** causes loss of feeling and color around the face, fingers, and toes.

- **Signs:** Numbness, white or grayish-yellow skin, and firm or waxy skin.
- **Actions:** Go to a warm room. Soak in warm water. Use body heat to warm. Do not massage or use a heating pad.

**Hypothermia** is an unusually low body temperature. A temperature below 95 degrees is an emergency.

- **Signs:** Shivering, exhaustion, confusion, fumbling hands, memory loss, slurred speech, and drowsiness.
- **Actions:** Go to a warm room. Warm the center of the body first—chest, neck, head, and groin. Keep dry and wrapped up in warm blankets, including the head and neck.



## Take an Active Role in Your Safety

Go to **Ready.gov** and search for **winter storm**. Download the **FEMA app** to get more information about preparing for a **winter storm**.



**BIG BEND COMMUNITY BASED CARE INC.**  
**EMERGENCY TEST REPORT**

**COMPLETE BEFORE THE EMERGENCY TEST** (where appropriate, check the applicable response)

- DATE: \_\_\_\_\_ ☐ Weekday ☐ Weekend SHIFT: ☐ 1<sup>st</sup> ☐ 2<sup>nd</sup> ☐ 3<sup>rd</sup>
1. Type of Emergency Drill: ☐ FIRE ☐ NATURAL DISASTER- POWER FAILURE  
☐ Actual ☐ BOMB THREAT ☐ MEDICAL EMERGENCY  
☐ Simulated ☐ OTHER Identify: ☐ EVACUATION
2. Location (rooms, corridors, stairs, etc.) \_\_\_\_\_
3. Is a victim involved? ☐ YES ☐ NO
4. Is the victim (circle all that apply): ☐ AMBULATORY ☐ INJURED ☐ UNCONSCIOUS

**COMPLETE DURING THE EMERGENCY TEST** (where appropriate, check the applicable response)

1. When did the emergency begin? \_\_\_\_\_
2. Who discovered the emergency and when? \_\_\_\_\_
3. Who sounded the alarm? \_\_\_\_\_ When \_\_\_\_\_
4. After an explanation of the emergency, what action was taken? \_\_\_\_\_

If a victim was involved, was the victim located safely and efficiently?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did staff use proper judgment to attempt a rescue?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did staff notify others of the emergency and rescue attempt?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Was the rescue successful?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did staff call 911?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Were clients moved to a safe area?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Were corridors, exits, and doors clear of obstructions?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Were all doors, windows, and corridors closed?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Were fire doors closed and clear of obstructions?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Who responded to the emergency?			
What equipment was used?			
Was a fire extinguishers used?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Was the emergency an isolated event?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Were exits monitored by staff?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Was the area/ building evacuated?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
For Bomb Threat, were areas checked for unusual objects or packages?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A

**COMPLETE AFTER THE EMERGENCY TEST** (where appropriate, check the applicable response)

Was the emergency plan executed by all staff hearing the alarm?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did all staff respond properly to the alarm?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did all staff follow procedures calmly and efficiently?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did all staff know the emergency procedures?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
What problems were noted?	<input type="checkbox"/> None - Satisfactory test		
How many clients were involved?		How many staff persons were involved?	
List names of all staff present during the emergency procedures.			
Total length of time to complete evacuation		Total length of time to conduct drill	

**RECOMMENDATIONS TO IMPROVE RESPONSE** \_\_\_\_\_

Anticipated date for corrective action \_\_\_\_\_

**SAFETY DRILL** Signature of Staff Completing report \_\_\_\_\_



**FEMA**

FEMA V-1013/May 2018

# BE PREPARED FOR A WILDFIRE

**Wildfires can ruin homes and cause injuries or death to people and animals.**

A wildfire is an unplanned fire that burns in a natural area such as a forest, grassland, or prairie.



Often caused by humans or lightning.



Can cause flooding or create problems with transportation, gas, power, and communications.




Can damage your property. Set up defense zones to protect your home.




Can happen anywhere, anytime. Risk increases with little rain and high winds.

**IF YOU ARE UNDER A WILDFIRE WARNING, GET TO SAFETY RIGHT AWAY**


Leave if told to do so.






Listen for emergency information and alerts.

If trapped, call 911.





Use an N95 mask to keep particles out of the air you breathe.

# HOW TO STAY SAFE

## WHEN A WILDFIRE THREATENS



**Sign up for your community's warning system.** The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

**Know your community's evacuation routes** and find several ways to leave the area. Drive the evacuation routes and find shelter locations. Have a plan for pets and livestock.

**Gather emergency supplies, including N95 respirator masks** that filter out particles in the air you breathe. Keep in mind each person's specific needs, including medication. Don't forget the needs of pets.

**Keep important documents** in a fireproof safe. Create password-protected digital copies.

**Use fire-resistant materials to build, renovate, or make repairs.**

**Find an outdoor water source with a hose** that can reach any area of your property.

**Create a fire-resistant zone** that is free of leaves, debris, or flammable materials for at least 30 feet from your home.

**Review insurance coverage** to make sure it is enough to replace your property.



**Evacuate.** Leave immediately if authorities tell you to do so.

**If trapped, call 911** and give your location, but be aware that emergency response could be delayed or impossible. Turn on lights to help people find you.

**Listen to EAS, NOAA Weather Radio, or local alerting systems** for current emergency information and instructions.

**Use an N95 mask** to keep particles out of the air you breathe.



**Listen to authorities** to find out if it is safe to return and whether water is safe to drink.

**Avoid hot ash, charred trees, smoldering debris, and live embers.** The ground may contain heat pockets that can burn you or spark another fire. Consider the danger to pets and livestock walking the ground.

**Send text messages or use social media** to reach out to family and friends. Phone systems are often busy following a disaster. Make calls only in emergencies.

**Document property damage with photographs.** Conduct an inventory and contact your insurance company for assistance.

### Take an Active Role in Your Safety

Go to **Ready.gov** and search for **wildfire**. Download the **FEMA app** to get more information about preparing for a **wildfire**.






**FEMA**

FEMA V-1000/March 2018


# BE PREPARED FOR AN ACTIVE SHOOTER

Recent national tragedies remind us that the risk is real. Taking a few steps now can help you react quickly when every second counts.

An active shooter is an individual engaged in attempting to kill people in a confined space or populated area. Active shooters typically use firearms and have no pattern to their selection of victims.



Can happen anywhere



Can happen anytime

IF YOU ARE INVOLVED IN AN ACTIVE SHOOTER INCIDENT

See something, say something.



Learn first aid skills so you can help others.



Before you run, know the exits.



Help law enforcement.



Find a place to hide.



Seek help to cope with trauma.





Run



Hide



Fight



# HOW TO STAY SAFE

## WHEN AN ACTIVE SHOOTER THREATENS



**If you see suspicious activity**, let an authority know right away.

**Many places, such as houses of worship, workplaces, and schools**, have plans in place to help you respond safely. Ask about these plans and get familiar with them. If you participate in an active shooter drill, talk with your family about what you learned and how to apply it to other locations.

**When you visit a building** such as a shopping mall or healthcare facility, take time to identify two nearby exits. Get in the habit of doing this.

**Map out places to hide.** In rooms without windows, behind solid doors with locks, under desks, or behind heavy furniture such as large filing cabinets can make good hiding places.

**Sign up for active shooter, first aid, and tourniquet training.** Learn how to help others by taking FEMA's You Are the Help Until Help Arrives course. Learn more at [ready.gov/until-help-arrives](https://ready.gov/until-help-arrives).



**RUN.** Getting away from the shooter or shooters is the top priority. Leave your things behind and run away. If safe to do so, warn others nearby. Call 911 when you are safe. Describe each shooter, their locations, and weapons.

**HIDE.** If you cannot get away safely, find a place to hide. Get out of the shooter's view and stay very quiet. Silence your electronic devices and make sure they won't vibrate. Lock and block doors, close blinds, and turn off the lights. Do not hide in groups—spread out along walls or hide separately to make it more difficult for the shooter. Try to communicate with police silently—such as through text messages or by putting a sign in an exterior window. Stay in place until law enforcement gives you notice that all immediate danger is clear.

**FIGHT.** Your last resort when you are in immediate danger is to defend yourself. Commit to your actions and act aggressively to stop the shooter. Ambushing the shooter together with makeshift weapons such as chairs, fire extinguishers, scissors, and books can distract and disarm the shooter.



**Keep hands visible and empty.**

**Know that law enforcement's first task** is to end the incident. They may have to pass injured persons along the way.

**Follow law enforcement's instructions** and evacuate in the direction they tell you to.

**Consider seeking professional help** for you and your family to cope with the long-term effects of trauma.

### Take an Active Role in Your Safety

Go to [ready.gov](https://ready.gov) and search for **active shooter**. Download the **FEMA app** to get more information about preparing for an **active shooter**. Find Emergency Safety Tips

