# XXX
# HUMAN SERVICES
# ORGANIZATION

# EMERGENCY
# READINESS, ACTION, AND CONTINUITY
# PLAN

# XXX Emergency Readiness, Action, And Continuity Plan

## Table of Contents

# I   Introduction

A   Organizational Description

   1   Name

   2   Primary Address (Street, City, State ZIP)

   3   Other Addresses (satellite sites, etc.)

      a   Site 1

      b   Site 2

      c   etc.

   4   Email address

   5   Telephone number(s)

   6   Jurisdictions

      a   Boro

      b   Election District

      c   Assembly District

      d   Council District

      e   Community Board

   7   Chief Executive Officer (Name, Title, Telephone, Email)

   8   Chief Contact for Emergencies (Name, Title, Telephone, Email, 24/7 contact information)

   9   Size

      a   Total annual operating budget

      b   Total number FTE staff

      c   Total number clients served annually

B   Organizational Mission

   **Insert here the organization's mission.**

C  <u>Purpose and Scope of the Emergency Plan</u>

1  This plan includes four fundamental parts:

   a  Readiness – guidance toward ensuring that the organization is prepared for emergencies.

   b  Emergency Action Plan – guidance for staff in the event of an emergency that requires immediate action.

   c  Incident Leadership – guidance on how the organization will manage its response to and recovery from an emergency.

   d  Continuity of Operations Plan (COOP) – guidance on how the organization will resume performing essential programmatic and administrative functions after a disaster.

D  <u>Basic Concepts</u>

**It is important to understand these definitions and to use them consistently in the entire document.**

1  In developing this plan, the following definitions are used:

   a  An "emergency" is an event (generally unexpected or unpredictable) that threatens life, health, and/or property, such that immediate action is required.

   b  A "disaster" is an emergency that disrupts community functions and creates needs for individuals and/or communities, such that human services will be required to address needs.

   c  An "interruption of operations" is a situation that prevents the organization from pursuing its normal functions.

2  An emergency can include adverse situations such as short-term disruption of power or a medical emergency such as a heart attack suffered by a client or member of staff.  Such an emergency may or may not have direct impact on the organization, and if it does, the impact is short-term.

3  Disasters include emergencies that have wider impact, such as building collapse, regional disruption of transportation, or explosion.

4  These definitions of "emergency" and "disaster" guide the development of this plan, and so incorporate assumptions that are not necessarily appropriate for other purposes.  Thus, these definitions should not be considered generally applicable in other contexts.

## II  Readiness

A  <u>Purpose</u>

The purpose of the Readiness Plan is to provide the organization with guidance to be prepared for emergencies and disasters.

B  <u>Applicability and Scope</u>

1  Being prepared for emergencies and disasters is important for all staff and for clients.

2  Staff and clients are encouraged to incorporate emergency and disaster preparedness as a normal and routine part of their lives.

C  <u>Policies and Protocols</u>

1  Personnel Policies

**To the extent possible, personnel policies should be revised to incorporate relevant best practices.  Examples are found in Appendix B.**

2  Agency Records

**It is important to have in place arrangements that ensure the safety of agency records.  Two examples are below, but this section should detail the organization's specific arrangements.**

a  Any hard-copy documents that are critical (such as contracts) are backed up electronically.

b  Digital copies are backed up both online and on physical media (e.g., thumb drives).  Physical media are stored off site at _____.  Material stored on the cloud is backed up in _____.

3  Emergency communications protocol

a  Emergency communications protocol

i  The emergency communications protocol ensures that all staff will be contacted in an emergency.

ii  In the case that telephone systems are disrupted or unavailable, staff will be contacted via e-mail.

iii  The communications protocol is tested at least annually.

iv  In an emergency, relevant staff have means to access the chain of command as necessary.

b   Authority to implement the communications protocol.

i   The communications protocol will be implemented whenever a situation requires that all staff receive information or instructions.

**If the protocol includes contingencies for contacting specific categories of staff, specify what the categories are and what determines which staff are contacted.**

ii   Staff authorized to initiate the protocol are:

**Specify all management staff who are authorized to put the protocol into place after an emergency.**

•

•

c   Staff contact information is updated at least annually.   Staff have been instructed to advise relevant staff if their contact information changes.

**Specify in this section which staff should be informed of changes, e.g., immediate supervisor, HR Department.**

d   Emergency contact information for critical staff includes all locations at which they might be reached.  This information can be secured such that it becomes accessible only in the event of emergency to authorized staff.   Contact information has been obtained from consultants, volunteers, and other people that regularly visit the site(s).

e   All staff are provided with basic emergency contact information to utilize in case of an emergency, including 9-1-1.

**It is important that there is no delay in getting help for a person in need.   Organization policies should not delay contacting emergency personnel when necessary.**

f   There is a phone number that staff can call to receive information and instructions in the event of an emergency.

g   Appropriate agency staff receive relevant emergency alerts from government.

h   Appropriate staff have contact information for other community organizations government agencies, elected officials, and community liaisons in the police department, fire department, etc.

4   Fire Plan

**If the organization does not control its physical site(s), relevant information should be obtained from the site operator(s).**

a   The organization has a Fire Plan approved by the NYC Fire Department.

b   The Fire Plans are incorporated into this document as Appendix C.

c   Designation of Fire Wardens is up to date.

    d   Evacuation maps include the locations of fire extinguishers.

    e   Fire Plans are reviewed annually at a minimum..

5  Building Safety

    a   The organization complies with NYC Building Codes.

**If the organization does not control its physical site(s), relevant information should be obtained from the site operator(s).**

6  Emergency Preparedness – Staff and Clients

**While it is important that the organization be prepared, it should also encourage staff and clients to be prepared. Information about individual and household readiness is available from NYC Emergency Management, American Red Cross, and other sources. For example:**

**https://www1.nyc.gov/site/em/ready/guides-resources.page**

    a   The following staff have received disaster-related training

| Name | Training | Training Date |
|------|----------|---------------|
|      |          |               |
|      |          |               |
|      |          |               |
|      |          |               |

    b   Designated staff have enrolled to receive emergency alerts from official sources, including Notify NYC (https://a858-nycnotify.nyc.gov/notifynyc/) and the NYC Advanced Warning System (https://www.advancewarningsystemnyc.org/aws/). Staff who received such alerts are:

| Name | Job Title | Alert System |
|------|-----------|--------------|
|      |           |              |
|      |           |              |
|      |           |              |
|      |           |              |

    c   The organization maintains an inventory of emergency supplies. These are listed in Appendix D.

**Some emergencies require people to "shelter in place". For those situations, the organization should be prepared to have staff on site for an extended period.**

d  Staff who have contact with clients are instructed to discuss emergency planning with families, improving their ability to cope with the potential impact of disaster.

e  Staff who have contact with clients are instructed to discuss the potential impact of disaster on normal organization operations and how that impact could be mitigated.

f  The organization maintains contact information for clients that may need special assistance in an emergency, including older adults, non-English speakers, persons with access and functional needs, etc.  The organization has a protocol on when and how to contact such clients.

g  Staff have been advised to have an emergency plan for their household and know how to contact their families in an emergency.

D  Mitigation

Mitigation includes any action taken to reduce the potential impact of future emergencies.

**In addition to what is listed here, also review the organization's specific circumstances to develop other appropriate mitigation actions.  Include any of the following examples that have been implemented.  Any that are relevant but not yet implemented should be added to "Action Plan for Readiness", page 24.**

1  The organization has identified an alternate site for its functions in case of need. See "Site Location", page 19.

**Identifying in advance alternate sites for any or all individual functions could reduce the time needed to resume operations if the organization's site becomes completely or partially inaccessible.**

2  The organization has digitized client records and made them available on a secure site accessible to staff in order to improve the likelihood that it will be possible to access records after disaster.

3  The organization has identified alternative suppliers, distributors, and providers in case an emergency disrupts the supply chain.

| Item/Service | Alternative Provider(s) | Contact Information |
|---|---|---|
| Office supplies | | |
| Maintenance supplies | | |
| | | |
| | | |

| Item/Service | Alternative Provider(s) | Contact Information |
|---|---|---|
|  |  |  |
|  |  |  |
|  |  |  |

4   The organization has identified these alternative travel options.

| Transportation Type (below are examples for illustration purposes only.) | Nearest Location(s) | Contact Information |
|---|---|---|
| Buses |  |  |
| Subway/Metro |  |  |
| Train |  |  |
| Automobiles/Vans/Trucks |  |  |
| Bicycles |  |  |
|  |  |  |
|  |  |  |

5   The organization has :

a   reviewed its insurance policies as of _____ to determine how they relate to emergency conditions and discussed the findings with its broker or other relevant parties;

b   conducted a risk assessment to determine whether additional insurance is required;

c   acquired any necessary additional coverage.

6   At the start of any group activity for clients, staff provide instructions on a safe and prompt evacuation procedure, using a prepared checklist.

7   At the start of any continuing group activity for clients, staff provide directions to participants on what action(s) to take in the event of a disaster that might impact the schedule, using a prepared checklist.

8   Staff have access to back-up chargers in order to reduce the potential of cell phone failure.

9   Staff have access to information for clients on food pantries, soup kitchens, etc. The information is in hard copy so that disruptions of communications or Internet will not impact the staff's ability to share information with clients.  (See Appendix F.)

10  Program staff retain both on-site and off-site hard copies of client contact information to reduce risk of data loss.

11  Human Resources staff maintain hard copies of staff information both on-site and off-site.

12  Information Technology routinely ensures that backups are done and tests the ability to retrieve backups.

13  Emergency and other supplies are stored in protected areas in order to minimize losses.

E   <u>Maintaining the Relevance of the Emergency Plan</u>

1   Staff Responsibilities

a   Changes that impact the plan (including, but not limited to changes in protocols, changes in staff, etc.) are incorporated within _____ weeks of notification to management.

b   The plan is reviewed in full by designated staff every year.  These staff are:

**List staff who should review the plan to ensure that it is up to date. (The plan should be reviewed by all staff annually to ensure their familiarity.)   In addition to appropriate management staff, this probably includes Information Technology staff and Facilities Management staff, and possibly others.**

i

ii

c   Advising designated staff of changes in protocols or procedures is the responsibility of _____.

2   Training, and Exercising

**A plan is a waste of time if the organization is not able to use it when necessary.  Staff need to be informed of the plan and how it applies to their work.  An exercise should be conducted at least once a year to ensure that staff are in fact prepared to execute the plan.**

a   Orientation for new staff includes a review of the Emergency Plan.

b   An Exercise of the plan is conducted annually.  Staff are designated to plan, execute and report on the exercise.

    c   The exercise includes a test of the emergency communications protocol.

    d   The exercise may or may not include all staff, but certainly includes staff at all levels and in all departments of the organizational structure.

    e   The report on the exercise should include:

       i   Errors, gaps, or problems in the plan, as revealed (or highlighted) by the exercise.

- 

       ii   Relevant staff feedback about the plan and about the exercise.

       iii   Recommendations to improve the plan.

       iv   Recommendations to improve the planning or execution of future exercises.

    f   The report is kept on file, and is reviewed before the next exercise.

    g   The need for an exercise is not fulfilled by routine evacuation/fire drills or other limited actions required by regulatory authorities.

3  Documentation

    Both reviews of (or changes to) the plan and the completion of exercises are documented (Appendix A).

# III  Emergency Action Plan

A  <u>Purpose</u>

The purpose of the Emergency Action Plan is to provide the organization with guidance for immediate action intended to safeguard the lives, safety, and security of staff and others.

**The Emergency Action Plan allows the organization to respond in a focused and effective way to emergencies.  These are not necessarily disasters, but include any risk to health and safety.**

B  <u>Applicability and Scope</u>

1   This action plan applies to all staff.

**If the organization has multiple sites, or conducts programs at other locations, specify how the plan is affected.  For example, it may be necessary to specify whether staff are expected to follow the organization's plan or the plan of the site in which they are working.**

C  <u>Policies and Protocols</u>

1   Emergency Protocols

a   Evacuation

i   Evacuation route maps (incorporated into this document as Appendix E) have been posted in each work area.

**If the evacuation routes are included in the Fire Plan, that can be referenced and it is not necessary to include them twice.**

ii   The following information is marked on evacuation maps:

- Emergency exits

- Primary and secondary evacuation routes

- Locations of fire extinguishers

- Fire alarm pull stations' location

- Assembly points

iii  Staff are advised to identify at least two evacuation routes from their work area.

iv  Staff know that in the case of evacuation they are to guide clients or anyone else at the site through the evacuation route and to the designated locations.

v   Two assembly locations have been designated.

vi  Staff know where the assembly locations are.

vii  Staff know that they must gather at the designated #1 assembly location, unless that location is in the evacuation area, in which case they gather at the #2 location.

- Location #1

- Location #2

**If the organization has multiple sites, two assembly areas are to be designated for <u>each</u> site.**

b  Emergency Notification - Staff

i  Staff are required to respond immediately to anything that threatens the life or safety of staff, clients, or others.

ii  A list of emergency contact numbers are posted in each work area.

iii  The list includes **at a minimum**:

- 9-1-1

- Security

-

iv  Staff have been instructed to call 9-1-1 in the case of immediate need for medical or police assistance.

v  Staff are required to report to Human Resources immediately all and any injuries occurring while on the job, whether or not on site.

vi  Staff are required to follow the guidelines and directives of facility staff related to the building, including: evacuation routes, meeting places, fire escapes, location of fire alarm or emergency phone systems, sheltering in place, etc.

**Add any relevant procedures to be followed if an emergency occurs outside of business hours.**

c  Emergency Notification - Clients

The organization reaches out to clients if a disaster is expected to impact the area, or if any emergency will impact services to clients.

After disaster impacting the community, the organization reaches out to clients who are among disproportionately impacted populations, including but not limited to people with functional needs, non-English speakers, those who are home-bound.

**These are recommended for any organization providing human services.**

d  Emergency Response Protocol

2 Medical Emergencies

   a First Aid

      i A number of staff are trained in First Aid and CPR.

      ii A list of those staff is maintained _____.

      **Specify location(s), e.g., at the main reception desk.**

   b First aid kits are located at these locations:

      i _____

      ii _____

   c Automated External Defibrillators (AEDs) are kept in these locations:

      i _____

      ii _____

3 Damage to facility

   a Immediately following an emergency that impacts the organization's site(s), Facilities Maintenance staff will assess any damage, consult if appropriate with emergency responders, and report to senior management.

   b The organization will seek a determination of eligibility for a Small Business Administration disaster loan to replace or repair damaged property and equipment. www.sba.gov/disaster-assistance

   c If the organization needs to let staff go, permanently or temporarily, it will provide those staff with information on the availability of Disaster Unemployment Assistance. www.benefits.gov/benefits/benefit-details/597

# IV  Incident Leadership

A  <u>Purpose</u>

<span style="color:red">In order to manage disaster response and/or recovery, governmental entities and nonprofit organizations that work with them often make use of the "Incident Command Structure", a highly structured system that identifies the roles of units and individuals involved and the relationships between them.  This is essential when multiple agencies and organizations need to work together.   Most organizations responding to disasters affecting their own organization and implementing continuity of operations plans do not need such a complex system.   They do, however, need a system of managing their activity, and Incident Leadership ensures that the work has a clear and specific line of authority as well as clear and specific goals & objectives.  It provides guidance on how its Emergency Action and Continuity of Operations activities will be managed and who will be involved.</span>

B  <u>Applicability and Scope</u>

1   The Incident Leadership plan is applied whenever the organization needs to take actions after an emergency.

2   The Incident Leadership Plan will apply to activity that is intended to implement its Emergency Action Plan and/or its Continuity of Operations Plan.

C  <u>Policies and Protocols</u>

1   The organization has identified staff by name and by title to fill roles in Incident Leadership that are necessary to manage the implementation of its Emergency Action Plan and/or its Continuity of Operations Plan.

2   The organization recognizes that its plan for Incident Leadership identifies people and roles so that there is no lapse in time after an emergency, but that it must review that leadership structure as soon as possible to determine that it is indeed the most appropriate to deal with this particular emergency and, if not, to make any necessary changes.

3   The organization has identified staff roles and reporting relationships within Incident Leadership.  Those who will be involved know to whom they report and whom (if anyone) they supervise.  It is clear to staff involved and to others who is able to make which decisions.

   **<span style="color:red">It is important that people are clear on their roles in implementation of continuity plans, especially because those roles may or may not be identical to their normal job roles.  It is also important that there is clarity about what decisions can and should be made by which people.</span>**

4   If the organization's Emergency Action Plan and/or Continuity of Operations Plan are implemented, Incident Leadership will create a written Incident Action Plan with specific objectives, tasks, and target dates
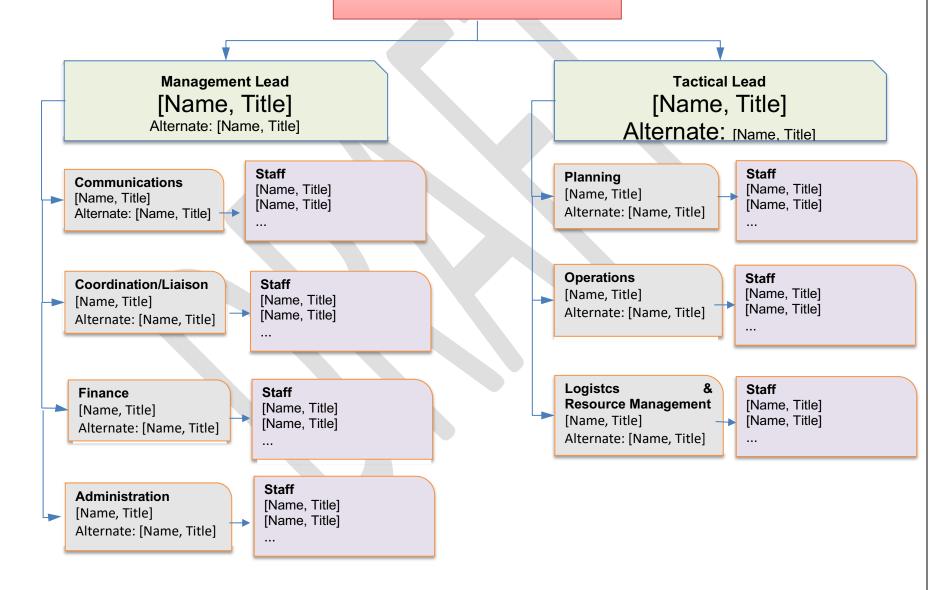
**Everyone involved needs to know what is to be done, as well as what their role is.**

5    Incident Leadership will monitor and evaluate the implementation of the Incident Action Plan

**As work continues, there needs to be regular review of what has been accomplished.  That must be compared to the plan so that progress is measured and, importantly, so that the plan can be revised as needed.**

6   The structure of the organization's Incident Leadership ensures that the following roles will be filled.  After an incident, the organization will determine the best structure for that specific emergency, including the number of staff assigned to the various roles, whether or not individual roles are combined, etc.

   a   Incident Lead (Oversees and manages entire effort)

   b   Management roles

      i    Communications (including Public Information)

      ii   Coordination/Liaison (ensuring coordination with external stakeholders)

      iii  Finance

      iv   Admin

   c   Tactical roles

      i    Planning: create an incident action plan and monitor implementation

      ii   Operations: manage tactical operations to achieve plan objectives

      iii  Logistics and Resource Management

         • Human Resources

         • Infrastructure

         • Equipment

         • Supplies

7   After an emergency, the organization reassesses the Incident Leadership structure to ensure that the designated staff and identified roles are the best to manage the specific emergency.

**Having an Incident Leadership Plan with specific staff named to fulfill appropriate roles ensures that at the time of an incident, that person can immediately step into the assigned position, thereby avoiding a lapse in time which may impact the organization's success in dealing with the**

**emergency.  The organization has the option to then make a change if that is appropriate.**

**Incident Lead**
[Name, Title]
Alternate: [Name, Title]

**Management Lead**
[Name, Title]
Alternate: [Name, Title]

**Tactical Lead**
[Name, Title]
Alternate: [Name, Title]

**Communications**
[Name, Title]
Alternate: [Name, Title]

**Staff**
[Name, Title]
[Name, Title]
...

**Coordination/Liaison**
[Name, Title]
Alternate: [Name, Title]

**Staff**
[Name, Title]
[Name, Title]
...

**Finance**
[Name, Title]
Alternate: [Name, Title]

**Staff**
[Name, Title]
[Name, Title]
...

**Administration**
[Name, Title]
Alternate: [Name, Title]

**Staff**
[Name, Title]
[Name, Title]
...

**Planning**
[Name, Title]
Alternate: [Name, Title]

**Staff**
[Name, Title]
[Name, Title]
...

**Operations**
[Name, Title]
Alternate: [Name, Title]

**Staff**
[Name, Title]
[Name, Title]
...

**Logistcs &
Resource Management**
[Name, Title]
Alternate: [Name, Title]

**Staff**
[Name, Title]
[Name, Title]
...

# V  Continuity of Operations Plan

## A  Purpose

1  The purpose of the Continuity of Operations Plan (COOP) is to facilitate the organization's ability after an interruption of operations – including those that occur over an extended period of time and impact multiple functions – to restore essential operations as soon as possible.

2  Specific objectives of the COOP include:

a  ensure the safety of employees throughout the period during which functions are being resumed.

b  re-establish the most vital services – called *mission-essential functions* – as promptly as possible, as well as the administrative abilities – called *primary business functions* – necessary to support mission-essential functions.

c  facilitate the suspension of all non-essential activities in a manner that is least disruptive.

d  mitigate the impact to clients of interruption of the organization's functions.

e  minimize confusion and misinformation by providing clearly defined policies and procedures.

## B  Applicability and Scope

## C  Essential Mission Functions and Primary Business Functions

**See General Instructions for details on identifying Essential Mission Functions and Primary Business Functions.**

1  Mission-essential functions are necessary for an organization to fulfill its mission on behalf of its clients.  Primary business functions are operations that enable the organization to perform mission-essential functions.

2  The organization has identified the following mission essential functions:

**List mission essential functions.  They will be described in detail in Section F below.**

3  The organization has identified the following primary business functions:

**List primary business functions.  They will be described in detail in Section F below.**

4 Primary business functions and mission-essential functions are closely intertwined.

Some examples of the interconnectivity include:

**Include several ways in which the mission essential functions and primary business functions are related, e.g., training programs rely on facility maintenance to ensure classrooms are safe.**

D Phase 1: Activation

1 Decision Process

**Explain who decides when and how to implement the Continuity of Operations Plan. Specify how that authority can be delegated.**

2 Alert, Notification, and Implementation Process

**Describe how staff will be notified of the implementation.**

3 Leadership

**If implementation of programs is delegated to relevant senior staff, this section should note that and the staff should be specified in Section F.**

4 Planning for Service Changes

**In addition to its regular client services, the organization must determine whether it is appropriate to provide additional services and/or change how current services are delivered to meet the specific needs of people impacted by a disaster. Those changes may not be predictable, but it is essential that organizations have a plan on how to assess needs and make decisions.**

a Assessment

**Describe here how the organization will assess the need for new or changed services, including the determination of whether the client population will change. Include which staff will be involved.**

b Decision Process

**Insert who will be involved in making the determination whether to change the organization's service mix. Specify the extent that such decisions will be constrained by the organization's mission.**

c Implementation

**Describe a process for the organization to determine how changes should be implemented. It is not necessary to detail the implementation process in advance, just to specify how the**

**organization will move forward after a disaster on planning the implementation.**

E   Phase 2:  Alternate Operations

   1   Decision Process

   **Specify who can make the decision to relocate operations to an alternate site.**

   2   Site Location

     Site Name:           _____

     Street Address:       _____

     City, State, ZIP      _____

     Cross streets and other information that can help pinpoint the location for people who do not already know where it is:

     _____

     _____

     **If no alternate site has been identified, explain how a site would be identified when needed.**

   3   Alert, Notification, and Implementation Process

   **Describe how staff are informed that operations will be relocated.**

   4   Leadership

   **Explain whether relocation of programs is delegated to relevant senior staff.  Specify if responsible staff are the same staff responsible for the resumption of operations described in Section F.**

F   Phase 3: Resumption

   1   The organization will focus on resuming mission-essential and primary business functions after an interruption of operations.

   **The following are examples of what might be relevant guidance.**

     a   _____ will monitor the developing situation and advise senior staff of information related to the possible impact on their programs.

b   Staff responsible for resumption of functions will make an initial resumption plan and report to management, including:

    i    How the program's functions are impacted.

    ii   What functions will be prioritized for resumption.

    iii  A projected timeline for resuming all essential functions.

    iv  Impacts on the ability to meet contractual or legal mandates.

    v   What resources will be required.

    vi  What exceptions to agency policy, if any, will be required.

c   Responsible staff will keep management advised of progress and alert management of any situational change that impacts the resumption schedule.

2   Strategies for Resumption of Mission Essential Functions

**This section will describe how the organization returns to providing services.  See General Instructions for more details.  Be sure you understand the distinction between the organization's essential functions and the organization's programs.  In large or complex organizations, the resumption of essential functions is explained here, and issues specifically relevant to programs are described in "Program-Specific Considerations"  page 22.  For smaller organizations this section will suffice.**

a   Mission Essential Function #1

    i    Description

        **Describe what the function is and why it is important to the organization.  Describe the potential impact of a disaster.**

    ii   Strategies

        **Explain in detail what needs to be done to get the function operational again.  Include any ways that portions of the function can be modified to deal with disaster impact (e.g., where paper can be used in place of electronic media).**

    iii  (Staffing)

        **If staff responsibilities are based on program rather than function, delete this section and provide information in "Program-Specific Considerations", below.**

    iv  (Time Frame)

        **If the time frame is based on program rather than function, delete this section and provide information in "Program-Specific Considerations", below.**

    v   (External Stakeholders)

 b Mission Essential Function #2

  i Description:

  ii Staffing

  iii Time frame:

  iv Strategies

  v External stakeholders

 c etc.

3 Resumption of Primary Business Functions

 a Primary Business Function #1

  i Description

  ii Strategies

  iii (Staffing)

  iv (Time Frame)

  v (External Stakeholders)

> **If external stakeholders differ by program rather than function, delete this section and provide information in "Program-Specific Considerations", below.**

    b   Primary Business Function #2

        i   Description:

        ii  Staffing

        iii Time frame:

        iv Strategies

        v  External stakeholders

    c   etc.

4  Program-Specific Considerations

While most essential mission functions are similar among programs, each program has distinct responsibilities for resuming operations. These "program-specific" considerations include staffing, external stakeholders, and time frame.

    a   Program A

        i   Staffing

> **Who is responsible for resuming the function. Specify "lead" staff and supporting staff. Use job titles. Names of people are optional.**

        ii  Time Frame

> **Provide a time frame for restarting the function. Explain any constraints on the organization (contractual, legal, etc.) that impact the time frame. Include any factors will would have significant influence on the time frame.**

        iii External Stakeholders

> **Give relevant external stakeholders (such as specific City agencies) and describe how the organization relates to the stakeholder regarding this function.**
>
> **Provide contact information (name, title, organization/agency, telephone, email.**

    b   Program A

        i   Staffing

        ii  Time Frame

        iii External Stakeholders

    c   etc.

# VI  Going Forward

## A  Dissemination and Use

**Describe how the plan is made available to staff and others.  Specify the protocol for ensuring that it is revised as necessary.**

## B  Action Plan for Readiness

This "action plan" includes items that the organization has identified as actions that it will take in order to improve its readiness.

**List the activities that the organization will be doing to implement this plan.  Include any items in the plan that have not yet been implemented.  For example, the plan may specify a protocol that has not yet been implemented, or that needs to be revised. In such a case, specify whenever it is mentioned in the plan that it is not yet implemented or needs to be revised and include it here.**

1. Short-Term

2. Medium-Term

3. Ongoing

# VII Appendices

A  <u>Record of Plan Maintenance:</u>

1  Reviews (no less than once per year)

| Date | Reviewer Name(s) | Comments |
|------|------------------|----------|
|      |                  |          |
|      |                  |          |
|      |                  |          |
|      |                  |          |
|      |                  |          |
|      |                  |          |
|      |                  |          |
|      |                  |          |
|      |                  |          |
|      |                  |          |
|      |                  |          |
|      |                  |          |

## 2 Exercises (annual)

| Date | Staff Lead, Participants | Comments |
| --- | --- | --- |
| | | |
| | | |
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| | | |
| | | |
| | | |
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| | | |

Each exercise is to be documented individually, including the following information, and that documentation appended to the Emergency Plan.

**Emergency Planning Exercise**
**(SAMPLE ONLY!!)**

Date

Title

Staff Leaders:


Participants (name, title, department)


Type of exercise:    Tabletop exercise using a hypothetical scenario.


Describe scenario:

Activities:
    Part 1:

Summary of results:

Participant feedback (attach feedback forms received):

Suggestions for next exercise:

B   Best Practices for Personnel Policies

**These are only examples.  Human Resources staff should consult their professional networks for more information.**

1   The personnel manual is regularly updated to reflect emergency closing policies, workplace safety, telecommuting, etc.

2   The personnel manual presents clear policies on use of leave time to care for ill family members.

3   The personnel manual presents clear policies related to unanticipated incidents, including emergencies.  For example, it is clear in the event of a blackout whether staff will be paid when unable to come to work and there are clear guidelines on what an employee should do who comes to work and finds the office closed.

4   Employees are required to immediately report all and any injuries occurring while on the job, whether or not on site.

5   It is policy that it is incumbent upon all staff to respond immediately to anything that threatens the life or safety of staff or others.

6   Staff are required to follow the guidelines and directives of facility staff related to the building, including emergency: evacuation routes, meeting places, fire escapes, location of fire alarm or emergency phone systems, sheltering in place, etc.

7   Staff are required to know the specific designated location for staff to gather in the event the building is evacuated.  That location is: _____, or if that location is not accessible _____.

8   All staff are instructed to maintain an emergency kit at the office.  The kit should include items such as a change of clothing, first aid supplies, flashlights, radios, batteries, etc.  Staff are encouraged to maintain an emergency kit at their residence and to complete an emergency plan for their household.

C   Fire Plan

**Insert here the fire plan for the organization's site(s).**

D   Emergency Supplies

**List items and location.  The following are only suggestions; you must evaluate your organization's needs.**

1   One gallon of drinking water per person per day (the general standard is to plan for 3 days)

2  Nonperishable, ready-to-eat canned foods and manual can opener

3  First-aid kit

4  Batteries (Remove batteries from any devices such as flashlights or radios and store with them but separately to prevent damage if batteries expire.)

5  Flashlight (Light Emitting Diode (LED) flashlights are more durable and last up to 10 times longer than traditional bulbs.)

6  Wind-up AM/FM radios that can be used with or without batteries

7  Copies of critical documents, such as insurance policies, staff contact information, contact information for suppliers, etc.

8  Whistles

9  Blankets

10  Dust masks to help filter the air

11  Garbage bags and plastic ties for personal sanitation

12  Iodine tablets or one quart of unscented bleach (for disinfecting water ONLY if directed to do so by health officials) and eyedropper (for adding bleach to water)

13  Personal hygiene items: moist towelettes, soap, feminine hygiene products, toothbrush and toothpaste, etc.

14  Phone that does not rely on electricity

15  Child care supplies or other special care items

16  (Cash is usually listed as a suggested item for emergency supplies.  This may be problematic for nonprofit organizations.  Consider keeping some amount of cash in a secure location and ensure that appropriate staff can access it in an emergency.)

E  <u>Evacuation Routes</u>

**Insert here maps of the evacuation routes for the organization's site(s).**

F  <u>Information for Clients</u>

**Insert here information on food pantries, soup kitchens, etc.**