

**Emergency  
Preparedness  
Plan**



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## **INTRODUCTION**

Central Florida Cares Health System (CFCHS) is a non-profit organization that manages integrated behavioral health service delivery through its Subcontractors in Circuits 9 and 18 (Orange, Osceola, Brevard, and Seminole counties). This plan provides an outline of roles and responsibilities of CFCHS before, during, and after an emergency, and assists the network in responding to emergencies.

CFCHS integrates its Emergency Preparedness Plan (EPP) with the Subcontractor plans to support the community's response to a disaster. CFCHS' Subcontractors are required to prepare for disasters that could compromise their services. CFCHS' primary objectives are to maintain essential services, and to protect individuals receiving services and employees in the event of a disaster, either expected or unexpected. To ensure these objectives are met, copies of EPPs for all Subcontractors under contract with CFCHS are kept in the administrative offices. Subcontractors are required to update their plans annually and submit them to their Contract Manager. In addition, CFCHS will work collaboratively with the Department on disaster planning and preparation.

This plan contains processes for preparedness, response, mitigation, and recovery in the event of an emergency.

Mitigation activities are those a health care organization undertakes in attempting to lessen the severity and impact a potential disaster or emergency may have on its operation. Preparedness activities are those an organization undertakes to build capacity and identify resources that may be utilized should a disaster or emergency occur.

The first step in preparing an effective EPP is to conduct a Hazard Vulnerability Analysis (HVA). This analysis assists the organization in determining where it is most vulnerable to emergencies. Completion of the HVA is the organization's first step in the development of mitigation strategy (Attachment 1).

## **RESPONSIBILITY**

The Chief Executive Officer (CEO) is responsible for the development and implementation of this plan. This responsibility can be delegated to the Chief Operating Officer (COO) of CFCHS. All CFCHS' employees are required to cooperate and help in the implementation of this plan. The plan is evaluated annually at the start of the fiscal year and revised as needed.

CFCHS' contract does not require child welfare disaster planning by CFCHS or its Subcontractors, nor is CFCHS or its Subcontractors responsible for the day-to-day safety of individuals served while off Subcontractor property - much like primary care physicians are not responsible for their patient's well-being during a disaster. However, for contracted mental health and substance abuse treatment programs, CFCHS' CEO will act as the single point of contact to coordinate CFCHS' disaster planning responses and communication with the Department, the media, and the network. In the event the CEO

is not available, the COO will act as a point of contact on her behalf. Additionally, each network Subcontractor has their own individual responsible for their agency's disaster response. CFCHS' Contract Mangers will also maintain communication with the Subcontractors before, during, and after an emergency and will report to the CEO for coordination and reporting to stakeholders and funders.

**CFCHS' ADMINISTRATIVE OFFICE IS LOCATED AT:**

707 Mendham Boulevard, Suite 201  
Orlando, FL 32825

**PERSONS IN CHARGE IN THE EVENT OF AN EMERGENCY:**

Primary Emergency Contact:

Maria Bledsoe, CEO

Office Phone: 407-985-3561

Work Cell Phone: 407-902-7719

[mbledsoe@cfchs.org](mailto:mbledsoe@cfchs.org)

Trinity Schwab, COO

Office Phone: 407-985-3563

[tschwab@cfchs.org](mailto:tschwab@cfchs.org)

Assisting in the Emergency Planning:

Geovanna Gonzalez, Compliance Director/Risk Manager

Office Phone: 407-985-3568

[ggonzalez@cfchs.org](mailto:ggonzalez@cfchs.org)

**PURPOSE**

The plan contains uniform procedures designed to prepare employees in the event of an emergency. Various sources were consulted for completion of this plan, including the Federal Emergency Management Agency (FEMA) and local emergency organizations. No matter how much planning is done, not every emergency can be foreseen, and preparations are not always possible. The expectation is that each employee will take reasonable actions to protect life, to prevent harm to themselves, visitors, and others; and to protect CFCHS' property. This plan is only a guideline, and employees are expected to use their judgment in the execution of this plan and in dealing with unforeseen situations.

## **1. LOCATION OF CFCHS AND SUBCONTRACTOR PLANS**

- a. Agency disaster preparedness plans and the CFCHS' EPP are kept in a central location in the administrative offices of CFCHS. An electronic copy of the CFCHS' EPP is kept in CFCHS' shared documents system.
- b. CFCHS' EPP will include identification of and contact numbers for the CEO, who has the authority to delegate implementation of the agency's disaster and EPP and procedures related to it.
- c. CFCHS' Contract Managers will be the point of contact with CFCHS' Subcontractors to assess status of preparation, provide information, facilitate coordination between agencies to assure the continuation of essential services, and reestablish primary services in the event of disruption of operations.

## **2. GOALS OF CFCHS' EPP**

- a. Ensure the safety and wellbeing of employees and visitors.
- b. Provide clear guidelines regarding how employees should act and react if an emergency arises.
- c. Ensure the continuous performance of critical functions/operations during an emergency.
- d. Protect critical facilities, equipment, records, and other assets.
- e. Reduce or mitigate disruptions to operations.
- f. Facilitate decision-making for execution of the plan and subsequent conduct of operations.
- g. Achieve a timely and orderly recovery from the emergency and resumption of full services and employees in the event of a disaster.
- h. Effectively communicate with Subcontractors, ensure they have an emergency preparedness plan that aims at maintaining essential services, and to protect individuals receiving services.

## **3. EMERGENCY COMMUNICATION WITH GOVERNMENT AGENCIES**

CFCHS' Compliance Director/Risk Manager is connected to the Orange County Office for Emergency Management by receiving emergency related communications from their OCFL ALERT and OC ALERT systems. These systems send immediate alerts during an emergency, via text message, about:

- Open shelter locations.
- Water and ice distribution centers.
- Evacuation routes.
- Public service announcements.
- Life-threatening weather warnings.
- Amber alerts.
- Highly disruptive road closures.
- Evacuation.

If direct communication is needed with Orange County to inform closure of one of our facilities, learn about evacuation routes, shelters, water/ice distribution, alerts and warnings, contact: CFCHS' CEO or designee to contact:

Orange County Emergency Services Office  
(407) 836-9140

If contact with Orange County is needed regarding health and medical issues, contact:

Amanda Freeman, Emergency Health Services Manager, ESF-8  
Orange County EMS Office of the Medical Director  
Office: 407-836-6515\_Cell: 407-408-5005  
Amanda.Freeman@ocfl.net

In addition, CFCHS will work with the Department of Children and Families Substance Abuse and Mental Health (SAMH) Program Office Tallahassee, and Central Region in coordinating efforts for disaster recovery and crisis counseling. The contact persons for SAMH would be:

Nikki Wotherspoon  
Department of Children and Families  
SAMH Performance Support Services  
Office: (850) 717-4323  
nikki.wotherspoon@myflfamilies.com

The Department Central Region SAMH Director  
Office: (407) 317-7010

#### **4. IMPLEMENTATION OF THE PLAN AND NOTIFICATION PROCEDURES**

- a. CFCHS' CEO shall have the authority and responsibility for declaring an agency emergency and activating the emergency plan, preferably at the first notice of a potential hazard as obtained by emergency broadcast system or government law enforcement agencies.

- b. If the emergency requires assistance/coordination from the Orange County Emergency Service Office, the CEO or designee will initiate communication with Orange County Emergency Health Services Manager at 407-836-6515.
- c. The CEO shall be responsible for relaying information to be disseminated to supervisors, Subcontractors, the community, and media. A CFCHS Phone Tree has been developed to provide guidance regarding communication flow (refer to internal document).
- d. Supervisors should use the Phone Tree (refer to internal document) to notify employees under their supervision of the activation of the EPP and provide specific directives. If any of the executive staff or management in charge is absent, the Human Resource (HR) Generalist will notify the employees. Employees may receive notifications and updates via text message or a phone call.
- e. In addition, CFCHS' Employee Emergency Call List (refer to internal document) contains employees' emergency contact information and is available to the CEO, COO, Compliance Director/Risk Manager, and HR Generalist in case an employee's emergency contact person needs to be notified of an emergency.
- f. All employees will report changes of address and telephone numbers to the HR Generalist and the Compliance Director/Risk Manager so CFCHS' Phone Tree and the Employee Emergency Call List can be updated as needed.
- g. In the event of an emergency at CFCHS headquarters, Contract Managers will contact all Subcontractors to inform of activation of CFCHS' EPP and to coordinate communication.
- h. If an emergency is foreseen, such as the case of hurricanes, 72 hours before the event takes place, CFCHS' Contract Managers should send an e-mail to the Subcontractors requesting the activation of the EPPs. Contract Managers will follow up via a phone call with those Subcontractors who did not reply to the e-mail. The Network Subcontractor's Contact List is in the Contracts' Department Folder in Share Point.
- i. CEO or designee will notify the Department-SAMH Central Region Administrator at telephone number 407-317-7010 of the emergency and will collaboratively work with the Department regarding disaster planning and preparation, and post disaster recovery efforts.

## **5. DISASTER PREPARATION**

- a. The COO, in coordination with the Compliance Director/Risk Manager, is responsible for ensuring that employees have the necessary resources to implement the EPP.

- b. CFCHS does not provide direct service care and does not manage a caseload of individuals or families, therefore, CFCHS does not maintain emergency cash to purchase emergency items for children and/or families in crisis. Those services are provided by the network system through the Subcontractor.

If purchase of any unforeseen item(s) is needed for CFCHS' operations and employees, CFCHS has a credit card that will allow for purchases.

- c. CFCHS and its Subcontractors are not contractually responsible for in-home, relative, non-relative, foster, or adoptive supervision – those are functions of the Community Based Care (CBC) and the Department. Nor does CFCHS or its Subcontractors have the legal authority to license any type of facility. However, CFCHS' Subcontractors who manage residential treatment programs must review evacuation plans with their employees. Subcontractors must attest to having an EPP as a contractual requirement. Furthermore, CFCHS contracts with four (4) Subcontractors (one per county) to provide Disaster Counseling services to assist families to manage disaster related stress and cope with the aftermath of a disaster. These Subcontractors receive training and technical assistance directly from DCF SAMH in Tallahassee.
- d. CFCHS' Subcontractors render mental health and substance use services and do not treat co-occurring critical medical conditions. Individuals who require medical care are referred outside of the network to a psych-medical unit. CFCHS' Subcontractors with inpatient units have available information about their residents' special needs and will make arrangements to ensure the safety of individuals served. Subcontractors will communicate with CFCHS' Contract Managers if any unusual arrangements are needed for the inpatient services.
- e. CFCHS shall maintain a clearly marked "Emergency/Disaster Supply Kit," with all employees aware of the location of the kit, and at a minimum shall contain the following items:
- Heavy duty plastic garbage bags.
  - Tarps to cover the printer and server room.
  - Duct tape.
  - First aid kit.
  - Battery operated radio with replacement batteries.
- f. Employees are responsible for equipment protection and security:
- If the EPP is activated, and there is a need to prepare the office for closure during a 'work from home' day, each employee will be responsible for coming to the CFCHS headquarters to secure their office and personal items.
  - Printers and other electronic equipment should be unplugged, wrapped in plastic, taped, and labeled. Covered computer monitors should be placed in the



breakroom. Paper files should be off the floor. Phones, keyboards, and mouse should also be unplugged and placed inside desk drawers.

- Employees should take laptops and cell phones with them so they would be able to access the system from remote locations in case there is no access to CFCHS' headquarters. However, if an employee wishes to leave their laptop in the office, they should place it in a plastic bag and inform the CIO. CIO will store the laptops that are left in the office in an inner room.
  - CFCHS' employees are responsible for ensuring network Subcontractor file protection including, but not limited to, contract files, any individual served information, CFCHS' fiscal and financial information and reports, and electronic data.
- g. Employees shall secure forms, supplies, and miscellaneous items based on relative importance, quantity, and time available. Employees shall ensure building and office protection and security:
- All office doors and windows shall be closed and locked.
  - All interior doors shall be closed.
  - Any suspended objects shall be placed on the floor.

## **6. OFFICE CLOSURE AND EVACUATION**

This procedure is to serve as a guideline for any potential disaster, which creates a life safety hazard warranting the evacuation of CFCHS' offices.

- a. Only the CEO has the authority to close the office. If the CEO is unavailable, authority is transferred to the COO.
- b. The office will be closed only due to natural disaster, prolonged utility outage, or damage to the facility that jeopardizes the health and safety of employees and visitors, and/or creates an unhealthy work environment; OR, if the county government declares a State of Emergency and orders county offices (not including schools) to be closed.
- c. Evacuation/escape routes will be posted in the facility and employees will participate in the building evacuation drills.
- d. First and foremost, the safety/security of all employees and other people in the office is a priority. Attend to safety/security issues first and communication second.
- e. Elevators are NOT to be used during an evacuation. All evacuees will exit the building by the nearest stairway.
- f. All employees and visitors must go to the designated place of safety located in the second parking lot (crossing the street that divides the parking area).

Do not evacuate to the parking lot right in front of the building since it may be used by emergency response cars and ambulances. Remain at the designated place of safety until further instructions are provided. The CEO or COO will give the final authorization to return to the office after the law enforcement agency has cleared the building for occupancy.

- g. The COO and Compliance Director/Risk Manager will conduct a final sweep of the office to ensure all persons have evacuated the area and all office doors are closed.
- h. In the event of an emergency that warrants immediate evacuation, the COO or the person in charge shall contact the CEO if there is time to do so. If there is no time, evacuate immediately and as soon as realistically possible contact the CEO who will be responsible for contacting others.
- i. The CEO shall activate the Phone Tree to ensure all employees receive notification.
- j. Employees onsite shall coordinate notification to as many stakeholders who may be affected by the closure as possible, including the following as applicable:
  - CFCHS' Board Chair.
  - The Department SAMH Central Region Administrator.
  - Subcontractors.
- k. CFCHS' office, located at 707 Mendham Boulevard, Orlando, is equipped with a generator. However, certain situations (e.g., damage to the office) may limit the ability to contact stakeholders, but employees are expected to use available means to notify those affected by the closure.
  - To ensure proper communication with the network, stakeholders, and the community at large, updates about office closures or the activation of the EPP will be communicated via CFCHS' website. The below standard message should be used:

“Central Florida Cares Health System (CFCHS) is closed due to \_\_\_\_  
If you have an emergency, please dial 911. CFCHS is working on the problem and will update our website, as necessary. Thank you for your patience.”
  - The CEO is responsible for notifying the Data Specialist of the updates needed to be posted on the website.
  - In addition, if e-mail access is available, the COO will ask the Contract Managers to provide updates to the Subcontractor network. Each CFCHS department should also have a list of their contacts in Outlook to ensure they can be informed of status changes.

## 7. RECOVERY AND CONTINUITY OF OPERATIONS

- a. If the offices are not safe after a disaster, the CEO, COO, or designee will notify employees and allow them to work from home until otherwise notified.

Due to the mobility and ability for external access of the CFCHS' IT infrastructure, employees will be able to work from their home as an alternative work site. In addition to laptops, CFCHS' employees also count on smart cell phones to ensure availability for continued oral and written communications through calls, text messages, and e-mails.

During the time that working from home is assigned as the "alternative work site," the CEO will hold video calls with all employees for planning, strategizing, and ensuring continuity of operations. Additional video calls might take place with Chief Officers, Managers, and Board of Directors, or as needed with appropriate parties.

- b. Upon return to the office, employees will report to their respective supervisors to be assigned required tasks. Employees may be deployed to work and/or assist in community emergency response programs.
- c. Every effort will be made to open the office as soon as possible. The CEO or designee will inspect the building and work with appropriate authorities to ensure it is safe to reopen and will contact appropriate staff to notify employees when business will resume. Managers will contact their respective employees and keep them informed of the progress in opening the office.
- d. A post disaster recovery meeting shall be held as soon as the emergency has passed. If possible, all members should be present to review damages and evaluate the steps needed to become fully operational again.

Contract Managers will attempt to contact all network Safety Officers immediately after a disaster has passed. Results of all contacts shall be documented and communicated to the CEO and employees during the recovery meeting. This will allow all CFCHS' departments to determine what type of support/follow-up would be required for each of the Subcontractors.

Compliance Director/Risk Manager, or designee, will follow up with incident reports caused by the disaster as needed.

The Chief Integration Officer will assist in coordinating efforts for post disaster outreach and crisis counseling for employees. The Chief Integration Officer will also work collaboratively with Subcontractors and the community as needed.

Chief Information Officer (CIO) will evaluate the impact of disaster on CFCHS' data system. In addition, CIO will serve as a liaison between Subcontractors and the

DCF SAMH Department in Tallahassee to inform the status of each Subcontractor's data management system.

## **8. EMPLOYEE SUPPORT ACTIVITIES**

This plan acknowledges that the employees of this organization are its greatest asset. CFCHS will also make Critical Incident Stress Debriefing (CISD) available following major events. If employees' family members are directly impacted by a community emergency or disaster, the leadership will be sensitive in assisting and supporting the employee. Support of impacted employees and families may include, but not limited to, referrals to disaster relief organizations, referrals for incident stress debriefing, and crisis counseling.

## **9. TRAINING**

- a. All CFCHS employees are required to review the EPP plan:
  - Within 30 days of hire and complete a training attestation form.
  - Every time there are revisions.
  - Annually prior to Hurricane Season.
- b. Proof of training is to be kept with the HR files.
- c. Employees are asked to voluntarily self-identify if they require assistance in the event of an emergency.

## **10. EMERGENCY PREPAREDNESS PLAN DRILLS**

Implementation of the EPP will be conducted at least semiannually in response either to an emergency or a planned drill.

- a. The Compliance Director/Risk Manager or designee will determine the date and time of the drill.
- b. Cooperation with city, county, and state agencies in large-scale drills, where available, will be an ongoing effort coordinated by the Compliance Director/Risk Manager.
- c. The Compliance Director/Risk Manager should document the drill by utilizing the CFCHS' Emergency Preparedness Plan Activation/Drill Documentation Form (Attachment 2).

## 11. LIST OF EMERGENCY PROCEDURES CONTAINED IN THE CFCHS PLAN

### 11.1 Fire

- a. Employees shall not take any unnecessary personal risks or allow visitors to do so.
- b. Upon discovery of a fire or if the fire alarm sounds, follow "RACE":
  - R - Remove anyone from immediate danger.
  - A - Alert the Executive Assistant (EA) of the fire. The EA will call 911 from a safe place. Notify anyone making use of the Library, Training Room, and Board Room.
  - C - Confine the fire by closing all windows and doors.
  - E - Extinguish the fire ONLY if it is deemed to be small and containable. Evacuate immediately if there is imminent danger to life.
- c. Fire evacuation procedures for CFCHS: Employees will check the immediate area and help ensure any visitors and coworkers have evacuated the building.

The COO and Compliance Director/Risk Manager will check all offices to ensure the building is evacuated to include offices and conference rooms. Before opening any door, check to make sure it feels cool to the touch. DO NOT OPEN A DOOR if it feels warm. Close all doors after checking the rooms.

Follow the evacuation route to the nearest clear exit.

- d. Meet at the designated safety area located at the second parking lot in front of the building's main entrance (crossing the street that divides parking area) where:
  - Department supervisor will account for his/her employees.
  - If meetings with visitors were being held, the employee conducting the meeting shall bring the sign-in sheet outside to ensure all meeting participants evacuated the building.
  - If someone is missing, notify the CEO or COO and report to the fire department immediately.
  - Follow the Office Closure/Facility Evacuation Procedures.
  - Employees shall wait for an "all clear" from the fire department and CEO or COO before entering the building.

## 11.7 Utility Failures

The Compliance Director/Risk Manager, or designee, shall complete an incident report when a utility failure contributes to or causes an injury, or forces the office to close.

### a. Electrical Power Outage

CFCHS' headquarters, located at 707 Mendham Boulevard, Orlando, are equipped with a generator capable of sustaining the building's electrical needs for six (6) consecutive days. If any damage to the building's electrical system cannot be fixed during that time, or in case the generator does not immediately work after the power outage should proceed by:

- Immediately call the Compliance Director/Risk Manager at (407) 902-1555.
- Compliance Director/Risk Manager will notify the CEO.
- Employees, without putting self in danger, shall assist anyone in need in their immediate area.
- If in an unlighted area, employees shall proceed with caution to an area with emergency lights.

The Compliance Director/Risk Manager will be in communication with the Building Engineer to find out about the type of damage and the length of time it will take for the outage to get resolved.

If the outage takes more than five (5) minutes, this is an indication of a type of damage that affected the generator, and the CFCHS computer servers will have to be restarted when the energy returns. The office should be evacuated, and all employees should be released. CEO or designee shall follow the Office Closure Procedure and activate the use of the Phone Tree.

### b. Heating/Air Conditioning and Water and Plumbing Problems

- Notify the Building Engineer.
- Notify the CEO or person in charge onsite.
- If repairs cannot be made in a reasonable amount of time, the CEO or designee may follow the Office Closure Procedure and provide operational direction.

### c. Telephone Failure

- Notify the CEO or designee.
- Notify the phone company for repairs.
- If repairs cannot be made within a 30-minute period, the CEO or designee onsite should notify employees, affected Subcontractors, the Department

regional employees, and other stakeholders of the outage and the available methods of alternate communication (e.g., e-mail, cell phone).

## 11.8 Natural Disasters

When notification of severe weather is received through any weather alert system via cell phone, radio, or television., the Compliance Director/Risk Manager will alert the COO and the CEO. An announcement will be made to all employees about the type of event and the precautions to be taken. While Central Florida is certainly prone to many hazards as any community, the following hazards are more likely to occur:

### a. Severe Weather

The first and foremost concern is the safety of CFCHS' employees and visitors. They should:

- Move to the breakroom and stay away from windows and exit doors.
- Refer to the Office Closure Procedure if the facility suffers severe damage.
- Should secure electronic equipment in plastic bags or containers if possible, and if applicable move equipment from the floor to prevent water damage.
- Use good judgment and do not travel when the weather presents a significant safety risk. If severe adverse weather conditions occur prior to an employee reporting for work, the employee should contact their supervisor.

### b. Hurricanes

Hurricanes are dangerous storms that can cause serious injury and death and damage to property. Because of its subtropical location and long coastline, Florida is particularly susceptible to hurricanes. The greatest threats posed by a hurricane are storm surge, wind damage, and inland flooding. All Central Florida would be vulnerable to hurricane damage from high winds, rain-induced flooding, and hurricane-spawned tornadoes. The Hurricane Season begins June 1 and ends November 30. CFCHS' employees shall take appropriate precautions to protect their home, property, and family to reduce potential risks. The primary purpose of CFCHS' hurricane operational procedure is to establish guidelines when a hurricane "watch" or "warning" is issued for our areas.

<b>Hurricane Categories</b>		
Category	Sustained Winds in mph	Damage
1	74-95	Minor
2	96-110	Moderate
3	111-130	Major
4	131-155	Severe
5	Above 155	Catastrophic

**Operational Procedures for a Hurricane Watch** – issued when hurricane conditions are possible in the specified area of the watch, usually within 36 hours. The Compliance Director/Risk Manager will ensure that employees follow preparation procedures as follows:

- Implement EPP.
- The CEO or designee shall follow the Office Closure Procedure.
- Review the procedures and assigned tasks with the employees.
- Prepare the facility if required, following the Office Closure Procedure.
- Update contact information for all employees.
- Have plastic bags and tarps available to cover computers and other sensitive equipment.
- Continue daily routine and be ready to implement procedures when instructed.
- Contract Managers should have contacted all Subcontractors 72 hours prior to the storm hitting land to make sure they are aware of the Hurricane Watch Alert and to be ready to implement their Emergency Preparedness Plans.

**Operational Procedures for a Hurricane Warning** – issued when hurricane conditions are expected in the specified area of the WARNING, usually within 24 hours. If still in the office:

- The CEO or designee shall follow the Office Closure Procedure.
- Employees shall secure all computers and other sensitive equipment off the floor, and when possible, wrap in plastic.
- Use the Phone Tree for communication.
- Ensure all employees have updated emergency contacts.
- If an employee cannot be reached by telephone and the employee cannot contact the office for information due to service outages, the employee should attempt to contact his/her supervisor and use good judgment about reporting to the facility. **DO NOT RISK SAFETY BY TRAVELING DURING A HURRICANE OR SEVERE WEATHER.**



If winds become strong while in the office:

- Stay away from windows and doors, even if they are covered.
- All employees should take refuge in the breakroom where water will be available.
- Close all interior doors. Secure and brace external doors.

**Post Hurricane Procedures** – when the storm has passed and travel is permitted by the local authorities, the CEO or designee will assess the damage and conditions and determine the course of action to return to normal operations.

The CEO or designee will use the Phone Tree to let employees know when it is safe to return to the facility.

c. Tornadoes

Tornadoes are violent local storms that extend to the ground with whirling winds that can reach 300 mph. Tornadoes can uproot trees, damage buildings, and turn harmless objects into deadly missiles in a matter of seconds.

When there are violent storms in the local area, employees shall monitor radio, television, and internet for storm information.

**Operational Procedures for a Tornado Watch** – issued when local weather conditions exist where a tornado may develop. Employees shall:

- Monitor the weather and be prepared to act if a Tornado Warning is issued.
- Are expected to use good judgment during a Tornado Watch. Travel should be avoided, if possible, but if required employees should use caution.

**Operational Procedures for a Tornado Warning** – issued when tornadoes have been sighted or indicated on radar to be in the area. If:

- A Tornado Warning is issued in the geographic area near CFCHS' office, all employees should close individual office doors, take refuge in the breakroom and place hands and neck in between arms.
- The building is damaged during a storm, the Office Closure Procedure shall be followed.
- You are driving and a tornado is approaching, use your best judgement. Best practices advise to keep in mind that the area under a highway overpass is very dangerous in a tornado. If you are in a vehicle, you should immediately seek shelter in a sturdy building. As a last resort, you may choose to stay in the car with the seat belt on. Put your head down below the windows, covering it with your hands and a blanket if possible. Or you can opt to safely get lower than the level of the roadway, exit your car, and lie in the area next to it, covering your head with your hands. Your choice should be driven by your

specific circumstances and what at that point you determine what is best for you.

d. Floods

The primary cause of flooding in Central Florida is rainfall from our frequent and sometimes intense stormy weather. The water may not be deep, but it can damage property and even pose a threat to personal safety.

In the event of flooding in and around CFCHS' administrative office, the CEO or designee will assess the damage and conditions and determine whether to implement the Office Closure Procedure and the course of action to return to normal operations.

Employees are advised to **stay away from flood water**. The number one cause of death during floods is drowning. High water often conceals storm drain inlets and the depth of ditches.

Travel should be avoided if possible. If required, employees are advised to avoid flooded intersections, as street flooding makes ditches hard to see. Statistics indicate that more people drown in their cars than anywhere else. Flooding also poses risks of severe damage to cars.

## 11.9 Man-made Disasters and Threatening Situations

a. Workplace Violence

Workplace violence can be any act of physical violence, threats of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the work site.

The expectation is that employees will treat all co-workers and every stakeholder they encounter with dignity and respect.

Report any threats, physical or verbal, and/or any disruptive behavior to Supervisors, leadership, or HR. Employees should not directly confront individuals who are a threat.

In the event of workplace violence, the Compliance Director/Risk Manager shall fill out and submit an incident report.

Managers should respond to potential threats and escalating situations by utilizing proper resources from the following as appropriate: HR Generalist, local law enforcement, and medical services.

Employees who are victims of domestic violence should consider informing their supervisor and HR. Employees are advised to:

- Provide a picture of the abuser if possible.
- Arrange to have someone screen telephone calls if possible.
- Devise a safety plan for arriving and leaving work. This may include having an escort to their car or bus stop, varying routes to and from work, and identifying safe locations to obtain help along the way.

#### b. Active Shooter

In the event of an active shooting the recommended best practice is React, Escape, Survive:

- Pay attention to changes in people's behavior, demeanor, and words.
- If you hear a gunshot DO NOT ignore it. Immediately run away from the place. Know where all exits are. Alert others and get out of the building. Self-preservation is key.
- If able, take your cell phone and put it on silent. Run in a zigzag manner and try to keep something solid between you and the shooter (wall, fence).
- Stay as calm and low as possible, try to get away from glass, move as quickly as you can to an escape route.
- As soon as you can, call 911. Wait for first responders to arrive. Be ready to run again if necessary.
- If unable to escape, then hide only if there is no other option. Turn lights off. Hide but only temporarily. If you are stationary, you become an easy target.
- Keep planning how to evacuate. Stay as quiet as possible. Always be ready to move.
- If trapped and the assailant is coming to you, DO NOT stay put. ATTACK with as much force as you can using anything at your reach. Hit the shooter and do not stop until you have a way to survive. Try to hit the gun away from the shooter's reach. This may be your only chance to survive.
- When police arrive, remain as calm as you can. Go outside with your arms up so they know you are not the shooter, and you are not armed. Be mindful that law enforcement's first job is to contain the situation and find the shooter, not comfort you. Let them advance to neutralize the shooter. You may get handcuffed. Do not fight. Cooperate with law enforcement; stay calm until the situation is stabilized.

#### c. Hostage Situation

In the event a hostage situation should occur, the safety of those being held hostage is the most important concern. The following best practices will be implemented:

- The first person who is able and aware of the situation is to call 911. Provide as many details to law enforcement as possible. This includes number of persons involved, description of hostage taker(s), weapons displayed, threats made, etc.

If you are taken hostage:

- Do what you are told without argument.
  - Do not attempt to negotiate or argue with the hostage taker(s).
  - Assist others to remain calm.
- Once law enforcement is called, the CEO/COO shall be notified and take charge of the situation until law enforcement arrives.
  - The CEO/COO will coordinate a search of the area and ensure that all employees and visitors are removed from the area to a safe location.
  - When law enforcement arrives, the CEO/COO will review the situation with the highest-ranking officer present and relinquish responsibility to that person.
  - All contact with external agencies (i.e., fire department, news media) will be handled by the ranking law enforcement official in conjunction with the CEO or designee.
  - Upon release of the hostages, immediate medical treatment will be administered if required.
    - The CEO or designee will oversee the return of normal operations as soon as possible after resolution of the crisis.
    - Compliance Director/Risk Manager shall fill out and submit an incident report.

#### d. Terrorist Attack

The risk of terrorist attack within the local geographic area is highly uncertain. Terrorist attacks may come from well-financed, organized groups, radical or fringe individuals, or disgruntled current or former employees. CFCHS can be impacted by terrorist attacks on nearby high-risk targets such as military and civilian government facilities, international airports, and high-profile landmarks, or attacks directed at large public gatherings, water and food supplies, utilities, and corporate centers. In the event of attack, the primary concern is protecting the safety and health of employees and visitors.

To help prevent risk, access to CFCHS offices is limited to current employees and authorized visitors.

For security, the exterior doors are to always remain locked, except for the front door which will remain unlocked only during business hours. CFCHS hours of operation are 8:00 AM to 5:00 PM Monday through Friday, except holidays. Only authorized personnel and authorized visitors shall be allowed inside the offices. No employees should access CFCHS' premises on weekends unless authorized by their supervisor. Written notification should be provided to the CEO. As a

recommendation to mitigate risk, a minimum of two (2) employees shall always be present.

In the event of a mandatory evacuation order from law enforcement authorities, the CEO or designee onsite will follow Office Closure Procedures.

In the event of an attack (e.g., chemical) that requires employees and visitors to remain in the office, employees are to gather in an interior area away from doors and windows.

The Phone Tree will be used to notify all employees who are offsite. Notification will also be provided to the Department Central Region SAMH Administrator.

CFCHS' Contract Managers shall contact Subcontractors either by e-mail or phone to determine any impact on Subcontractors' ability to provide services to consumers and families.

Any communication with media or government authorities will be handled by the CEO or designee.

Attacks may take several forms, but not limited to:

- Chemical agents.
- Biohazards.
- Explosive devices/fire.
- Utility failure.
- Hostage Situations.
- Cyber Attack.

e. Biohazard Attacks

These attacks may be covert. The first indication may be higher than usual rates of employee illness and absenteeism.

Suspicious packages may include chemical agents, biohazards, or explosive devices. To minimize risks, employees should not handle any piece of mail or package that appears suspicious.

Warning signs include misspelled words, homemade labels, items addressed to employee no longer employed or to a position title but not a name (e.g., Director), excessive postage, unusual packaging, shifting contents, greasy marks on the package, odors, and no return address or an unknown sender.

Suspicious packages should be isolated, and the immediate area cordoned off. Employees should notify the COO to contact local law enforcement authorities.

If already handling, handle with caution. Do not shake, thump, smell, or taste. Anyone who has touched the package/letter should wash their hands with soap and water immediately, and shower as soon as possible. All items worn when in contact with the package/letter should be placed in plastic bags and made available to law enforcement.

Compile a list of all the people who have touched the package/letter, including contact information.

Compliance Director/Risk Manager shall fill out and submit an incident report.

f. Cyber Attack

Cyber-attacks are growing more sophisticated and pose a threat to the operations of CFCHS and its subcontractors. Cyber-attacks may be public (e.g., damage to the website) or covert (e.g., hacking into the data system). The best preparation is a combination of sound policies, investment in technology security, and regular employee training. The following procedure will be implemented:

- Employees shall follow CFCHS' policies on Prohibited Use of Computers, Workstation Security, and Handling Sensitive Electronic Information as they relate to computer use and security. Employees will participate in HIPAA and computer security training annually.
- If an employee suspects the presence of a virus, spyware, malware, phishing, or other cyber-attack, the employee should report this immediately to the CIO, COO, their immediate supervisor, and Compliance Director/Risk Manager. An incident report should be completed in the event of an actual cyber-attack or potential data breach.
- The HR Department shall report employee resignations and terminations to the CIO immediately so that computer access can be terminated.
- In the event of an attack that compromises CFCHS' data system, the CIO shall fill out an internal incident report and submit it to the Compliance Director/Risk Manager.
- The Compliance Director/Risk Manager will report to the Department IRAS system.
- The Compliance Director/Risk Manager and CIO will conduct a risk assessment to establish the probability of compromised Protected Health Information, the number of individuals affected, and determine if notification to affected parties is necessary and if reporting to the Office of Civil Rights is needed.
- The Compliance Director/Risk Manager should notify the t local SAMH Office within four (4) days.

#### g. Bomb Threats

Up to 10% of all bomb threats involve real bombs. Bomb threats should be taken seriously. The following procedures should be implemented:

- If the threat is received by phone, the employee on the phone should keep the caller on the line as long as possible to gain information.
- Get familiar with the Bomb Threat Reporting Form (Attachment 3) to know what information to get from the caller. If possible, the employee who received the call should fill out the Bomb Threat Reporting Form and give a copy to the CEO.
- The CEO or designee will notify law enforcement and determine if the building should be evacuated.
- If information is vague or nonspecific, senior management may be asked to assist in identifying and describing areas of where to conduct a search of the facility or to describe unfamiliar objects. All doors should be marked with tape after searches are completed.
- Do not use cell phones in the building, as certain radio frequencies may detonate the bomb. Go outside the building and call 911. Leave switches in current positions; do not switch lights off or on.
- If the caller or writer gives a location of the bomb or other specific information that raises the credibility level of the threat, all employees and visitors should gather essential personal belongings and evacuate through an area farthest from the suspected location of bomb.
- If no location is given, employees shall evacuate through normal routes for fire and go to the designated area.
- If a possible bomb is sighted, **DO NOT TOUCH THE ITEM.**
- In the event of a credible threat, the CEO or COO will call 911 from a safe area after the facility has been evacuated.
- Do not return to the facility for any reason until law enforcement has given the "all clear."
- The CEO/COO will notify employees when to return to the office.

#### h. Toxic Atmosphere and Chemical Spills

Chemical agents affect people through inhalation or exposure to eyes and skin. Symptoms of chemical exposure include difficulty breathing, eye irritation, blurred vision, salivation, nausea, and convulsions.

##### External

In the event of a chemical spill in the vicinity of the facility, or an external contamination by a chemical cloud, smoke, or other pollutants to the extent it becomes a significant threat to life or health:

- Notify the CEO or COO.
- Notify the Building Engineer.

- Stay indoors with windows and doors closed.
- CEO or COO should make an announcement requesting no one to leave the building or open outside doors.
- Remain in the building until the “all clear” is given by authorities.
- Compliance Director/Risk Manager shall fill out and submit an incident report.

#### Internal

If there is a Toxic Internal Atmosphere or Chemical Spill:

- Notify the CEO or COO.
- Notify the Building Engineer.
- Do NOT touch the substance and follow the evacuation protocol.
- CEO or COO shall ensure that no one will enter the building until the “all clear” is given by authorities.
- COO shall complete an incident report and give it to the Compliance Director/Risk Manager.

#### i. Riot or Civil Disturbance

A civil disorder may escalate from a minor disturbance to a major riot through the actions of one individual or a group of individuals who are well organized. The following procedure will be implemented:

- As soon as it is suspected that a person/group with no official or related business with CFCHS is circulating within the premises, notify the CEO, COO, Compliance Director/Risk Manager or Building Engineer immediately.
- CEO/COO should ask the person/group to leave the premises. If the person/group objects, the local law enforcement will be notified.
- All entrances should be secured, and where possible, the group will be isolated and prevented from circulating through the rest of the site.
- CEO or COO will maintain contact with the police and fire departments.
- Information about the circumstances surrounding the situation of unrest will help the executive team in dealing with the group, or group leader, in the early stages of the controversy as well as deciding what corrective measures to apply.
- 911 should be called in the case that violence has occurred or is imminent. The CEO or COO will carefully report the incident in terms of numbers of participants, reasons for unrest, observed conduct of group leaders, and any other information requested by the police.
- Write down any instructions given by the police and follow their procedures.
- The COO shall write an incident report and provide it to the Compliance Director/Risk Manager.



a. Weapons

Unauthorized possession of a weapon or firearm during an employee's official duties is prohibited. This prohibition applies to an employee's personal vehicle when such vehicle is used in the course of employment. Nothing precludes possessing a legally owned firearm when such firearm is lawfully possessed and locked inside a private motor vehicle in a parking lot in accordance with state law (790.251, F.S.).

11.10 Health and Safety

To protect employees, CFCHS follows the requirements of the Occupational Safety and Health Act of 1970 (OSHA) and appropriate state safety laws. Employees are expected to abide by established policies and procedures, and to practice safe behaviors. This includes:

- Notifying supervisors or another member of management about unsafe conditions, activities, dangerous or threatening situations.
- Reporting all witnessed work-related accidents.
- Operating a motor vehicle on CFCHS' related business responsibly and protecting self, passengers, and pedestrians from harm that could be attributed to driving and, to the extent possible, protect the occupants of other vehicles from harm. This applies to all motor vehicles being used by the employee, to include CFCHS-owned, leased, rented, or employee owned.
- Participating in required safety training.
- Knowing the emergency fire exit routes and locations of fire extinguishers and evacuating the building when the fire alarm sounds.
- Smoking only in designated areas.
- Complying and/or following up with "Health and Safety" e-mails related to food disposal, common areas and appliances conditions and cleanliness, building safety notifications, etc.

a. Medical Emergencies

i. Acute illness/injury

- In medical situations (e.g., cardiac arrest, stroke, insulin shock), one employee should provide emergency first aid, in keeping with their ability and training, and remain with the person until emergency services arrive.
- Another employee should immediately call 911 for assistance.
- CEO and COO should be notified.
- Compliance Director/Risk Manager shall fill out and submit an incident report.

ii. Death on Premises

- Notify the CEO and COO immediately.

- Telephone the Orange County Sheriff's Department.
- Clear the area and do not allow anyone to touch anything.
- Do not attempt to subdue or detain anyone who may be a suspect.
- Compliance Director/Risk Manager shall fill out and submit an incident report.
- Risk Management must report the incident into the Department Incident Report Analysis System. Notify OSHA of the death within eight (8) hours of the occurrence if it is a work-related incident. This reporting must be done by calling the OSHA toll-free number at 1-800-321-OSHA (1-800-321-6742).

### iii. Communicable Diseases, Infection Control and Pandemics

Communicable diseases are infectious/contagious diseases transmittable from person to person by direct contact with an affected individual. A pandemic occurs when a disease affects a large portion of the population over a widespread area. This may occur when a new bacteria or virus subtype emerges to which there is little or no immunity, which is easily spread between humans and can cause severe disease. To prevent the spread of pathogens in the workplace, CFCHS encourages employees to observe optimal hygiene practices such as handwashing, maintain clean and clutter free offices and common areas. In the event of a communicable illness:

- Follow the Center for Control Disease guidelines and government officials.
- Wear a facemask.
- Stay home when sick.
- Practice proper hygiene and social distancing precautions. This includes hand washing and the use of hand sanitizers.
- The CEO or designee may authorize telecommuting and conducting meetings virtually to decrease exposure. Only CFCHS' authorized internet platforms should be used to avoid data breaches.
- Temperature checks may be required to enter the office.
- Observe traveling restrictions.
- CEO may request employees to stay home.

## **12. MANAGEMENT INFORMATION SYSTEM PROCEDURES**

### a. Preparation

- Upon activation of the EPP, any data that has not been previously placed on OneDrive or Share Point should be backed up to the appropriate location. Data on laptops stored in the Desktop and Document folders are automatically backed up to OneDrive and Share Point.
- All server computers should be shut down using the standard Windows shutdown commands. Once shut down, the server should be unplugged and covered with plastic bags/tarps to protect from water damage.

- Laptops will be taken home by employees or stored within the office. All laptops, regardless of whether they are in the office or the employee's home, should be kept in an interior room, above ground level and in a water safe enclosure (e.g., garbage bag or plastic bin). For laptops taken home, employees can make an electronic copy of important files necessary for high priority work functions in case significant damage occurs to the office.
- All printers and laptops not being taken home should be covered in plastic bags/tarps or stored within a filing cabinet to protect from any water exposure/flying debris.
- All network devices should be unplugged and covered with plastic bags/tarps to protect from water damage.

b. Return

- Upon return following an event, care should be taken to ensure that there are no signs of water damage on devices prior to plugging them into an outlet. Checks should be made for standing water in areas where equipment is to be deployed to reduce the risk of electric shock.
- If the power is out, do not plug devices into outlets, as there can be damaging power surges following the restoration of electrical service.
- Once power has been restored and safe operating conditions exist, network devices and server computers should be reconnected to power and network connections.
- Power on all equipment. If there are any difficulties, contact the IT services company, Bayshore Interactive at 321-720-0920 or at Support@Bayshore.net.
- The CIO will coordinate with the IT services company in the event of damage or disruption to the IT infrastructure, to possibly include the use of virtual servers in the IT services company's data center using current backups of CFCHS data until infrastructure repairs can be completed.

### **13. CONTRACT FILES AND DOCUMENTATION PROCEDURES**

- Keep all files secured in a room away from windows and off the floor.
- Do not store records where flammable materials are kept.
- Do not use brightly colored folders, as they tend to bleed when wet.
- Do not allow records and documents to be removed from the facility without a tracking system to ensure knowledge of their whereabouts.
- Protect essential records to the greatest extent possible prior to an evacuation.
- Upload all crucial contract related information to server to ensure information will not be lost.

### **14. FINANCE AND ACCOUNTING PREPAREDNESS PROCEDURES**

CFCHS' CEO and CFO will evaluate the type of emergency, and the extent of any incurred expenses due to the emergency/disaster. Based on the need, financial resources will be allocated to recover from the crisis.

The CEO and CFO will perform a post-event audit to ensure all expenditures were properly recorded, all financial record keeping during emergency was adequate, and entered into the CFCHS' Financial Management System.

## **15. EMERGENCY PREPAREDNESS EVALUATION PROCEDURES**

All emergency preparedness drills, or actual occurrences, will be evaluated by the Compliance Director/Risk Manager.

The Compliance Director/Risk Manager will complete the Emergency Preparedness Plan Annual Evaluation Form (Attachment 4) for identification and implementation of opportunities for improvement.

## **ATTACHMENT 1**

### **HAZARD VULNERABILITY ANALYSIS**

#### **INSTRUCTIONS**

Annually, CFCHS shall conduct a Hazard Vulnerability Analysis (HVA) to evaluate every potential event in each of the three categories of probability, risk, and preparedness to support the design of the EPP.

The Joint Commission on Accreditation of Health Care Organizations (JCAHO) defines hazard vulnerability analysis as the identification of hazards and the direct and indirect effect these hazards may have on the agency.

#### **PROBABILITY**

Due to the nature of disasters, they are not predictable with accuracy. However, based on the geographic area, CFCHS shall be prepared to handle natural events such as severe weather, hurricanes, tornadoes, floods, or wildfires.

Possibilities of man-made disasters, accidental or planned, are many and varied. In preparing for emergencies, man-made disasters must be carefully considered and not dismissed because “it’s never happened here.”

Issues to consider for probability include, but not limited to:

- Known risk.
- Historical data.
- Manufacturer or vendor statistics.

#### **RISK**

Risk is the potential impact that any given hazard may have on the organization. Risk must be analyzed to include a variety of factors, including but not limited to:

- Threat to human life.
- Threat to health and safety.
- Property damage and systems failure.
- Financial Impact.
- Loss of community trust/goodwill.
- Legal ramifications.

The threat to human life and the lesser threat to health and safety are so significant that they are given separate consideration in the HVA document. Consider possible

disaster scenarios to determine if either of these is a threat to human life. In the Probability and Preparedness categories the risk factors are classified as high, moderate, or low, depending on how they may disrupt the organization.

## **PREPAREDNESS**

Issues to consider for preparedness include, but are not limited to:

- Status of current plans.
- Training status.
- Insurance.
- Availability of backup systems.
- Community resources.

The HVA evaluates the organization's preparedness level as good, fair, or poor. An alternative way of approaching this issue is to evaluate each hazard based on the amount of improvement needed, e.g., slight, moderate, or major. Both systems will yield similar results. The preparedness for each of the emergencies considered should be rated critically and realistically. Failure to do so may result in a false sense of security, which in turn will cause an increased impact on some of the risk factors discussed above. Appropriate evaluation of preparedness will direct CFCHS' effort and resources earmarked for emergency management.

Potential hazards are evaluated as described above and scored appropriately in the areas of probability, risk, and preparedness. The factors are then multiplied to give an overall total score for each hazard.

Listing the hazards in descending order of the total scores will prioritize the hazards in need of the facility's attention and resources for emergency planning.

Hazard Vulnerability Analysis (HVA)														
Event	Probability				Risk						Preparedness			Total
	High	Med	Low	None	Threat to Life	Health/Safety	High Disruption	Mod. Disruption	Low Disruption	Poor	Fair	Good		
Score	3	2	1	0	5	4	3	2	1	3	2	1		
Fire														
<b>Utility Failures</b>														
Electrical Power Outage														
Heating, AC, Refrigerator Problems														
Plumbing														
Interrupted Water Supply														
Telephone Failure														
<b>Natural Disasters</b>														
Severe Weather														
Hurricane														
Tornados														
Floods														
<b>Man-made Disasters/Threatening Situations</b>														
Workplace Violence														
Hostage Situation														
Terrorist Attack														
Riot or Civil Disturbances														
Cyber Attack														
Bomb Threat														
Toxic Atmosphere & Chemical Spills														
<b>Medical Emergencies</b>														
Illness/Injury														
Death on Premises														
Pandemic														

**EVENTS THAT REQUIRE FOCUS FOR EMERGENCY PLANNING**

Events with a score lower than 6 shall not be ignored but will require less preparation efforts. Based on the score obtained in the HVA, CFCHS shall work on readiness to handle these possible emerging events:

<b>Event</b>	<b>Score</b>	<b>Mitigation Strategy</b>





**ATTACHMENT 2**

**EMERGENCY ACTIVATION & DRILL DOCUMENTATION**

Please complete this form thoroughly and submit it to Compliance Director/Risk Manager for routing.

Date:	Time:	Drill Type:
Completed by (Name/Title):		
Contact Number:		
Emergency Preparedness Plan (EPP) Activated: <input type="checkbox"/> No <input type="checkbox"/> Yes Time Activated:		
EPP Activated by (Name/Title):		
Evacuation Details:		
Was CFCHS ability to function compromised? <input type="checkbox"/> No <input type="checkbox"/> Yes, explain:		
Damage Assessed (provide clear details and attach documentation):		
Evacuation Needed: <input type="checkbox"/> No <input type="checkbox"/> Yes, explain:		
Difficulties with Evacuation: <input type="checkbox"/> No <input type="checkbox"/> Yes, explain:		
Were there injuries / casualties within facility? <input type="checkbox"/> No <input type="checkbox"/> Yes, describe:		
If injuries / casualties, were needs met? <input type="checkbox"/> No <input type="checkbox"/> Yes Explain why:		
Medical assistance needed: <input type="checkbox"/> No <input type="checkbox"/> Yes (provide hospital name/location):		
Medical care provided: <input type="checkbox"/> No <input type="checkbox"/> Yes (provide details and attach documentation):		

Were there adequate EPP supplies available? <input type="checkbox"/> Yes <input type="checkbox"/> No, explain
Were employees able to handle the situation? <input type="checkbox"/> No <input type="checkbox"/> Yes Explain why:
Recommendations for EPP improvement, training and/or policy changes:
External Agencies Contacted: <input type="checkbox"/> No <input type="checkbox"/> Yes (enter below): <input type="checkbox"/> 911 <input type="checkbox"/> Police <input type="checkbox"/> Fire <input type="checkbox"/> Hospitals Other:
Feedback from external agencies received: <input type="checkbox"/> No <input type="checkbox"/> Yes, explain:
Additional Comments:

**Reporting Employee:**

Print Name / Title

Signature:

Date:

**Compliance Director/Risk Manager:**

Print Name / Title

Signature:

Date:

## ATTACHMENT 3

### TELEPHONE BOMB THREAT REPORT FORM

**Instructions:** Remain calm, listen carefully. Do not interrupt the caller. Notify or signal staff and/or supervisor to contact law enforcement of situation while caller is on the line.

Please complete this form thoroughly and submit to Compliance Director/Risk Manager		
Date of call:	Call start time: (am/pm)	Call end time: (am/pm)
Call received by (Name/Title):	Number called:	
Questions for caller (try to ask these questions and document response)		
What is your name?	Where are you now?	When will the bomb explode?
What kind of bomb is it?	Where is the bomb located?	What does the bomb look like?
What can cause the bomb to explode?	Did you plant the bomb?	Why did you place the bomb?

#### Caller Information / Details

Gender: Male / Female (unknown, if unable to tell)	Approximate age:	Familiar Voice?		Sounds like whom?	
Voice:	Clean	Distorted	Hoarse	Loud	Muffled
	Nasal	Pitch – High	Pitch – Med	Pitch – Low	Pleasant
	Raspy	Smooth	Other (explain):		
Speech:	Slow	Deliberate	Distinct	Fast	Hesitant
	Lisp	Slurred	Stuttered	Accented (type):	
Language:	Educated	Intelligent	Irrational	Rational	Foul
	Slang	Uneducated	Unintelligible	Tape Recorded	
	Foreign (type):		Other (explain):		
Behavior:	Agitated	Angry	Blaming	Clam	Crying
	Fearful	Intoxicated	Laughing	Nervous	Self-Righteous
	Clearing Throat		Other (explain):		
Background Noise:	Airport	Animals	Baby	Birds	Gun Fire
	Gymnasium	Hospital	Machinery	Motor (type)	Music
	Party	PA system	Quiet	Restaurant	Static
	Street Noise	Talking	Tavern/Bar	Train	Typing
	Water	Wind	Traffic (type)		
Television/Radio (what do you hear)				Other (explain):	

Exact wording of threat:
Other (provide details you feel are pertinent)

Reporting Employee: \_\_\_\_\_  
 Print Name / Title

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Compliance Director/Risk Manager: \_\_\_\_\_  
 Print Name / Title

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## ATTACHMENT 4

### EMERGENCY PREPAREDNESS PLAN ANNUAL EVALUATION

#### INTRODUCTION

CFCHS will annually evaluate the Emergency Preparedness Plan (EPP) to ensure the agency is prepared to handle effectively natural and man-made disasters. This evaluation shall take place during an interdisciplinary meeting, 60 days prior to the end of the fiscal year. The Compliance Director/Risk Manager will facilitate the meeting, and within 30 days submit a report, with recommendations, to the CEO for approval.

**FISCAL YEAR REVIEWED:** \_\_\_\_\_

#### GOALS OF THE EVALUATION PLAN

The goals of the annual evaluation plan are to assess the effectiveness of CFCHS' EPP. CFCHS' goals are to:

- Ensure the safety and wellbeing of employees and visitors; and reduce the likelihood of an incident and minimize or eliminate injury.
- Provide clear guidelines regarding CFCHS' employees' actions in the event of an emergency.
- Prevent the loss or damage of assets by providing guidelines to protect property and records.
- Facilitate decision-making for execution of the plan and ensure the continuous performance of critical functions/operations during an emergency.
- Achieve a timely recovery from the emergency and return of full services after a disaster.
- Effectively communicate with network Subcontractors to ensure they have an emergency preparedness plan that aims at maintaining essential services and protects individuals receiving services.

#### EVALUATION OF THE SCOPE OF PLAN

Did the plan effectively include all the operations of the agency including: (check all that apply)?

- Individuals in charge in case of an emergency
- Implementation and procedures
- Role with community wide emergency preparedness efforts
- Communication with employees and external authorities
- Instructions for employees' duties and responsibilities
- Managing space, protecting supplies, and security of physical infrastructure
- Office closure and evacuation procedures, including designated place of safety.
- Recovery and continuity of operations
- Data safety procedures
- Contract files and documentation protection
- Finance and accounting disaster procedures

**EVALUATION OF CFCHS EMERGENCY PREPAREDNESS TRAINING**

a. List types of emergency preparedness training that occurred including dates:

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b. Number and percentage of employees who received training: \_\_\_\_\_

**EVALUATION OF EFFECTIVENESS OF PLAN**

a. How effective was the plan in preparing the agency for internal and external disasters?

---

b. What areas of the EPP implementation worked well?

---

c. What areas of the EPP need improvement?

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d. Were adequate supplies available? If no, document below

---

e. Did employees know how to handle the emergencies?

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**CONCLUSIONS AND RECOMMENDATIONS FOR NEXT YEAR'S EPP**

a. Areas recommended for revision in the EPP to address during the next year?

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b. Is there a need for financial resources to be committed to any of these recommendations? If so, what are they (attach support documentation)?

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c. What areas of the EPP are recommended for improvement?

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d. What additional training is required based on the recommendations?

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Compliance Director/Risk Manager: \_\_\_\_\_  
(Print Name)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Executive Officer: \_\_\_\_\_  
(Print Name)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_