



Florida Department of Children and Families Emergency / Disaster Plan

DCF cares about your safety Our DCF – Our Safety

The Emergency Plan is intended to provide information and guidance for addressing a range of emergencies/incidents or threats that may impact you, your family, our partners organizations, our clients, our facilities, and the greater community.



To make this pamphlet specific to a particular Region:

Using the Microsoft Word version of this pamphlet, complete the following:

1. On the cover page, in the “drop-down form field” after the title “Emergency / Disaster Plan,” select the appropriate Region’s name.
2. On page 2, in item 3 under “Response to Immediate Threats to Health/Safety” and in item 4 under “Response to Anticipated Threats to Health/Safety,” select the appropriate Region’s name and enter the Employee Emergency Hotline telephone number.
3. On page 3, in the paragraph in the middle of the page, select the appropriate Region’s name and enter the Employee Emergency Hotline telephone number.
4. On page 4, under the heading “Region Offices and Facilities,” follow the “instructions” for entering the appropriate information. If the “instructions” are not visible on the computer screen, click the “Show/Hide” button [the paragraph symbol ¶ on the “Home” tab].
5. In the field near the bottom of page 5, select the appropriate Region’s name.
6. In Appendix B, fill in the required information for all Regional offices.

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STATE OF FLORIDA
DEPARTMENT OF
CHILDREN AND FAMILIES
TALLAHASSEE, May 7, 2018

Safety

DEPARTMENT OF CHILDREN AND FAMILIES EMERGENCY / DISASTER PLAN

This pamphlet is intended to provide information and guidance for addressing a range of emergencies/incidents or threats that may impact department employees, their families, or the department's partners, clients, or facilities.

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INTRODUCTION

Emergencies – such as natural disasters, human-caused incidents, technological interruptions, etc. – can happen anywhere and at any time. Emergencies require prompt response to protect the health and safety of DCF staff, partners, clients, and property.

DCF has put security systems in place to protect you – but your compliance with established rules is necessary to keep us all safe. This includes maintaining secure facility entrances, avoiding websites and links that could introduce computer viruses, etc.

This Emergency Plan defines/provides:

- Guidance for specific threats that may impact you and our facilities
- Leadership roles and responsibilities during emergencies/incidents
- Procedures/Checklists for before, during, and after an emergency
- Contact lists for:
 - Offices – addresses, Building Managers, and Disaster Site Managers
 - Principal partners – addresses and emergency contacts for CBCs, and MEs
 - Local EOCs
 - Proposed Food for Florida (FFF) sites
- Websites for accessing additional resources

The following is important information and best practices for all emergencies. Specific guidance for common threats to health/safety is included in subsequent sections.

COMMUNICATION IS ESSENTIAL

See Something – Say Something – REPORT SUSPICIOUS ACTIVITY

Each of us knows our office location, colleagues, and local environment. If something or someone doesn't look right, is strangely out of place, and/or causes you concern – say something to leadership promptly.

ALL DCF STAFF SHOULD BE CONTINUOUSLY VIGILANT AND NOTIFY LOCAL AND REGIONAL LEADERSHIP OF ANY CONCERNS.

Staff Status Reporting During Emergencies

When emergencies happen, DCF wants to ensure your safety. This includes notifying you of an emergency/incident – and confirming that you are safe/out of harm's way.

The following basic procedures must be posted in all offices:

RESPONSE TO IMMEDIATE THREATS TO HEALTH/SAFETY
(Fire, Rising Water, Toxic Chemical Spill, Structural Hazard, etc.)

1. Notify other staff on site of the danger and exit facility promptly.
2. Confirm with your Supervisor and the Building Manager that you have exited building, your whereabouts, and your contact information.
3. Be vigilant for further instructions via calls, emails, and the _____ Region Employee Emergency Hotline at _____.

RESPONSE TO ANTICIPATED THREATS TO HEALTH/SAFETY
(Hurricanes, Ice Storms, Area Flooding, Area Wildfires, etc.)

1. Advise Supervisor/Building Manager of known threat and need for guidance.
2. Supervisor/Building Manager contacts – via cell phone, with email back up – the Emergency Coordinator and Program Administrator/Director.
3. Regional Leadership (Incident Management Team) determines appropriate course of action for facility staff.
4. Staff is notified of appropriate course of action via calls and emails, and the _____ Region Employee Emergency Hotline at _____, as appropriate.

EVERBRIDGE Emergency Notification System

DCF subscribes to Everbridge, an emergency notification system used to communicate with staff when emergencies are imminent or unfolding. Everbridge sends up-to-date information via automated calls and texts to staff's office, work cell phone, personal cell phone, and home phone numbers (as stored in People First). Everbridge also provides staff the means for easily communicating their status back to DCF leadership.

As with our Emergency Phone Lists, it is essential that staff update their contact information in People First when they have any changes of address, phone numbers, etc.

Phone Trees

Phone Trees are an organized system of making personal phone contact with all staff – particularly for emergency notices. Phone Trees deliver important information, confirm the status of individuals, and collect information on the local situation, as appropriate.

**STAFF MUST KEEP THEIR CONTACT INFORMATION UPDATED!!!!
AN EMERGENCY CAN COME AT ANYTIME!!!**

EVERYONE who works in or regularly visits a DCF facility – full-time, part-time, OPS, contract, HQ staff, interns, volunteer, CBC or Service Provider staff, Experience Works, housekeeping, clients, etc. – must be considered and notified when there are issues impacting the safety/security of the building.

Notification – Work hours / Non-work hours

In all cases, DCF staff should expect to receive prompt emergency notification and guidance. During work hours, emails will be the first means of notification, followed by phone calls, as plausible. Disaster Site Managers should ensure that all individuals who work in or regularly visit each impacted DCF facility are advised.

In cases of immediate threats to health/safety of staff – such as fire, chemical spills, structural hazards, etc. – staff should evacuate first, then notify leadership of such threats, and then wait for further guidance.

The _____ **Region Employee Emergency Hotline** at _____ is a single number for all _____ Region staff to call for status updates related to the current emergency/incident. Updates should be posted at least twice daily at 8:00 a.m. and 6:00 p.m., or more often as the situation dictates.

EVERYONE MUST BE PREPARED FOR EMERGENCIES

Your Personal and Family Emergency Plan

Personal Emergency Planning allows you to respond to the question: “What if?”

Following an emergency/disaster, you and your community may be on their own for a period of time because of the size of the area affected, lost communications, and impassable roads.

Personal emergency readiness includes:

- Having Access to Alerts and Warnings
- Testing Your Communication Plans
- Assembling or Updating Supplies
- Conducting Drills or Practicing Your Emergency Response
- Plan with Neighbors Conduct an Exercise
- Securing Your Property
- Safeguarding Important Documents

Please see www.Ready.gov for complete guidance on personal emergency planning.

Emergency Suspension of Operations or Office Closure

The Regional Managing Director (RMD) or her/his designee has the authority to suspend operations and close offices when she/he determines that any conditions merit such action. The most common condition is when sustained winds – such as those in severe thunderstorms/tropical storms/outer bands of hurricanes – reach 39 mph or greater. Other conditions may include flooding, ice storms, widespread smoke, etc.

Traditionally, DCF follows the guidance of local government offices, whereby when county government offices close (County Clerk, County Courthouse, etc.) because of dangerous conditions (wind, flooding, ice, etc.), DCF offices will follow suit. Ultimately, the RMD or her/his designee will make the determination, and staff notification will follow. The RMD will also notify the Assistant Secretary for Operations, Headquarters' Human Resources and Headquarters' Disaster Coordinator prior to any office closures.

When operations are suspended, the RMD or her/his designee will contact the Abuse Hotline and inform them of the suspension. Until such time that normal operations are resumed, all calls to the Abuse Hotline for the impacted office(s) will be transferred to local law enforcement. Once normal operations can be resumed, the RMD or her/his designee will notify the Abuse Hotline of the same.

When the RMD or her/his designee orders an office closed until the risk associated with the incident or threat passes, the Building Manager and/or Disaster Site Manager is responsible for leading efforts to close the facility. (The Building Closure/Emergency Evacuation Checklist is included in Appendix A to this pamphlet.)

Building Managers

A Building Manager is assigned to each DCF facility who serves as the day to day individual responsible for relaying issues associated with the building to the leaser/owner and/or the General Services Manager. This assures that facilities that DCF occupies are safe and secure for its staff and clients' use.

Disaster Site Managers

Each building has an assigned Disaster Site Manager, which may also be the Building Manager. The Disaster Site Manager is a leadership role responsible for overseeing site specific emergency activities prior to, during, and throughout the response to any emergency/incident or threat – whether with or without warning. The Disaster Site Manager must be able to work successfully with all the staff in the building to which they are assigned.

Region Offices and Facilities

The _____ Region consists of ___ Judicial Circuits – _____, and _____ – comprised of ___ counties. The headquarters for the Region is in _____, located in _____ County. The ___ DCF facilities in the _____ Region where staff regularly report – including Regional Headquarters (XX) and Circuit Hubs (X) – are:

Circuit	County		DCF Office/Facility Locations

I. ACTIVE SHOOTER

An “active shooter” is an individual who is engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms (s) and there is no pattern or method to their selection of victims. Victims are selected at random, the event is unpredictable and evolves quickly. Knowing what to do can save lives.

You have three options:

1. RUN

- Have an escape route and plan in mind
- Leave your belonging behind
- Evacuate regardless of whether others agree to follow
- Help others to escape, if possible
- Do not attempt to move wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands visible
- Call 911 when you are safe

2. HIDE

- Hide in an area out of the shooter’s view
- Lock door or block entry to your hiding place
- Silence your cell phone (including vibrate mode)
- Remain quiet

3. FIGHT

- Fight as a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with as much physical aggression as possible
- Improvise weapons or throw items at the active shooter
- Commit to your actions your life depends on it

Information to provide to 911 operations:

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons shooter has
- Number of potential victims at location

When law enforcement arrives:

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove injured.

Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

- Remain calm and follow instructions
- Drop items in your hands (e.g., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements towards officers, such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not ask questions when evacuating

Watch this video to see all this in action:

<http://eww.dcf.state.fl.us/asg/safety/activeshooter/>

II. BOMB THREAT

Although the overwhelming majority of bomb threats made over the telephone are unfounded, all bomb threats will be taken seriously until proven otherwise. Most bomb threats are received by telephone but some can be handwritten or emailed. The main intent of a bomb threat is to disrupt business by causing an evacuation and stopping work. The person receiving the bomb threat call should immediately refer to the checklist posted at his or her work station

- Keep calm, be courteous, and continue talking to the caller.
- Fill out the bomb threat checklist at your workstation.
- Repeat questions if necessary.
- Don't hang up; stretch out the conversation.
- Alert a co-worker who can call 911.
- Ask the caller to repeat the message and write down any additional information.
- Try to fill out as much of the bomb threat checklist that you can.
- Note any background noise as well as the caller's gender, voice pitch and accent.
- Don't allow the phone line to be used again.
- Notify your immediate supervisor.

An evacuation of the premises is not always warranted depending on the threat received. This decision will be made by the Building Manager or Disaster Site Manager in conjunction with Law Enforcement.

When an unspecific, less than imminent bomb threat is made, a search of the building can be conducted by supervisory and administrative personnel, or employees will be asked to search their working areas.

DO NOT:

- Use two-way radios or cell phones; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat. If the decision is made to evacuate, do so quietly and calmly, following the evacuation instructions for the building you are in and/or the direction of law enforcement.
- Activate the fire alarm
- Do Not Touch a suspected device: Immediately report a suspected bomb device to the supervisor in charge and Law Enforcement.
- Do Not Assume it is the only device planted in the area.
- Do Not Change the Environment: Do not turn on or off water, gas or anything with electricity.

III. BUILDING ISSUES

Each Service Center should assign a Building/Safety Liaison responsible for ensuring safety in that building. This Liaison shall communicate any facility issues to the Landlord and General Services/Leasing Manager. Facility issues include any incident that may disrupt the work environment, for example, a blown light bulb, a flood caused by plumbing, or a visit from an unwanted critter.

In order to maintain a safe building and work environment, a Building Safety Inspection shall be performed on a quarterly basis by either the Building/Safety Liaison or General Services. The information collected via the checklist generates a Report of Findings. This reports is issued by General Services. The Report of Findings will be disseminated to the Building Safety Liaison, Operations Managers, the Leasing Manager and the Landlord to address and resolve any issues or safety violations.

General Safety

Staff must be safety conscious at all times. Staff should report any safety hazards immediately to the Building Liaison for corrective action. Building Liaisons should be familiar with State of Florida, Department of Children and Families Operating Procedures:

- CFOP 215-1 Loss Prevention
- CFOP 215-4 Safety and Loss Control – Fire Safety
- CFOP 215-5 Casualty Risk Prevention and Control Program
- CFOP 215-6 Incident Reporting and Analysis System (IRAS)

Business Hours Security

Business hours are defined as Monday through Friday 8:00 am to 5:00 pm

- Keep all entrance doors, other than the main entrance, locked at all times.
- Loitering, peddling, and canvassing activities are prohibited in State offices. The building liaison should contact General Services if a loiterer is found on premises.
- Wear DCF issued badges and have them visible at all times.
- Ask for identification from anyone unfamiliar to you, anyone who asks for confidential information, or is in the building for delivery or repair work. DO NOT be afraid to call for verification.
- Safes, vaults, strongboxes, etc., should remain locked. Combinations to these items should not be kept where they can be easily found. There should be more than one designee on site who knows where the combination is located.
- Security doors should not be propped open. Measures should be taken to ensure doors are not left open for entrance to the building for meetings and trainings.

After Hours Security

After hours are defined as Monday through Friday, before 8:00 a.m., after 5:00 p.m., weekends, and designated State of Florida Holidays.

- All exterior and internal entry doors should be locked.
- Do not allow anyone to follow you into the building.
- When working after hours close window blinds.
- When exiting the building walk with purpose, be aware of your surroundings, and listen to protect yourself before entering your vehicle.
- Look in your vehicle before opening it.
- Lock your doors once inside the vehicle.

Visitor / Vendor Policy

- Visitors requiring entry beyond a lobby or receptionist should be recorded on a visitor log.
- Visitors should be issued a badge indicating they are an approved visitor.
- Vendors should sign in and be escorted by a representative. When service or delivery is complete, vendor should sign out.

Accident Reporting

- If injured or involved in an accident while working, an employee should report a work related injury immediately to their supervisor. The supervisor must complete a "Supervisor's Accident Investigation Report" (form CF 986, available in DCF Forms) as soon after the occurrence as possible. This report will serve as a tool to investigate whether the injury was due to an unsafe condition or

unsafe act. This report should be emailed to General Services and the HR liaison.

- Supervisor must call accident/incident into the Worker's Compensation provider.
- Further information can be found on the HR Shared Services Leave Management, Workers' Compensation Site:
<http://eww.dcf.state.fl.us/myhr411/LeaveManagement/WorkersComp.shtml>

IV. COLD WEATHER / WINTER STORM

Although rare, Florida does experience severe cold weather and freezing. Your safety and the safety of your family come first.

- Stay tuned to local media coverage for latest warnings and travel recommendations for your immediate area.
- DCF will most likely follow county recommendations, but know your Staff Emergency Information Line phone number to receive the latest news on closures or late openings.
- Stay in communication with your supervisor and advise them of any power outages or other difficulties you may be experiencing due the weather.

If you are driving in icy conditions keep these safety tips in mind:

1. Slow down!
2. Do not use cruise control when driving on any slippery surface.
3. Make sure that your vehicle is in good running condition and that the tires are properly inflated.
4. Use your seatbelt.

When temperatures drop, it's important to take all necessary steps to help keep you and your family safe.

Follow these steps to help protect the 4 P's.

People

- Check on the elderly and those who may have functional or access needs to make sure that they have sufficient warmth to get them through the cold weather

Hypothermia

- Watch for signs of hypothermia, which include uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness and exhaustion. If you feel the person is suffering from hypothermia, get them to a warm location, remove any wet clothing and warm the center of the body first, giving warm, non-alcoholic beverages to the victim if conscious. Get medical help as soon as possible. If a persons' body temperature falls behind 95°, it is a medical emergency - call 911 immediately

Outdoor Activities

- Avoid doing activities, such as exercising, outdoors when there is extreme cold.
- If you have to be outdoors, dress in several thin layers rather than one thick layer, cover your head to reduce heat loss, cover your mouth using scarf or mask to help warm the air before your breath it.

Heaters

- Be sure that space heaters are properly tested and are placed a safe distance from flammable materials. If using a kerosene or propane-powered heater, be sure to maintain ventilation to prevent the build-up of toxic fumes. Never refuel canisters inside.
- Ovens and stoves should never be used to heat your home, and they pose a risk of carbon monoxide poisoning.
- Keep children and pets away from space heaters at all times.

Driving

- When driving, be sure to remember that cold weather may cause highway overpasses and bridges to freeze. Take extra precautions when driving during cold weather.

Pets

- During extremely cold weather, pets should be kept indoors.
- Don't shave your pet's coat all the way down during winter, exposed skin can easily lead to hypothermia and frostbite. If your dog is short-haired, consider getting him a coat or sweater for the winter weather.
- Never leave your animal in a car during the winter. They can act as refrigerators and can result in hypothermia.
- More from the [American Society for the Prevention of Cruelty to Animals \(ASPCA\)](#)

Pipes

- While pipes generally do not freeze until the temperature drops into the 20s, pipes exposed to windy areas could experience cracking.
- Be sure that pipes are properly insulated, wrap newspaper or clothes around outside faucets, or in cold areas of homes. Let sensitive faucets run at a slow drip to allow for water to move, which helps prevent freezing.
- If you think a pipe might be frozen (you open a tap and no water comes out), don't take any chances, call a plumber and leave your tap open until they arrive. Also, turn off the water main to your house to avoid shifting ice and flooding.

Plants

- Plants should be covered on cold nights with fabric to help keep them somewhat insulated during a freeze.
- You can also create windbreaks around sensitive plants to keep the cold air from "burning" them.

- Keep your plants hydrated, which helps fight off drying due to cold winds.

Helpful Resource Links

<https://www.ready.gov/severe-weather>
<http://www.houstonemergency.org/go/doc/2263/1985306/Cold-Weather-Protect-the-4-P-s->

V. EMERGENCY DRILLS

Before an evacuation occurs, staff should familiarize themselves with the evacuation route map and location of fire extinguishers and fire alarms. Fire drills are required to be performed annually. Also, a drill should be held to test bomb threat procedures.

VI. EVACUATION PLANS

An Evacuation Plan allows a safe and orderly evacuation of your facility's occupants in the case of an emergency. An alarm system should be used to alert employees to emergencies such as fires, bomb threats, or any other crisis that would require evacuation. Facility alarm systems, telephone intercoms, and verbal notification (with or without bull horns) may be used to notify employees when the emergency occurs.

Your plan should include names and phone numbers of:

- Facility Liaison
- Fire and Safety Wardens
- Alternate Fire and Safety Wardens

An assembly area should be established as a designated location point for staff. The assembly area should not be less than 500 feet away from the facility, and should not be in the line of travel of emergency vehicles.

Facility Liaisons and Fire and Safety Wardens are responsible for making sure evacuations are completed successfully. Staff members are to be evacuated from all offices, bathroom and other rooms. Doors are to be closed. Disabled staff or visitors are to be assisted in their evacuation. A headcount of those gathered at the assembly area should be performed by the person in charge of the area. Everyone shall remain in the assembly area until the signal is given to return to the facility. Only Public Safety officials can provide the signal to return.

During an evacuation, safety is a primary concern:

- Staff should not remain behind to lock up money, medicines, etc.
- Employees are not responsible for carrying sensitive or confidential material from the building.
- If the sprinkler system has been activated, or fire extinguishers are in use, be aware of slippery surfaces.

Learn how to safely evacuate your building or area in an emergency.

Follow these building evacuation procedures in the event of an emergency:

1. Safely stop your work.

- Shut down equipment that could become unstable or present a hazard.
- Gather your personal belongings such as glasses, prescription medication, keys, and purse.

2. Leave the building through the nearest door with an EXIT sign.

- Do not use elevators.
- Go to the nearest safe stairway.
- Help those who need special assistance, such as disabled persons and small children.
- Touch closed doors before opening. If the surface is hot, do not open – use another exit route.
- Close, but do not lock, all doors as you leave.

3. Report to your designated assembly area.

- Stay in your designated outdoor assembly area for a head count.
- Report any missing individuals and last known locations to emergency responders.

4. Wait for instructions from emergency responders.

- Remain outside at your designated assembly area.
- Do not reenter the building until authorized to do so by an appropriate authority (police, fire department, etc.).

5. Learn about your emergency exit routes now.

- Check the emergency evacuation plan posted in your building.
- Find the outside assembly area for your work group.
- Read your department's Emergency Preparedness Plan. Ask your Department Safety Coordinator for help.

Safety coordinators and supervisors: Learn how to safely assist and evacuate people with disabilities during an emergency.**Identify and plan for individuals who may need special assistance.**

- Request that individuals who feel they may need special assistance self-identify so arrangements can be made in advance to meet their needs.
 - Note: Emergency Services recommends that departments maintain a personal emergency information form for each staff member. Include on the form a question regarding the need for special evacuation assistance.
- Note that individuals with unobservable disabilities may or may not self-identify before an emergency. These individuals may need additional help during emergency situations. Such disabilities may include:
 - A learning disability
 - Arthritis
 - Asthma
 - Cardiac condition
 - Chronic back problems
 - Psychological disability
- Prepare a personal evacuation plan for individuals requiring special assistance during an evacuation. Incorporate the recommendations on this page, and include:
 - Intended route and means of evacuation
 - Who will assist them
 - Areas of refuge where they can wait for assistance
- Update your department Emergency Action Plan annually to accurately describe:
 - The number of people with disabilities who may require special assistance during an evacuation
 - Their primary work location

Establish a buddy system.

- Assign 2 or more staff members who are willing and able to assist a colleague with a disability during evacuation.
 - Identify and train assistants so at least 1 trained assistant is always present.
- Identify individuals with disabilities and the people assigned to assist them in the departmental Emergency Preparedness Plan.

Prepare ahead of time.

- The department or area safety coordinator should prearrange appropriate evacuation procedures and routes with individuals having disabilities and the people assigned to assist them.
 - If they are on the ground floor, most people with disabilities will be able to exit safely without assistance. However, it is important to verify that individuals using any kind of assistive device are capable of successfully leaving the building, unassisted, via emergency routes.

- Consider recommendations for specific disabilities when developing an evacuation plan. See considerations for:
 - Low vision or blindness
 - Deaf or hard of hearing
 - Crutches, canes, or walkers
 - Wheelchairs (non-ambulatory)
- Make sure everyone knows:
 - The evacuation route and outdoor assembly area
 - Areas of refuge for the building
- Have everyone involved practice the evacuation plan. This is the best way to discover unanticipated issues and solve them before – instead of during – an emergency.

Know how to help people with low vision or blindness. Do the following when assisting an individual with low vision or blindness during an evacuation:

- Tell the person the nature of the emergency and offer your arm for guidance. This is the preferred method when acting as a "sighted guide."
- Give verbal instructions to advise about the safest route or direction, using estimated distances and directional terms.
- As you walk, tell the person where you are and where obstacles are located.
- When you reach safety, orient the person to their surroundings and ask if they need further assistance.
- Ensure that a service animal is not separated from its master, if possible.

Know how to help people who are deaf or hard of hearing. Some people who are deaf or hard of hearing may not perceive the audible fire alarm during an emergency. Use an alternative warning system, such as:

- Write a note to tell the person of the situation, the nearest evacuation route, and where to meet outside. (Sample script: "FIRE! Go out the rear door on your right. NOW. Meet outside on the front lawn.")
- Turn the light switch on and off to gain their attention, and then indicate through gestures or in writing what is happening and what to do. Do not use the light switch technique if you smell natural gas in the area.
- Give visual instructions to advise about the safest route or direction by pointing toward exits or evacuation maps.
- Ensure that a service animal is not separated from its master, if possible.

Know how to help people using crutches, canes, or walkers.

- Ask the person how you can best assist them in evacuating the area.
- Consider the evacuation options and the suitability of carrying the person.
Carrying options include:
 - Using a 2-person, lock-arm position
 - Having the individual sit on a sturdy chair (preferably with arms) that is then lifted and carried
- Assist mobility-restricted people to an area of refuge or out of the building.

Know how to help people who use wheelchairs. Follow these recommendations when planning for and assisting people who use wheelchairs:

- Do not lift an individual in a wheelchair. There is too much risk involved for both the lay rescuer and the non-ambulatory person (back injury, loss of control of the wheelchair and person in it, tripping, falling).
 - Note: Wheelchairs have many movable or weak parts that are not constructed to withstand the stress of lifting (e.g., the seat bar, foot plates, wheels, movable arm rests, etc.).
- Be aware that some individuals in wheelchairs may have:
 - Minimal ability to move, and lifting them may be dangerous to their well-being.
 - Very little upper trunk and neck strength.
 - Respiratory conditions and/ or equipment that increase their vulnerability to smoke, vapors, or other airborne toxicants.
- Always ask the person having a disability what their needs and preferences are regarding:
 - Ways of being moved.
 - Whether to extend or move extremities when lifting because of pain, braces, etc.
 - Whether a seat cushion or pad should be brought along.
 - Aftercare, if the individual will be removed from the wheelchair.
- If an individual is lifted from a wheelchair during evacuation:
 - Ask others to bring the wheelchair.
 - When the wheelchair is left behind, remove it from the stairwell and ensure it does not obstruct exit routes.
 - Ensure that a service animal is not separated from its master, if possible.
 - Reunite the person with the wheelchair as soon as possible.

Know what to do during an evacuation.

- Check the intended evacuation route for obstacles, if possible. Remember: smoke, debris, flooding, loss of electricity, or other impediments may be present.
- Move people who are unable to leave the building to an area of refuge.
Possibilities include:
 - Most enclosed stairwells
 - An adjoining building behind fire doors

- An office with a closed door, located a safe distance from the hazard
- Exit balconies and corridors
- Assist individuals who are able to leave the building, following your planned evacuation route, if possible. Do not use elevators.
- Report to your designated assembly area for a head count.
- Notify emergency responders immediately about the location and condition of any people remaining in the building.
- Do not reenter the building until authorized to do so by an appropriate authority such as police, fire department, etc.

Helpful Resource Links:

<http://blink.ucsd.edu/safety/emergencies/preparedness/get-ready/evacuation.html#1.-Safely-stop-your-work>

VII. FIRE

In the event of a fire, remember that every second counts, so you, your coworkers, and your family must always be prepared. Escape plans help you get out of your home quickly.

During a Fire.

- Crawl low under any smoke to your exit – heavy smoke and poisonous gases collect first along the ceiling.
- When the smoke alarm sounds, get out fast. You may have only seconds to escape safely.
- If there is smoke blocking your door or first way out, use your second way out.
- Smoke is toxic. If you must escape through smoke, get low and go under the smoke to your way out.
- Before opening a door, feel the doorknob and door. If either is hot, leave the door closed and use your second way out.
- If there is smoke coming around the door, leave the door closed and use your second way out.
- If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present.
- If you can't get to someone needing assistance, leave the home and call 9-1-1 or the fire department. Tell the emergency operator where the person is located.
- If other people and/or pets are trapped inside your home, tell firefighters right away.
- If you can't get out, close the door and cover vents and cracks around doors with cloth or tape to keep smoke out. Call 9-1-1 or your fire department. Say where you are and signal for help at the window with a light-colored cloth or a flashlight.
- If your clothes catch fire, stop, drop, and roll – stop immediately, drop to the ground, and cover your face with your hands. Roll over and over or back and forth until the fire is out. If you or someone else cannot stop, drop, and roll, smother the flames with a blanket or towel. Use cool water to treat the burn immediately for 3 to 5 minutes. Cover with a clean, dry cloth. Get medical help right away by calling 9-1-1 or the fire department.

Personal Preparedness. In addition to office fire drills, you should plan and prepare yourself – and your family – to react in the event of a fire. Twice each year, practice your home fire escape plan. Some tips to consider when preparing this plan include:

- Find two ways to get out of each room.
- If the primary way is blocked by fire or smoke, you will need a second way out. A secondary route might be a window onto a neighboring roof or a collapsible ladder for escape from upper story windows.
- Only purchase collapsible ladders evaluated by a nationally recognized laboratory, such as Underwriters Laboratory (UL).
- Make sure that windows are not stuck, screens can be taken out quickly, and that security bars can be properly opened.
- Practice feeling your way out of the house in the dark or with your eyes closed.
- Windows and doors with security bars must have quick release devices to allow them to be opened immediately in an emergency. Make sure everyone in the family understands and practices how to properly operate and open locked or barred doors and windows.
- Teach children not to hide from firefighters.
- Sleep with your door closed.
- When staying at a hotel, locate the two nearest escape routes and walk them to ensure no blockage.
- Make sure windows are not nailed or painted shut. Make sure security gratings on windows have a fire safety opening feature so they can be easily opened from the inside.
- Consider escape ladders if your residence has more than one level, and ensure that burglar bars and other antitheft mechanisms that block outside window entry are easily opened from the inside.
- Teach family members to stay low to the floor (where the air is safer in a fire) when escaping from a fire.
- Clean out storage areas. Do not let trash such as old newspapers and magazines accumulate.

Smoke Alarms. A properly installed and maintained smoke alarm is the only thing in your home that can alert you and your family to a fire 24 hours a day, seven days a week. A working smoke alarm significantly increases your chances of surviving a deadly home fire.

- Install both ionization AND photoelectric smoke alarms, OR dual sensor smoke alarms, which contain both ionization and photoelectric smoke sensors
- Test batteries monthly.
- Replace batteries in battery-powered and hard-wired smoke alarms at least once a year (except non-replaceable 10-year lithium batteries).
- Install smoke alarms on every level of your home, including the basement. The U.S. Fire Administration recommends installing smoke alarms both inside and outside of sleeping areas.
- Always follow the manufacturer's installation instructions when installing smoke alarms.
- Replace the entire smoke alarm unit every 8-10 years or according to manufacturer's instructions.

- Never disable a smoke alarm while cooking – it can be a deadly mistake. Open a window or door and press the “hush” button, wave a towel at the alarm to clear the air, or move the entire alarm several feet away from the location.

Adapted from: <https://www.ready.gov/home-fires>

VIII. FLOODING

The National Weather Service uses the following advisories for flooding, please note the actions to be taken for each.

1. Flash Flood Warning: Take Action! A flash flood is a sudden violent flood that can take from minutes to hours to develop. It is even possible to experience a flash flood in areas not immediately receiving rain. A flash flood is a sudden violent flood that can take from minutes to hours to develop. It is even possible to experience a flash flood in areas not immediately receiving rain.
2. Flood Warning: Take Action! A Flood Warning is issued when the hazardous weather event is imminent or already happening.
3. Flood Watch: Be Prepared! A Flood Watch is issued when conditions are favorable for flooding. It does not mean flooding will occur, but it is possible.
4. Flood Advisory: Be Aware! A Flood Advisory is issued when flooding is not expected to be bad enough to issue a warning. However, it may cause significant inconvenience, and if caution is not exercised, it could lead to situations that may threaten life and/or property.

Flash floods are the #1 cause of weather related deaths in the U.S. Just 6 inches of water can knock you down, and 2 feet of water can sweep your vehicle away. Here are a few basic tips to help keep you and your family safe.

1. Turn Around, Don't Drown ®
2. Avoid walking or driving through flood waters. Do not drive around barricades.
3. If there is a chance of flash flooding, move immediately to higher ground.
4. If floodwaters rise around your car but the water is not moving, abandon the car and move to higher ground. Do not leave the car and enter moving water.
5. Avoid camping or parking along streams, rivers, and creeks during heavy rainfall. These areas can flood quickly and with little warning.
6. Stay away from electrical wires.
7. Do not play, or allow children to play in flood waters.

Flood Event

At the office:

- Follow the instructions of building management or your designated representative, e.g., Site Coordinator.
- Stay tuned in to the local media coverage for the latest forecast.
- Make sure that if you are leaving the office the route you are traveling is safe.

- Have a communication plan for your family, and know your DCF region Emergency Information Line.
- Follow evacuation orders if given.

Teleworkers:

- Stay tuned in to the local media coverage for the latest forecast.
- Determine if your location is in an area that may flood.
- Advise your supervisor or someone in a leadership role at the service center that you are assigned to and let them know what your status is, and if you will or will not be evacuating.
- Make sure the route you are going to travel for evacuation is safe.
- Have a communication plan for your family, and know your DCF region Emergency Information Line.
- If you are in an area that is expected to flood, leave before the flooding starts.

Helpful Resource Links

Department of Homeland Security: <http://www.ready.gov/floods>

NOAA: http://www.floodsafety.noaa.gov/watch_warning.shtml

IX. FOG (Dense)

The greatest problem with fog is visibility. Heavy fog is defined as visibility below one quarter of a mile. A Dense Fog Advisory means that dense fog has reduced visibility to 1/4 mile or less within the advisory area.

If you must drive in fog, follow these safety tips:

- Slow down and do not drive faster than your vision.
- Be cautious, fog can become thicker without warning and without being noticed until it is too late to react.
- Increase following distance to ensure enough reaction time and stopping distance.
- Turn on all your lights-including your hazard lights. Use low beam headlights and fog lights. Do not use high beams.
- Use windshield wipers and defroster as necessary to maximize visibility.
- Be ready for emergency stops by other vehicles.
- If possible, drive in a “pocket” where no other vehicles are around you.
- Turn off your cruise control so you are in control of your vehicle.
- Use the right edge of the road or roadside reflectors as a guide.
- Listen for traffic you can’t see.
- Do not change lanes or pass other vehicles, unless absolutely necessary.
- Remember that other drivers have limited sight distance and that fog makes the road wet.
- Signal early, and when you use your brakes, don’t stomp on them.

- Watch out for slow-moving and parked vehicles.
- If you cannot see, pull completely off the road preferably at a rest area or truck stop.
- If you pull off the road, turn on your hazard flashers immediately.

Adapted from: <http://www.tdi.texas.gov/pubs/videoresource/fsdrivingfog.pdf>

X. HAZARDOUS MATERIALS

The safety of staff and clients is our primary priority. It is the policy of DCF to maintain a safe environment and to follow operating practices that will assure optimal safety in the workplace. Employees are required to comply with DCF safety rules and to report any hazards that might cause injury to themselves, co-workers, volunteers, visitors or clients. Direct and constructive participation of all staff is most important in assuring a safe environment.

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

The following rules are the minimum guidelines for working safely:

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

XI. HURRICANE

A hurricane is a large tropical cyclone in which maximum sustained surface winds are 74 mph or greater, lasting for 1 hour or longer, or winds gusting to 59 mph or greater regardless of duration that are either expected or observed over land. Hurricanes are categorized based on the intensity of the winds and the associated damage. During a hurricane damage can occur from two major source winds and rising sea water (storm surge).

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

Hurricane Watch – Be Prepared! – Hurricane conditions (sustained winds of 74 mph or greater) are possible within the specified area within 48 hours.

Hurricane Warning – Take Action Now! – Hurricane conditions (sustained winds of 74 mph or higher) are expected within your area within 36 hours or less.

Saffir-Simpson Hurricane Wind Scale:

The Saffir-Simpson Hurricane Wind Scale is a 1 to 5 categorization based on the hurricane's intensity at the indicated time. The scale provides examples of the type of damage and impacts in the United States associated with winds of the indicated intensity. The following table shows the scale broken down by winds.

Category	Wind Speed (mph)	Damage
1	74 - 95	Very dangerous winds will produce some damage
2	96 - 110	Extremely dangerous winds will cause extensive damage
3	111 - 129	Devastating damage will occur
4	130 - 156	Catastrophic damage will occur
5	> 156	Catastrophic damage will occur

Storm Surge:

An abnormal rise in sea level accompanying a hurricane or other intense storm, and whose height is the difference between observed level of the sea surface and the level that would have occurred in the absence of the cyclone. Storm surge is usually estimated by subtracting the normal or astronomic high tide from the observed storm tide.

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

The checklist included in Appendix C to this pamphlet defines that activities to be carried out prior to hurricane season, during a pre-watch period, during a tropical storm or hurricane watch, during a warning period and during the post storm phase.

Personal Preparedness:

- Turn on your TV or radio in order to get the latest weather updates and emergency instructions.
- Build or restock your emergency preparedness kit. Include a flashlight, batteries, cash, and first aid supplies.

- Plan how to communicate with family members if you lose power. For example, you can call, text, email or use social media. Remember that during disasters, sending text messages is usually reliable and faster than making phone calls because phone lines are often overloaded.
- Review your evacuation plan with your family. You may have to leave quickly so plan ahead.
- Keep your car in good working condition, and keep the gas tank full. Stock your vehicle with emergency supplies and a change of clothes.

XII. PANDEMIC

Phase I: Activate the COOP

When a pandemic flu or other epidemic strikes, reducing exposure is a first step in containing the threat.

In activating the COOP, the Incident Commander/RMD or designee will determine which storefronts and offices should be closed and when, and what are the best means for continuing mission essential functions.

Phase II: Alternative Operations

After the COOP is activated, affected areas may have to operate under Alternative Operations through the duration of the pandemic wave, usually 7 to 10 days.

During Phase II, Region and Circuit Leadership need to report on closures and quarantines at regularly scheduled situation calls. This will assist leadership in coordinating staffing to ensure coverage of mission essential functions and address any other issues that have arisen.

Leadership will share information with staff via phone trees, emails, toll free number updates, and local media. Please note, law enforcement may need to take over investigations within an infected area if a quarantine goes into effect.

Phase III: Recovery

When it is determined the wave is subsiding, Region and Circuit Leadership will initiate plans to resume normal operations. General Services will complete checklist to reopen service centers in a safe and efficient manner. Leadership will share information with staff via phone trees, emails, toll free number updates, and local media. Report to be compiled and any identified needs addressed at a debriefing.

Personal Preparedness

You can prepare for an influenza pandemic now. You should know both the magnitude of what can happen during a pandemic outbreak and what actions you can take to help lessen the impact of an influenza pandemic on you and your family. The

following checklist will help you gather the information and resources you may need in case of a flu pandemic.

Before a Pandemic

- Store a two week supply of water and food. During a pandemic, if you cannot get to a store, or if stores are out of supplies, it will be important for you to have extra supplies on hand. This can be useful in other types of emergencies, such as power outages and disasters.
- Periodically check your regular prescription drugs to ensure a continuous supply in your home.
- Have any nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes, and vitamins.
- Get copies and maintain electronic versions of health records from doctors, hospitals, pharmacies and other sources and store them, for personal reference. HHS provides an online tool intended to help people locate and access their electronic health records from a variety of sources. <http://healthit.gov/bluebutton>
- Talk with family members and loved ones about how they would be cared for if they got sick, or what will be needed to care for them in your home.
- Volunteer with local groups to prepare and assist with emergency response.
- Get involved in your community as it works to prepare for an influenza pandemic.

During a Pandemic: Limit the Spread of Germs and Prevent Infection.

- **Avoid close contact** with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
- If possible, **stay home** from work, school, and errands **when you are sick**. You will help prevent others from catching your illness.
- **Cover your mouth and nose** with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- **Washing your hands** often will help protect you from germs.
- **Avoid touching your eyes, nose or mouth**. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.
- **Practice other good health habits**. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

Some Differences Between Seasonal Flu and Pandemic Flu

Seasonal Flu	Pandemic Flu
<p>Caused by influenza viruses that are similar to those already circulating among people.</p>	<p>Caused by a new influenza virus that people have not been exposed to before. Likely to be more severe, affect more people, and cause more deaths than seasonal influenza because people will not have immunity to the new virus.</p>
<p>Symptoms include fever, headache, tiredness, dry cough, sore throat, runny nose, and muscle pain. Deaths can be caused by complications such as pneumonia.</p>	<p>Symptoms similar to the common flu but may be more severe and complications more serious.</p>
<p>Healthy adults are usually not at risk for serious complications (the very young, the elderly, and those with certain underlying health conditions are at increased risk for serious complications).</p>	<p>Healthy adults may be at increased risk for serious complications.</p>
<p>Every year in the United States, on average:</p> <ul style="list-style-type: none"> • 5% to 20% of the population gets the flu; • More than 200,000 people are hospitalized from flu complications; and • About 36,000 people die from flu. 	<p>The effects of a severe pandemic could be much more damaging than those of a regular flu season. It could lead to high levels of illness, death, social disruption, and economic loss. Everyday life could be disrupted because so many people in so many places become seriously ill at the same time. Impacts could range from school and business closings to the interruption of basic services such as public transportation and food delivery.</p>

Publications. Printable Materials for Promoting Good Health Habits from the Centers for Disease Control and Prevention:

- [Cover Your Cough](#)
- [Be a Germ Stopper: Healthy Habits Keep You Well](#)
- [Flu Prevention Toolkit: Real People. Real Solutions](#)
- [Stopping the Spread of Germs at Home, Work & School](#)

Helpful Resource Links:
<https://www.ready.gov/pandemic>

XIII. TORNADO

A tornado is a violently rotating column of air that is in contact with both the surface of the earth and a cumulonimbus cloud or, in rare cases, the base of a cumulus cloud. Tornadoes are often referred to as twisters or cyclones, although the word cyclone is used in meteorology, in a wider sense, to name any closed low pressure circulation.

Now is the time to plan what you will do in the event of a tornado. Here are some reminders:

- The safest place to be is an underground shelter, basement, or safe room.
- If no underground shelter or safe room is available, a small, windowless interior room or hallway on the lowest level of a sturdy building is the safest alternative.
- Mobile homes are not safe during tornadoes. Abandon mobile homes and go to the nearest sturdy building or shelter immediately.
- In an office, hospital, or high rise building: Go directly to an enclosed, windowless area in the center of the building -- away from glass and on the lowest floor possible. Then, crouch down and cover your head. Interior stairwells are usually good places to take shelter, and if not crowded, allow you to get to a lower level quickly. Stay off the elevators; you could be trapped in them if the power is lost.
- In a car or truck: Vehicles are extremely risky in a tornado. There is no safe option when caught in a tornado in a vehicle, just slightly less-dangerous ones. If you are able, seek shelter in a sturdy building – library, public building, etc. If you are caught by extreme winds or flying debris, park the car as quickly and safely as possible – out of the traffic lanes. Stay in the car with the seat belt on. Put your head down below the windows; cover your head with your hands and a blanket, coat, or other cushion if possible. If you can safely get noticeably lower than the level of the roadway, leave your car and lie in that area, covering your head with your hands. Avoid seeking shelter under bridges, which can create deadly traffic hazards while offering little protection against flying debris.
- At school: Follow the drill! Go to the interior hall or windowless room in an orderly way as you are told. Crouch low, head down, and protect the back of your head with your arms. Stay away from windows and large open rooms like gyms.
- In the open outdoors: If possible, seek shelter in a sturdy building. If not, lie flat and face-down on low ground, protecting the back of your head with your arms. Get as far away from trees and cars as you can; they may be blown onto you in a tornado.
- In a shopping mall or large store: Do not panic. Watch for others. Move as quickly as possible to an interior bathroom, storage room or other small enclosed area, away from windows.
- In a church or theater: Do not panic. If possible, move quickly but orderly to an interior bathroom or hallway, away from windows. Crouch face-down and protect your head with your arms. If there is no time to do that, get under the seats or pews, protecting your head with your arms or hands.
- Your choice should be driven by your specific circumstances.

Tornado Watch

A tornado watch is issued when weather conditions are favorable for the development of severe thunderstorms that are capable of producing tornadoes. A tornado watch therefore implies that it is also a severe thunderstorm watch. During a tornado watch, the potential exists for large hail and/or damaging winds in addition to tornadoes.

A watch does not mean that the severe weather is actually occurring, only that atmospheric conditions have created a significant risk for it. If severe weather actually does occur, a tornado warning or severe thunderstorm warning would then be issued.

Personal Preparedness

- Seek shelter inside in a secure building
- Close all windows and external doors
- Continue working, but stay away from windows
- Be alert and monitor developing weather conditions
- Remain in the building until the weather has cleared or you are notified to evacuate the area

Tornado Warning

A tornado warning is an alert issued by national weather forecasting agencies to warn the public that severe thunderstorms with tornadoes are imminent or occurring. It can be issued after a tornado or funnel cloud has been spotted by the public, storm chaser, emergency management or law enforcement or more commonly if there are radar indications of tornado formation.

When this happens, the tornado sirens may sound in that area if any sirens are present, informing people that a tornado has been sighted or is forming nearby. Because sirens are not intended to be heard indoors, residents should not completely depend on them. Have more than one way to receive alerts. The issuance of a tornado warning indicates that residents should take immediate safety precautions.

It is a higher level of alert than a tornado watch, but (in the United States) it can be surpassed by an even higher alert known as a tornado emergency.

Personal Preparedness

- Seek shelter inside in a secure building
- Move to a restroom, an interior room or corridor
- Close all windows and external doors
- Be alert and monitor developing weather conditions.
- If you cannot get to one of these areas crawl under a heavy desk, if possible, protect yourself by placing your head close to your knees and cover your neck with your hands.

XIV. TROPICAL STORM

Tropical Storm Watch – Be Prepared! – Tropical storm conditions (sustained winds of 39-70 mph) are possible within the specified area within 48 hours.

Tropical Storm Warning – Take Action Now! – Tropical storm conditions (sustained winds of 39-73 mph) are expected within your area within 36 hours or less.

Personal Preparedness

- Listen closely to local officials on TV, radio, cell phones or other computer for instructions and updates.
- Have a personal / family emergency plan in place.
- Secure loose patio furniture, umbrellas, etc.
- Secure your home.

XV. SMOKE, WILD FIRE and DENSE FOG

- If you see a wildfire and haven't received evacuation orders yet, call 9-1-1. Don't assume that someone else has already called.
- If ordered to evacuate during a wildfire, do it immediately – make sure and tell someone where you are going and when you have arrived.
- Many communities have text or email alerting systems for emergency notifications. To find out what alerts are available in your area, search the Internet with your town, city, or county name and the word “alerts.”
- If you or someone you are with has been burned, call 9-1-1 or seek help immediately; cool and cover burns to reduce chance of further injury or infection.

Adapted from: <https://www.ready.gov/wildfires>

Helpful Resource Links:

<https://www.ready.gov/wildfires>

<http://www.tdi.texas.gov/pubs/videoresource/fsdrivingfog.pdf>

XVI. SUSPICIOUS PACKAGE

If you notice a package, backpack, or luggage left unattended in your facility notify a supervisor or manager of your findings.

DO NOT TOUCH OR MOVE any suspicious package found in the facility. The building manager or Site Coordinator will call 911

DO NOT:

- Use two-way radios or cell phones; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat. If the decision is made to evacuate, do so quietly and calmly, following the evacuation instructions for the building you are in and/or the direction of law enforcement.
- Activate the fire alarm

Some characteristics of suspicious letters or packages include but are not limited to:

- Unusually thick or heavy
- Excessive postage, no postage, or non-canceled postage
- No return address or fictitious return address
- Improper spelling of names, titles or locations
- Unexpected envelopes from foreign countries
- Suspicious or threatening messages written on packages
- Postmark with different location than return address
- Distorted handwriting or cut-and-paste lettering
- Unprofessionally wrapped packages or excessive use of tape, strings, or other wrapping
- Packages marked "Fragile: Handle with Care," "Rush: Do Not Delay," "Personal" or "Confidential"
- Rigid, uneven, irregular, or lopsided packages
- Packages discolored, oily or with an unusual odor
- Packages with soft spots, bulges, or excessive weight
- Protruding wires or aluminum foil

If you receive an unexpected package from an unfamiliar sender or notice features that seem questionable, remain calm and begin following the procedures listed below:

- Do not open the package or letter.
- Do not shake or empty the contents of a suspicious package or envelope.
- Do not carry the package or envelope, show it to others or allow others to examine it.
- Put the package or envelope on a stable surface; do not sniff, touch, taste, or look closely at it or any contents that may have spilled.
- Do not touch your eyes, nose or other body parts.
- Shut off window air conditioning units and fans.
- Isolate the package and secure the room by shutting all doors and windows.
- Thoroughly wash hands with soap and water.
- Advise fellow co-workers to avoid the area.
- Don't leave the area until told to by responding officers.
- Ensure that all persons who have touched the letter wash their hands with soap and water.

- Make a list of all persons who touched the letter or package and who were in the area when the letter was opened.
- After examination of package, shower with soap and water.

Helpful Resources Links:

<https://www.fbi.gov/about-us/investigate/terrorism/suspicious-packages-pdf>

<https://www.dhs.gov/see-something-say-something/what-suspicious-activity>

Unusual items or situations: A vehicle is parked in an odd location, a package/luggage is unattended, a window/door is open that is usually closed, or other out-of-the-ordinary situations occur.

REPORTING SUSPICIOUS ACTIVITY

To report suspicious activity, contact your local law enforcement agency. Describe specifically what you observed, including:

- Who or what you saw;
- When you saw it;
- Where it occurred; and,
- Why it's suspicious.

If there is an emergency, call 9–1–1.

BUILDING CLOSURE/EMERGENCY EVACUATION CHECKLIST

SECTION 1 – EMERGENCY DETAILS

Building Name: _____ **Building Code:** _____ **Date/Time:** _____

Floor or Area/s: _____

Level of Occupancy: Full Staff/Client Load Staff Only After-Hours

Type of Evacuation: Planned Exercise *False Alarm *Real Emergency

***Details/Cause:** *Go to Section 3*

SECTION 2 – EVACUATION SEQUENCE

Sequence of Events	Time
Alarm raised	Alert: Evac:
Wardens' respond	
Evacuation commenced	
Wardens' report to the Chief Warden	First: Last:
Wardens' arrive at assembly area / guard entry points	
Evacuation completed	
Emergency declared over	

SECTION 3 – DEBRIEFING / EVALUATION

Did all Wardens reported to Chief Warden? Yes No

 If no, which Wardens/areas did not report?

Were perimeter entrances guarded to prevent re-entry? Yes No

 If no, specify area(s) that were not guarded:

Did the Wardens use the emergency equipment (WIP, EWIS) competently? Yes No

 If no, specify detail:

Could the alarm be heard throughout the building? Yes No N/A

 If no, please specify the area(s):

Were the public address announcements clear and audible? Yes No

 If no, provide details:

Where emergency exits clear and operational? Yes No

 If no, specify area/s and problems:

Where exit paths well lit? Yes No

 If no, specify area(s):

Were all occupants evacuated? Yes No

 If no, who did not evacuate?

Were any mobility, vision or hearing impaired occupants present? Yes No

 If yes, have specific procedures been established and discussed with those occupants? Yes No N/A

Activities to be Carried Out Prior to Hurricane Season, During a Pre-Watch Period,
During a Tropical Storm OR Hurricane Watch, During a Warning Period, and During the Post Storm Phase

Pre-Hurricane Season						
#	Action	Administration	ACCESS	CPI	APS	SAMH
1	Update Regional COOP	Planning Manager & General Services	Director	Program Administrator	Program Administrator	Director
2	Ensure that all employees are trained annually on the emergency preparedness guidelines.		Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
3	Review and update call down trees for evacuation/relocation contact information of employees: includes current and alternate phone numbers and addresses if not at home. Instruct employees to supply new contact information if their plans change.	Senior Managers, Directors, Managers and Supervisors	Directors, Managers and Supervisors	Directors, Managers and Supervisors	Directors, Managers and Supervisors	Directors, Managers and Supervisors
4	Coordinates all program and interagency activities as appropriate to each specific program during the preparation and recovery operations		Director	Director	Director	Director
5	Ensure selected staff attends appropriate disaster preparation and recovery training.	Senior Managers, Directors, Managers and Supervisors	Directors, Managers and Supervisors	Directors, Managers and Supervisors	Directors, Managers and Supervisors	Directors, Managers and Supervisors
6	Locates and updates property/building management contact information.	General Services				
7	Conduct region wide disaster exercise annually.	Planning Manager & General Services				
8	Reviews all contract to ensure all providers submitted an annual emergency plan (approved by appropriate governing entity i.e. local county or state officials) to the contract manager.	Contract Managers				

24 Hours Prior to Potential Impact (Hurricane Warning)						
#	Action	Administration	ACCESS	CPI	APS	SAMH
1	Monitors impending weather notices and notifies the Regional Managing Director.	Planning Manager				
2	Emergency Operations Management Team convenes and Regional Managing Director alerts them of current situation and review emergency procedures.	Regional Managing Director & Planning Manager				
3	Ensures that all Directors are ready to contact state headquarters for information, codes, etc. for Attendance and Leave and Fiscal matters in the event of an emergency.	Regional Managing Director, Planning Manager & Business Partner				
4	Keeps Secretary or his/her designee informed of the status of Circuits and Region activities.	Regional Managing Director				
5	Send out "Be Safe" email to all personnel.	Regional Managing Director & Director of Communications				
6	Update Employee Hotline for each county with the current information.	Director of Communications				
7	Turn off and unplug all electrical devices	All Employees	All Employees	All Employees	All Employees	All Employees
8	Check with Information Technology before moving any computers.	Senior Management Team	Director	Director	Director	Director
9	Change out-going individual voice mail messages to indicate that offices will be closed due to emergency weather conditions.	All Employees	All Employees	All Employees	All Employees	All Employees

24 Hours Prior to Potential Impact (Hurricane Warning)						
#	Action	Administration	ACCESS	CPI	APS	SAMH
10	Move identified equipment/furniture to storage location (if necessary).	All Employees	All Employees	All Employees	All Employees	All Employees
11	Clear all areas of light objects such as files, papers, radios, and plants. Store work materials in drawers or file cabinets and take personal items home.	All Employees	All Employees	All Employees	All Employees	All Employees
12	Ensure all state vehicles have full tanks of gas and move state vehicles to designated secure location.	General Services				
13	Close all interior doors and lock any that are normally locked for security reasons, but DO NOT LOCK other doors.	Senior Management Team , DMS or Landlord	Director, Manager, DMS or Landlord	Director, Manager, DMS or Landlord	Director, Manager, DMS or Landlord	Director, Manager, DMS or Landlord
14	Ensures Protective Investigations notifies the Abuse Hotline and local Sheriff Offices in affected counties concerning closure.			Director, Program Administrator & CBC	Director & Program Administrator	
15	Notify property/building management that the building is ready for closure.	Senior Management Team	Director or Manager	Director or Manager	Director or Manager	Director or Manager
16	Reviews press releases and provide comments on content.	Senior Management Team & Director of Communications	Director	Director	Director	Director
17	Update the message on the employee information phone numbers.	Director of Communications				

24 Hours Prior to Potential Impact (Hurricane Warning)						
#	Action	Administration	ACCESS	CPI	APS	SAMH
18	Notifies all staff of time they may leave to prepare their homes or evacuate.	Regional Managing Director, Director, Community Development Administrator	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
19	Obtain emergency accounting codes from headquarters.	Budget Liaison				
20	Notifies duty office scheduler state offices will be closed.					
21	Notifies appropriate emergency operations management team representative when all steps are completed (Circuit Manager).		Director	Director	Director	Director
22	Provider master list of each vendor and food stamp retailer for the appropriate emergency operations management teas representative.	Director of Communications	Director			
23	Notifies Regional Managing Director when all steps are complete.	Senior Management Team	Director	Director	Director	Director
24	Back up vital records and mission critical data to offsite systems.	IT Manager				
25	Serve as central point of for media request for information and coordinates release of department related public information to the media regarding condition and availability of services during disaster preparation.	Director of Communications				

48 Hours Prior to Potential Impact (Hurricane Watch)						
#	Action	Administration	ACCESS	CPI	APS	SAMH
1	Monitors impending weather notices and notifies the Regional Managing Director.	Planning Manager				
2	Emergency Operations Management Team convenes and Regional Managing Director alerts them of current situation and review emergency procedures.	Regional Managing Director & Planning Manager				
3	Ensures that General Services and the HR Business Partner are ready to contact state headquarters for information, codes, etc. for Attendance and Leave and Fiscal matters in the event of an emergency.	General Services & HR Business Partner				
4	Keeps Secretary or his/her designee informed of the status of Circuits and Region activities.	Regional Managing Director				
5	Send out "Be Prepared" email to all personnel.	Regional Managing Director & Director of Communications				
6	Prepare to set up the Emergency Operations Command Center.	Planning Manager, General Service and Information Technology				
7	Identify and notify mission essential personnel regarding procedures and responsibilities	Senior Management Team	Director	Director	Director	Director
8	Verify that appropriate staff have security codes, keys, locks and alarms	General Services Manager	Director and Managers	Director and Managers	Director and Managers	Director and Managers

48 Hours Prior to Potential Impact (Hurricane Watch)						
#	Action	Administration	ACCESS	CPI	APS	SAMH
9	Communicate with all staff regarding the current threat, and to review specific terminology and anticipated procedures should the threat continue to manifest.	Senior Management Team	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors
10	Review and confirm emergency plan alternate location(s) where employees would report if work site(s) sustains damage that makes it unsuitable for occupancy.	Planning Manager & General Services Manager				
11	Obtain up to date employee and provider contact information and provide assignment lists to appropriate personnel.	Senior Management Team	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors
12	Ensure staff has instructions concerning identification and labeling of equipment to be move in case of a hurricane warning. Labels clearly indicate where the equipments came from to facilitate its return after the emergency. DO NOT MOVE ANY COMPUTER EQUIPMENT WITHOUT INFORMATION TECHNOLOGY'S APPROVAL.	IT Manager, General Services Manager and Director of Communications	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors
13	Ensure all cell phone batteries are charged.	All Employees	All Employees	All Employees	All Employees	All Employees
16	Prepares notification to all Directors, Managers and Supervisors of emergency timesheet requirements in case an emergency is declared.	HR Business Partner and HRSS				
18	Prepare and distribute Emergency Operations Management Team telephone list to appropriate staff.	Planning Manager				

48 Hours Prior to Potential Impact (Hurricane Watch)						
#	Action	Administration	ACCESS	CPI	APS	SAMH
19	Send email to all personnel providing a status of the storm and agency preparations. Email includes Employee Hotline phone numbers for all 6 counties.	Regional Managing Director & Director of Communications				
21	Reviews the information regarding registration for special needs shelters and discusses in details the requirements for medication, medical supplies and evacuation if ordered by county.	Director of Communications	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors
22	Coordinates with the Statewide Abuse Hotline and local Sheriff Offices in all affected counties in regard to coverage of protective investigations and advises appropriate emergency operations management team representative. (Operations Manager)			Director, Program Administrators, and CBC	Director, Program Administrators, and CBC	
23	Reviews emergency plans	Senior Management Team	All employees	All employees	All employees	All employees
24	Ensure primary responsibility of each program for notification and contact of residential and non-residential clients receiving services from more than one program to prevent duplication of program efforts.			Directors and Program Administrators	Directors and Program Administrators	Director and Managing Entities

48 Hours Prior to Potential Impact (Hurricane Watch)						
#	Action	Administration	ACCESS	CPI	APS	SAMH
25	Ensures all residential and non-residential providers caring for dependent clients are contacted to ensure they will implement emergency procedures in the event of a planned or sudden evacuation. <u>Obtains any changes in information regarding where DCF clients will be moved or emergency and/or alternate contact information and submits to Emergency Operations Management Team representative.</u>			Directors and Program Administrators	Directors and Program Administrators	Director and Managing Entities
26	Ensures non-residential providers are required to identify, inform, assess, plan, implement and document support(s) in place for clients who are in "greatest need".			Directors and Program Administrators, Contract Managers & CBC	Directors and Program Administrators	Director and Managing Entities
27	Ensure each provider is reminded that is they plan to evacuate or suddenly need to evacuate to a shelter they must bring with them adequate staff, medicine, Medicaid Cards, EBT cards and supplies. Supplies will include blankets, pillows, diapers, etc.			Directors and Program Administrators, Contract Managers & CBC	Directors, Program Administrators & Contract Managers	Directors, Program Administrators, Contract Managers & Managing Entities
28	Visits or contacts all clients in order to assess and, if necessary, to assist with emergency relocation.			Child Protective Investigators & CBC Case Managers	Protective Investigators	

48 Hours Prior to Potential Impact (Hurricane Watch)						
#	Action	Administration	ACCESS	CPI	APS	SAMH
29	Activates the procedure to ensure a means to provide location, contact and evacuation information for each dependent client and updated and submitted to the appropriate emergency operations management team representative.			Directors and Program Administrators, Contract Managers & CBC	Directors, Program Administrators & Contract Managers	Directors, Program Administrators, & Managing Entities
30	Ensure any uncovered caseload is assigned and distributes updated caseload and counselors' assignment list to the appropriate personnel.			Directors and Program Administrators & CBC	Directors, Program & Administrators	
31	Serve as central point of for media request for information and coordinates release of department related public information to the media regarding condition and availability of services during disaster preparation.	Director of Communications				

72 Hours Prior to Potential Impact (Track and monitor storm position and cone of uncertainty)						
#	Action	Administration	ACCESS	CPI	APS	SAMH
1	Monitors impending weather notices and notifies the Regional Managing Director.	Planning Manager				
2	Emergency Operations Management Team convenes and Regional Managing Director alerts them of current situation and review emergency procedures.	Regional Managing Director & Planning Manager				
3	Ensures that General Services and the HR Business Partner are ready to contact state headquarters for information, codes, etc. for Attendance and Leave and Fiscal matters in the event of an emergency.	General Services & HR Business Partner				
4	Keeps Secretary or his/her designee informed of the status of Circuits and Region activities.	Regional Managing Director				
5	Sent "Let's Get Ready" email to all personnel	Regional Managing Director & Director of Communications				
6	Update Employee Hotline numbers in all affected counties.	Director of Communications				
7	Deploy emergency supplies and drive away kits, if that have not been already deployed.	General Services				
8	Verify phone trees.	Senior Management Team	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors
9	Prepare personal disaster portfolio	All Employees	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors	Director, Managers and Supervisors

72 Hours Prior to Potential Impact (Track and monitor storm position and cone of uncertainty)						
#	Action	Administration	ACCESS	CPI	APS	SAMH
10	Serve as central point of for media request for information and coordinates release of department related public information to the media regarding condition and availability of services during disaster preparation.	Director of Communications				
11	Emergency Operations Management Team convenes and Regional Managing Director alerts them of current situation and review emergency procedures.	Regional Managing Director & Planning Manager				

Post Hurricane Recovery						
#	Action	Administration	ACCESS	CPI	APS	SAMH
1	Deploy the Damage Assessment Teams to Circuit facilities.	Regional Managing Director or Community Development Administrators				
2	A assess each facility with the Damage Assessment Form and photographs or video records each facility that has been damaged.	Damage Assessment Team				
3	Notifies the appropriate emergency operations management team representative (Manager) of the availability and accessibility for each site for occupation and repairs.	Damage Assessment Team				
4	If the Circuit/Region administration building can be occupied, the Regional Managing Director deploys a Damage Assessment Team to the building to bring operations back online.	Regional Managing Director or Community Development Administrators				
5	The appropriate emergency management teams representative update the Employee hotline information (DCF) and notifies local media	Director of Communications				
6	Deploys personnel to their respective or alternative duty stations.	Senior Management Team	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
7	Direct all emergency recovery efforts.	Planning Manager & Regional Managing Director	Director	Director	Director	Director

Post Hurricane Recovery						
#	Action	Administration	ACCESS	CPI	APS	SAMH
8	Reviews press release for content pertaining to respective area.	Senior Management Team and Director of Communications	Director	Director	Director	Director
9	Notifies property management of resumption of services	Senior Management Team or General Services	Director	Director	Director	Director
10	Identifies staff that did not return to work and attempts to locate them. If they cannot be located, notifies appropriate emergency operations management team representative (Director) of possible need for rescue.	Senior Management Team	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
11	Identifies staff that reported to an alternative service center and submits names to the appropriate emergency operations management team representative (Director).	Senior Management Team	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
12	Arranges for the return of equipment and furniture to its normal location; tests for equipment failures and notifies General Services or Information Technologies as needed.	Senior Management Team	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
13	Employee record new individual voice mail messages.	All employees	All employees	All employees	All employees	All employees
14	Arrange for the return of state vehicles and keys to normal location; tests vehicles for problems and initiates repairs if needed.	General Services				
15	Arranges missed appointments to be rescheduled.	Senior Management Team	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
16	Clarifies instructions for completion of time sheets (amount and type of leave) and distributes information to supervisory personnel.	HR Business Partner & HRSS	Director & Managers	Director & Managers	Director & Managers	Director & Managers

Post Hurricane Recovery						
#	Action	Administration	ACCESS	CPI	APS	SAMH
17	Notifies the appropriate emergency operations management representative (Director) of any special or emergency staff needs.	Senior Management Team	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
18	Find out from the appropriate emergency operations management team representative (Director) whether any significant power outages occurred. If so, assigns staff to report and implement recovery activities as directed.	Senior Management Team	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
19	If notified that the area has been declare a disaster area, assign staff to report as directed by the appropriate emergency operations management team representative (Director).	Senior Management Team				
20	Contacts the Abuse Hotline to obtain all abuse, neglect or exploitation reports; initiates investigations.			Director or Program Administrator	Director or Program Administrator	
21	Tracks volunteer activities from the Volunteer Log.	Senior Management Team	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
22	Tracks donations from the Donations Log.	Senior Management Team	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors	Director, Managers & Supervisors
23	Notifies ASFM of Fiscal Office capability	Budget Liaison				
24	Prepare and produces special and standard FLAIR reports as required.	Budget Liaison				

Post Hurricane Recovery						
#	Action	Administration	ACCESS	CPI	APS	SAMH
25	Established OCA codes in FLIAR according to instructions from ASFMR.	Budget Liaison				
26	The IFG program is not activated unless a Presidential Disaster is declared in the State of Florida. If this occurs, coordinate with ACCESS/IFG Program in identifying the Federal Disaster number assigned.		Director			
27	Ensures provide with residential facilities are contacted by telephone or in person (as required) to determine the following: <ul style="list-style-type: none"> • Impact of the hurricane on their services • Effect of the hurricane on their residents • Impact of the hurricane on their facilities • The need for additional counseling personnel for both their residents and their staff. 			Directors and Program Administrators, Contract Managers & CBC	Directors, Program Administrators & Contract Managers	Directors, Program Administrators, & Managing Entities
28	Visits are calls to check on all residential and non-residential clients or provider to determine well-being and needs.			Child Protective Investigators & CBC case managers	Protective Investigators	Managing Entities
29	Arranges for prompt post-event counseling for department staff as indicated. Coordinates Community Counseling efforts for DCF.					Directors, Program Administrators, & Managing Entities
30	Serve as central point of for media request for information and coordinates release of department related public information to the media regarding condition and availability of services during disaster recovery.	Director of Communications				

Helpful Links

www.ready.gov

<http://www.dcf.state.fl.us/asg/safety/activeshooter/>

<http://www.dcf.state.fl.us/myhr411/LeaveManagement/WorkersComp.shtml>

www.aspca.org

www.nhc.noaa.gov

www.bereadyflorida.org

www.cdc.gov

www.fbi.gov

www.dhs.gov/see-something-say-something