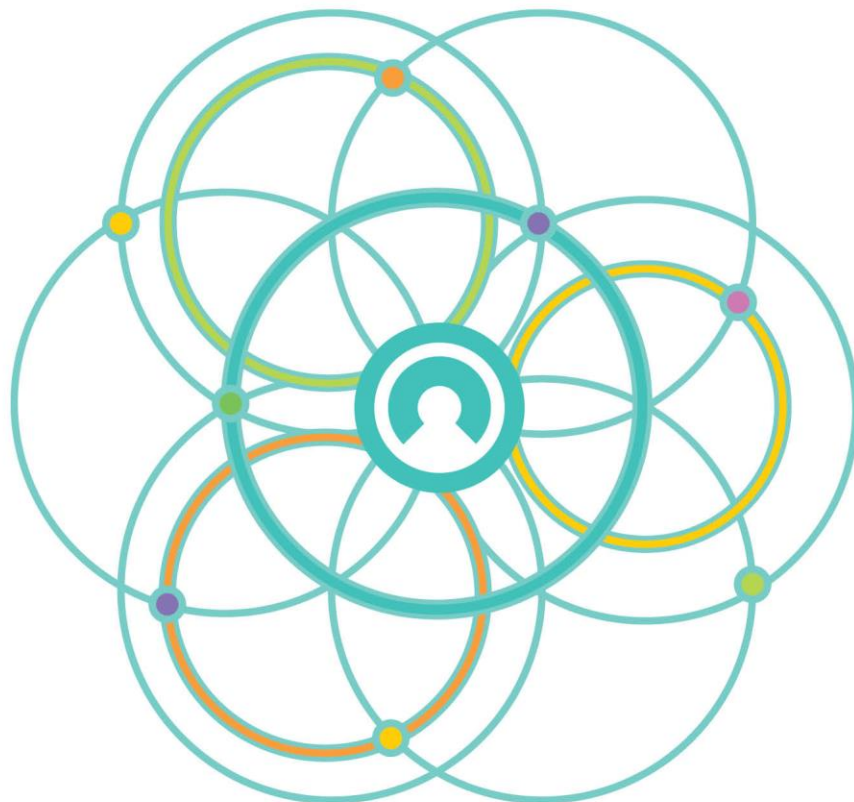




EMERGENCY PREPAREDNESS PROCEDURES AND RESPONSE PLAN

Table of Contents

Emergency Operations Plan.....	2
Emergency Response Team Checklists	7
25 Questions for Emergency Managers.....	15
General Employee Emergency Response Guidelines.....	16
Indianapolis Addendum	22
Fort Wayne Addendum.....	25
Merrillville Addendum	26
Batesville Addendum	27
Richmond Addendum	28
Hammond Addendum.....	29
Lake Charles Addendum.....	30
Shreveport Addendum	31
Gulfport Addendum	32
IT Disaster Recovery Plan Addendum	33
Hurricane Preparedness Planning Addendum	49
Disaster Preparedness Procedures for Families and Staff Addendum	60

Emergency Operations Plan and Checklists

INTRODUCTION

The Administration Emergency Operations Plan and Checklists provides an easy reference of responsibilities for every member of the Choices emergency operations team. The Plan and Checklists have been developed to supplement the guidance provided in Emergency Preparedness Procedures and Response Plan and any addenda. Position description summaries and operational checklists are outlined for each of the positions of the Choices Emergency Operations Team.

Use of the Plan and Checklists will enhance organization and performance through standardization of activities and procedures between Administration and field level response teams.

Definition of a Crisis

A crisis can take many forms. Below are some examples of how Choices could find itself in a crisis situation or facing an emergency:

- Public Safety Event
 - Any criminal act occurring or threatening to occur that involves a staff member, family, provider, or partner.
- Public Health Crisis
 - Any event in which the health of the general public is at risk.
- Building Safety Issues
 - Any disaster or potential disaster involving physical structures.
- Weather Conditions
 - Any disruption in work or potential physical harm caused by weather events such as snow, rain, flooding, wind, tornadoes, or lightning.
- Terrorist Attack
 - Any disruption in work or potential physical harm caused by an act of terror in a city or community in which Choices operates.
- Cyberattack or Internet Security Breach
 - Any disruption to Choices' computer systems, such as a breach of confidential youth/staff information or the dismantling of Choices' external website and internal network.

Emergency Plan Management and Updates

The Compliance Department will be responsible for updates and maintenance of this plan.

THE EMERGENCY RESPONSE TEAM

Purpose

For the purposes of this document, an emergency is defined as a sudden, unexpected, or impending situation that may cause injury, loss of life, damage to the property, and/or interference with the normal activities of Choices and which, therefore, requires immediate attention and remedial action.

The Emergency Response Team (ERT) provides centralized management of a response to an emergency. It facilitates a coordinated response by the Executive Team, Choices staff, and representatives from outside organizations, if any.

Function

The ERT provides a centralized focus of authority and information and allows face-to-face coordination among personnel who must make decisions regarding priorities in the use of resources. The following functions are performed by the ERT:

- Receive and disseminate warnings;
- Coordinate emergency operations between sites and offices; and
- Develop policies and determine the state of emergency for employees.

Activation Policy

The Choices ERT is activated when sites need support in an emergency situation. Activation may involve partial or full staffing of the team, depending on the support required. In an era of 24-7 media coverage, plus “citizen journalism” emboldened by social media, it is imperative that Choices immediately activate an internal team to address a crisis when it occurs. This will allow the ERT to immediately research what they know about the crisis and develop effective response strategies for the short and long-term.

The following list depicts the circumstances when the Choices ERT may be activated:

- a local government within a Choices Operational Area (OA) has activated its ERT;
- the County and/or one or more cities have declared a local emergency;
- a city, a city and the county, or the county has requested a Governor's Proclamation of a State of Emergency; or
- a state of emergency is proclaimed by the Governor for the OA.

The four circumstances listed above require automatic activation of the Choices ERT. Other than these circumstances, the activation of the Choices ERT must be authorized. The following Choices personnel are authorized to activate the ERT:

- Board of Directors;
- Chief Executive Officer (CEO);
- Chief Financial Officer (CFO);
- Chief Operations Officer (COO); and
- Executive Director of the affected State/Site, with approval of the above.

ERT ACTION PLANNING PROCESS

Overview

If Choices is going to move forward in a unified manner during a crisis, there must be a clear understanding of the objectives, time frame used (operational period), and the way individual efforts are part of the overall organizational efforts. The action planning process is a key element to identify the organization objectives/priorities and to ensure that the entire organization will be focused and acting as a unified, coordinated body.

Responsibilities for Action Planning

Sequence of Activities in the Action Planning Meeting

1. The COO and CFO provide briefs on their present situations and make recommendations on specific objectives for the next operational period.
2. The CEO or his/her designee, after considering the recommendations from the other members of leadership, defines the organizational priorities for the next operational period (short-term) as well as the intermediate objectives. The objectives should include no more than four or five broad goals and represent the strategic objectives of the organization. The objectives should be measurable and verifiable.
3. The CFO or his/her designee captures (in writing) the objectives as determined by the Leadership Team. These written objectives/priorities are approved by the CEO to ensure accuracy of the organization objectives.
4. The COO will then address actions for meeting the organizational objectives.
5. The Finance section determines requirements for paying, documenting, and recovering the funds for personnel, supplies, and materials to support the operations during the pursuit of organizational objectives.
6. The Vice President of Community & Provider Relations provides copies of the objectives plus a copy of the blank ERT Action plan to each Leadership Team member. Each of the Team members fills in the form on how their areas will meet the objectives, and returns the document to the COO, who then develops the ERT Action Plan for final approval by the CEO and distribution.
7. The COO is responsible for scheduling and leading the Planning Action Meeting and developing the ERT Action Plan.
8. The ERT should appoint one person to be a record keeper throughout the crisis. A thorough, factual record of events is an essential tool in responding to a crisis and evaluating the response after it is resolved.

Who Should Be Notified in Case of an Emergency/Crisis

The ERT should identify who, among the team members, should contact the individual stakeholders below if and when appropriate. The mechanism of notification, e.g., phone call or email, will be determined by the team members on a case-by-case basis. Once the form of communication is determined, a team member will be tasked with carrying out the notifications using the chosen method.

Please see the Choices Crisis Communication Plan for detailed information.

Internal

- Choices Board of Directors;
- Executive and Admin Team Members;
- Clinical Directors and Provider Relations Directors;
- Choices Employees; and
- Outside Counsel (depending on their role in the crisis).

External (where applicable)

- State and local government funding agencies in the affected area;
- Providers in the affected area;
- Families in the affected area;
- Landlords in the affected area;
- Government officials and agencies in affected areas;
 - Police departments;
 - Fire departments;
 - Sheriff's departments;
 - Departments of Homeland Security (state and local);
 - Federal Bureau of Investigation;
 - State police;
 - State representatives; and
 - State senators.
- Media in affected areas;
- Area hospitals; and
- Utility companies (gas, water, power, and telephone).

Protocol for a Crisis – Developing and Disseminating Key Messages

The first step in communicating information is developing the message for how to address the crisis. Depending on the crisis, some best practices to keep in mind are:

- Only state facts;
- Keep it brief; and
- Include Choices boilerplate language (when deemed appropriate).

The ERT must act quickly to share accurate, relevant information before misinformation spreads. Based on the nature of the crisis, communications should be transmitted on an as-needed basis up until such time as a scheduled effort becomes more practical.

Choices has several vehicles it may utilize to communicate to its diverse audiences in a crisis:

- Press conference;
- Press release;
- Email (external and internal);
- Website (external);
- Facebook (external); and
- Employee intranet (internal).

Timeline for Developing and Disseminating Messages in a Crisis

The following activities should be performed by the Choices Communications Team in conjunction with the relevant members of the Executive Leadership Team.

1. Gather information and verify its accuracy.
2. Share an initial statement or response; if possible, do this before being prompted.
3. Notify internal and external stakeholders as needed.
 - Share an initial plan of action with the funding agency, if necessary.
 - Identify an individual in the ERT to pass along news releases, etc., to funding agencies.
 - Connect the Choices Communications Team with funding agency communications representative, if necessary.
4. Distill information and prepare a briefing/talking points for CEO or relevant Executive Leadership Team member.
5. Prepare and distribute a statement/news release for the media.
6. Prepare an email for employees and attach the press release so employees hear about the crisis from Choices, rather than the media.
7. Post statements/news release on Facebook page, website, and other social media.
8. Monitor crisis/coverage and adjust/update message as needed.

ERT POSITION CHECKLISTS

The following checklists are guidelines for the Emergency Response Team Members assigned to the ERT and are not intended to substitute for an individual's judgment based upon training, experience, the incident and circumstances.

Decisions made by individuals significantly different from these guidelines should be coordinated with the COO and documented for evaluation of inclusion to this document.

- Read your specific position checklist in its entirety before implementing any checklist item.
- Use the checklist as a guideline; some incident-driven actions may not be on checklists.
- If a checklist item is not applicable to the situation, it should be skipped.
- If an incident develops where a previously skipped checklist item becomes relevant, then that checklist item should be executed.

The checklists for each position are designed to flow from (1), actions which increase the readiness stature (2), those actions of general response preparedness, and (3), actions for specific response.

Chief Operations Officer

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Establish the appropriate Staffing level for the ERT and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
2. Exercise overall management responsibility for the ERT. Ensure that all actions are accomplished within the priorities established.
3. Ensure that inter-departmental communication is accomplished effectively within the ERT.

Activation Phase:

- ☐ Determine appropriate level of activation based on situation as known.
- ☐ Mobilize appropriate personnel for the initial activation of the ERT.
- ☐ Respond immediately to ERT site and determine operational status.
- ☐ Obtain briefing from whatever sources are available.
- ☐ Ensure that the ERT is properly set up and ready for operations.
- ☐ Ensure that an ERT check-in procedure is established immediately.
- ☐ Ensure that an ERT organization and staffing chart is posted and completed.
- ☐ Assign the VP of Community & Provider Relations to coordinate outside agency response, and to assist as necessary in establishing an Interagency Coordination Group, if needed.

Operational Phase:

- ☐ Monitor general staff activities to ensure that all appropriate actions are being taken.
- ☐ In conjunction with the VP of Community & Provider Relations, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- ☐ Ensure that the VP of Community & Provider Relations is providing for and maintaining effective interagency coordination.
- ☐ Based on current status reports, establish initial strategic objectives for the ERT.
- ☐ In coordination with Management Staff, prepare management function objectives for the initial Action Planning Meeting.
- ☐ Convene the initial Action Planning meeting. Ensure that Leadership and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed. Ensure the meeting is facilitated appropriately by the Planning/Intelligence Section.
- ☐ Once the Action Plan is completed by the Planning/Intelligence Section, review, approve and authorize its implementation.
- ☐ Conduct periodic briefings with the staff to ensure strategic objectives are current and appropriate.
- ☐ Conduct periodic briefings for funders, providers, clients, or their representatives.
- ☐ Coordinate communication with media, as appropriate.

Demobilization Phase:

- ☐ Notify other Choices offices, and other appropriate organizations of the planned demobilization, as appropriate.
- ☐ Ensure that any open actions not yet completed will be handled after demobilization.
- ☐ Ensure that all required forms or reports are completed prior to demobilization.
- ☐ Be prepared to provide input to the after-action report.
- ☐ Deactivate the ERT at the designated time, as appropriate.
- ☐ Proclaim termination of the emergency response.

Vice President of Community & Provider Relations

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Serve as the coordination point for all Choices' media releases.
2. Ensure that the public within the affected area receives complete, accurate, and consistent information about the crisis and other vital information.
3. Coordinate media releases with other emergency response agencies within the Operational Area as required.
4. Develop the format for press conferences, in conjunction with the CEO.
5. Maintain a positive relationship with the media representatives.
6. Supervise assigned staff.
7. Refer to Crisis Communications Plan for detailed guidelines.

Activation Phase:

- ☐ Follow generic Activation Phase Checklists.
- ☐ Determine staffing requirements and make required personnel assignments for the Communications Department as necessary.

Operational Phase:

- ☐ Obtain policy guidance from the CEO with regard to media releases.
- ☐ Keep the CEO advised of all requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- ☐ Identify method for obtaining and verifying significant information as it is developed.
- ☐ Implement and maintain an overall information release program.
- ☐ Establish a Media Information Center, as required, providing necessary space, materials, telephones, and electrical power.
- ☐ Maintain up-to-date status boards and other references at the media information center.
- ☐ At the request of the CEO, prepare media briefings for key staff and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- ☐ Ensure that a rumor control function is established to correct false or erroneous information.
- ☐ Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.
- ☐ Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired etc.).
- ☐ Monitor broadcast media, using information to develop follow-up news releases and rumor control.
- ☐ Ensure that file copies are maintained of all information released. Provide copies of all media releases to the CEO.
- ☐ Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- ☐ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

Demobilization Phase:

- ☐ Follow generic Demobilization Phase Checklist.

Compliance & Accreditation Manager

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Collect, organize and file all completed event or crisis related forms, to include: all ERT position logs, situation status reports, ERT Action Plans and any other related information, just prior to the end of each operational period.
2. Provide document reproduction services to ERT staff.
3. Distribute the Choices ERT situation status reports, ERT Action Plan, and other documents, as required.
4. Maintain a permanent electronic archive of all situation reports and Action Plans associated with the event or disaster.
5. Assist the CEO in the preparation and distribution of the After-action Report.
6. Supervise the Documentation Unit.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

Operational Phase:

- ☐ Maintain a position log.
- ☐ Meet with the COO to determine what ERT materials should be maintained as official records.
- ☐ Meet with the COO to determine what ERT materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- ☐ Reproduce and distribute the Situation Status Reports and Action Plans. Ensure distribution is made to the Region/State ERT.
- ☐ Keep extra copies of reports and plans available for special distribution as required.
- ☐ Set up and maintain document reproduction services for the ERT.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

Information Technology Director

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Assist COO in determining appropriate types and numbers of computers and computer applications required to facilitate operations.
2. Ensure e-mail system is accessible on all computers for internal information management.
3. Supervise the IT Department.
4. Refer to the IT Disaster Recovery Plan for detailed guidelines.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist. Review Job Action Sheet (JAS), if available.

Operational Phase:

- ☐ Establish and maintain a position log and other necessary files.
- ☐ Continually monitor Choices network and ensure automated information links are maintained.
- ☐ Develop instructional guidance for use of computers and computer programs, as needed
- ☐ Request additional computer equipment as required.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

Chief Financial Officer

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Ensure that all financial records are maintained throughout the event or disaster.
2. Ensure that all on-duty time is recorded for all personnel.
3. Ensure that all on-duty time sheets are collected, if needed.
4. Ensure there is a continuum of the payroll process for all employees responding to the event or disaster.
5. Determine purchase order limits for the procurement of necessary items.
6. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
7. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
8. Provide administrative support as required, in coordination with the COO and Executive Leadership Team.
9. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms, as needed.
10. Supervise the Finance/Administration Section.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.
- ☐ Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- ☐ Ensure that sufficient staff is available as required.
- ☐ Meet with the Finance Team to ensure responsibilities are clearly understood.
- ☐ In conjunction with the Finance Team, determine the initial Action Planning objectives for the first operational period.
- ☐ Notify the CEO when the Finance/Administration Section is operational. Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

- ☐ Ensure that Finance/Administration position logs and other necessary files are maintained.
- ☐ Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- ☐ Participate in all Action Planning meetings.
- ☐ Brief the Finance Team and ensure they are aware of the ERT objectives as defined in the Action Plan.
- ☐ Keep the CEO, General Staff, and Board of Directors aware of the current fiscal situation and other related matters, on an on-going basis.
- ☐ Ensure that the Recovery Unit maintains all financial records throughout the event or disaster.
- ☐ Ensure that the Finance Team processes purchase orders and develops contracts in a timely manner.
- ☐ Ensure that the HR Team processes all workers' compensation claims, resulting from the disaster, in a reasonable time-frame, given the nature of the situation.

- ☐ Ensure that the Time-Keeping Unit processes all time-sheets and travel expense claims promptly.
- ☐ Ensure that the Finance Team provides administrative support to other ERT Sections as required.
- ☐ Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

25 Questions for ERT Members

The twenty-five questions below may be used as a starting point for organizing an emergency operations plan. The answers to the questions and who has those answers, delineates who should be involved in the response, and what disciplines should be represented so the management of the event is successful.

- | | |
|---|--|
| 1. What happened? | 2. When did it happen? |
| 3. Where did it happen? | 4. What was the cause? |
| 5. What population is affected? | 6. How are they affected? |
| 7. How long will they be affected? | 8. How many dead? |
| 9. How many injured? | 10. How many missing? |
| 11. What is the extent of damage? | 12. What is the current impact on government? |
| 13. How did we learn of the incident? | 14. When did we respond? |
| 15. Who is in charge of response | 16. What has been done so far? |
| 17. What is the status of response? | 18. What is the long-term situation? |
| 19. What is the short-term situation? | 20. Has mutual aid been requested? |
| 21. What are the emergency PIO requirements? | 22. What is the short-term plan? |
| 23. What is the long-term plan? | 24. What executive actions or decisions are needed? |
| 25. What is our briefing schedule? | |

General Employee Emergency Response Guidelines

Emergency Contact Information

In the event of an emergency, employees should call 911. It is recommended that all employees program the phone numbers of their Supervisor and Executive Director or other leadership position into their mobile device for purposes of emergency communication.

If an employee is unsure who to contact, the Choices employee directory, which includes email addresses, office phone numbers, and cell phone numbers, may be accessed at the following address: <http://go4.choicesteam.org/index.php?q=employeeeresourcesphonenumberlist.html>

All individuals should print off and program into their phones all numbers which would be needed in the event of an emergency. Each care coordinator should also have current client contact information and crisis plans available in printed form.

FIRES

PLAN AHEAD

- 1) Know the location of the exits and fire extinguishers closest to your work area. Be aware of the location of fire hoses and emergency lights. There are emergency lights on each floor that are powered by battery back-up in the event of power failure.
- 2) Review the evacuation routes for your entire building. You may not be at your desk in the event of a fire.
- 3) If an employee has a disability that could delay escape, notify Human Resources so that plans can be made for a safe evacuation of the disabled employee.
- 4) The Executive Director or administrative leadership of each location is responsible for pre-arranging individuals at each office and on each floor to assist in the evacuation process and help any disabled persons. This individual will be responsible for checking each work area, meeting area, and common area to ensure it has been evacuated before exiting the building.
- 5) If an evacuation is ordered during a meeting, the employee who called the meeting will be responsible for ensuring all meeting attendees evacuate in an orderly fashion, and all attendees are accounted for when the evacuation is completed.

IN CASE OF FIRE

- 1) If you see a fire or smoke, and the building alarm has not yet sounded, pull the nearest manual fire alarm.
- 2) Leave the area quickly, closing doors as you leave to help contain fire and smoke.
- 3) Go to the nearest exit that is not blocked by fire. Do not use the elevators.

- 4) If there is heavy smoke, crawl near the floor.
- 5) Test doors before opening. Feel the door with the back of your hand, high points on the door frame, and the space under the door for heat. If any of these are hot, use another escape route. If none are hot, brace your body against the door and open it slowly. Be prepared to quickly close the door again if smoke or flames are seen.
- 6) Follow directions from fire, security, and building management personnel. Once outside, move to the assembly area assigned to you by your building's management. Assemble in groups with your supervisor to account for all employees who would have been in the building. Supervisors will be responsible for doing a head count to ensure that all employees in their section are accounted for.
- 7) Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.
- 8) Stay out of the way of fire fighters and remain outside until the Fire Department determines that it is safe to enter the building.
- 9) Supervisors will be responsible for ensuring that the Executive Director, Vice President, or Company Officer is aware of the fire.

FIRE EXTINGUISHERS

There are portable fire extinguishers located throughout the building. These fire extinguishers are universal, for all types of fires. However, these are usually appropriate only for small, contained fires, such as a fire in a wastebasket.

For any fire larger, call 911 and evacuate the premises.

TORNADOES

TORNADO WATCH

A tornado watch is issued when conditions are favorable for tornado formation. Be aware that there is a possibility of tornadoes and severe thunderstorms when a tornado watch has been issued. Monitor local media for updates on severe weather.

TORNADO WARNING

A tornado warning means that a funnel cloud has been sighted or has touched down.

- 1) A message will be broadcast over local radio and television stations.
- 2) An email or voice mail message will alert staff that a tornado warning has been issued. The Chief Operations Officer will designate an employee responsible for sending the message to administrative staff. Each Executive Director will designate an employee responsible for sending a message to their respective operations staff.

Local media will advise when severe weather has passed.

ACTION TO TAKE

- 1) Move toward the center of the building and away from all sources of glass.
- 2) Leave your exterior office and close the door.
- 3) Go to the interior hallways, elevator lobby, or stairwell.
- 4) Kneel down and cover your head or get under a desk to prevent injury to yourself from falling debris.
- 5) The supervisor in each area will be responsible for directing and helping employees, clients, and visitors.
- 6) Do not get on an elevator.

IF OUTSIDE

If you are in your car, attempt to find a location of safety and go inside. If you cannot reach a location of safety, pull over to the side of the road, leave the car, and lie flat in a ditch or low-lying area. Protect your head with your hands.

AFTER A TORNADO

- 1) Check for injured personnel in your department. Do not attempt to move seriously injured persons unless they are in immediate danger of further injury.
- 2) Do not touch power lines or objects in contact with downed power lines.
- 3) If the water is off, emergency water may be obtained from water heaters or melted ice cubes. Water may be strained through a clean handkerchief or cloth if there is any danger of contamination.
- 4) Do not flush toilets until sewer lines have been checked and are confirmed to be safe for use.
- 5) If emergency responders have asked for limited cell phone traffic, not use telephones except for emergency calls. Turn on your radio for information and instruction.

PUBLIC HEALTH CRISIS

In the event of a public health crisis, Choices will follow guidance provided by federal, state, and local authorities, as appropriate.

Examples of steps that may be taken include, but are not limited to:

1. Follow existing disaster response plans and procedures,
2. Practicing social distancing,
3. Limiting non-essential work travel, and
4. Requiring staff to stay at home when they are ill or symptomatic.

Choices leadership will provide staff with regular informational updates until the crisis is contained and/or has ended.

ACCIDENTS

In the event an employee or visitor becomes injured or seriously ill, you should:

MAJOR PERSONAL INJURY

- 1) Help with care of the person who is injured or sick. DO NOT attempt to move them. Try to make them comfortable.
- 2) Call 911, and be prepared to give the following information:
 - a) The telephone number from which you are calling.
 - b) Your current location, with any special directional instructions (i.e., nearest major intersection, crossroad or landmark) to assist the emergency crews in locating the address.
 - c) Describe the victim's condition as best you can (i.e., burned, bleeding, broken bones).
 - d) Give your name. Do not hang up. Let the emergency personnel end the conversation. They may have questions to ask or special information to give about what you can do until help arrives.
- 3) Notify the supervisor located in that office or department. The supervisor should arrange to meet the emergency unit to direct them to the scene of the accident/illness.
- 4) If you are the individual who was injured or ill, you and your supervisor should contact Human Resources. Human Resources will work with you and your supervisor to complete a First Report of Injury Form and submit a claim to Choices' insurer if necessary. The Incident Report should be completed within 24 hours of the incident, if possible.

MINOR PERSONAL INJURY

- 1) Contact a supervisor and Human Resources.
- 2) Utilize an emergency first aid kit to treat the injury or illness if appropriate.
- 3) If you are the individual who was injured or ill, and you feel further medical attention is necessary, go to the Occupational Health center for treatment, as directed by Human Resources. You should transport yourself only if you are able to drive safely.
- 4) If you are the individual who was injured or ill, at an appropriate time after the accident or illness, you and your supervisor should contact Human Resources. Human Resources will work with you and your supervisor to complete a First Report of Injury Form and submit a claim to Choices' insurer if necessary. Submit the Incident Report within 24 hours of the incident if possible.

BOMB THREAT

ACTION

- 1) Upon receiving a bomb threat or bomb information, immediately notify a supervisor and call 911.
- 2) Provide any information that you can to the 911 dispatcher or representative of the Police Department regarding the person making the threat and the circumstances under which it was made.
- 2) Follow the instructions given by the dispatcher or representative of the Police Department.
- 3) If the dispatcher or representative of the Police Department advises that the building should be evacuated, the supervisor should work with him or her to inform building occupants and initiate evacuation procedures.
- 3) Supervisors will perform a head count to ensure that all employees in their section have successfully evacuated the building and are accounted for.
- 4) The supervisor in each area will be responsible for directing and helping clients and visitors.
- 5) Nobody may re-enter the building until the appropriate public safety authorities have declared it safe.

EARTHQUAKE

ACTION

- 1) If you are in your car, pull over to the side of the road, stop the car and stay inside until the shaking stops. If the earthquake has been severe, do not cross bridges or overpasses.
- 2) If you are indoors, get under something sturdy or stand in a doorway or an inside corner. Get to interior hallways, elevator lobbies, or restrooms. Do not get into an elevator. Stay clear of windows, bookcases, shelves, or anything that might contain loose, heavy, or breakable objects.
- 3) The supervisor in each area should work with the highest-level manager located in that office to keep employees advised of the situation, provide further instructions, and, if necessary, assist in evacuation of the premises pursuant to instructions from the building owner.
- 4) The supervisor in each area will be responsible for performing a head count to ensure that all employees are accounted for.
- 5) The supervisor in each area will be responsible for directing and helping clients and visitors.

AFTER AN EARTHQUAKE

- 1) Check for injuries in your department. Do not attempt to move seriously injured persons unless they are in immediate danger of further injury.
- 2) Do not touch power lines or objects touched by downed power lines.

- 3) Do not drink tap water and do not flush toilets until sewer lines are checked.
- 4) If public safety authorities have requested limited cell phone use, do not use telephones except for emergency calls. Turn on your radio for information and instructions.
- 5) Be prepared for additional aftershocks. Although most of these are smaller than the main shock, some may be large enough to cause additional damage.

GENERAL EVACUATION

Each employee should be familiar with the evacuation procedures for their workplace, the location of the stairs, and the proper actions to take in the various types of emergencies.

- 1) Follow the instructions in this manual for the applicable emergency situation.
- 2) Ensure all personnel in your area are alerted to the emergency. Check restrooms and storage areas.
- 3) All supervisors are responsible for evacuating handicapped individuals from their areas.
- 4) Close the door to your office as you leave. Do not try to collect items to take with you. This delay could result in serious consequences.
- 5) Use stairways. Do not use elevators. Move in a swift and orderly manner down the stairways. Use handrails. Do not run.
- 6) When you reach the lobby, be prepared to merge with other people evacuating the building.
- 7) Once outside the building, move to a designated location in groups with your supervisor to help account for all employees who would have been in the building.
- 8) Supervisors will perform a head count to ensure that all employees have successfully evacuated the building. Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.
- 9) Keep calm.
- 10) The most senior manager will normally determine the need for building evacuation.

POST CRISIS COORDINATION

LOSS OF OR DAMAGE TO WORK SITE

In a situation where a Choices office is significantly damaged or destroyed, the organization will work quickly to re-establish office operations. In the event of significant damage or loss of workspace, Executive Directors and/or members of the Executive Team shall contract their respective landlords to make arrangements for temporary or alternate work sites.

Indianapolis Addendum Emergency Phone Numbers

**7941 Castleway Drive
Indianapolis, IN 46250**

Indianapolis Metro Police (Emergency)	911
Indianapolis Metro Police (Non-Emergency)	317.327.3811
Indianapolis Fire Department (Emergency)	911
Indianapolis Fire Department (Non-Emergency)	317.327.6041
Poison Control Center	1.800.222.1222
Ambulance	911
Stenz Property Management Attn: Beau Antsy 429 N. Pennsylvania Street Indianapolis, Indiana 46204	317.262.4999
Hospitals	
Community Hospital North	317.621.6262

Management Contact List

	<u>Cell</u>
Michael Goldberg, CEO	314.517.6005
Greta Conley-Clements, VP of Human Resources	317.771.7661
Melissa Norman, Chief Operations Officer	317.205.8236

In the Event of an Evacuation

In the event of an evacuation, e.g. fire, bomb threat, all staff should exit the building immediately and assemble in the location(s) identified below.

All Indiana Program and Provider Relations staff should exit the building via either the south door, the southeast door, or the door nearest to you when an evacuation order is given.

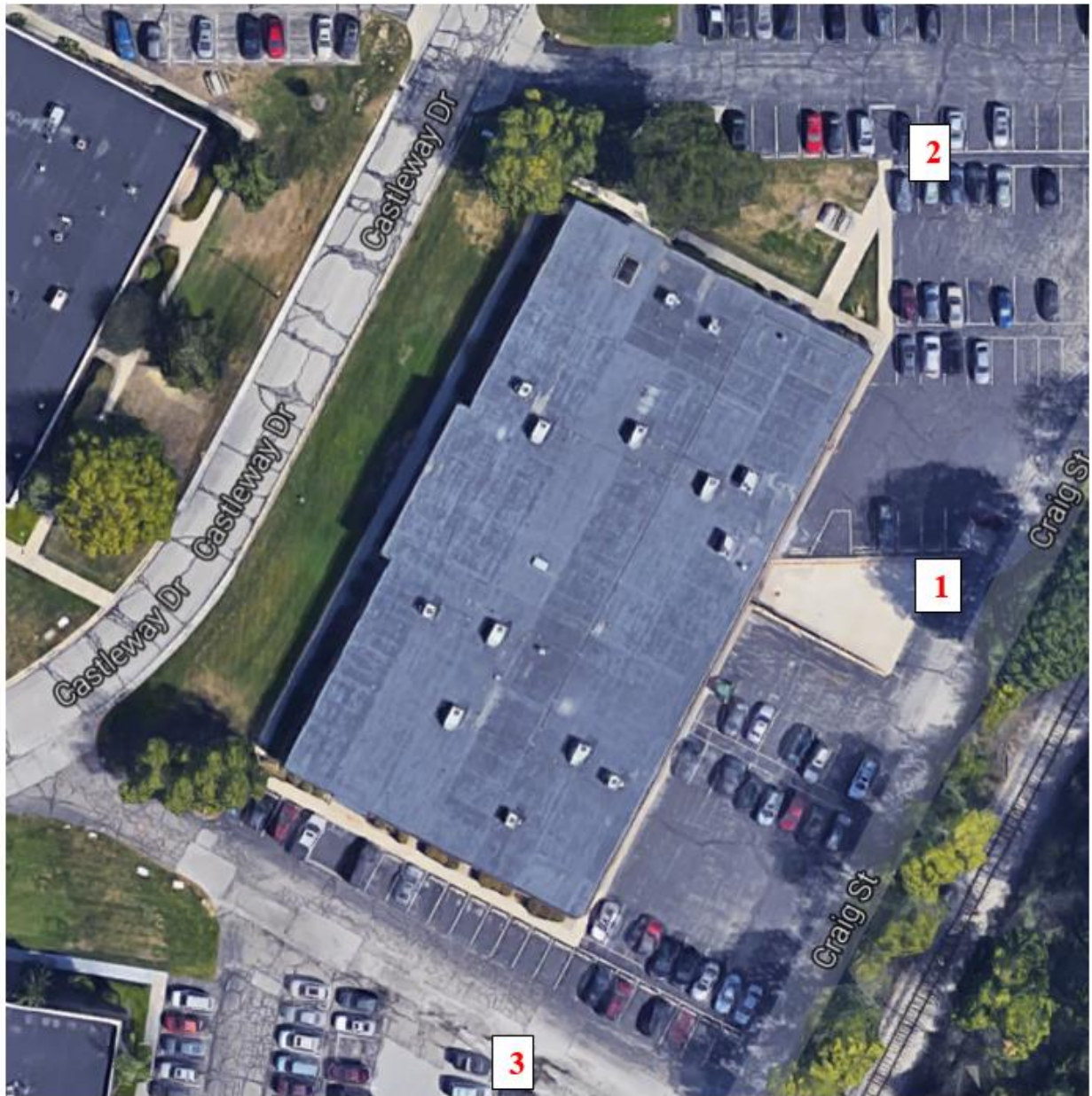
All other staff should exit the building via the main Choices entrance, the northeast door, or the door nearest to you when the evacuation order is given.

Where to Assemble in the Event of an Evacuation

In the event of an evacuation at the Indianapolis office, staff should meet at the location identified as 1 (please see the map on the following page). If an area is not available, proceed to the following area as follows (please see the map on the following page):

1. Option One - At the end of the delivery ramp on the west end of the building. If this area is not available, staff should proceed to Option Two.
2. Option Two - In the north parking lot, under the street light nearest the northwest corner of the building. If both Option One and this area are unavailable, staff should proceed to Option Three.
3. Option Three - In the south parking lot, under the street light nearest the southwest corner of the building.

Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.



In the event of an evacuation, staff should report to the area marked by the 1. This is the primary evacuation assembly area.

Staff should report to the area marked by the 2 only if the evacuation assembly area 1 is not available.

Staff should report to the area marked by the 3 only if the evacuation assembly areas 1 and 2 are not available.

**Fort Wayne Addendum
Emergency Phone Numbers**

**6633 East State Blvd., Suite 125
Fort Wayne, Indiana 46815**

Fort Wayne Police (Emergency)	911
Fort Wayne Police (Non-Emergency)	260.427.1222
Fort Wayne Fire Department (Emergency)	911
Fort Wayne Fire Department (Non-Emergency)	260.427.1478
Poison Control Center	1.800.222.1222
Ambulance	911

6633 East State, LLC
2311 Forest Glade
Fort Wayne, IN 46845

Hospitals

Lutheran Hospital	260.435.7001
Parkview Hospital	260.373.4000

Management Contact List

	<u>Cell</u>
Melissa Norman, COO	317.205.8236
Andrea Anderson, Clinical Supervisor	317.499.7189
Bree Murua-Cuney, Care Supervisor	260.498.9236

Where to Assemble in the Event of a Disaster

In the event of a disaster at the Fort Wayne office, staff should meet at a location in the order listed. If an area is not available, proceed to the following area as follows:

1. Southeast corner of the parking lot, next to the business sign. If this area is not accessible, employees should proceed to:
2. The back emergency exit and to the Northside of the parking lot behind the building.

Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.

**Merrillville Addendum
Emergency Phone Numbers**

**101 W. 79th Avenue, Unit 101
Merrillville, Indiana 46410**

Merrillville Police (Emergency)	911
Merrillville Police (Non-Emergency)	219.769.3722
Merrillville Fire Department (Emergency)	911
Merrillville Fire Department (Non-Emergency)	219.769.0004
Poison Control Center	1.800.222.1222
Ambulance	911

WF Commons, LLC	
Bradley Company LLC	
112 West Jefferson Blvd. Suite 300	
South Bend, Indiana 46624	
Property Manager, Dino Hadzimesic	574.276.9038

Hospitals	
Methodist Hospital Southlake	219.738.5500
St. Anthony Medical Center (Crown Point)	219.738.2100
St. Mary Medical Center (Hobart)	219.942.0551

Management Contact List

	<u>Cell</u>
Melissa Norman, COO	317.205.8236
Qiana Paynter Clinical Director	317.499.7176
Kimberly Sims, Provider Relations Manager	219.743.9054
Tiarra Mobley, Care Supervisor	219.743.3971

Where to Assemble in the Event of a Disaster

In the event of a disaster at the Merrillville office, staff should meet at a location in the order listed. If an area is not available, proceed to the following area as follows:

1. The grassy area directly behind the parking lot in front of the Choices office building that faces Broadway Ave. If this area is not accessible, employees should proceed to:
2. The parking lot of the office building to the left of the choices building (122 W 79th Ave). The business that currently occupies this space is ManeImage Med Spa.

Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.

**Batesville Addendum
Emergency Phone Numbers**

**920 County Line Road, Suite C
Batesville, Indiana 47006**

Batesville Police (Emergency)	911
Batesville Police (Non-Emergency)	812.934.3131
Batesville Fire Department (Emergency)	911
Batesville Fire Department (Non-Emergency)	812.934.2230
Poison Control Center	1.800.222.1222
Ambulance	911
Batesville Area Resource Center, Inc. 920 County Line Road P.O. Box 55 Batesville, Indiana 47006	812.934.3266
Hospital Margaret Mary Health	812.934.6624

Management Contact List

Cell

Melissa Norman, COO	317.205.8236
Stephanie Hartman, CERT Clinical Director	317.741.9122

Where to Assemble in the Event of a Disaster

In the event of a disaster at the Batesville office, staff should meet at a location in the order listed. If an area is not available, proceed to the following area as follows:

1. The corner of the parking lot nearest the intersection of County Line Road and Huntersville Road. If this area is not accessible, employees should proceed to:
2. The grassy area adjacent to the building formerly known as Fluff & Stuff Laundry.

Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.

**Richmond Addendum
Emergency Phone Numbers**

**1201 South A Street
Richmond, Indiana 47374**

Richmond Police (Emergency)	911
Richmond Police (Non-Emergency)	765.983.7247
Richmond Fire Department (Emergency)	911
Richmond Fire Department (Non-Emergency)	765.983.7266
Poison Control Center	1.800.222.1222
Ambulance	911
KT Property Group, LLC	765.598.5400
801 North A Street	
Richmond, IN 47374	
Hospital	
Reid Health	765.983.3000

Management Contact List

	<u>Cell</u>
Melissa Norman, COO	317.205.8236
Stephanie Hartman, CERT Clinical Director	317.741.9122
Michele Knecht, CERT Project Manager	317.220.3780
Fayette/Wayne	

Where to Assemble in the Event of a Disaster

In the event of a disaster at the Richmond office, staff should meet at a location in the order listed. If an area is not available, proceed to the following area as follows:

1. The far end of the parking lot by South A Street and 13th Street. If this area is not accessible, employees should proceed to:
2. The parking lot at the Elks Lodge across South A Street.

Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.

**Hammond Addendum
Emergency Phone Numbers**

**116 Robinhood Drive, Suite B
Hammond, Louisiana**

Hammond Police (Emergency)	911
Hammond Police (Non-Emergency)	985.277.5700
Hammond Fire Department (Emergency)	911
Hammond Fire Department (Non-Emergency)	985.542.3479
Poison Control Center	1.800.222.1222
Ambulance	911

John & Janis Malone, Landlords
10009 Idlewood Place
River Ridge, LA 70123
maxumo46@aol.com

Hospitals	
North Oaks Medical Center	985.345.2700

Management Contact List

	<u>Cell</u>
David Sikes, Executive Director	318.464.2561
Anna Flattmann, Clinical Director	985.415.0383
Mitzi Dillon, Program Support Specialist	985.415.0926

Where to Assemble in the Event of a Disaster

In the event of a disaster at the Hammond office, staff should meet at a location in the order listed. If an area is not available, proceed to the following area as follows:

1. The empty lot next to the Courtney Christian School across the street from Choices' office. If this area is not accessible, employees should proceed to:
2. The empty lot next to the building at 112 Robin Hood Dr. (Jasper Services).

Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.

**Lake Charles Addendum
Emergency Phone Numbers**

**3501 5th Avenue, Suite A
Lake Charles, Louisiana 70601**

Lake Charles Police (Emergency)	911
Lake Charles Police (Non-Emergency)	337.491.1456
Lake Charles Fire Department (Emergency)	911
Lake Charles Fire Department (Non-Emergency)	337.491.1360
Poison Control Center	1.800.222.1222
Ambulance	911

Courtyard Properties, LLC
1805 N. Claiborne Street
Sulphur, LA 70663

Hospitals

Lake Charles Memorial Hospital	337.494.3000
Christus St. Patrick Hospital	337.436.2511

Management Contact List

	<u>Cell</u>
David Sikes, Executive Director	318.464.2561
Anna Flattmann, Clinical Director	985.415.0383
Alicia Wilkins, Program Support Specialist	337.263.2603

Where to Assemble in the Event of a Disaster

In the event of a disaster at the Lake Charles office, staff should meet at a location in the order listed. If an area is not available, proceed to the following area as follows:

1. The corner of 10th Street and Toomer Street, by the jade lion. If this area is not accessible, employees should proceed to:
2. The corner of 10th Street and Elm Street across from the storage facility.

Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.

**Shreveport Addendum
Emergency Phone Numbers**

**2620 Centenary Boulevard, Suite 180
Shreveport, Louisiana 71104**

Shreveport Police (Emergency)	911
Shreveport Police (Non-Emergency)	318.673.7300
Shreveport Fire Department (Emergency)	911
Shreveport Fire Department (Non-Emergency)	318.673.6655
Poison Control Center	1.800.222.1222
Ambulance	911
Toups Labban Properties, LLC	219.742.6800
2620 Centenary Boulevard, Ste. 102	
Shreveport, Louisiana 71104	
Hospitals	
University Health	318.675.5000
Promise Hospital	318.425.4096

Management Contact List

	<u>Cell</u>
David Sikes, Executive Director	318.464.2561
Bridget Maiden-Williams, Clinical Director	318.455.2521
Selma Young, Program Support Specialist	318.529.9700

Where to Assemble in the Event of a Disaster

In the event of a disaster at the Shreveport office, staff should meet at a location in the order listed. If an area is not available, proceed to the following area as follows:

1. The mechanic shop across the street from the front entrance. If this area is not accessible, employees should proceed to:
2. The purple building located at the corner of Centenary and Wilkerson.

Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.

**Gulfport Addendum
Emergency Phone Numbers**

**9414 Three Rivers Road, Suite 3
Gulfport, Mississippi 39503**

Gulfport Police (Emergency)	911
Gulfport Police (Non-Emergency)	228.868.5900
Gulfport Fire Department (Emergency)	911
Gulfport Fire Department (Non-Emergency)	228.868.5950 ext 4905
Poison Control Center	1.800.222.1222
Ambulance	911
 Mattina Insurance Agency, LLC 11010 US 49, Suite 1 Gulfport, Mississippi 39503	 228.832.1100
 Hospitals	
Memorial Hospital	228.867.4000
Garden Park Hospital	228.575.7000

Management Contact List

	<u>Cell</u>
David Sikes, Executive Director	318.464.2561
Vanessa Huston, Clinical Director	228.337.0438
Joshua Everett, Director of Managed Care	228.380.2782

Where to Assemble in the Event of a Disaster

In the event of a disaster at the Shreveport office, staff should meet at a location in the order listed. If an area is not available, proceed to the following area as follows:

1. The mechanic shop across the parking lot from the front entrance. If this area is not accessible, employees should proceed to:
2. The Wal-Mart parking lot located across the street from the end of the building.

Supervisors will be responsible for ensuring that any service recipients in their area are escorted out of the building along with their staff.

IT Disaster Recovery Plan

Information Technology Statement of Intent

This document delineates Choices' policies and procedures for technology disaster recovery, as well as our process-level plans for recovering critical technology platforms and the telecommunications infrastructure. This document summarizes our recommended procedures. In the event of an actual emergency situation, modifications to this document may be made to ensure physical safety of our people, our systems, and our data.

Our mission is to ensure information system uptime, data integrity and availability, and business continuity.

Policy Statement

Pending approval from the Board of Directors:

- The company shall develop a comprehensive IT disaster recovery plan.
- A formal risk assessment shall be undertaken to determine the requirements for the disaster recovery plan.
- The disaster recovery plan should cover all essential and critical infrastructure elements, systems and networks, in accordance with key business activities.
- The disaster recovery plan should be periodically tested in a simulated environment to ensure that it can be implemented in emergency situations and that the management and staff understand how it is to be executed.
- All staff must be made aware of the disaster recovery plan and their own respective roles.
- The disaster recovery plan is to be kept up to date to take into account changing circumstances.

Objectives

The principal objective of the disaster recovery program is to develop, test and document a well-structured and easily understood plan which will help the company recover as quickly and effectively as possible from an unforeseen disaster or emergency which interrupts information systems and business operations. Additional objectives include the following:

- The need to ensure that all employees fully understand their duties in implementing such a plan
- The need to ensure that operational policies are adhered to within all planned activities
- The need to ensure that proposed contingency arrangements are cost-effective
- The need to consider implications on other company sites
- Disaster recovery capabilities as applicable to key customers, vendors and others

Key Personnel Contact Info

Name, Title	Contact Option	Contact Number
David Wiggins	Work	317-205-8271
	Email Address	DWiggins@ChoicesCCS.org
	Alternate Email	DWiggins1739@gmail.com
Michael Goldberg	Work	317-205-8202
CEO	Mobile	314-517-6005
	Email Address	MGoldberg@ChoicesCCS.org
Anitra Myrick	Mobile	317-222-0787
CFO	Email Address	AMyrick@ChoicesCCS.org
Melissa Norman	Work	317-205-8236
COO	Email Address	MNorman@ChoicesCCS.org
TaWanda Dent	Work	317-205-8235
VP of Community and Provider Relations	Email Address	TDent@ChoicesCCS.org
Greta Conley-Clements	Work	317-771-7661
VP of Human Resources		
	Email Address	GConley-Clements@ChoicesCCS.org
Jamie Robinson	Work	317-741-3138
Director of IS		
	Email Address	JRobinson@ChoicesCCS.org
Tim Thompson	Work	317.650.0365
Software Developer	Mobile	317-698-8594
	Email Address	TThompson@ChoicesCCS.org

PLAN OVERVIEW

Plan Updating

It is necessary for the DR Plan updating process to be properly structured and controlled. Whenever changes are made to the plan they are to be reviewed, tested, and appropriate amendments shall be denoted in the plan. This will involve the use of formalized change control procedures under the control of the IT Manager.

Plan Documentation Storage

Copies of this Plan, along with client contact information, shall be stored on encrypted flash drives. Each member of the IT department and leadership team (including executive directors) will be issued an encrypted flash to be stored off site and each member of the Disaster Recovery Team will receive a hard copy of this plan to be stored in a secure off site location. A master protected copy will be stored on the file server established for this purpose, as well as in a cloud-based environment.

Backup Strategy

Key business processes and the agreed backup strategy for each are listed below. The strategy chosen is for a fully mirrored recovery site at the Choices' Keystone office. This strategy entails the maintenance of a fully mirrored duplicate site which will enable switching between the live site (headquarters) and the backup site.

KEY BUSINESS PROCESS	BACKUP STRATEGY
IT Operations	Fully mirrored recovery site
TCM/StreamLine	Fully mirrored recovery site
Files Servers	Fully mirrored recovery site
Email	Fully mirrored recovery site
Disaster Recovery	Fully mirrored recovery site
Finance	Fully mirrored recovery site
Executive Administration	Fully mirrored recovery site
Provider Relations	Fully mirrored recovery site
Human Resources	Fully mirrored recovery site
Communications	Fully mirrored recovery site
Claims	Fully mirrored recovery site
Web Sites	Fully mirrored recovery site

Risk Management

There are many potential disruptive threats which can occur at any time and affect the normal business process. Each potential environmental disaster or emergency situation has been examined and in circumstances where the physical location of the office is at risk of an environmental disaster or emergency situation, staff should move to a safer location and utilize remote internet to resume work functions as appropriate. Remote access should continue until staff can safely return to the office.

EMERGENCY ALERT, ESCALATION, AND DR PLAN ACTIVATION

This policy and procedure has been established to ensure that in the event of a disaster or crisis, personnel will have a clear understanding of who should be contacted. Procedures have been addressed to ensure that communications can be quickly established while activating disaster recovery.

The DR plan will rely principally on the key personnel (page 5) who will provide the technical and management skills necessary to achieve a smooth technology and business recovery. Suppliers of critical goods and services will continue to support recovery of business operations as the company returns to normal operating mode.

Plan Triggering Events

Data Center key triggering events which would invoke the activation of the DR plan are:

- Total loss of all telecommunications
- Total loss of power
- Loss of virtual environment
- Loss of electronic health record system (“EHR”)

Office Building key trigger events which would invoke activation of the DR plan are:

- Total loss of all telecommunications
- Total loss of power
- Loss of heating
- Loss of cooling
- Loss of water
- Destruction to the building which results in the building being uninhabitable including but not limited to flooding, fire, tornado, etc.

Incident Reporting

The person discovering the incident will call a member of the Emergency Response Team in the order outlined in the Notification Calling Tree section of this document.

Assembly Points

When the Castleton premises need to be evacuated, the DR plan invocation plan identifies two evacuation assembly points:

- Primary – East parking area at end of docking ramp
- Alternate – North parking area under street light

Emergency Response Team

In the event the above triggering events occur, the IT team and Executive Management Team shall assess the situation and potentially execute the following:

- Respond immediately to a potential interruption;
- Assess the extent of the disaster and its impact on the business, data center, etc.;
- Determine which elements of the DR Plan should be activated;
- Contact key personnel;
- Establish and manage disaster recovery team to maintain vital services and return to normal operation;
- Ensure employees are notified of their responsibilities and activities are allocated as required.

Disaster Recovery Team

The team shall perform the following:

- Establish facilities and/or operations to define the emergency level of service;
- Restore key services;
- Recover normal business operations;
- Coordinate activities with vendors, etc.;
- Report to the emergency response team.

DR Procedures for Management

Members of the management team will keep a hard copy of the names and contact numbers of each employee in their departments. In addition, management team members, including administration and executive directors will have a hard copy of the company's disaster recovery and business continuity plans on file in their homes in the event that the headquarters building is inaccessible, unusable, or destroyed.

Staff Communication

Management team will serve as the primary communication liaisons for their respective departments. The management team shall contact employees or designate employees to contact other employees to apprise them of the situation, the company's immediate plans, and actions required.

Backup Staff

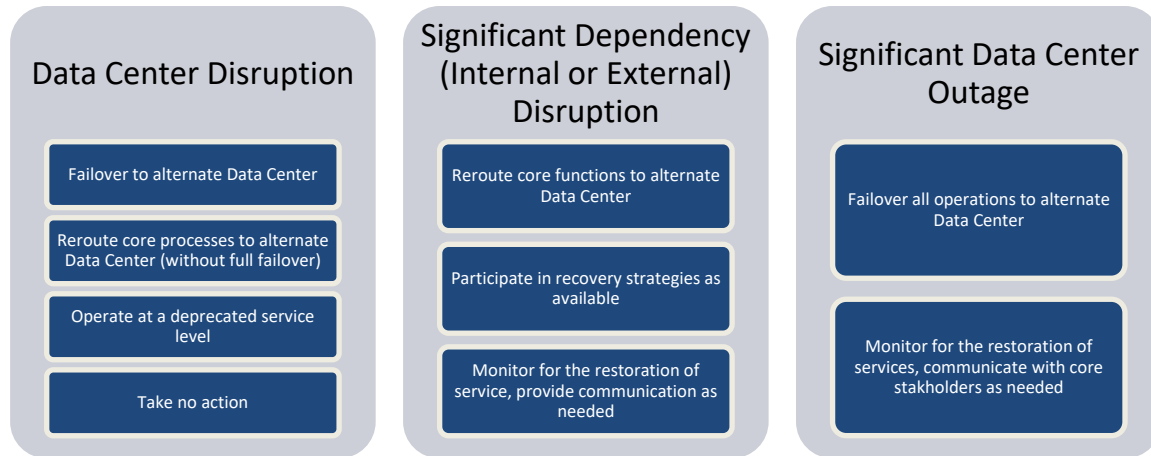
If a manager or staff member designated to contact other staff members is unavailable or incapacitated, the designated backup staff member will perform notification duties.

Personnel and Family Notification

If the incident has resulted in a situation which would cause concern to an employee's immediate family such as hospitalization of injured persons, it will be necessary to notify their immediate family members quickly.

Data Center Alternate Recovery Facility

The resumption of services to the alternate recovery facility located in the Keystone office shall be approved by the CEO with input and recommendations from DRT. Below is the summarized strategy with initial objectives:



If there is an outage to the cloud provider (Azure) the following shall be performed by IT:

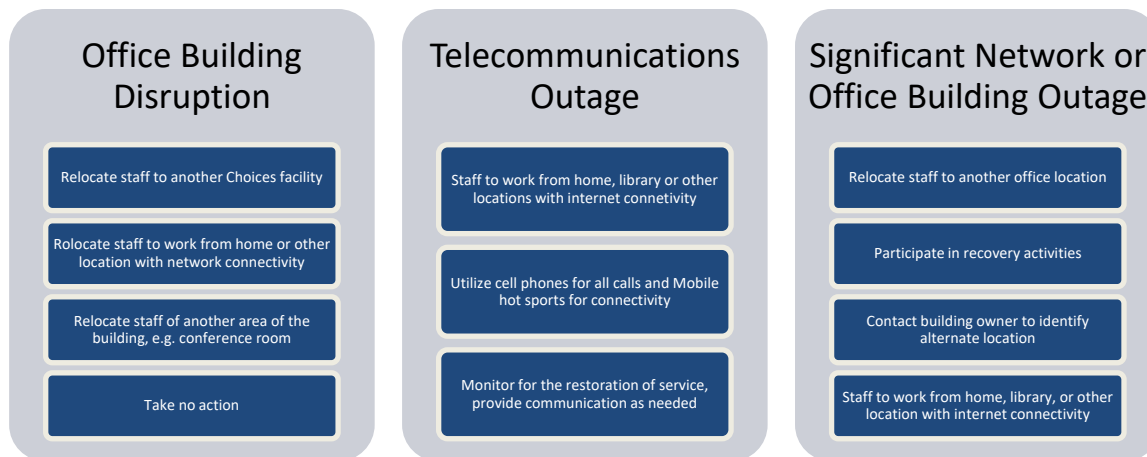
- Alternate data center:
 - Notification to business operations and information technology vendors;
 - Route telecommunications as required;
- Primary data center restoration:
 - Determine the extent of outage and timeline to restore access
 - Perform backups;
 - Determine cut over date;
 - Notification to business operations and information technology vendors.

In the event the data center has a significant disruption, and to provide continuity of business operations, the following shall be performed:

- Paper process shall be utilized
- The following critical documents shall be printed at a minimum quarterly and as they are updated:
 - Team member contact information;
 - Crisis plan;
 - Assessments;
 - CFT templates;
 - Authorization templates.
 - Child and family team agenda and minutes
 - Crisis plan
 - Consent forms

Business Operations Recovery

The resumption of business operations to another location shall be approved by CEO with recommendations from the DRT and Executive Director. Below is the summarized strategy with initial objectives:



If an office location is determined to be uninhabitable the following shall be performed:

- Assessment of equipment and data;
- Recover / restore equipment and data;
- Identification of temporary office space;
 - Relocation or purchase of office equipment;
 - Network connectivity;
 - Lease agreement;
 - Utilities.
- Determine extent of damage and timeline for repair;
- Purchase additional supplies and vendors;
- Determine permanent office space location
 - Relocate office equipment;
 - Internet connection;
 - Leases;
 - Utilities.

MEDIA

Media Contact

The communications department shall be responsible for communication with the media and external stakeholders. All media communications will be reviewed by the Director of Communications prior to the media being notified. Communications to external stakeholders, including providers, shall be one of the first communications provided and shall follow the strategies defined below.

Media Strategies

1. Avoiding adverse publicity
2. Take advantage of opportunities for useful publicity
3. Have answers to the following basic questions:
 - What happened?
 - How did it happen?
 - What steps/actions are being performed?

FINANCIAL AND LEGAL

Financial Assessment

The CFO and the finance team shall prepare an initial assessment of the impact of the incident regarding the financial affairs of the company. The assessment should include:

- Loss of financial documents;
- Loss of revenue;
- Missing check books, credit cards, etc.;
- Loss of cash.

Financial Requirements

The immediate financial needs of the company must be addressed. These can include but are not limited to:

- Cash flow;
- Temporary borrowing capability;
- Upcoming payments for taxes, payroll taxes, Social Security, etc.;
- Availability of company credit cards to pay for supplies and services required post-disaster.

DR PLAN EXERCISES

DR Plan exercises are an essential part of the plan development process. The DR Plan will be tested at a minimum, annually and shall have supported documentation. The goals of the DR Plan test:

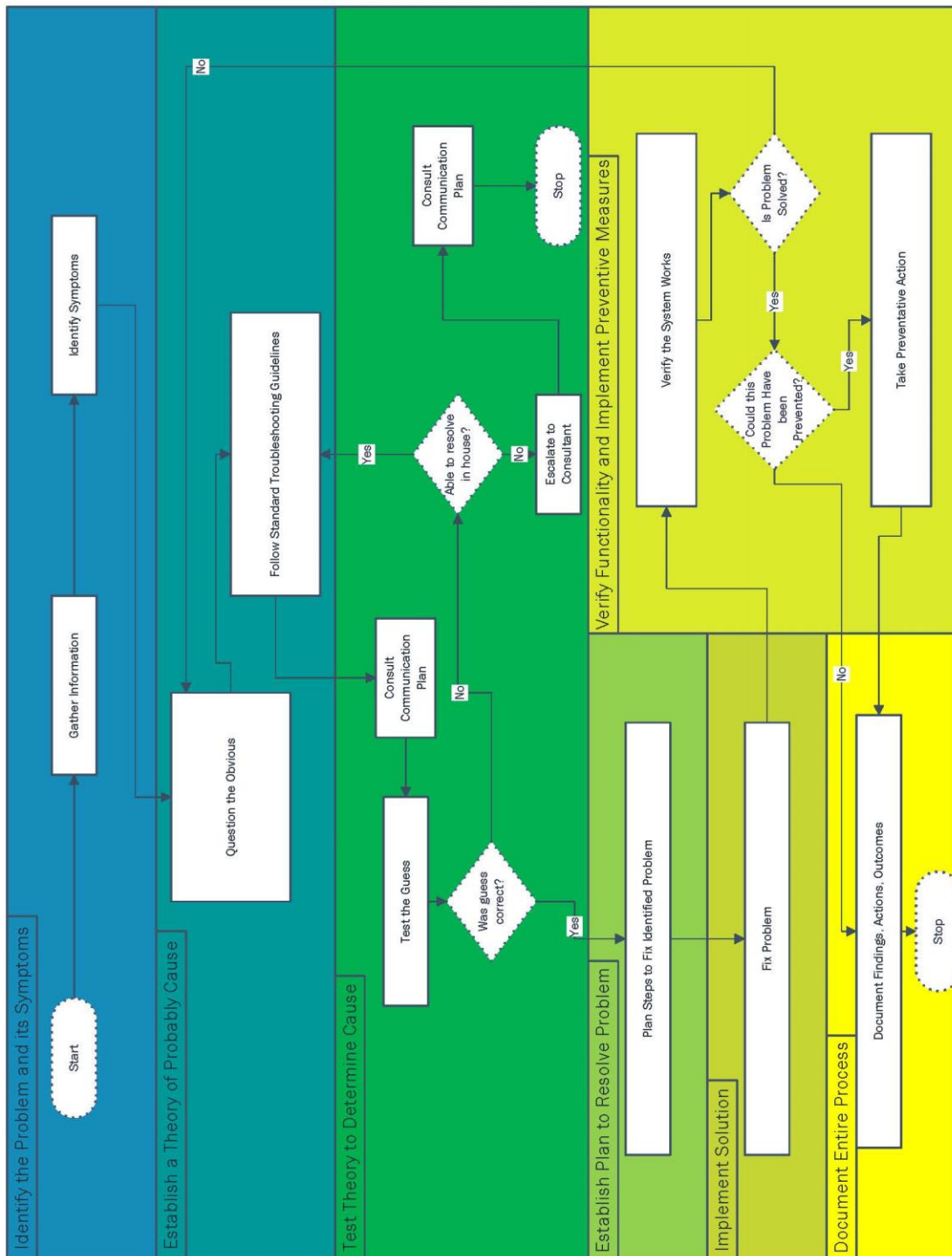
- Identify improvements;
- Identify changes in the technical infrastructure that require updates to the plan;
- Review responsibilities;
- Ensure technical components can be restored within the Recovery Time Objective and Recovery Point Objective.

Appendix A – External Contacts

Name, Title	Contact Option	Contact Number
Indianapolis Power and Light	Work	317-261-8444
Account #:	Alternate	317-261-8111
	Website	https://www.iplpower.com/
AT&T	Business Support	800-727-2222
MPLS Account #: 831-000-5205-288		
SIP Account #: 831-000-5224-468	SIP Support	800-235-7524
Andrew Dodd	Mobile	317-627-8466
	Email Address	ad4893@att.com
Comcast	Work	800-391-3000
Castleway	Website	https://businessclass.comcast.net
Account #: 0956664169501		
Keystone		
Account #: 0956666350502		
Connection	Work	888-800-4514
Derek Guest	Alternate	603-213-3623
Account #:	Fax	603-683-0507
	Email Address	dguest@pcconnection.com
Securitas Electronic Security	Work	800-548-4478
	Email Address	SecuritasES@securitases.com
Microsoft Office 365 Support	Work	800-865-9408
	Website	https://admin.microsoft.com/AdminPortal/Home
Innovative	Work	317-774-7600
Networking Hardware support		
Sensory Technologies, A/V Equipment	Work	317-347-5252
Michael Bembenick	Website	www.sensorytechnologies.com
Vertiv, UPS system maintenance	Work	317-228-5800
Graham Conklin	Cell	317-452-4530
	Email	Gconklin@fullerengr.com
Customer no.: 150104486		
Site ID: 159648		
Tax Certificate: 0007002939		
Part No.: 37-4617		
UPS Serial: 37BP030XLJ1BNL 3T00003053		
Zoom, teleconferencing	Website	www.zoom.us
	Support number	888-799-9666, ext. 2
		650-397-6096, ext. 2

Name, Title	Contact Option	Contact Number
Account No.: 519281		
Service Express (SEI), hardware support	Work	800-940-5585
	Website	www.serviceexpress.com
	Email	customersupport@serviceexpress.com

Appendix B – Troubleshooting Workflow



Appendix C – Issue Response Process

Issue Response Process

Response to IT tickets will be executed according to the criticality of the affected system(s) and the number of affected users. It is important to note that response to a ticket is considered to be when an IT technician responds to the user(s) and begins working on resolving the issue; the response is not deemed to be when the issue is resolved. All effort will be given to providing a fast response and to resolving issues as soon as possible.

Ticket Response Time				
		Number of Affected Users		
		Low (1-2)	Medium (3-9)	High (10+)
System Importance	Low	5 hours	4 hours	3 hours
	Med	4 hours	3 hours	2 hours
	High	3 hours	2 hours	CRITICAL

Low-Priority Issues	Important Issues	Critical Issues
Minor inconveniences	Intranet connectivity	Internet connectivity
Account changes	Choices Tools	Terminations
Spare inventory	Great Plains	TCM
Routine Tasks	Mitel	VIP
Printing	RFF	VDI

Major Issue Communication Timeline							
	1 Hour	2 Hours	3 Hours	4 Hours	5 Hours	6 Hours	24 Hours
Low	None	None	None	None	None	None	Update Dir
Med	None	None	None	None	Update Dir	Update Dir	Update Dir
High	None	None	Update Dir, VP, & Supervisors	Update Dir	Update Dir, VP, & Supervisors	Update Dir	Update Dir, VP, & Supervisors
Critical	Update affected users	Update Dir, VP, & Supervisors	Update Dir, VP, & Supervisors	Update VP & affected users	Update VP, & Supervisors	Update VP	Update VP & affected users

Process:

1. Initial review of problem
 - a. The technician will make his or her best effort to respond to a ticket within 1-2 hours of it being submitted.
 - b. The technician will review a ticket to ascertain pertinent information regarding the affected user, what problem he or she is having, and the criticality of the system he or she is having trouble with.
2. Contact user to gather further information
 - a. The technician can email the user via the ticketing system if the following criteria are met.
 1. Minimal additional information is needed
 2. The affected system is low-priority
 3. The number of affected users is low (1-2)
 - b. For anything other than minimal additional information, it is necessary for the technician to call the affected user to ascertain said information.
 - c. If the situation warrants, it may be necessary for the technician to remote into the user's PC to get a first-hand look at the problem.
 - d. If the user works at the Indianapolis office, the technician can assist the user in person if necessary.
3. Resolution
 - a. Once the technician and user have established the problem, the technician should implement what he or she believes to be the solution.
 - b. Once the solution is implemented, the technician should have the user test to see if the problem is resolved.
 - c. If the problem is resolved, the technician can close the ticket; if not the technician will continue troubleshooting until a successful solution is implemented and tested.
4. No immediate resolution
 - a. If no immediate resolution is obtainable, the technician should inform the user that he or she will need additional time to research the issue. At the very least, this will involve the technician responding to the initial ticket with an email. Preferably, the technician will call the user to inform him or her.
 1. The technician's response should include a brief explanation of what he or she believes the root of the problem to be and an estimated time of completion.
 - b. It may be necessary for the technician to research the problem online.
 - c. It may be necessary for the technician to coordinate with other departments such as HR to determine how best to proceed with a specific issue.
5. Escalation
 - a. For assistance, the technician should escalate the issue to his or her supervisor.
 - b. If the system is critical, the technician should inform his or her supervisor immediately.
6. Communications
 - a. Whenever a system is down long enough that it meets any of the timelines set on the Major Issue Communication Timeline, the person working the issue must begin contacting the appropriate stakeholders to make them aware of the issue and provide an idea of how long the issue may continue.
 - b. Within the Major Issues Communications Timeline, the term "Manager" is used in place of whoever is on-call at that time; this can be the IT Manager or one of the other IT staff.
 - c. Once the issue has been resolved a final notification will be sent out to everyone who was a part of the ongoing communications letting them know what the issue was and how it was resolved.
7. Close ticket
 - a. If the user was not contacted by phone, the technician could email a response to the user via the ticket system. This response should contain the following:

1. A description of the resolution of the problem
 2. A request that the user open a new ticket or contact IT Support by phone if he or she needs further assistance
 - b. If the user was contacted by phone, the technician could type a description of the resolution in the “Note” section of the ticket. These notes are only visible to IT staff.
 - c. If necessary, the technician will append a note. This is required for any reports that are run against the ticket database.
8. No-reply process
- a. If the technician responds to a ticket via email through the ticket system, or if the technician calls a user and leaves a voice message requesting the user reply, the user will be given one business day to respond back.
 - b. After one day, the technician will send an email through the ticket system and attempt to call the user. This process will be repeated for no more than 3 business days after that.
 1. The technician will document voicemails that he or she leaves for the user in the “Notes” section ticket system every day.
 2. All emails sent through the ticket system are documented automatically.
 - c. On the fifth business day, an attempt to contact the user having been made every day, the ticket will be closed, and a “Non-response” tag appended to it.
 - d. The user will be informed via email that the technician’s best efforts were made to contact him or her and that, should his or her problem persist, he or she will need to open a new ticket.
 - e. The user’s supervisor will be copied on the “non-response” email closing the ticket.
9. After Hours – Critical Incident Management
- a. The role of the Critical Incident Manager (CIM) will be assigned to one of the exempt IT team members on a bi-weekly basis.
 - b. The role of the CIM is to assist in determining the correct Impact and Urgency of an incident so that the appropriate Priority and Resources can be assigned.
 - c. When a ticket is submitted, or an outage is detected it is up to the CIM to obtain the following information so that it can be passed along to the necessary parties.
 1. Is the service completely unavailable?
 2. How many users are impacted? Are any of the users VIPs?
 3. Is the impact widespread, significant or local?
 4. Are any Critical Business Applications or Core Infrastructure Services impacted?
 - I. If so, are there any utility outages that may be affecting the sites or services?
 - d. If an issue is reported and it is deemed a low priority issue, then the CIM will ensure that a ticket is created and the appropriate information is included in the ticket so that it can be addressed during business hours.
 - e. If an issue is reported and it is deemed to be a high priority, the CIM will begin working on the issue, following the Ticket Response and Communication Timelines.

Hurricane Preparedness Planning

THE HURRICANE THREAT

The National Hurricane Center near Miami, Florida constantly monitors the Atlantic Ocean, Caribbean Sea, and Gulf of Mexico looking for **tropical disturbances**. These disturbances develop in open ocean areas, and move across the seas. If wind speeds within such disturbances reach 39 miles per hour and move in a circular pattern in a counter-clockwise direction, they are categorized as **tropical storms**. Tropical storms that continue to grow are designated **hurricanes** when their wind speeds exceed 74 miles per hour. Hurricanes generally occur between June 1 and November 30.

Hurricanes generate a series of threats to lives and property. The most obvious is the threat posed to buildings, equipment, and people by the high winds which characterize such storms. Another serious threat to life and property comes from the storm surge, which occurs in coastal areas. Storm surges consist of huge domes of water and storm driven waves, which are pushed inland ahead of a hurricane. Tides of three to ten feet above normal are common, but the storm surge may rise twenty feet or more in large hurricanes. Waves come ashore with great force, far beyond the reach of normal surf. In relatively flat areas, the storm surge may push many miles inland. Hurricanes often generate heavy rainfall, which can cause severe flooding over wide areas. Hurricanes also may spawn deadly tornadoes. Flooding and tornadoes may affect areas well inland.

The National Weather Service rates hurricanes by their intensity, using a scale of one to five. The scale, which is outlined below, categorizes storms according to their sustained winds, the storm surges produced, and expected damage.

- A. Category One – Winds of 74 to 95 mph, storm surge of 4 to 5 feet above normal tide. Damage to shrubbery, trees, poorly constructed signs, and unanchored mobile homes. Low lying coastal roads inundated.
- B. Category Two – Winds of 96 to 110 mph, storm surge of 9 to 12 feet above normal tide. Some damage to roofing materials of buildings; some wind and door damage. Major damage to exposed mobile homes. Coastal roads and low lying escape routes made impassable by rising water 2 to 4 hours before arrival of hurricane.
- C. Category Three – Winds of 111 to 130 mph, storm surge 9 to 12 feet above normal tide. Large trees blown down. Some damage to roofing materials of buildings; some window and door damage. Some structural damage to small buildings. Mobile homes destroyed. Serious flooding at the coast; many small structures destroyed; large structures damaged by waves and debris.
- D. Category Four – Winds of 131 to 155 mph, storm surge 13 to 18 feet above normal tide. Shrubs and trees blown down, all signs down. Extensive damage to roofing materials, windows, and doors. Complete failure of roofs of many small residences. Complete destruction of mobile homes. Flat terrain 10 feet or less above sea level flooded inland as far as six miles. Major damage to lower floors of structures near shore.

- E. Category Five – Winds greater than 155 mph, storm surge greater than 18 feet above normal tide. Shrubs and trees blown down; considerable damage to roofs of buildings. Very severe and extensive damage to windows and doors. Complete failure of roofs on many residences and industrial buildings. Some complete building failures. Complete destruction of mobile homes. Massive evacuation of residential areas on low ground within 5 to 10 miles of shore possibly required.

The damage expected from various categories of storms outlined above is typical; actual damage caused by a storm will vary depending on building code compliance, condition of structures, zoning restrictions, and a number of other factors.

A “**Hurricane Watch**” means a hurricane has become a threat to coastal areas. Residents and businesses in those areas should monitor the situation and be prepared to take precautionary action promptly if a hurricane warning is issued.

A “**Hurricane Warning**” indicates that hurricane force winds, dangerously high water, and rough seas are expected in a specific coastal area within 24 hours and precautionary actions should begin immediately.

A hurricane’s intensity, speed, and direction can change rapidly, so the threat to particular areas of the coast may also change quickly. It is essential that people in coastal areas of Louisiana regularly monitor radio and television newscasts for information and instructions whenever a hurricane is in the Gulf of Mexico.

Is Your Office at Risk?

- A. Where to get information. Each parish/county within a state is required to have an emergency manager. Emergency management offices may be listed in the telephone book under emergency management, emergency operations, or similar titles, sometimes they may be listed under the fire department or the police department. Emergency management offices are also listed on Internet.
- B. Hurricane Threat Zones. During a threat of a hurricane, a phased evacuation will be based on geographic location and time in which tropical storm winds are forecasted to reach the affected areas.

Phase I – 50 hours before onset of tropical storm winds. These areas are outside any levee protection system and are vulnerable to Category 1 and 2 storms.

Phase II – 40 hours before onset of tropical storm winds. Includes areas which are levee protected but remain vulnerable to Category 2 or higher storms.

Phase III – 30 hours before onset of tropical storm winds. Includes areas within levee protection system but remain vulnerable to a slow-moving Category 3 or any Category 4 or 5 storm.

- C. Know your Evacuation Routes

1. During Phase I, there are no route restrictions. During Phase II, there are no route restrictions. During Phase III, certain routes will be directed and a traffic plan implemented.
2. Obtain information on the specific evacuation routes that should be used from your local emergency management office. Get an estimate of travel times on those routes and potential problem areas (traffic bottlenecks, low areas that might flood, etc.). Your local emergency management office can also obtain copies of public information brochures on the hurricane threat prepared by federal and state emergency management officials.

General Hurricane Preparations

All Choices managers and supervisors should develop a basic hurricane awareness. You are responsible for planning to protect facilities and employees. Suggested pre-hurricane season planning activities are outlined below.

A. Employee Preparation

1. Determine which members of your staff you will need to carry out hurricane preparations and who you can reasonably expect to be available. Some employees may need to assist their own families or relatives in evacuating from threatened areas. You will probably need all of your office staff to prepare your office for a hurricane. Regularly update your list of employee phone numbers and ensure each department head has a copy.
2. Develop a simple **written plan** which incorporates a set of Hurricane Task Assignments for your staff. Inputs regarding the tasks to be accomplished should be solicited from all of the various employees at each office.
 - a. Outline the specific tasks which must be performed to protect your office during a hurricane watch and a hurricane warning, how they will be accomplished, and who will perform them. See the sample format for Hurricane Task Assignments in Appendix 1.
 - b. It is probably desirable to develop teams for many tasks – a team to compile client contact information, a team to secure office equipment, and so forth. Staff members who will be performing unfamiliar tasks may need some instruction in these tasks and the use of any equipment that may be required to accomplish those tasks.
3. Outline your hurricane response plan and task assignments at a training session. Familiarization training should be conducted at the beginning of every hurricane season – and during the season if there is high staff turnover. Update team assignments on a regular basis.

B. Office Preparation

1. If your office is in a storm surge inundation zone or appears to be unsafe for occupancy during high winds, you may have to completely evacuate it. Identify essential business records that should be removed from the office and determine where you plan to take them. Ensure computer records are backed up to a cloud-based storage repository.
2. Review your list of major equipment and furnishings to determine which items need to be protected or removed and record how you plan to do it. The basic choice is to try to protect equipment and furnishings in-place or move them out of the area which is at risk. In either case, determine what equipment and manpower will be needed to relocate these items. If you plan to protect equipment in-place, move it to well-protected interior rooms on floors above the level of potential flooding.
3. Ensure that members of your staff know how to turn off the electrical power, water, gas, and other utility services within your building at main switches, if necessary.

C. Equipment

1. Obtain several battery-operated radios and spare batteries to ensure you can receive emergency information. It is desirable to have at least one radio on site which can receive National Oceanic & Atmospheric Administration (NOAA) weather radio frequencies. Weather radios with a tone alert capability are a very effective way of receiving reports of significant changes in weather conditions.
2. Obtain sufficient flashlights and other battery powered lights to allow essential work to be conducted in the event of power outage. Make sure a sufficient supply of fresh batteries are on hand throughout the hurricane season.
3. Prepare a disaster supply kit and have this ready for emergencies with contents such as foods (canned goods, non-perishable, ready to eat), water (one gallon per person per day), manual can opener and other eating utensils, personal hygiene items such as soap, deodorant, shampoo, toothbrush and toothpaste, toilet paper, first aid kit, fire extinguisher, rainwear, gloves, and blankets.
4. Have an ample supply of brooms, squeegees, mops, and absorbents to remove water.
5. A small emergency generator could be useful. The power may go out before a hurricane comes ashore and may be out for an extended period. An emergency generator could provide the capability to maintain lighting, recharge battery-powered equipment, and power pumps and tools which may be needed for expedient repairs after the hurricane passes.

D. Recommended Supplies

1. Waterproof tape (duct tape or filament tape) to help protect the smaller windows in your facility from powerful wind gusts and flying debris. Apply tape in a crisscross pattern.
2. Tie-down material (rope or chain) for furnishings and equipment that can't be moved.
3. Heavy duty plastic sheeting (4 mil thickness or greater), to cover and protect equipment in the event of roof damage or leaks.
4. It is suggested that you stockpile the emergency supplies needed during the hurricane season. Many of the listed items rapidly disappear from retail outlets when a hurricane threatens.

WHEN A HURRICANE WATCH IS ISSUED

A hurricane watch is issued by the National Weather Service when hurricane conditions pose a possible threat to coastal areas.

- A. Implement Precautionary Activities. Refer to your Hurricane Task Assignments for a hurricane watch and begin your pre-planned activities to prepare the facility and staff for the threat of a hurricane.

B. Suggested Actions

1. Monitor radio and television newscasts for further information.
2. Check and verify adequacy of essential emergency equipment and supplies.
3. Assemble equipment and materials to protect windows and other glass by boarding up or taping, and to protect vulnerable doors by bracing.
4. Fill vehicle fuel tanks and obtain fuel for the emergency generator, if you have one. Fuel may not be available during hurricane evacuation activities.
5. Begin storing water in containers for emergency use or obtain supplies of bottled or canned water.
6. Update your list of all business records that may need to be removed or protected, including client contact information, and computer data that will need to be backed up.

WHEN A HURRICANE WARNING IS ISSUED

A hurricane warning is issued by the National Weather Service when a hurricane is expected to make landfall in a coastal area within 24 hours. In general, if your office is in an evacuation zone, it should be evacuated promptly when hurricane warnings are issued. **Remember that hurricane evacuation routes can be closed by high winds and water many hours before a hurricane hits.**

- A. Implement Protective Actions. Refer to your hurricane task assignments for a hurricane warning and begin your pre-planned activities to protect the office and employees from the threat of a hurricane.
- B. Suggested Actions when Evacuation is Recommended. If evacuation of your area is recommended by local officials:
 - 1. Close the business.
 - 2. The Executive Director and It Department are responsible for relocating vital business records and valuables to a safe location out of the area being evacuated. Back up computerized records and protect the backup copy.
 - 3. Relocate expensive equipment out of the area or move it to the most heavily-constructed interior area of the facility. In areas which could be subject to surge flooding, move equipment to floors above the possible surge level. Cover vulnerable equipment which cannot be moved with plastic sheeting to minimize damage in the event of roof leaks or broken windows.
 - 4. Where possible, move furnishings away from exterior windows and doors and get as many items as possible off the floor.
 - 5. Brace inward-opening exterior doors and any roll-up doors. Wedge sliding glass doors to prevent them from lifting from their tracks.
 - 6. Close storm shutters, if available. Close, lock, and board up those large windows and glass doors. Board up or tape over smaller windows. Lower blinds and close curtains to help hold back flying debris.
 - 7. Coordinate with the landlord to ensure electricity, gas, water, and other utility services are turned off.
 - 8. Ensure all personnel have departed the office before evacuation routes become impassable due to flooding or high winds.
- C. Appropriate Action if Evacuation is not Recommended. If local officials do not recommend evacuation of your area, your facility may still experience high winds and heavy rain generated by a hurricane.
 - 1. Take appropriate protective measures to reduce the vulnerability of wind damage and heavy rain using the checklist in paragraph B above as a guide.
 - 2. Have building maintenance personnel on standby and materials for expedient repairs readily available.

3. Prepare for a possible loss of utilities for up to 72 hours. This means having battery-powered lights, a battery-powered radio, a supply of potable water, and if possible, an emergency generator.

DURING THE HURRICANE

A. Sheltering. If your office is not in an evacuation area but is still expected to receive some storm effects, the following guidance should be used in sheltering your staff during the passage of the storm.

1. Use interior rooms and corridors. Avoid using basements if there is a chance of flooding. Avoid sheltering people in large open rooms which do not have interior supports, such as auditoriums.
2. In multi-story buildings, shelter people on the lower floors and avoid corner rooms.
3. Avoid areas near exterior windows and glass doors, unless the glass is protected by shutters.

B. Other Precautions

1. Periodically conduct an internal check of the office for window breakage, broken pipes, and structural damage.
2. Ensure that those being sheltered remain indoors during the hurricane. If the eye of the hurricane passes over your office, do not be fooled by the period of temporary calm, which occurs. When the eye of the hurricane has passed, storm winds will return from the opposite direction.
3. Continue to monitor your radio or television for hurricane condition updates and emergency information.

AFTER THE HURRICANE

A. Reentering Evacuated Areas

1. If you evacuated your office, you may have difficulty returning quickly because roads may be damaged, blocked by debris, or flooded in low lying areas.
2. Access to storm-damaged areas may be limited by local law enforcement personnel, to keep people out of areas with dangerous conditions, facilitate rescue and recovery work, and limit access to unoccupied properties.
3. Initially, entry to storm-damaged areas may be limited to search and rescue personnel, law enforcement personnel, firefighters, utility crews, and road clearing teams. Once it is reasonably safe, property owners and essential employees will be cleared to enter the area, but they may be required to have a permit or pass, or be included on an access list maintained by the city. Contact your local

emergency management office to determine the procedures for returning to storm-damaged areas.

4. Listen to your radio or television for instructions before attempting to return to your place of business.

B. Checking your Office

1. Look for obvious structural damage to your building and its foundations. If you see significant structural damage, don't attempt to enter the affected building. Notify the landlord immediately.
2. Check for downed or dangling electrical power lines and broken sewer or water pipes on the property. Stay away from damaged power lines and broken sewer lines. Do not take lanterns, torches, or any kind of open flame into a damaged building – there may be leaking gas or other flammable materials present. If you see damage to power, water, or wastewater equipment, notify the landlord and report it to the utility company.
3. Make sure the electrical outlets and appliances throughout your office are dry and free of water before turning the power back on. If you have any doubt about the condition of wiring or appliances, ask the landlord to have an electrician check them to make sure there are no short circuits.

C. Secure the Site. Looting of damaged facilities is possible. Normally, the presence of the owner, employees, or security guards on the property will discourage looting.

D. Safety Precautions

1. Do not drink water from your water system until local officials advise you that it is safe from contamination. Use emergency water supplies or boil tap water before drinking it.
2. Take extra precautions to prevent fire – inoperative water systems, low water pressure, and the disruption of other services may make firefighting extremely difficult.
3. Guard against spoiled food. Food in refrigerators can spoil if power is off only a few hours. Freezers will keep food safe to eat for several days if the freezer door is not opened after the power goes off. Do not refreeze food once it begins to thaw.
4. Wear sturdy shoes when walking through debris and use gloves when moving it.
5. Be aware that snakes, poisonous insects, and other animals instinctively move to higher ground to escape floodwaters. They may have taken refuge in your office.

E. Recovery Activity

1. Report damage to the Executive Director and Chief Operations Officer. The information will be forwarded to our insurance company, as required by all policies.
2. Document damage to your office and its contents with photographs or video. Do not make extensive repairs until a claims adjuster inspects the damage.
3. If possible, be present when the insurance adjuster inspects your property.
4. Request that damage to automatic sprinkler systems be repaired as soon as possible in order to get fire protection equipment back in service.
6. As soon as possible, care coordinators should attempt to make contact with all clients to determine what their needs are and how Choices can be of assistance.
7. As soon as possible, the Provider Relations Department should attempt to make contact with all potentially affected providers to determine the providers' ability to provide services.

HURRICANE TASK ASSIGNMENTS Business: _____ Date: ____			
() Hurricane Watch () Hurricane Warning			
Employee Name	Department/ Position	Hurricane Duties And Location	Equipment Required

Resources in Response to Hurricanes

In preparation for forecasted hurricanes, the Child Welfare League of America is sharing some resources from their partner, National Child Traumatic Stress Network (NCTSN), to help get you ready to be able to prepare and respond:

- [Help Kids Cope](#): a mobile app to assist families cope with hurricanes and flooding. Download the free app today for Apple and Android devices. The app has helpful guidance how to prepare for the storm, how to support your family during the storm, and if your family needs additional support after the storm.
- [Simple Activities for Children and Adolescents Without Power or Playing Outside is Limited](#)
- [Parent Guidelines for Helping Children After Hurricanes \(En Español\)](#)
- [After the Hurricane: Helping Young Children Heal](#)
- [College Students Coping After the Hurricane](#)
- [Teacher Guidelines for Helping Children after Hurricanes](#)
- [Trinka and Sam The Rainy Windy Day](#): E-book to help children and their families begin to talk about feelings and worries they may have after they have experienced a hurricane. ([En Español](#))

The NCTSN also has resources for responders on [Psychological First Aid](#) (PFA), including a [PFA Mobile App](#). PFA is an early intervention to support children, adolescents, adults, and families impacted by these types of events. An online training course for PFA is available on our [NCTSN Learning Center](#). PFA Handouts include:

- [Parent Tips for Helping Infants and Toddlers \(En Español\)](#)
- [Parent Tips for Helping Preschoolers \(En Español\)](#)
- [Parent Tips for Helping School-Age Children \(En Español\)](#)
- [Parent Tips for Helping Adolescents \(En Español\)](#)

Also, SAMHSA has a [Disaster Distress Helpline](#) – call 1-800-985-5900 or text *TALKWITHUS* to 66746.

Disaster Preparedness Procedures for Families and Staff

(Pandemic outbreaks, natural disasters, fire or power failures, etc.)

- I. Choices Families
 - a. Fill out Disaster and Emergency Plan form upon intake.
 - b. Foster Care Solutions home will complete Child Location Worksheet upon placement of a child in the foster home.
- II. Foster Families
 - a. Complete and sign the Disaster and Emergency Plan.
 - b. Provide emergency drills as indicated during home study process.
 - c. Post all plans in a prominent place in the home.
 - d. Ensure all household members, including foster children, have reviewed and understand plans.
- III. Staff (Specific to Hurricane Regions)
 - a. Staff fills out Disaster and Emergency Plan upon hiring to be used in the event of a disaster.
 - b. The Executive Director will schedule regular call or meetings with the site leadership team to discuss the safety of staff and the youth and families.
- IV. In the Event of Disaster (Staff)
 - a. When possible, Supervisor confirms with WF/CCs their plan for disaster.
 - b. Clinical Director confirms with Supervisors their plan for disaster; Clinical Director and Program Support keep a copy of all staff's disaster plan forms.
 - c. WF/CCs are responsible for securing their equipment; Program Support and Clinical Director are responsible for securing shared equipment.
 - d. Clinical Director/Executive Director/Administrative Leadership will ensure office is secure before leaving.
 - e. Clinical Director will check in with WF/CCs after disaster.
 - f. If an employee is not able to perform their tasks due to being affected by the disaster, those tasks will be reassigned for coverage.
- V. In the Event of disaster (Youth & Families)
 - a. WF/CC calls family to confirm plan.
 - b. WF/CC gives family Emergency Preparedness information from their respective location or parish.
 - c. WF/CC checks in with family through telephone after disaster.
 - d. WF/CC informs Supervisor about status of their families; Supervisor informs Clinical Director of status.
 - e. WF/CC maintains contact with families that were affected by disaster daily to assess needs.

- f. Foster Care Solutions staff will complete the Child Location Worksheet each time a child is placed in a foster home which will be located on the Foster Care SharePoint.
- VI. Follow up with Families after Disaster
- a. Foster Care Solutions staff will retrieve and utilize the Child Location Worksheet to make contact with foster homes.
 - b. WF/CC's will initiate contact with youth and their families within 24 hours of the end of the event (as appropriate, staff should defer to local authorities to provide guidance when it is safe to return home or move around the area). These efforts will continue on a daily basis until all youth and their families are located.
 - c. WF/CC's will provide their Supervisors with daily updates as to the safety and location of all youth and their families.
 - d. Supervisors will work with WF/CC's to ensure all youth and their families are located and will provide daily updates to the Clinical Director and Executive Director until all youth and their families are located.
 - e. WF/CC's will document in the EHR all attempts and contacts to locate youth and their family. When contact has been made, the WF/CC will document the address of where the youth and family are staying, along with the names of other people in the location. Background checks for new household members should be conducted according to the site's contract requirements.
 - f. The WF/CC will schedule a face to face contact within 72 hours of initial contact.
 - g. The Executive Director of each site will be responsible for reporting back to state agencies the safety and location of the youth and their family.
 - h. The Executive Director will also report the status of youth and their families on a daily basis.
- VII. Client Service Coordination and Inter-Agency Coordination
- a. Within 24 hours of a confirmed pandemic outbreak, the Executive Director will provide notification to the appropriate funding agency (e.g., DCS, Marion County Courts, Magellan) of the following information:
 - 1. Status of service delivery capacity;
 - 2. Status of employees, including a work capacity assessment;
 - 3. Status of support services needed to maintain service delivery as specified by the appropriate contract or license; and
 - 4. Changes in delivery caused by the emergency and a plan and anticipated timeline to return to original services.
 - b. Within 4 hours of a declared state of emergency, the Executive Director will provide notify the appropriate funding agency (e.g., DCS, Marion County Courts, Magellan) on the status of Choices operations and its capability to deliver services to youth and families.
 - c. The Executive Director will also report the status of youth and their families daily during the state of emergency.

- d. Communication between the Executive Director and the appropriate emergency points of contact will continue until the declared state of emergency is dismissed.
- e. The following information will be reported:
 - 1. Status of service delivery capacity;
 - 2. Status of employees, including work capacity assessment;
 - 3. Status of support services needed to maintain service delivery as specified by the appropriate contract or license; and
 - 4. Changes in service delivery caused by the emergency and a plan to return to original services.

FOSTER CARE SOLUTIONS DISASTER and EMERGENCY PLAN For the _____ FAMILY (FOSTER FAMILY HOME)

POLICY:

Agency personnel and foster parents are responsible for responding effectively during an emergency or disaster that may include, but not limited to, acts of nature (ie. flood, hurricane, fire or tornado), chemical or hazardous material spills, weapons of mass destruction events, and/or acts of terrorism.

Agency personnel and foster parents are responsible for maintaining all children in their care during disasters that require mandatory evacuation or quarantine. Agency personnel and foster parents are required to be educated and aware of disaster and emergency procedures and be prepared to fulfill their respective roles by implementing the Disaster and Emergency Plan.

PROCEDURES:

- Foster Care Solutions (FCS) will maintain a “Child Location Safety Worksheet” for each child in care.
- Per FCS protocol, FCS staff will ensure each foster parent has the support line contact number in the event FCS should be contacted immediately. This line is answered immediately or responds within 15 minutes.
- When an emergency or disaster affects a child in an FCS foster home, the protocols listed below will be followed by FCS staff and FCS foster families. Incident reports will be completed by FCS staff and provided to the state child welfare agency.
- This Policy/Procedure and all disaster and emergency plans implemented within a foster home will be reviewed with the foster family by the FCS staff at re-evaluation monitoring visits.

MANDATED EVACUATION BY LOCAL OFFICIALS

- Foster Care Solutions (FCS) will maintain a “Child Location Safety Worksheet” for each child in care.
- Per FCS protocol, FCS staff will ensure each foster parent has the support line contact number in the event FCS should be contacted immediately. This line is answered immediately or responds within 15 minutes.
- In the event of an evacuation, foster families will immediately notify FCS staff before evacuating and inform staff of the location of their family’s evacuation.
- After the foster family reaches safety, they will inform FCS staff of their safe arrival at their destination.
- Foster parents will assist children in collecting clothing, blankets, pillows and any other necessary item, or item important to the child.
- Medicines and medication administration charts for children will be gathered by foster parents and placed into an emergency kit for easy transporting.

- Emergency items such as flashlights, first aid supplies, snack foods, and water will be gathered for the children.
- All children will congregate in a designated meeting place within the foster home and will be accounted for – never leave a child behind. **Our family's designated meeting place within the foster home is:**
- The children will be transported to a safe location (ie. shelter, hotel, home of extended family) outside the area being evacuated. Foster parents will remain with the children throughout the evacuation. **Our family's safe locations are (list two potential locations):**
- Each foster family home is responsible for having a location where they can go in the event of an evacuation. This location must be disclosed to FCS staff and located in the foster home record at the agency office.
- Documentation of the evacuation will be maintained by FCS and will be placed in the foster home record. This information will be shared with all necessary state child welfare staff.
- Return to the foster family home after an evacuation will comply with instructions of local officials. Foster parents will utilize personal vehicles to transport children.
- FCS is responsible for completing an incident report and forwarding appropriate documentation to state child welfare personnel within 24 hours of the evacuation disaster.
- FCS will notify the state child welfare agency once the family has returned to their home or other permanent location, if it is not possible for them to return to their previous location.

FIRE

- A floor plan of each foster home identifies two (2) possible exits (for example, a door exit and a window exit). Each foster family home will have a floor plan that identifies fire exits at their home. A copy of this plan will be submitted to FCS and maintained in the family home record at the agency office. **Our family's two possible exits are:**
- Foster families will have fire safety equipment as required for their license or certification as a foster home.
- Foster families will train developmentally appropriate children regarding the use of the telephone to call 911 in case of a fire emergency.
- Each foster parent is responsible for conducting fire drills when children are placed in their homes.
- Documentation of the family's fire safety plan will be shared with the child at the time of a child's placement.
- Foster parents will assist the children in exiting the foster family home. Once at the designated meeting place, foster parents will account for all children to make sure

everybody is out of the home – never leave a child behind. **Our family's designated meeting place is:**

IF A FIRE OCCURS:

1. Each foster home shall ensure children know what to do in the event a fire occurs, including exit options. Each foster home is equipped with fire safety items in accordance with licensing or certification requirements.
2. Foster parents and children will each know where fire extinguishers are located in the home. Foster parents will instruct the children as age appropriate on the use of the fire extinguisher. **Our family's fire extinguishers are located:**
3. Foster parents will call 911 and instruct children that are old enough to call 911 in case of a fire.
4. The foster parents and children will exit the home quickly through the designated exits.
5. Get the children out immediately. Wrap infants in quilts or blankets, covering babies entirely.
6. Gather at the designated meeting place.
7. Count children when reaching your designated meeting place – never leave a child behind.
8. If weather is inclement, if possible, assist children with outer clothing or ensure they carry coats or blankets with them when exiting the home.
9. Once emergency services have responded, foster families will contact FCS staff.
10. If the foster family needs to remain out of the home, the foster family will identify a place where they can stay out of danger until local authorities give clearance for the family to return.
11. If evacuation is necessary, FCS and the foster family will follow the above guidelines for mandated evacuation.
12. Foster family will notify FCS of the fire and the family's location and current circumstances as soon as reasonably possible after the family is safe.
13. In the event children need to be removed from the foster home during repairs and cleanup, the children should be placed in a respite home if it is deemed in the best interest of the child.

WEATHER:

- Each foster home will identify the safest location for the family to go in the event of unsafe weather conditions. **Our family's safe location within the home is:**
- Should weather cause damage to the foster family property which may affect the safety of the home, FCS should be contacted immediately.
- FCS will complete an incident report within 24 hours and notify the state child welfare agency.
- As in the case of fire, please use steps 10-13 in the Fire Section of this document.

IF BAD WEATHER OCCURS:

1. A battery-operated radio and flashlight should be in the foster home. **Our family's battery-operated radio and flashlight are located:**
2. Foster family should keep the radio on during bad weather.
3. If possible, foster families should acquire some type of emergency lighting for their homes.
4. In foster family homes, foster parents will assist the children in gathering in the family's designated safe location when bad weather threatens.
5. Count children when reaching the designated safe location – never leave a child behind.
6. In the event of a flood, foster families will contact FCS staff immediately upon reaching safety.
7. FCS will contact the state child welfare agency of the situation caused by weather, the family's location and circumstances, and will complete an incident report.
8. If evacuation is necessary, FCS and the foster family will follow the above guidelines for mandated evacuation.
9. In the event children need to be removed from the foster home during repairs and cleanup, the children should be placed in a respite home if it is deemed in the best interest of the child.

CHEMICAL OR HAZARDOUS MATERIAL SPILL:

- In the event a chemical or hazardous material spill occurs in or near a foster family home, all children and foster parents will locate to an area away from the spill – preferably indoors – to avoid breathing the vapors and gases. **Our family's safe locations are (list two possible locations, one in the home and one away from the home:**
- FCS is responsible for completing incident reports and forwarding information to the state child welfare agency within 24 hours.
- In the event evacuation of a foster family home is required, procedures for a mandated evacuation by local officials will be followed.

IF A CHEMICAL OR HAZARDOUS MATERIAL SPILL OCCURS:

1. Family members will move indoors with windows and doors closed or to the front or back of the home, depending on the location of the spill.
2. All children and foster parents should remain in a safe location until advised by emergency personnel that it is safe to return to normal activities.
3. In the event evacuation is required, foster parents shall follow procedures for evacuation by local officials.
4. FCS will contact the state child welfare agency of the situation caused by a spill, provide the family's location and circumstances, and will complete an incident report.
5. In the event children need to be removed from the foster home during repairs and cleanup, the children should be placed in a respite home if it is deemed in the best interest of the child.

WEAPONS OF MASS DESTRUCTION/TERRORISM EVENT:

- If an international crisis should threaten to result in a nuclear attack, FCS will follow direction from local officials.
- Foster family homes will identify a safe location within their homes where family members can go in the event an attack should occur. **Our family's safe location is:**
- Should evacuation occur, the foster family will contact FCS immediately after they have reached a safe destination.
- FCS is responsible for completing incident reports and forwarding information to the state child welfare agency within 24 hours.
- In the event evacuation of a foster family home is required, procedures for a mandated evacuation by local officials will be followed.

IF A WEAPONS OF MASS DESTRUCTION EVENT/TERRORISM OCCURS:

1. A battery-operated radio and flashlight should be in the foster home. **Our family's battery-operated radio and flashlight are located:**
2. Foster families should keep their radio on throughout the event for public service announcements or plans.
3. If possible, foster families should acquire some type of emergency lighting for their homes.
4. In the event evacuation is required, foster parents shall follow procedures for evacuation by local officials.
5. Foster parents will count children once they reach a safe destination – never leave a child behind.
6. FCS will ensure state child welfare agency personnel are aware of each child's location and circumstances and will complete an incident report.

I have read and understand the contents of this policy and procedure. I have completed all areas which require me to identify a location for safety purposes and evacuation. I have ensured all family members have reviewed and understand the contents. I agree to comply with all items contained herein:

Foster Parent Signature

Date

I have read and understand the contents of this policy and procedure. I have ensured foster parent's compliance with completion of the document and their understanding of all contents.

Foster Care Solution Staff

Date

Revised: June 1, 2015
October 4, 2018
January 3, 2019