

Disaster Preparedness

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SUBJECT: Disaster Preparedness

PURPOSE: To establish Florida Therapy Services, Inc. (FTS) preparation guide and response to natural and manmade disasters and emergencies.

Definition: The term team member refers to both FTS employees and contractors. Information applicable to FTS employees only will be specified as such.

POLICY: In an effort to protect lives and property, FTS team members will adhere to the following standards with regard to disaster and emergency preparedness and response.

General Emergency Procedures

1. This plan will be reviewed and updated annually (by April 15th) by the Safety Committee.
2. All team members will be trained and be familiar with the procedures contained herein.
3. Evacuation routes will be posted throughout the building.
4. The facility maintains a listing of emergency phone numbers.
5. The facility maintains an adequate first aid kit.
6. A phone list of all team members is maintained at the facility.

Priorities in the Event of a Disaster

In general, FTS maintains the following priorities with regard to responding to an emergency or disaster:

- Assure the safety and well being of persons in the building at the time of the emergency
- Assure the safety and well being of team members and their families
- Provide assistance, as needed, to the families served by FTS
- Safeguard facility, agency records, and equipment (note: agency records should always be stored in a way that protects them from theft, fire, and flood)
- Cooperate with other agencies, as feasible, to provide assistance to the community at large.

For more information on disaster preparedness, visit:

www.redcross.org

www.fema.gov

www.dhs.gov

www.noaa.gov

www.ready.gov

www.floridadisaster.org

Hurricanes

Hurricanes are a fact of life for all Florida residents. As such, FTS recognizes the need to prepare for hurricanes before they strike. Hurricane season has been defined as the period of time between June 1st and November 30th.

What Is A Hurricane?

A hurricane is a tropical cyclone, which generally forms in the tropics and is accompanied by thunderstorms and a counterclockwise circulation of winds. Tropical cyclones are classified as follows:

- **TROPICAL DEPRESSION**

An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds of 38 mph or less

- Sustained winds are defined as a 1-minute average wind measured at about 33 ft (10 meters) above the surface.

- **TROPICAL STORM**

An organized system of strong thunderstorms with a defined surface circulation and maximum sustained winds of 39-73 mph

- **HURRICANE**

An intense tropical weather system of strong thunderstorms with a well-defined surface circulation and maximum sustained winds of 74 mph or higher

The strength of a hurricane has been categorized into five levels known as the *Saffir-Simpson Scale*:

Category 1	74 – 95 mph
Category 2	96 – 110 mph
Category 3	111 – 130 mph
Category 4	131 – 155 mph
Category 5	155 + mph

STORM SURGE - is water that is pushed toward the shore by the force of the winds swirling around the storm. This advancing surge combines with the normal tides to create the hurricane storm tide, which can increase the mean water level 15 feet or more.

INLAND FLOODING - In the last 30 years, inland flooding has been responsible for more than half the deaths associated with tropical cyclones in the United States.

HIGH WINDS - Hurricane-force winds can destroy poorly constructed buildings and mobile homes. Debris such as signs, roofing material, and small items left outside become flying missiles in hurricanes.

TORNADOES - Hurricanes can produce tornadoes that add to the storm's destructive power. Tornadoes are most likely to occur in the right-front quadrant of the hurricane.

Hurricane Watch versus a Hurricane Warning

When a **HURRICANE WATCH** is issued for our area this indicates the possibility that we could experience hurricane conditions within 36 hours. This watch should trigger the FTS agency disaster plan as well as the individual team member's family disaster plan, and proactive measures should be initiated especially those actions that require extra time such as securing the facility, securing computers, and safe guarding client charts, etc.

When a **HURRICANE WARNING** is issued for our part of the coast this indicates that sustained winds of at least 74 mph are expected within 24 hours. Once this warning has been issued, team members should be in the process of completing proactive actions and deciding the safest location to be during the storm.

Preparing for Hurricane Season

1. The President of Clinical Operations, Quality Assurance Coordinator, and Human Resource Director are responsible for assuring that FTS' disaster plan is reviewed and updated each year by April 15th for dissemination by May 1st.
2. Executive Management and Program Directors are responsible for assuring that agency team members are trained or updated in the disaster plan by June 1st of every year.
3. Prior to each hurricane season, the Safety Officer will be responsible for monitoring media coverage and keeping abreast of weather conditions during the hurricane season. Advisories are issued every six hours by the National Weather Service when a hurricane is more than 24 hours away from land and every 3 hours or less when closer. For online weather monitoring services visit www.noaa.gov.
4. Assure that client and agency records routinely are stored in a way to protect them from fire, theft, and flood.
5. Maintain an updated list of team members to include their home address, home phone, and cell phone.
6. Providers will discuss hurricane preparedness with their clients.

Recommended Items to Include in a Basic Emergency Supply Kit for Work:

- ✓ Flashlight with extra batteries
- ✓ Battery-powered radio
- ✓ Food
- ✓ Water
- ✓ Medications
- ✓ First Aid Supplies
- ✓ Tool Kit

*Your kit should be adjusted based on your own personal needs. Do not include candles, weapons, toxic chemicals, or controlled drugs unless prescribed by a physician.

Recommended Items to Include in a Basic Emergency Supply Kit for Home:

- ✓ Water, one gallon of water per person per day for at least three days, for drinking and sanitation
- ✓ Food, at least a three-day supply of non-perishable food
- ✓ Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- ✓ Flashlight and extra batteries
- ✓ First aid kit
- ✓ Whistle to signal for help
- ✓ Dust mask, to help filter contaminated air
- ✓ Plastic sheeting and duct tape to shelter-in-place (for application on windows, doors, etc)
- ✓ Moist towelettes, garbage bags and plastic ties for personal sanitation
- ✓ Wrench or pliers to turn off utilities
- ✓ Can opener for food (if kit contains canned food)
- ✓ Local maps

Additional Items to Consider Adding to a Basic Emergency Supply Kit for Home:

- ✓ Prescription medications and glasses
- ✓ Infant formula and diapers
- ✓ Pet food and extra water for your pet
- ✓ Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container
- ✓ Cash or traveler's checks and change
- ✓ Emergency reference material such as a first aid book or information from www.ready.gov
- ✓ Sleeping bag or warm blanket for each person. Consider additional bedding if you live in a cold-weather climate.
- ✓ Complete change of clothing including a long sleeved shirt, long pants and sturdy shoes. Consider additional clothing if you live in a cold-weather climate.
- ✓ Household chlorine bleach and medicine dropper- When diluted nine parts water to one part bleach, bleach can be used as a disinfectant. Or in an emergency, you can use it to treat water by using 16 drops of regular household liquid bleach per gallon of water. Do not use scented, color safe or bleaches with added cleansers.
- ✓ Fire Extinguisher
- ✓ Matches in a waterproof container
- ✓ Feminine supplies and personal hygiene items
- ✓ Mess kits, paper cups, plates and plastic utensils, paper towels
- ✓ Paper and pencil
- ✓ Books, games, puzzles or other activities for children

Hurricane Pre-Watch and Warning Activities

1. The President of Clinical Operations is to initiate meetings with administration.
2. Program Directors and management personnel shall ascertain the plans of all assigned team members.
3. All team members turn on cell phones. All team members are encouraged to have car chargers in the event of power outages.
4. Confirm availability of team members.
5. Make computer backups. FTS contracted IT will assist with this process.
6. Secure records and equipment:
 - unplug all electronics and relocate to a higher surface level
 - secure records and items susceptible to water damage in large garbage bags
 - move items away from windows
7. Gather basic information, which might be needed if program has to operate out of an alternate facility immediately after the hurricane.
8. Secure office to the extent possible.

***After completion of these items, all team members dismissed for the duration of the storm.**

After the Hurricane: Reporting Back In and FTS Reopening

If the hurricane does not make land fall in our area, FTS will resume normal business hours the following business day, with all employees reporting to work. Employees who have evacuated the area and are not able to return to work should call their Supervisors as soon as possible. Within 24-48 hours all contracted providers are expected to call their Supervisors or Program Directors to communicate when they will be resuming their work schedule.

If a hurricane strikes and there is damage, the Executive Management Team will evaluate the situation and determine if an alternative site is available from which to operate. Once these arrangements have been made the Executive Management Team will notify Supervisors and Program Directors who in turn will be responsible for disseminating this information to their assigned team members. Team members seeking information should contact their immediate Supervisor or Program Director.

Employees who have sustained significant damage to their home or property or employees who cannot get to work because of travel conditions may be given up to 72 hours after the “All Clear” status to report to work. Such considerations will be given on a case-by-case basis as determined between the employee and his or her Supervisor. FTS will attempt to do everything in its power to assist employees who have been severely affected by a hurricane. This may include additional paid leave, food, supplies, or emergency financial assistance, if possible.

The Executive Management Team will meet regularly to discuss team members' needs, consumers' needs, facility repairs and community needs until such time as normal operations are resumed.

Other forms of Severe Weather in our Area

In addition to hurricanes, our area is subject to tornadoes. Not only those spawned by hurricanes, but those that are produced during storm activity.

Tornadoes in Florida

Florida has two Tornado Seasons:

The **Summer Season**, from June until September, has the highest frequencies with usual intensities of **F0** or **F1** on the **Fujita Scale**. This includes those tornadoes that form from land falling Tropical Cyclones.

The **Deadly Spring Season**, from February through April is characterized by more powerful tornadoes because of the presence of the jet stream. When the jet stream digs south into Florida and is accompanied by a strong cold front and a strong squall line of thunderstorms, the jet stream's high level winds of 100 to 200 mph often strengthen a thunderstorm into what meteorologists call a supercell or mesocyclone. These powerful storms can move at speeds of 30 to 50 mph, produce dangerous downburst winds, large hail and the most deadly tornadoes.

Facts about Tornadoes

- They may strike quickly, with little or no warning. They may appear nearly transparent until dust and debris are picked up or a cloud forms in the funnel.
- The average tornado moves Southwest to Northeast, but tornadoes have been known to move in any direction.
- The average forward speed of a tornado is 30 mph, but may vary from stationary to 70 mph.
- Tornadoes can accompany tropical storms and hurricanes as they move onto land.
- Waterspouts are tornadoes that form over water.

Tornado Watch versus Tornado Warning

Tornado Watch - Issued to alert the public that conditions are favorable for the development of tornadoes in and close to the watch area. These watches are issued with information concerning the watch area and the length of time they are in effect.

Tornado Warning - Issued by local National Weather Service to warn the public that a tornado has been sighted by storm spotters or has been indicated by radar. These warnings are issued with information concerning where the tornado is presently located and what communities are in the anticipated path of the tornado.

Before a Tornado

Be alert to changing weather conditions.

- Listen to NOAA Weather Radio or to commercial radio or television newscasts for the latest information.
- Look for approaching storms.
- Look for the following danger signs:
 - Dark, often greenish sky
 - Large hail
 - A large, dark, low-lying cloud (particularly if rotating)
 - Loud roar, similar to a freight train.

If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

During a Tornado

If you are under a tornado WARNING, seek shelter immediately!

If you are in a structure (e.g. residence, small building, school, hospital, shopping center) go to a pre-designated shelter area such as a safe room, basement, or the lowest building level. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows.

If you are in a vehicle, trailer, or mobile home, get out immediately and go to the lowest floor of a sturdy, nearby building (or shelter, if open). Mobile homes, even if tied down, offer little protection from tornadoes.

If you are outside with no shelter lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Do not get under an overpass or bridge. You are safer in a low, flat location. Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter.

Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

Lightning

In the United States, there are an estimated 25 million lightning flashes each year. During the past 30 years, lightning killed an average of 62 people annually. This ties the national average of 62 deaths per year caused by tornadoes. Yet because lightning usually claims only one or two victims at a time and does not cause mass destruction of property, it is underrated as a risk. Lightning injuries in the United States average about 300 per year, however this does not take into account unreported occurrences. (The National Weather Service).

The highest death rates from lightning in the United States are in Florida, which is known as the lightning capital of the country. According to the service, from 1959 to 2003 lightning killed 3,696 people in the United States. Of those, 425 were in the Sunshine State. (National Geographic News June 22, 2004).

Watch for Developing Thunderstorms

Thunderstorms are most likely to develop on spring or summer days but can occur year round. As the sun heats the air, pockets of warmer air start to rise and cumulus clouds form. Continued heating can cause these clouds to grow vertically into towering cumulus clouds, often the first sign of a developing thunderstorm.

An Approaching Thunderstorm, When to Seek Safe Shelter

Lightning can strike as far as 10 miles from area where it is raining. That's about the distance you can hear thunder. If you can hear thunder, you are within striking distance. Seek safe shelter immediately.

Use the 30-30 rule: where visibility is good and there is nothing obstructing your view of the thunderstorm. When you see lightning, count the seconds until you hear thunder. If that time is 30 seconds or less, the thunderstorm is within 6 miles and is dangerous. Seek shelter immediately. The threat of lightning continues for much longer than most people realize. Wait at least 30 minutes after the last clap of thunder before leaving shelter. Don't be fooled by sunshine or blue sky! If it is cloudy or objects such as building or terrain are obscuring your vision, get inside immediately. It is always safer to take precautions than to wait.

When Outdoors with an Approaching Storm

Most lightning deaths and injuries occur in the summer. When outdoors, providers must stop activities at the first roar of thunder and relocate indoors.

Indoor Activities, Things to Avoid

Inside building, stay off corded phones, computers and other electrical equipment that put you in direct contact with electricity or plumbing. Buy ground fault protectors for key equipment. Follow the 30-30 rule and stop activities at the first clap thunder and wait 30 minutes until after the last thunder strike.

Providing Aid to a Lightning Strike Victim

If a person is struck by lightning, call 911 and request medical care immediately. Cardiac arrest and irregularities, burns, and nerve damage are common in cases where people are struck by lightning. However, with proper treatment, including CPR if necessary, most victims survive a lightning strike. You are in no danger helping a lightning victim. The charge will not affect you.

Wet Weather driving

Safety starts before you drive, and your goal should be to see and be seen. Replace windshield wiper inserts that leave streaks or don't clear the glass in a single swipe. Make sure all headlights, taillights, brake lights and turn signals are properly functioning so other drivers will see you during downpours. Turn on your headlights whenever you drive.

Proper tire tread depth and inflation are imperative to maintaining good traction on wet roadways. Check tread depth with a quarter inserted upside down into the tire groove. If you can see above Washington's

head, start shopping for new tires. Check each tire's pressure, including the spare, at least once a month... and be sure to check the pressure when the tires are cold.

Avoid Cruise Control

Most modern cars feature cruise control. This feature works great in dry conditions, but when used in wet conditions, the chance of losing control of the vehicle can increase. To prevent loss of traction, the driver may need to reduce the car's speed by lifting off the accelerator, which cannot be accomplished when cruise control is engaged.

When driving in wet-weather conditions, it is important to concentrate fully on every aspect of driving. Avoiding cruise control will allow the driver more options to choose from when responding to a potential loss-of-traction situation, thus maximizing your safety.

Slow Down and Leave Room

Slowing down during wet weather driving can be critical to reducing a car's chance of hydroplaning, when the tires rise up on a film of water. With as little as 1/12 inch of water on the road, tires have to displace a gallon of water per second to keep the rubber meeting the road. Drivers should reduce their speed to correspond to the amount of water on the roadway. At speeds as low as 35 mph, new tires can still lose some contact with the roadway.

To reduce chances of hydroplaning, drivers should slow down, avoid hard braking or turning sharply and drive in the tracks of the vehicle ahead of you. Also, it's important for motorists to allow ample stopping distance between cars by increasing the following distance of the vehicle in front of them and beginning to slow down to stop for intersections, turns and other traffic early.

Cold Weather

Avoid unnecessary exposure to the cold. Be aware of both the temperature and the wind chill when planning outdoor activities. When you prepare to go outside in severe cold weather, please remember the following:

Most of your body heat is lost through your head so wear a hat, preferably one that covers your ears.

Dressing in layers helps you retain heat. You can remove layers as needed if you become too warm.

Mittens provide more warmth to your hands than gloves. Wear waterproof, insulated boots to help avoid hypothermia or frostbite by keeping your feet warm and dry and to maintain your footing in ice and snow.

Get out of wet clothes immediately and warm the core body temperature with a blanket or warm fluids like hot cider or soup. Avoid drinking caffeine or alcohol if you expect you or someone you are trying to help has hypothermia or frostbite.

Recognize the symptoms of hypothermia that can be a serious medical condition: confusion, dizziness, exhaustion and severe shivering. Seek medical attention immediately if you have these symptoms.



Recognize frostbite warning signs: gray, white or yellow skin discoloration, numbness, waxy feeling skin. Seek medical attention immediately if you have these symptoms.

In Event of Fire

1. Begin evacuation of building by pulling fire alarm, where applicable. If building is equipped with audible alarms, all persons will respond to the alarm by evacuating in an orderly fashion out the nearest exit to the designated assembly location. Team members will be instructed on the designated assembly location during their new hire orientation.
2. The Office Manager or designated team member will notify 911.
3. Team members will ensure all clients are evacuated to the designated safe area.
4. Team members will assist in the evacuation and control of clients in the building.
5. Team members must exit their office, ensuring that the office is vacant, closing the office door behind them. Do NOT lock office doors. Closing the door helps to establish a fire block.
6. The Office Manager or designated team member will conduct a head count of team members and report to the Program Director.
7. If trained team members are available, the decision can be made to attempt to extinguish the fire. There are four classes of fire extinguishers A, B, C, and D. Each is used for different kinds of fires:

Class A is used on ordinary combustibles, like paper and wood.

Class B is used on fires fueled by flammable liquids and gases.

Class C is used for electrical fires.

Class D is used for materials involving combustible metals (industrial).

When extinguishing a fire, remember: P.A.S.S.

P- Pull the pin or lever.

A- Aim the nozzle at the base of the flames while holding the extinguisher vertically.

S - Squeeze the handle to discharge the agent.

S - Sweep rapidly from side to side at least six inches past edge of flame.

8. The fire department will decide when the building may be reentered.

Bomb Threats

The paramount concern must always be for the safety of personnel and for the public. A secondary, but important aspect is the effect on employee morale and the disruption of productivity. Advance planning reduces the potential for panic and injury, and is the best assurance that proper action will be taken. Key employees, trained in crisis procedures, should be prepared to react in a calm manner and to use good judgment. Department heads are to establish a program, which will insure that managers, supervisors, and all employees are thoroughly familiar with procedures prescribed in this manual. Questions on this policy should be referred to the Safety Officer.

Background

Bomb threats and actual bombings have increased in recent years and have created a need for practical procedures to be followed. The majority of bomb threats are actually the work of pranksters, the mentally disturbed, or those who harbor ill feelings toward a person or institution. The seriousness of the threat must never be underestimated.

Responsibility

It is the primary responsibility of law enforcement to handle incidents involving bomb threats to conclusion, coordinating the protective and technical skills of related agencies and emergency responders. It is the ultimate responsibility of the person in charge of the facility to decide whether evacuation is necessary, and if so, to see that it is appropriately conducted. Law enforcement will advise and assist as deemed appropriate.

Managers of FTS facilities will assist and provide information to the responding agency within the jurisdiction. Responding agencies implement an Incident Command System structured on the severity and hazards associated with the incident in accordance with jurisdictional and mutual aid agreements.

The Threat Call

Authorities have concluded that there are two basic explanations for why an individual makes a bomb threat call:

1. The person making the call either has definite knowledge or believes that an explosive device has been or will be planted and wants to minimize personal injury or property damage.
2. The caller wants to create a panic situation or at least an atmosphere of anxiety. The caller hopes to disrupt the activities of the installation where the device is purportedly located.

Someone will normally receive the call in the threatened facility. In some instances, the caller may call 9-1-1 to make the threat. The important thing to keep in mind is to remain calm and pleasant with the caller. In a majority of cases, the caller can be encouraged to keep talking and remain on the line. The more information received the better chance of making the most logical decision for a course of action. The person receiving the call should be aware that any action taken would be based primarily on the comments of the caller.



Instructions for Handling the Call

REMAIN CALM! Try to keep the caller engaged in conversation and signal a coworker to call 9-1-1.

REMEMBER; Refer to the Reference Checklist for Bomb Threats. Keep your voice calm and professional. The goal is to keep the caller talking in order to gain the following information.

REFERENCE CHECKLIST FOR BOMB THREATS

Time call received: _____ Date: _____

Exact wording of threat: _____

BUILDING THREATENED: _____

1. Where is the device? _____

2. When is the device going to explode? _____

3. What type of bomb is it? _____

4. When did you plant the bomb? _____

5. Why did you plant the bomb? _____

Voice: Male _____ Female _____ Accent _____

Nationality: _____ Intoxicated _____

Speech impediment: _____ Approximate age: _____

Background noise: _____

Familiar with building: _____ Used street #'s: _____

Mentioned personnel by name: _____

Other: _____

Name (if obtained) _____

Person receiving call: _____ Department: _____

Name of person notified: _____



Immediately following the receipt of the call and the documentation of all information received, notify the President of Clinical Operations or designee. Do not create panic by informing everyone in the office that you have received a threat.

In buildings occupied by more than one department or tenant, it is the responsibility of the department receiving the call to take action that will insure all other departments and tenants in the building are notified.

Evacuation

The authority to evacuate the building will be retained by the President of Clinical Operations, applicable Program Director, or Office Manager in absence of the Program Director. The decision to evacuate the building, or certain floors and offices of the building, will be based on the information and recommendation furnished by the law enforcement agency, the director or designee involved.

The decision to evacuate a building will be based on either the assumption that a bomb has been placed or on the fact that a device has been discovered in the building. The time of detonation is, therefore, very important. The assessment of the threat must be made in a timely manner by the director.

The employees should take personal belongings, such as purses and briefcases as they leave the building. These items pose a problem to searchers.

Words and phrases such as BOMB, EXPLOSION, BLOW-UP, etc., can produce panic. To clear people from the building use more acceptable phrases such as, **“Please clear the building immediately; we have an emergency.”** Repeat as often as necessary.

Employees will be instructed with regard to the predetermined assembly area at their applicable facility, and what is considered a safe distance from the building. ***All instructions of the on-scene emergency response agencies, law enforcement or fire department officers, are to be followed.***

Suspicious Objects

If a suspicious object is located, DO NOT TOUCH IT; DO NOT MOVE IT! In all instances where a suspected object is located, the area is to be evacuated immediately. Await instructions from emergency responders.

No one will be permitted to re-enter the building until the Responding On-Scene Commander gives clearance. Supervisors and team members will cooperate with the Responding On-Scene Commander and local authorities on-scene to assist in the effort to maintain order and public safety.

Building Re-Entry

If a device has not been found after a thorough search and a reasonable time has passed, the decision to allow evacuated persons back into the building will be left to the director or supervisor in charge of the facility, after consultation with the Responding On-Scene Commander. Allow at least fifteen minutes after the time of probable detonation to re-enter or as determined by the Responding On-Scene Commander.

Incident Reporting Requirements

A report will be taken by the law enforcement agency. The reference checklist and any other documentation will be needed by the officer, make a copy for any after action reports required by the department head or designee. A critique should follow to determine deficiencies and recommend improvements in procedures. The President of Clinical Operations and the responding agencies should participate in the critique.

Security/Terrorist Threat Emergency and Evacuation Procedures

In the event of an emergency such as a security threat or terrorist attack, the following steps will be taken:

- In case of a security threat near the facility:
 - Team members are to monitor radio and television for news and instructions.
 - Check for injuries. Provide first aid and get help for seriously injured people.
 - Check for damage using a flashlight. Do not light matches or candles or turn on electrical switches.
 - Check for fires, fire hazards, and other hazards.
 - Shut off any damaged utilities.
- If you are advised by local officials to “shelter in place,” what they mean is for you to remain where you are and protect yourself there:
 - Close and lock all windows and exterior doors.
 - Turn off all fans, heating and air conditioning systems.
 - Get your disaster supplies kit, and make sure the battery operated or emergency radio is working.
 - Go to an interior room without windows that is above ground level.
 - In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed. Using duct tape, seal all cracks around the door and any vents into the room.
 - Keep listening to your radio or television until you are told all is safe or you are told to evacuate.
 - Local officials may call for evacuation in specific areas at greatest risk in your community.
- If instructed to evacuate the area, follow the directives of local authorities. In the event that the vehicular route is blocked, pursue a footpath as directed by local authorities.
 - Don’t use shortcuts, as certain areas may be impassable or dangerous. Stay away from downed power lines.
 - Team members will provide first aid to those in need.
 - Team members and clients are not to return to the facility until the “All Clear” signal from local authorities has been given.
 - The designated coordinator will assume full emergency authority and direct emergency measures as needed.

Security Threats – The Homeland Security Advisory System

In March 2002, the White House issued Homeland Security Presidential Directive-3, which established five threat conditions for possible terrorist attack: Green=Low; Blue=Guarded; Yellow=Elevated; Orange=High; and Red=Severe. To view the current threat condition visit <http://www.dhs.gov/index.shtm>.

- Low (Green)
 - Develop written emergency plan to address all hazards. Include emergency communication plan to notify employees of activities; designate an off-site “report-to” location in case of evacuation.
 - Develop continuity of operations plan to include designating alternate work facility/location for business.
- Guarded (Blue)
 - Complete recommended actions at lower level.
 - Be alert to suspicious activity and report it to proper authorities.
 - Dialogue with community leaders, emergency management, government agencies, community organizations, and utilities about disaster preparedness.
 - Ensure emergency communication plan updated to include purchase of needed items.
- Elevated (Yellow)
 - Complete recommended actions at lower levels.
 - Be alert to suspicious activity and report it to proper authorities.
 - Contact private security firm for security risk assessment and to determine availability of support/reinforcement.
 - Contact voluntary organizations you support to determine how you can provide assistance in case of emergency.
- High (Orange)
 - Complete recommended actions at lower levels.
 - Be alert to suspicious activity and report it to proper authorities.
 - Review emergency plans to include continuity of operations and media materials.
 - Determine need to restrict access to business or provide private security firm support/reinforcement.
 - Contact vendors/suppliers to confirm their emergency response plan procedures.
 - If a need is announced, contact nearest blood collection agency and offer to organize a blood drive.
- Severe (Red)
 - Complete recommended actions at lower levels
 - Listen to radio/TV for current information/instructions
 - Be alert to suspicious activity and report it to proper authorities immediately
 - Work with local community leaders, emergency management, government agencies, community organizations, and utilities to meet immediate needs.
 - Determine need to close business based on circumstances in accordance with written emergency plan.
 - Be prepared to work with dispersed or smaller work force.
 - Ensure mental health counselors available for team members.

In the Event of Utility Failures

1. In the event of a minor or major utility failure occurring during normal business hours (8:00 a.m.- 5 p.m.) Monday - Friday, immediately contact the Corporate office at 850-215-6007.
2. If there is potential danger to building occupants or if the utility failure occurs after hours, weekends, or holidays, notify the afterhours telephone 866-593-6993
3. If an emergency exists, call 9-1-1 immediately.

Provide the following information:

Your name

Location of utility failure

Telephone extension

What utility failed:

- Electricity
- Water
- Heating System
- Telephone
- Network
- Natural Gas
- Sewer Leak
- Sewer back-up
- Other

4. In the event of a location wide electrical failure, phones and computers may not work for a short period of time until power is restored.
5. During power failures, areas that do not have sufficient natural light to clearly see exit corridors, exit stairs, or exit doors should be evacuated while emergency lights are still on. Emergency lighting is temporary.
6. Provide assistance to clients, staff, and visitors in your immediate area.
7. Assist disabled person(s) in exiting the building.
8. Electrical power failure procedures:
 - Turn off all light switches. The voltage may fluctuate and damage any lights that are on.
 - Set all equipment switches to the off position. This is to protect against kicking out circuit breakers, or damaging equipment when full surge or current hits as the power comes back on.
 - If it becomes necessary to evacuate, secure all personal items and lock offices.
 - Do not reenter the building until authorization to do so is issued by the proper authorities

In the Event of a Medical Emergency:

In the event that a medical emergency occurs in an FTS location requiring emergency medical services, the following general procedures should be followed:

- Remain Calm
- Call 911 and report the emergency. Request an ambulance be sent.
Send someone to meet the emergency medical services and rescue crews at the street or building entrance.
- Do not move the person unless there is a threat to life to leave them in that location.
- Provide as much information to the dispatcher regarding the illness/injury as possible (nature of injury, location of person, age of person, etc.).
- If trained to administer first aid, such as bleeding control and CPR, do so. If not trained, coordinate contact with the nurse and/or physician at the location.
- Be sure to wear personal protective equipment. Be aware of hazards associated with blood-borne pathogens.
- Do not come into contact with body fluids.
- If exposed to suspected infectious materials, wash the exposed area thoroughly with soap and water and seek medical attention.
- Do not jeopardize your health or the health of the patient. Wait for professional help if you are not able to provide proper first aid and safety.
- Remain with the party until help arrives.
- Comfort the patient and reassure them that medical assistance is on the way.
- If the medical emergency is related to an on-the-job injury contact the Human Resources Office at 850-215-6007 as soon as possible after the victim has been transported by the ambulance.
- If the medical emergency is related to visitor injury/accident, notify your supervisor, complete an incident report, and contact the Quality Assurance Department at 850-215-6007 as soon as possible after the victim has been transported by the ambulance.

In the Event of a Behavioral Health Emergency:

All FTS staff will be aware of the importance of assuring proper clinical care. As such any level of involvement with these emergencies is proportional to skillset and clinical background of staff.

- Business hours response:
 - Staff involved with a client in a perceived behavioral emergency will contact their immediate supervisor. Clinical staff will be expected to attempt to alleviate the situation should their skillset and clinical background warrant the response. Administrative staff member who become aware of a behavioral health emergency, must contact a member of the clinical team at that location. This will include but is not limited to the Program Director, therapists, or executive clinical staff.
 - Responding staff will advise the client of the necessity to assure their safety.
 - Licensed staff will contact law enforcement and initiate a Baker Act if appropriate.
 - Unlicensed staff will coordinate with Licensed staff to initiate a Baker act or contact law enforcement.

- Staff will remain with the client, unless client exhibits hostility, until authorities arrive.
- Staff will immediately complete an incident report and forward to Program Director.
- Staff will follow up with Program Director after client is released to update management staff of client's condition.
- After hours response:
 - Staff involved with a client in a perceived behavioral emergency will contact their immediate supervisor. Staff will be expected to attempt to alleviate the situation. Staff will advise the client of the necessity to assure their safety.
 - Licensed staff will contact law enforcement and initiate a Baker Act if appropriate.
 - Unlicensed staff will contact law enforcement.
 - Staff will remain with the client, unless client exhibits hostility, until authorities arrive.
 - Staff will immediately complete an incident report and forward to Program Director.
 - Staff will follow up with Program Director after client is released to update management staff of client's condition.
- After hours response via telephone contact:
 - Staff involved with a client in a perceived behavioral emergency will contact their immediate supervisor. Staff will be expected to attempt to alleviate the situation. Staff will advise the client of the necessity to assure their safety. Client will be encouraged to go to an emergency center if deemed appropriate for travel.
 - Staff will contact law enforcement.
 - Staff will remain in contact with the client until authorities arrive.
 - Staff will immediately complete an incident report and forward to Program Director.
 - Staff will follow up with Program Director after client is released to update management staff of client's condition.

In the Event of Violent or Threatening situations:

- If a staff member is verbally confronted by a client the staff member will make effort to deescalate the client. If the staff member believes himself/herself to be in imminent danger, the staff member will immediately remove himself/herself from the area and notify appropriate authorities.
- If a staff member is physically confronted by a client the staff member will make effort to verbally deescalate the client. If the staff member believes himself/herself to be in imminent danger, the staff member will immediately remove himself/herself from the area and notify appropriate authorities.
- Should a staff member be physically attacked by a client, the staff member will make every effort to protect himself/herself in order to stop the attack and get away from the attacker. Again, appropriate authorities will be immediately notified.
- If you believe that a person is in possession of a weapon, then take the following actions:
 - Get away from that person.
 - Lock yourself in a secure area, if possible.
 - If the person is threatening or menacing with the weapon call 911 and explain the problem in detail.
 - Remain on the phone with the 911 dispatcher as long as possible.
 - Remove yourself from any danger, if possible.
 - If you fear the person, barricade yourself in a room away from the person.
 - If anyone becomes injured or needs medical attention, tell the 911 dispatcher.
 - Do not confront the armed person.
 - Remain in a safe area until told to leave by police or emergency responders.
- All incidents involving threat of harm or actual harm will be reported in written format utilizing a FTS Incident Report Form which will be submitted to the Corporate Office located at 459 Grace Avenue within 24 hours of the incident.
- The staff member will report the incident to his/her supervisor, as soon as possible.

Shelter-In Place Drill

During an emergency, one instruction you may be given is to shelter-in-place. What does that mean?

Shelter-in-place is used for:

Hazardous materials incidents

Sustained police action

Active shooter events

In these types of situations, where it's more dangerous to be outside than in, you should remain indoors until authorities tell you it's safe or you are told to evacuate.

The Four S's of Shelter-in-Place

Seek shelter in a building; go to the nearest room with door.

Secure doors & windows; close blinds & curtains. Lock and barricade doors, if possible.

Silence audio equipment and put cell phones on vibrate. Turn off HVAC where possible.

Stay calm and await further instructions from emergency personnel.



I _____ acknowledge that I have read and understand the material provided in this Disaster Preparedness Manual. Should I have any questions about the content of any item I will contact my Program Director or Quality Assurance Director (FTS Corporate Office 850-216-6007).

Staff Signature: _____

Date: _____

Please sign and date this acknowledgement and send to the FTS corporate office:
Attn: QA