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**DISASTER/EMERGENCY PREPAREDNESS
AND CONTINUITY OF OPERATIONS PLAN**

January 2012
January 2013
January 2014
January 2015
January 2016
February 2017
June 2018
June 2019
February 2020
March 2021
February 2022
January 2023

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Introduction

This Disaster/Emergency Preparedness and Continuity of Operations Plan (Plan) sets forth preparedness steps and procedures to address disasters and emergencies, such as hurricanes, fire, building failures, and other emergency situations, and the continuity of operations of ██████████ ██████████ in such circumstances. This Plan is pertinent to a variety of disasters and emergencies and is based on the shelter's capabilities and limitations. The Plan addresses organizational preparedness, policies and procedures, including space utilization, supplies, communication systems, safety and utilities. Staff shall be provided with disaster/emergency preparedness training at least annually. The Plan also addresses guest supervision including modified schedules, criteria for cessation of non-essential services, provision of essential services, and guest transfer determinations, particularly in terms of evacuation. This Plan will be reviewed by the Executive Director, Director and/or Deputy Directors and updated as needed annually. The Executive Director, Director, Deputy Directors, Clinical Program Directors, Operations Director, Guest Services Director(s) (in such order of priority, and individually and collectively, the "Directors") shall be in charge of the implementation of emergency management and response procedures and assume leadership roles in all circumstances. In the absence of the Directors, the Counselors and Resource Coordinators shall assume such leadership roles, and in their absence the Operations Managers, shall assume such leadership roles, thereafter immediately informing the Directors. The Director shall promptly inform the Executive Director, as needed, of significant disasters and emergencies, responses taken and corrective action, if any, contemplated under this Plan.

Note, this Plan is supplemented by the Coronavirus Emergency Preparedness and Response Plan, as it continues to be amended and supplemented.

First Response Emergency Management Procedures

The first response by staff to emergencies, such as fire, building failure, medical crisis (e.g., apparent heart failure, stroke, seizures, poisoning, etc.), mental health crisis (e.g., apparent threat of bodily harm by or to a guest), and other emergency situations should be reporting such emergencies immediately and without delay to the appropriate authorities.

Emergency Telephone Numbers

For fire, criminal threat, or medical emergency Dial 911 for Fire/Police/Rescue. Immediately notify the Directors and Executive Director.

For an apparent mental health crisis If doing so does not pose a risk to the safety of the person in crisis or others, first call the Clinical Program Directors, Deputy Director of Clinical Programs, Assistant Clinical Directors, and/or Counselors/Resource Coordinators, then dial 911 for further assistance. If there is an immediate threat to the safety of the person in crisis or others, dial 911, and promptly notify the Directors, Deputy Director of Clinical Programs, Clinical Program Directors, Assistant Clinical Directors, Counselors and if needed, other staff.

For hazardous chemical spill and poison cases 1-800-222-1222

For reporting emergency building failures Call the Operations Deputy Director and/or Operations Director, Engineering and Maintenance Director, Engineering and Maintenance Manager, Guest Services Directors and/or Operations Managers first, who will call the appropriate vendors (e.g., electrician, plumber, alarm system provider, utilities companies, etc.). Operations Managers shall promptly notify the Guest Services Directors, Operations Deputy Director, Operations Director, Engineering and Maintenance Director, when a

building failure comes to their attention.

For all other emergency situations, call the Deputy Directors, Directors, or in their absence, the Assistant Directors and Counselors, to determine immediate course of action, and they should promptly notify the Director and/or Executive Director thereafter.

Emergency Color Coded Communication

In the event we need to communicate via Village wide intercom system or through group texts, in order to ensure the safety and orderly management of an emergency or crisis, please use the color coded communication signals below to efficiently and safely communicate to other staff about the ensuring emergency event.

Code Silver: Gun on Premises/Active Shooter/Armed Assailant
Code Blue: Bomb Threat
Code Red: Intruder Alert
Code Orange: Medical emergency call for fire rescue and police
Code Green: Missing Child
Fire: Fire

Requesting Emergency Assistance

Upon making the first response call for emergency assistance, use the following remarks:

- I am in need of (Fire, Police, Emergency Rescue Squad, Chemical Spill, Poisoning...) assistance.
- State your name and identify your title and describe the assistance needed, as well as the urgency of the situation.
- Wait to answer questions of the person accepting the call.

Internal Emergency

In the case of a mental health or medical crisis on the part of a guest, upon calling 911 please request the specially trained mental health unit (Crisis Intervention Team, also known as, CIT unit) and/or an officer trained to handle a person who may need to be submitted involuntarily for mental health treatment under the "Baker Act." If possible, one staff member should remain with the guest in crisis at an appropriate and safe distance, and a separate staff member should then proceed to meet the responding unit at the front door of the ground floor main lobby or on the street immediately in front to explain that the [REDACTED] operates as a shelter for homeless women and children and that we request that they immediately remove the guest for her safety and the safety of staff and others at the shelter. Further, the front desk staff must be notified immediately--via the intercom system if possible--so they can be prepared in the lobby to direct fire rescue and/or police where to go. If the guest in crisis appears aggressive in any respect, a second staff member should shut down community areas and instruct guests to remain at a safe distance in the nearest locking community rooms (with access restricted), their individual rooms (where access is restricted, such as bathrooms) or immediately leave the premises, as appropriate.

When an emergency arises on a residential floor, in addition to following the above outlined procedures for making an emergency call, staff should also immediately notify front desk staff, using the intercom when possible, of any emergency so that when the response team (i.e. police, rescue, etc.) arrives the front desk staff knows where to direct them.

Each guest room is equipped with an emergency call button which can be used in the event of an emergency in the room. These call button alerts immediately go to the front desk. Staff at the front desk must respond immediately to these alerts by 1) responding over the intercom to the person in the room and letting them know we are getting help immediately, 2) if applicable, calling 911 on the main phone to respond to the room, and 3) calling staff to go to the room at issue immediately. ***The front desk should never be unattended at any time, pursuant to shelter operation protocols and this disaster and emergency preparedness plan, except as necessary in the event of an imminent risk to the safety of the front desk staff.*** [REDACTED] is a shelter, not a hospital or mental health facility, and as such, in the event of a mental health emergency, restraints and seclusion are not part of the Foundation's procedures or protocols for responding to this type of emergency. Restraints and seclusion in this paragraph do not include the separation of people in attempts to diffuse a conflict and use of different spaces and offices to facilitate separation.

After making appropriate 911 calls, immediately contact the Program Clinical Directors, Operations Director, Deputy Directors, Director, and Executive Director to inform them of circumstances and determine if additional action is warranted.

External Threat or Emergency

In the case of an existing or prospective intruder who is not a guest, immediately call 911 and express the urgency of the circumstances. If possible, a staff member should remain at an appropriate and safe distance at the front desk, and a separate staff member should then proceed to meet the responding unit at the front door of the ground floor in the main lobby or on the street immediately in front to explain that [REDACTED] operates as a shelter for homeless women and children and that we request that they immediately remove the intruder for the safety of staff and others at the shelter. If the threat is not a guest and does not involve a guest, is at the front door of the ground floor outside of the main lobby, or on the street immediately in front of the main entrance, the staff member should remain inside the main lobby until the responding unit has arrived and contained the situation. If an intruder is otherwise discovered in the building or on the grounds, the front desk staff must be notified immediately--via the intercom system if possible--so they can be prepared in the lobby to direct fire rescue and/or police where to go. If the intruder appears aggressive in any respect, a second staff member should shut down community areas and instruct guests to remain at a safe distance in the nearest locking community rooms (with access restricted), their individual rooms (where access is restricted, such as bathrooms) or immediately leave the premises.

After making appropriate calls, immediately contact Guest Services Directors, Program Clinical Directors and/or Assistant Clinical Directors, Deputy Directors and/or Operations Director, and the Director and/or Executive Director to inform them of circumstances and determine if additional action is warranted.

Follow-Up Response

Immediately respond to emergency situations whether internal or external. The first response to emergency situations is described above. In the case of internal emergencies, the Directors should be notified immediately following the first response. The Executive Director, Director, Deputy Director of Operations & Compliance, and the Associate General Counsel must be notified immediately following any internal emergency or incident, including any time a guest is injured or involved in a physical altercation. Include all details of the incident: date, time, names of any guests or staff involved, and if any follow up actions were taken or are needed. This information is required to write Incident Reports, which are due within 24 hours of any critical incident. If deemed appropriate, the Associate General Counsel shall prepare an Incident Report for the review and approval of the Executive Director and Director following any critical incident or emergency.; Responses to emergency situations shall be noted in client files if applicable and reported in the

Director's activities report to the Executive Director. If there is a death [REDACTED], a child is reported missing, or someone is seriously physically injured, you must notify the Director and Executive Director. In the case of external emergencies, such as natural disasters like hurricanes, notice of emergency conditions will be received by staff, including the Directors, via the media or government authorities. In such case, the Directors shall determine if and when the following Disaster Preparedness Procedures are to be activated.

C. First Aid and CPR

All staff are required to take an accredited First Aid and CPR (infant, child, and adult) course. The course is offered by the foundation quarterly. Certification must be kept active and renewed at least every two years.

Disaster Preparedness Procedures

The Disaster Preparedness Procedure which follows is designed to prepare for and adapt the facilities, staff and guests to emergency/disaster conditions, such as hurricanes, tropical storms, tornadoes, and electric storms. Discussion of specific emergency/disaster conditions follows.

1. The Directors will determine what evacuation sites and means of transport are available, if appropriate, and confirm preparedness for shelter-in procedures and further determine what areas [REDACTED] will remain open during the emergency, alterations in on-site staffing and schedules, cessation of services, if any, and evaluate and prepare supplies needed for a determined number of days in the case of shelter-in procedures. The decision to evacuate the entire building or implement shelter-in procedures will be made by the Executive Director and/or Director.

2. If time allows, staff and guest meetings will be held to review the disaster preparedness plan and assign tasks.

3. All staff will proceed to implement the disaster preparedness procedures and their assigned tasks.

A. Emergency Supplies

Under the supervision of the Directors, including the Culinary Director, the Operations Managers and Culinary Team shall ensure that a minimum 7 days supply of the following is available on site in a secure area where access can be monitored:

1. Minimum 5 gallons drinking water per guest and staff member in IBC containers
2. Food supplies in accordance with the Food Services Disaster Plan below.
3. All emergency power fuel supplies should be at capacity (e.g., diesel for generator). All vehicles should be filled with gas, and a container of emergency gas should also be on hand for vehicle transport.
4. Toilet paper, feminine hygiene products, diapers, paper towels, napkins, cleaning supplies, trash bags, moist towelettes, and general supplies.
5. Staff cell phones should be on hand and charged; all Directors should have battery packs/cell chargers.

B. Communications Channels

1. An updated list of staff phone numbers will be circulated by the Directors, including cell phones, as needed to all staff.
2. All staff should keep their cell phones with them at all times to permit 24/7 communications.

C. Staffing Changes

All Directors, Assistant Directors and additional staff deemed essential for operations and support will be required to be present for the preparation of the facilities prior to a storm and duration of a storm, unless a specific request is granted by the Director or Executive Director.

If determined by the Directors to be necessary or desirable, staff schedules will be adjusted to assure coverage of the facilities and guest support and supervision at other times deemed essential and may include scheduling of additional staff for 24 hour shifts for up to two days at a time or otherwise as needed.

D. Protection of Information Management Systems, Files and Records

██████████ maintains its guest files and corporate files in a cloud-based, electronic health record (EHR) system that is HIPAA compliant. Because it is cloud based, it is not subject to impact from local storm surges or power outages. Nonetheless, we endeavor to maintain the integrity of our hardware, and to that end, computer equipment and office equipment will be shut down, secured, and unplugged and files systems in the event of a storm will be locked and safeguarded to minimize risk of damage.

E. Facilities Preparation

If determined by the Directors to be necessary, steps will be taken by the Operations Deputy Director and/or Operations Director, Engineering and Maintenance Director, Engineering and Maintenance Manager, Guest Services Directors and Operations Managers to secure all loose items susceptible to wind or water damage on the exterior of the facilities, including removal and storage of table umbrellas, re-locating art, and other exterior porch and yard items to ensure they are safe and secure. However, much of the outdoor furniture ██████████ has been specifically designed to withstand hurricane force winds and rain. Gates may be opened to prevent possible excessive wind damage at both main and offsite shelter facilities. ██████████ is equipped with impact resistant windows that are designed to obviate the need for shutters.

In the Foundation's EHR system, the Deputy Director of Clinical Programs, Program Clinical Directors, Assistant Clinical Directors and Counselors/Resource Coordinators are required to note whether a guest is machine dependent. In the event a named storm develops that is in a 7-day cone of risk for hitting ██████████ the Clinical Directors, Assistant Clinical Directors and Counselors/Resource Coordinators will assist guests with registering machine-dependent or pregnant guests with Miami-Dade County's medical evacuation registry.

F. Evacuation Procedures

██████████ will operate as a "shelter-in" facility for guests and assigned staff, together with, if requested by government officials, additional persons experiencing homelessness. Nonetheless, the Directors may determine the need to evacuate guests whose safety or wellbeing is of particular concern or the entire shelter due to emergency/disaster conditions. Evacuation will be mandatory if ██████████ County requires evacuation. If evacuation is deemed necessary or appropriate, the ██████████ Evacuation Routes will be used and staff will attempt to transport guests on such routes to approved ██████████ shelters nearest ██████████, if possible. If staff determines at any time that it may not transport guests safely given time constraints, weather or other emergency/disaster conditions, transportation must be by public transportation or evacuation buses provided ██████████ or guests may be required to make their own arrangement for transportation.

Whether or not evacuation is determined to be necessary, the Executive Director, Director and/or Deputy Directors will identify the ██████████ Evacuation Routes and ██████████ approved shelter sites nearest ██████████ and post and otherwise publicize such information to make it generally available to

all guests in emergency/disaster conditions. Any guest may choose to relocate to another shelter or with family or friends until such time as emergency or disaster conditions have ceased (as determined by the Executive Director, Director and/or Deputy Director(s) for these purposes), however the [REDACTED] staff shall have no responsibility to attempt to relocate guests who do not choose to relocate to an approved [REDACTED] shelter. It is the responsibility of guests who have elected to relocate to contact the [REDACTED] staff to determine an appropriate date for their return and failure to do so within 48 hours after cessation of emergency or disaster conditions (as determined by the Directors) may result in their termination from the program.

The Deputy Director of Clinical Programs, Clinical Program Directors and Assistant Clinical Directors, with the assistance of the Counselors/Resource Coordinators, shall be responsible for tracking the relocation of guests and obtaining contact information as needed from guests prior to their departure [REDACTED] to the extent reasonably possible. Prior to relocating, each guest should provide staff with his/her/their contact information, agree to promptly return following cessation of emergency/disaster conditions, and acknowledge that failure to return timely following the cessation of emergency or disaster conditions may be deemed an unexcused absence [REDACTED] and grounds for termination from the program.

G. Shelter-In Place Procedures

If shelter-in place procedures are implemented, the Directors will notify appropriate staff and agencies (e.g., register with [REDACTED] County's Emergency Management Department, etc.), as required. Annually, in May, the Executive Director and/or Director, Operations Deputy Director and/or Director, and Guest Services Directors in coordination with the Engineering and Maintenance Director and Culinary Director, together with the Operations Managers and Engineering and Maintenance Manager, will inventory and coordinate procurement of emergency supplies that will be necessary in the event of a hurricane. Necessary or appropriate shelter-in place procedures may include, as determined by the Directors, without limitation: Facilities Preparation; Protection of Information Management Systems, Record and Files; arrangements to close a portion [REDACTED] or any of its operations; Staffing Changes, including scheduling additional or altered staffing; establishing Communication Channels during emergencies; limitations on programming, services and activities; implementing the Emergency Food Service Plan, including limitations on meal preparation and food service, and possible rationing; and alterations in water usage (including closing laundry facilities and rationing of water). The Program Clinical Directors and Assistant Clinical Directors will contact the guests to assess their individual emotional and physical wellbeing and coordinate assistance as needed; guests should be encouraged to have on hand a minimum 30-day supply of medications. Counselors/Resource Coordinators will ascertain from every guest whether they require refrigeration of any medications and coordinate with the Directors for provisions for such necessary refrigeration. Any restrictions given by the County on water usage will be followed. The Executive Director and/or Directors will conduct a meeting for all guests to (1) review the shelter-in place procedures and distribute Emergency Supplies as needed, and (2) inform them of their option to relocate to another shelter or with family or friends until such time as emergency or disaster conditions have ceased, as well as transportation options in the case of their election to relocate, if they do not agree to abide by the shelter-in place procedures or otherwise elect to relocate. Under shelter-in place procedures, during emergency/disaster conditions, guests and staff will be advised to: stay indoors; shut off non-essential lights; limit telephone use to emergencies; if water supply is interrupted or media advises of contamination, use emergency water containers; stay tuned to internet, radio or tv to stay informed about the storm and listen for any advisories from officials; stay away from broken windows (staff will move guests in such event to another location); do not leave the safety of the building until the "all clear" is given; and staff and guests should strive to assure their mutual safety.

H. Emergency Food Service Plan

The Emergency Food Service Plan is intended to provide for the nutritional needs of guests and on-site staff

during emergency/disaster conditions. It is the goal of the plan to assure a minimum 7 days supply of food and water per guest and staff member. Supplies should be evaluated monthly by the Operations Deputy Director and/or Operations Director, Culinary Director and Engineering and Maintenance Director, under the supervision of the Director(s), and stocks replaced and updated as required. In May and June, the Culinary Program Director will be required to prepare sufficient frozen meals, such that all guests and staff can have, at a minimum, one hot meal per day, for one week, in the event regular food delivery is suspended as a result of a storm. The other two meals can be prepared from non-perishable items, but must meet all required nutritional guidelines.

Food

Although electrical and water supplies may be interrupted during emergency/disaster conditions, [REDACTED] has a generator to provide emergency power to the shelter for a minimum of 3 days in the event of a power outage. Nevertheless, a minimum of 7-days supply of food, calculated on the basis of three meals per day for all guests and staff members, for a full seven days, should be on hand when determined by the Director or Deputy Directors in the event of the threat of a storm, primarily during the period of June through November, given the higher risk of hurricane weather systems. These foods will be stored in a manner so as to protect them from contamination. In addition to the frozen meals that will be prepared and stored, other non-perishable items may include: canned soups, vegetables, tuna and chicken; cereal; sealed dried fruit, crackers, granola and fruit bars; sealed and boxed milk; bottled juices; sealed cheeses; peanut butter and jelly; disposable paper dishes and flatware; and germicidal products. In addition, an expanded standard stock of perishable food that can be refrigerated will be obtained for so long as quantities last.

Water

An emergency supply of drinking water should be on hand when determined by the Executive Director and/or Director, Operations Deputy Director, Director or Culinary Director in the event of the threat of a storm, primarily during the period of May through November, given the high risk of hurricane weather systems, including a minimum 5 gallons of drinking water per guest and staff member. IBC containers are stored on site for this purpose with a capacity of 2,750 gallons (550 people). Additional suitable containers for storing water may be obtained and filled as well. Germicidal products and other alternatives to washing with water should be on hand as well.

I. Emergency Power Capacity

Emergency Power Generator Procedures

[REDACTED] has an emergency generator that has capacity to provide power to the entire shelter for three (3) days, and longer in the event that less than full power throughout all areas of the facility is used. The emergency generator system shall be tested at least monthly, and serviced when needed, to confirm that it is in good working order at all times. The Maintenance and Engineering Director and Engineering and Maintenance Manager, together with the Director, and Operations Deputy Director and/or Operations Director, is primarily responsible for ensuring that the generator is maintained in proper working order at all times. Equally important, the diesel fuel tanks should be maintained at as close to full capacity as possible during the months of May through November given the higher risk of hurricane weather systems and a contract put in place to assure priority in refueling for storms. In the event that electrical power sources are affected and the facility is required to run on generator fueled power, the Executive Director and/or Director, Operations Deputy Director and/or Operations Director may elect to discontinue or lower power usage in portions of the facility in order to create maximum power availability for as long a duration as possible. For example, without limitation: air conditioning thermostat temperature settings may increase; certain rooms in the facility may shut down (e.g. children's wellness center, health clinic, computer library); daytime lights

may be discontinued, and others. Alternatively, the generator may be run for limited periods of time to conserve fuel for essential purposes.

Contingency Plan for Equipment or System Failure

If prompt repair or replacement of a piece of equipment or a key system is not possible and the result is a prolonged system outage, it may be necessary to evacuate guests and staff, depending on the nature of the system affected and the severity of the emergency/disaster conditions at hand. In such circumstances, the evacuation procedures described above may be necessary.

J. Emergency/Disaster Conditions

The Disaster Preparedness Procedures above are general in nature and cannot describe all precautions and responses appropriate for a specific emergency/disaster condition. Some of the more common emergency/disaster conditions are described below to assist in identifying appropriate responses, but conditions may vary and require the good faith judgment of the Executive Director and/or Director.

Fire

Fire extinguishers have been installed in multiple locations, on every floor [REDACTED]. Extinguishers are also serviced annually by an approved company. If an extinguisher is used, the Operations Director will reach out to the company and request an earlier service. If an extinguisher is used, the Engineering and Maintenance Director, Operations Director and/or Operations Deputy Director shall ensure that it is refilled promptly by an approved company. Similarly, the proper placement of fire evacuation plans in each unit will be confirmed on a quarterly basis by the Assistant Director of Quality Assurance. The smoke detector system and monitoring system must be inspected annually and the Engineering and Maintenance Director shall be responsible for arranging such inspections, as well as requesting service calls for any malfunctions on an expedited basis.

On an annual basis, the Operations Deputy Director and Operations Director, together with the Guest Services Directors and Operations Managers, will conduct fire drills requiring the evacuation of all guests in accordance with the fire evacuation procedures to accomplish a target evacuation time of ten minutes or less; practice drills must be repeated until the target is achieved. Every guest will be assigned the responsibility of guiding the other guests in his/her/their room to safety, in addition to themselves, during the evacuation process.

Upon the earlier of first occurrence, the detection of an actual fire and/or the sounding of the smoke detection system, the Directors, and in their absence, Counselors/Resource Coordinators, Operations Managers and any other staff member will immediately (1) alert other staff to implement fire evacuation procedures to evacuate all guests and staff from the [REDACTED] facilities, and (2) dial 911, report the fire and request assistance. Fire extinguishers should also be immediately activated to the extent safely permitted by other staff and used to extinguish minor fires.

All operations staff must be trained on operation of the monitoring and alarm system. Keys to the fire alarm room and to the fire alarm system--as well as fire alarm pull stations--are located in designated boxes at the front desk [REDACTED], as well as in a box inside the IT room. These keys must not be removed from these designated areas except in the event of a real fire emergency. The contact information for the fire monitoring company and the pin for calling such company are located on the main fire alarm panel in the IT room in the Loading Dock area, to call for communications regarding a fire emergency or in the event a false alarm is made or a pull station inadvertently pulled.

Hurricanes and Tropical Storms

Staff should be aware of the weather service terminology regarding storms and maintain a close watch on media communications of an impending hurricane or tropical storm.

Tropical Depression: Rain and winds less than 39 mph.

Tropical Storm: Rain with winds over 39 mph and less than 74 mph. *Hurricane Watch:* Notice that a hurricane has formed and may threaten the area within 36 hours.

Hurricane Warning: Hurricane conditions are imminent and will likely arrive within the next 12 to 24 hours. Winds are 74 mph or higher.

Standard precautions to be taken by the Directors, and upon learning of an impending hurricane or tropical storm, following notification to the Executive Director and/or Director, are outlined in the Disaster Preparedness Procedures, including without limitation, the procedures described above for Facilities Preparation, Protection of Information Management Systems, Files and Records, Procurement of Emergency Supplies, establishing Communication Channels, arranging Staffing Changes, and following, as applicable, Shelter-in Procedures or Relocation Procedures.

Following cessation of emergency/disaster conditions, the Post-Emergency/Disaster Recovery Plan procedures should be implemented as soon as practicable.

Tornado

Staff should be aware of the weather service terminology regarding tornados and maintain a close watch on media communications upon learning of an impending tornado. A tornado “warning” means that there is a possibility of a tornado in the area. Standard precautions to be taken by the Directors upon learning of an impending tornado, include immediately inspecting the [REDACTED] facilities for the safest areas of refuge, preferably on lower floors, where individuals and groups will receive maximum available protection, time permitting. Guests and staff will be instructed to move to such locations and place themselves in a protected position covering their heads and faces with their hands and arms. All inside and exterior doors to rooms and community areas in which guests and staff are located must remain unlocked.

No transport of guests or staff by motor vehicle during a tornado alert or warning should be commenced. Motor vehicle drivers already transporting guests or staff during a tornado alert should:

- Stop at the closest available building which can be used for shelter and immediately take refuge with guests in the shelter until an “all clear” signal is given;
- Advise guests to seek cover and place themselves in a protected position covering their heads and faces with their arms; and
- When a building for shelter is not readily available, disembark guests from the vehicle and have them lie flat in the lowest area available, such as a ditch.

Civil Defense System

The Civil Defense System warnings include the following:

Warbling siren warning lasting from 3 to 5 minutes, signaling an imminent enemy attack and requiring immediate protective actions as an enemy attack is immediately forthcoming. Civil defense radio warning will be made over the Civil Defense FM radio and radio station WLRN FM, signaling an enemy attack warning.

Emergency Broadcast Station Warning from designated emergency broadcast system (EBS) stations, including radio and television, disseminating warning information vital to the public. Staff should monitor radio and TV stations when a warning is received.

During Operation of Motor Vehicle:

If an emergency arises in the course of operation of a Foundation vehicle, or an employee's own vehicle while on Foundation business, pull over as quickly as it is safe to do so. If there is a medical or mental health emergency, immediately call 911 followed by a call to your supervisor, your supervisor, the Director, Operations Deputy Director, Operations Director and/or Guest Services Directors. If there is an emergency with the vehicle function, a warning light or vehicle maintenance, call the Engineering and Maintenance Director, or if she is not available, any Director, who will provide further instructions. Please note that there are reflective triangles, first aid kits and fire extinguishers in the vehicles for use in the event of an emergency in the vehicles.

If a car accident occurs while a staff member is driving a Foundation vehicle or driving their own vehicle for Foundation business, the staff member must call 911 immediately and then contact the Director, or in her absence, the Operations Deputy Director, Operations Director, and/or Engineering and Maintenance Director. *All accidents (including "fender benders," "minor impact," "side swiping" or other accidents) must be reported pursuant to this protocol.*

See the *Transportation Operating Procedure* and *Vehicle Emergency Procedures* excerpt in the glove compartment of each vehicle for further instruction.

Bomb Threat

Bomb threats are serious until proven otherwise. If any staff receive or are made aware of a bomb threat, follow the following procedures, prescribed by the US Department of Homeland Security.

Bomb threats are most commonly received via phone, but are also made in person, via email, written note, or other means.

If you receive a bomb threat, act quickly but remain calm. *Immediately call the Director and/or Executive Director, or in their absence, the Operations Deputy Director, Operations Director, and/or Guest Services Directors AND call 911 or have a colleague do so if the bomb threat is by phone and you are on the phone with the person making the threat (per the below procedures).*

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does. Listen carefully. Be polite and show interest. Try to keep the caller talking to learn more information.
2. Text, flag down or write a note to a colleague to call 911 and the Director and/or Executive Director, or in their absence, the Operations Deputy Director, Operations Director and/or Guest Services Directors while you are still on the phone, or, as soon as the caller hangs up, immediately notify them yourself.
3. If your phone has a display, copy the number and/or letters on the window display.
4. Try to get answers to the following questions. Write down as much detail as you can remember. Try to get

exact words.

- Where is the bomb located? (building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?
- Exact words of the threat
- Where is the caller located? (background/level of noise)
- Estimated age
- Is the voice familiar? If so, who does it sound like?

5. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact 911 immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Immediately call the Director and/or Executive Director, or in their absence, the Operations Deputy Director, Operations Director and/or Guest Services Directors AND call 911 • Handle note as minimally as possible.

If a bomb threat is received by email:

- Immediately call the Director and/or Executive Director, or in their absence, Operations Deputy Director, Operations Director and/or Guest Services Directors, AND call 911 • Do not delete the message.

Signs of a suspicious package:

- No return address • Excessive postage • Stains • Strange odor • Strange sounds • Unexpected delivery • Poorly handwritten • Misspelled words • Incorrect titles • Foreign postage • Restrictive notes

DO NOT:

- Use two-way radios. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

Evacuation during a bomb threat: After contacting 911, proceed with evacuation of the building immediately if emergency response personnel advise to do so. Staff must begin immediate evacuation procedures if emergency response personnel state that evacuation is required or optional. In the event of evacuation due to a bomb threat, notify the Executive Director and/or Director, or in their absence the Operations Deputy Director, Operations Director, and/or Guest Services Directors immediately. To begin evacuation, pull the nearest fire pull station and proceed with the evacuation protocol.

Evacuation due to a bomb threat should follow same procedures and evacuation routes as during a fire evacuation *EXCEPT that for guests with mobility issues who cannot go down the stairs, staff must immediately escort such guests down the elevators. DO NOT escort guests to the stair landings as police and fire rescue will not take them down during a bomb threat.*

Post-Emergency/Disaster Recovery Plan

Following the occurrence of an emergency/disaster, the Executive Director and/or Director(s), the Operations Deputy Director, Operations Director and/or Guest Services Directors will determine the response plan based on the type of emergency/disaster and its level of severity. The response plan implemented will be based upon essential information gathered by designated staff to evaluate the impact of the emergency/disaster on life safety operations, the condition of the facilities, status of imminent hazards, descriptions of major problems by sector and resource utilization, and requests for assistance. All staff will conduct an initial review and inspection of the foregoing to identify special needs applicable to their areas of programming and responsibilities, suggest appropriate resolutions, and request additional supplies as needed, the implementation and procurement of which will be coordinated by the Executive Director and/or Director(s), the Operations Deputy Director, Operations Director and/or Guest Services Directors. The Deputy Director of Clinical Programs, Clinical Program Directors, Assistant Clinical Directors and Counselors/Resource Coordinators will contact the guests to assess their individual emotional and physical wellbeing and coordinate assistance as needed. As needed, the Executive Director and/or Director(s), the Operations Deputy Director, Engineering and Maintenance Director, Operations Director and/or Guest Services Directors will supervise an inspection of the [REDACTED] facilities and determine if they appear safe for guest occupancy and the conduct of operations. If there is any property damage requiring immediate repairs, the Operations Deputy Director, Operations Director, Engineering and Maintenance Director, and/or Guest Services Directors will make arrangements for the completion of repairs by contractors. Any restrictions given by the County on water usage will be followed.

Contact Information for all employees will be updated and circulated quarterly or as needed by the Operations Deputy Director and/or Operations Director.

Unannounced Tests of Emergency Procedures

Emergency procedures are tested at least annually, including fire drills, external threat (intruder) drills, bomb threat drills, utility failure drills, medical emergency drills, and business continuity/disaster recovery tests.

Fire Alarm Response: Step-by-Step Guide

If the alarm sounds...

1. The Operations Managers (OM) on the ground floor must go to the Central Alarm Panel in the IT room off of the loading dock. This panel is on the left when you walk in. Open the panel and read the description of the origin of the alarm.
 - a. Example: it may say “3rd Floor Pull Station #3 East side”

Tip: Front desk Guest Services Directors: create a group text of all OMs working at the beginning of each shift for easy communication aka the, “OM on duty chat.”

2. All other OMs must begin to evacuate everyone from the building, per the evacuation maps posted throughout the building, until more information is discovered and conveyed.
 - a. OMs on residential floors must:
 - i. Clear all guest rooms beginning on floor 5 and moving down.
 - ii. Assist guests in wheelchairs and walkers to the stairwell landings, which are fire protected.
 - iii. When rescue arrives, direct rescue to evacuate the guests in the stairwell landings first.
 - iv. Confirm everyone has safely evacuated the building.
3. OMs on ground floor should text the “OM on duty chat” the location of the potential fire, so that the

team can check in person and see if it is true fire or false alarm, if it is safe to do so.

4. If the Central Alarm Station indicates the alarm was triggered by a pull station, and a check can be done safely, the OM closest to the pull station should thoroughly check all rooms around the area, stairwell, closets, etc. for signs of a fire, burning smell or other indication of a fire. The team should check inside bathrooms and showers as well. Next, send a text to the “OM on duty chat” to update the team on the findings.

5. Once evacuated, everyone should remain outside on ground level at a safe distance from the building, preferably on the other side of the street.

6. Do not allow guests to re-enter until Rescue says it is safe.

False Alarm:

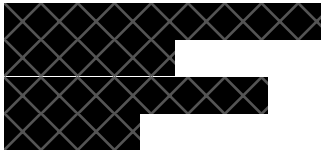
1. If the area that triggered the alarm has been fully and thoroughly inspected, and no fire has been discovered or is already put out, or it is determined that someone falsely pulled the pull station, the OM on ground floor should:

a. Proceed to the Central Alarm Panel in the IT room and follow the step-by-step instructions posted to the left of the panel.

a. Click “Acknowledge” and then “Alarm Silence” on the Central Alarm Panel to stop the alarm.

b. Call the company to let them know it is a false alarm (info below).

c. Text the “OM on duty chat” to inform them that it was a false alarm.



2. Call the Engineering and Maintenance Director to explain what happened.

3. Email the Executive Director, Director, Operations Deputy Director, [redacted] a summary of what happened, including any guests who did not cooperate.

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