



**CONTINUITY OF OPERATIONS PLAN
EMERGENCY PREPAREDNESS PLAN**

2017-2018

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PURPOSE

The following document contains the written Emergency Preparedness Plan / Continuity of Operations Plan and procedures for Big Bend Community Based Care (BBCBC). This document is intended to address provisions for dealing with fires, natural disasters, workplace threats and violence, hazardous materials, MRSA, pandemic flu, etc.

Some emergencies, such as fire or chemical spills come without warning. With others, such as tornadoes or hurricanes, there may be several hours or several days notice. Although hurricanes are the primary emergency for which we can plan ahead, the basic principles contained in this plan apply to other emergencies as well.

This plan addresses the needs of Big Bend Community Based Care (BBCBC) staff, volunteers, interns/trainees and visitors. This plan is to be used in conjunction with the Department of Children and Families Continuity of Operations Plan / Emergency Preparedness Plan for Circuits 1, 2, and 14 in coordination with Case Management Organizations and Managing Entity (ME) Provider Organizations Disaster Preparedness Policies and Procedures.

CHAIN OF COMMAND

The BBCBC Administrative Office located at 525 N. Martin Luther King Blvd., Tallahassee, FL 32301 will be the identified **Command Center** during a disaster. The BBCBC Administrative Office is not located in an area considered at risk due to storm surge, nor is it listed in a flood zone. Therefore it is unlikely that this building would be targeted for evacuation. The Command Center will remain open until a disaster/emergency is determined to be at the level, which would preclude staff, being located there. Should this site not be usable due to damage, BBCBC has a variety of locations across the eighteen county areas that may be used in the event the administrative office is to be evacuated and needs to continue emergency operation. The BBCBC temporary locations will be designated based on safety and accessibility for staff.

BIG BEND Community Based Care contact numbers during an emergency are:

Tallahassee Administrative Office: **850.410.1020**

Mike Watkins, CEO Cell: **850.408.4583**

Pam East, COO Cell: **850.321.4693**

Official notices regarding a disaster/emergency situation will emanate from the BBCBC CEO. If the CEO is unavailable, the COO, CFO or designee will coordinate actions to take in disaster/emergency situations. Reports from the field may be referred to the numbers listed above. Orders to evacuate or close a

BBCBC site and the all clear signal for return to work may come directly from the CEO, COO, CFO or other designee. However, closed site and all clear information will be best retrieved from the 800 numbers listed below.

1.866.216.0118 - Leon, Gadsden, Liberty, Wakulla, Franklin, Jefferson counties.

1800.490.4840 - Bay, Gulf, Jackson, Calhoun, Washington, Holmes counties and Circuit 1 Employees.

The Command Center is not a location for staff, significant others or visitors to congregate. Do not come to the Center, but maintain communication through phone and/or email.

Notification to evacuate the service centers will come from the BBCBC Command Center in consultation with the Chief Executive Officer and the Executive Directors of Anchorage Children's Home, DISC Village, Children's Home Society East, Children's Home Society West, Life Management Center, Boys Town, Florida Baptist Children's Home, 211 Big Bend, Ability 1st, Apalachee Center, Bay Schools, Bridgeway Center, CARE, CDAC, CMS-DOH, COPE Center, DISC Village, Escambia Board of County Commissioners, Fort Walton Beach Medical Center, Lakeview Center, Leon County Drug Court, Mental Health Association of Okaloosa/Walton, Okaloosa County Board of County Commissioners, Panhandle Behavioral Health, and Turn About.

In an emergency the following people, are those who will become responsible for serving as "**Disaster Coordinators**" and responsible for making decisions affecting the overall agency, its services and for delegating duties and responsibilities to the other staff members:

Mike Watkins, Chief Executive Officer
Pam East, Chief Operations Officer
Katie Zimpfer, Operations Manager Circuit 14
Roshannon Jackson, Operations Manager Circuit 2
David Daniels, Operations Manager for the Managing Entity
Kervin Rene, IT Coordinator
Acey Stinson, Facilities Coordinator
Delbra Percy, Executive Assistant

The CEO of BBCBC or designee will be in charge of overseeing the entire lead agency and provider agency evacuation if necessary. They will also be the point of contact with Department of Children and Families to update them on current situations and action, if any, taken. This will be accomplished by phone, email and Video Teleconference.

The COO will be in charge of ensuring that BBCBC and its Case Management Organizations (CMO's) and contracted provider agencies are collaborating on the Disaster Protocol established for the specific disaster encountered through following their own in conjunction with our disaster policy and procedures.

The CMO's and contracted provider's Executive Directors will ensure that his/her agency is protecting its clients and staff from the effects of the disaster using their established disaster protocol. This includes all foster homes and residential facilities for which they provide oversight in addition to ME provider facilities.

The BBCBC Executive Assistant will be in charge of maintaining the calling tree. An emergency calling tree is vital to the success of communications during an emergency. A properly prepared call tree consists of staff members identified to perform certain functions during an emergency situation. The call tree will identify the employee name, all office and home numbers for telephone, fax, cellular telephones, e-mail addresses, and both office and home addresses. When electronic communication fails, having an employee's home address is of major importance in contacting them for assistance if needed. In the event that a BBCBC Management Team member is unreachable or unable to complete a critical task, the next person in the chain of command on the calling tree should be contacted. ***Each CMO and contracted provider agency will be responsible for providing BBCBC with a copy of their calling tree, which should be updated on a regular basis.***

Accessing staff is vital when you need them back to work to care for client needs or should an injury exist their family needs to be notified. Human Resources will maintain an emergency contact sheet in each employee's personnel file. Also, included in the calling tree are the Directors of the Guardian Ad Litem Programs for the 14th, and 2nd judicial circuits, ME contracted providers in circuits 1, 2, Madison, Taylor and 14 along with the Emergency Management Services points of contact and numbers for each county. See the calling tree Attachment III.

MISSION ESSENTIAL FUNCTIONS

- Assure the safety and well-being of children and adult clients in the BBCBC system with emphasis on identifying, locating and continuing availability of services for those displaced or adversely affected by a disaster.
- Respond as appropriate to new child welfare cases in areas adversely affected by a disaster and provide services in those cases.
- Remain in communication with caseworkers, essential child welfare personnel who are displaced due to a disaster and assure their safety and well being.
- Safeguard agency records, equipment, and building (note: agency records shall **always** be stored in a way that best protect them from theft, fire and flood.)

- Cooperate with other agencies, as feasible, to provide assistance to the community at large. Coordinate services and share information with other states.

PERSONNEL POLICIES

The CEO of BBCBC will consult with the Executive Directors of the contracted agencies re: personnel policies during an emergency. This pertains to closings, evacuation decisions, employee pay, etc. Each contracted agency has provided a current emergency plan to BBCBC that addresses personnel issues for their agency during a disaster. Their respective plans will be updated each year of contract renewal and placed in the contract file.

In the event of any emergency the CEO in concert with the specified contracted agency Executive Director may need to cancel holiday observances and vacation. If an emergency occurs on the weekend, designated staff members are expected to come to the site and/or participate in conference calls to adequately assess and handle the situation.

BBCBC is committed to providing time in an emergency so that employees may secure their property and families. After services to clients, community tasks, and the service centers are secured, the Command Center will provide direction to staff to return to their private lives to prepare their own property and families and “ride out the storm”. Staff is expected to report to work as soon as possible after the emergency has abated to provide services to our clients and families.

GENERAL CONSIDERATIONS

- The COO or designee will collect updated information regarding providers’ natural disasters/other emergency preparedness plans and protocol during scheduled annual provider calls/meetings.
- The CEO will assure that BBCBC’s Continuity of Operations Plan (COOP) is reviewed and updated annually.
- The COO will distribute a copy of BBCBC COOP/Emergency Preparedness Plan to each staff member, CMO and contracted provider agency at least annually.
- The ME Operations Manager will facilitate a call tree test in the form of annual verification of contact information with ME providers during a regularly scheduled Monthly Network Provider Call. Child Welfare providers’ information will be verified during a regularly scheduled Quarterly Management Meeting.
- The CEO will interface with media on the emergency’s impact upon BBCBC.
- The Command Center Team will have a portable weather radio available to monitor storm activity and emergency broadcasts.

- The contracted agency Executive Directors will assure the safety of children in foster and residential group care and clients served through the ME and identify what the plans are for each facility (i.e., evacuate, what location, go to local shelter, etc.).
- Case Management Staff under the direction of the CMO's Program Directors will assure the safety of vulnerable families served through in-home services as well as relative/non-relative placements.
- All staff, in the event of weather emergencies, will monitor the appropriate radio/TV channels to determine when the "All clear" signal is given. The following are radio and TV stations recommended for monitoring storm activity:

Television Cable/Broadcast

Radio

Circuit 2

WFSU	5/11
WCTV	9/6
WTWC	12/40
WTXL	7/27
WTHL	10/49
FNC	39

XM Radio - 254

WFSU FM - 88.9/93.7
WGLF FM - 104.1
WJZT FM - 98.9
WBZE FM - 94.9
WTNT FM - 94.9
WVFS FM - 89.7

Circuit 14

WFSG	11
WJHG	03
WMBB	02
WPGX	08

WRBA FM - 95.9
WMXP FM - 103.5
WLHR FM - 107.9
WAKT FM - 105.1

Circuit 1

WEAR	03
WKRK	05
WALA	10
WPMI	8/15
WSRE	9/23

WFCT FM - 105.5
WFSY FM - 98.5
WILN FM - 105.9
WJTF FM - 89.9
WPAP FM - 92.5
WPBH FM - 94.5
WPPT FM - 94.5
WYOO FM - 101
WDIZ AM - 590
WLTG AM - 1430

HURRICANE

Hurricane season is from June 1st to November 30th.

There are two (2) types of official warnings:

- A hurricane **watch** means a hurricane MAY strike an area within 48 hours.
- A hurricane **warning** means it is EXPECTED to strike within 36 hours or less.

All employees are expected to come to work during a hurricane watch. During a hurricane warning, the CEO in consultation with other provider Executive Directors will provide direction as to work schedules.

The following plan defines activities to be carried out during a hurricane watch or warning period, during a hurricane itself, and after the storm has passed. This plan will be reviewed and distributed to the BBCBC staff annually.

Hurricane Watch/Warning

When a Hurricane "Watch" affecting any Circuits 2 and 14 counties is declared the Command Center will open and will be the central point for information exchange. The following tasks and responsible staff shall be noted.

Facilities

Responsible staff: A collaborative effort of the Facilities Manager, IT Coordinator, Intake/Placement Directors, Operation Managers, Chief Operations Officer, Chief Executive Officer, Executive Assistant, Case Management Organization's Executive Directors and Contracted Provider Agency Executive Directors.

- Assure that client and agency records are stored in such a way to protect them from theft, fire, and flood. These records should be stored in the file room with the door secured in a room with no windows.
- All computers and phones should be unplugged and placed on top of the desks on ground floors, under the desks on upper floors, then covered in plastic. Telephones should be unplugged last.
- Backup file server.
- Back up vital information on computers (data should be downloaded to disk and stored). Assist others in securing computers.
- Inform key staff members to unplug copiers, shredders, TVs, VCRs, etc. and have landlord shut/turn off water and electric.

- Maintain plastic sheeting, rope for protecting equipment and computers.
- Ensure availability of emergency tools and flashlights.

All Programs

Prior to any hurricane, as part of case management and other service activities, all CMO's and contracted provider agencies will have the case manager's and related staff discuss with clients their plans should a hurricane strike this area. When applicable, staff will explain the relocation process to children in order to assist them in coping with relocation. Assessment should be made as to the vulnerability of clients and their residences. The case management staff in consult with group and residential and foster care staff should encourage evacuation for those clients and families in low lying areas, persons with medical conditions or frailty, families with housing that might be unsafe and any others that are felt to be "at risk".

For clients and families thought to be "at risk", the staff person should attempt to contact the client to review the client's options and plans, should a warning be issued.

Independent Living

In order to assure the safety of our Independent Living clients, IL staff will make contact with the young adults to identify what their plans are for evacuation and if they need assistance. At point of contact they will provide the young adults with phone contacts in case their situation changes and they need additional support.

Adoption/Foster Care

Prior to any hurricane threat, as part of general preparation, contracted licensing agencies will discuss with all foster families the essential preparations necessary in case of a hurricane (such as stocking of supplies, food, water, etc.). To assist a checklist will be provided such as **Attachment I** of this document. Every licensing and re-licensing will clearly document the foster parents and facility evacuation plans.

When a hurricane **watch** is posted, our contracted licensing agencies and other staff will contact all foster homes to assure awareness and advance preparation for the possible storm. Foster parents will be advised to prepare children for possible relocation, if applicable.

At the time of a hurricane **warning**, contracted licensing agencies and other staff will contact foster families to review their preparations for their families and the children in their care. This should include the site to which they plan to evacuate if they are not remaining in their homes. The staff will notify BBCBC of the plans

for any children for whom BBCBC has responsibility for their care and custody by providing a roster of children with the plan by either e mail or fax. A roster of foster families, respite families and foster children will be reviewed by BBCBC, in coordination with the other provider agencies. BBCBC will keep the Department of Children and Families apprised of this information.

IN THE EVENT OF BBCBC Administrative Office and/or SERVICE CENTER CLOSURE

If BBCBC does close, the Information Technology Coordinator will ensure there is a voice mail identifying the reason for the closure and emergency numbers where staff can be reached recorded on the **800#'s referenced on, page 4**, of this document. The Executive Directors or Program Directors at each provider agency will ensure they also have a similar recording.

NOTE: For the purposes of BBCBC administrative offices minimal staff will be in the office up to the point of mandatory site closure. There will not be a need for special equipment, accommodations or supplies.

POST-HURRICANE

The Command Center will notify the Disaster Coordinators of the "All Clear." The CEO of BBCBC must be notified as soon as possible regarding the well-being of the children, clients, staff and facilities. Because there are service centers throughout the region that may serve as an alternate work location, staff should call their direct supervisor if they are unsure about when or how to report for duty. **It is the responsibility of each staff member to call the 800#'s to determine when to report to work.** Additionally, BBCBC maintains a social media presence on Facebook and Twitter that will be used to disseminate information. When feasible, "All Clear" information will be disseminated via e-mail as well. Generally, we owe it to our clients to be up and running as soon as it is prudent and safe to do so.

Managing Disaster

1. Assess the availability of staff and condition of facilities and equipment. Reassign staff as demanded by the conditions.
2. Ensure that provider staff and their families are provided assistance as needed.
3. Determine the essential functions that must be carried out and in what areas waivers or flexibility may be appropriate. Ensure that staff is aware of changes in functions.
4. The providers will conduct an immediate, initial assessment of the location and needs of the children under supervision, their parents and caregivers.

Assess the need for additional services to meet their basic biological needs as well as their emotional well being.

5. The BBCBC CEO, COO and CFO will have access to cash if the disaster is imminent and foreseeable. The cash will be acquired by means of writing a check to the BBCBC bank to acquire the estimated amount needed for family services. A company credit card can also be accessed if the community infrastructure would still be available to process the charge.

Facilities

The agency facilities must be assessed for damage. The BBCBC Disaster Coordinators, as listed on, page 8, will work with the identified CMO's and contracted provider agencies to conduct this assessment. Employees returning for facilities damage assessment are to exercise the utmost caution and care, utilizing the following guidelines:

- Do not proceed through floods/downed power lines, or life threatening situations.
- Do not proceed into any facility without first looking for downed lines that may be touching the building.
- Check for visible damage that may make the program or facility dangerous to enter. Do not confront looters.
- Cooperate with law or fire department/enforcement staff that may be operating in the area.
- Common sense and caution should prevail.

The following procedures should be used during damage assessment:

- Examine the building for any visible damage.
- List each item of damage, noting what will be needed to repair the damage.
- Prioritize damage into immediate need verses what can wait.
- Take pictures of damage at the program or facility, if a camera is available.
- To the extent that you are able with available resources, make any repairs you can of an immediate need (for instance, a Utilities truck is in the neighborhood and you can talk them into getting the electricity running or a window broken out that you can put something over to stop further water damage).
- Notify the Command Center of your situation and needs as soon as communications can be established.
- After notification of the Command Center, BBCBC in consult with its provider agencies should make contact as soon as communications exist with the building lessor and/or provide a situation report.

All Programs

After the “All Clear” signal, CMO’s and contracted provider agencies staff will contact their active caseload by telephone or in person if situation dictates, to assess the client’s situation and need for assistance. This will be done within 24 hours if possible. BIG BEND and the contract provider will be notified at the end of this 24-hour period as to the well-being of the clients. This information will be provided to DCF. The newly implemented Remote Data Capture Devices allows case managers to access FSFN remotely should their office be unreachable or out of commission, or if the case manager has to evacuate. This can be accomplished using their smartphones as modems for their laptops. Secure connections to FSFN can be created using DCF's NetMobility (VPN Aventail) software in conjunction with the laptops and smartphones. As long as FSFN is up and running and the case manager can get a cell signal, they shall be able to update FSFN as well as communicate via email. Clients will be encouraged to check in with their case manager as soon as possible, to apprise the case manager of their situation.

Adoptions/Foster Care

After the “All Clear” signal, case managers or the contracted licensing agency will attempt to contact foster families. Foster families should also attempt to reach case managers to notify the agency of their status. If telephones are working, the initial contacts will be made by telephone. If telephones are not working, a physical visit to the foster families that have not been reached will be done as soon as it is safe to travel the roads. BBCBC maintains a social media presence on Facebook and Twitter that will also be used to disseminate information. When feasible, “All Clear” information will be disseminated via e-mail as well.

FLOOD

The most likely time for flooding in North Florida is during or after a hurricane or tropical storm. In any case, the BBCBC and provider agency hurricane procedures will be implemented to ensure the safety of children, clients and staff.

In the event of a flood evacuation order, staff will follow these procedures:

- Continuously listen to the Emergency Management Systems (EMS) broadcasts for updates.
- Elevate file cabinets, electronic and/or electrical equipment (computers, appliances, television, VCR, etc), furniture and stored food. If possible, arrange to obtain sand and bags to try and prevent water from entering the facility.
- Because there are service centers throughout the region that may serve as an alternate work location, staff should call their direct supervisor if they are

unsure about when or how to report for duty. **It is the responsibility of each staff member to call the 800#'s to determine when to report to work.**

- BBCBC maintains a social media presence on Facebook and Twitter that will be used to disseminate information. When feasible, "All Clear" information will be disseminated via e-mail as well.
- The following are Department of Health Guidelines:

FLOOD WATERS POSE HEALTH RISKS

Tropical storms and hurricanes can cause flooding. Although skin contact with flood waters does not, by itself, pose a serious health risk, health hazards are a concern when waters become contaminated. Flood waters may contain fecal material, associated bacteria and viruses.

DOH recommends the following precautions to prevent possible illness from flood waters:

Basic hygiene is critical. Wash your hands with soap and water that has been boiled or disinfected before preparing or eating food, after toilet use, after participating in flood cleanup activities, and after handling articles contaminated with flood water or sewage.

Avoid eating or drinking anything that has been contaminated with flood waters.

Do not wade through standing water. If you do, bathe and put on clean clothes as soon as possible.

Avoid contact with flood waters if you have open cuts or sores. If you have any open cuts or sores and cannot avoid contact with flood waters, keep them as clean as possible by washing well with soap to control infection. If a wound develops redness, swelling, or drainage, seek immediate medical attention. Residents who sustain lacerations and/or puncture wounds and have not had a tetanus vaccination within the past 10 years require a tetanus booster.

If there is a backflow of sewage into your house, wear rubber boots and waterproof gloves during cleanup. Remove and discard absorbent household materials, such as wall coverings, cloth, rugs, and sheetrock. Clean walls and hard-surfaced floors with soap and water and disinfect with a solution of 1/4 cup of bleach to one gallon of water. Thoroughly disinfect food contact surfaces (counter tops, refrigerators, tables) and areas where small children play. Wash all linens and clothing in hot water. Air dry larger items in the sun and spray them with a disinfectant. Steam clean all carpeting.

If your plumbing is functioning slowly or sluggishly, you should:

Conserve water as much as possible; the less water used the less sewage the septic tank must process. Minimize use of your washing machine. Go to a Laundromat. Rental of a portable toilet for a temporary period may be another option.

Do not have the septic tank pumped. Exceptionally high water tables might crush a septic tank that was pumped dry. If the fundamental problem is high ground water, pumping the tank does nothing to solve that problem.

If you cannot use your plumbing without creating a sanitary nuisance, i.e., without sewage being exposed, consider moving to a new location until conditions improve.

Do not have the septic tank and drain field repaired until the ground has dried. Often systems are completely functional when unsaturated conditions return. Any repair must be permitted and inspected by your county health department.

For further information, please contact your local county health department or visit <http://www.floridahealth.gov/> or <http://www.floridadisaster.org>.

Public Information Emergency Support Function: 850-921-0384.

ESF 14 -External Affairs / Public Information Office
Florida State Emergency Response Team
(850) 921-0384

TORNADO

If there is any **warning** prior to a tornado strike:

- Staff will move all children to interior rooms without windows (bathrooms) until the “All clear” signal is given. The senior staff member will tour the facility, get a flashlight and the battery powered radio.
- If injuries occur, staff will follow emergency medical procedures.

If a tornado strikes **without** warning, assessment and treatment of injury and/or damage become the priority. In this case, staff actions will follow the same procedures as outlined in the **Hurricane** section of this document.

As a reminder, there are service centers throughout the region that may serve as an alternate work location, staff should call their direct supervisor if they are unsure about when or how to report for duty. **It is the responsibility of each**

staff member to call the 800#'s to determine when to report to work. Additionally, BBCBC maintains a social media presence on Facebook and Twitter that will be used to disseminate information. When feasible, "All Clear" information will be disseminated via e-mail as well.

OTHER EXTREME WEATHER CONDITIONS

In the event of other extreme weather conditions, such as a heat or cold wave, agency staff will ensure that clients with whom they work have the necessary supplies to safely survive the extreme condition. Staff will contact families, following the procedures contained in the **Hurricane** section of this plan.

FIRE

Fire Drills

Responsible Parties: The BBCBC administrative offices as well as each service center have designated employees identified to conduct random fire drills and be the liaison with the fire inspector.

- Fire Drills will be held randomly at a minimum of once per year.
- A map of evacuation routes will be posted in conspicuous places on each floor of each BBCBC Service Center.
- Staff will ensure them and all volunteers, and visitors leave by the nearest exit and proceed to the designated meeting places. Staff will point out the posted floor plans and exits to all new employees, volunteers and residents.
- Supervisors will assign specific staff to assure that all occupants have exited the building.
- Smoke alarms, fire extinguishers, fire safety, and lighting systems will be checked each time a fire drill is conducted.
- A record will be kept of each fire drill and review of equipment/systems.
- The individual conducting each fire drill will be responsible for completing the Emergency Test Report, see **Attachment II**.
- In the event of an "unscheduled" fire drill, as in a false alarm, a supervisor of that service center will complete an Incident Report.
- When a fire occurs, staff will immediately evacuate the building and call 911 to summon the fire department (if not automated).
- Supervisors will check to ensure that all occupants have exited.
- If the fire is small and can possibly be contained, staff will use the fire extinguishers that are mounted throughout the building.
- Staff will use care when entering smoke-filled areas, as visibility is poor and smoke inhalation is a high risk.
- Staff will, if it is safe to do so, close all windows and interior doors in order to contain and block the spread of fire.

- DCF will be notified within 24 hours of the occurrence of fire, explosion, and/or major damage to any BBCBC or provider facility, particularly if the health and safety of DCF clients has been threatened.

Rebuilding

1. Identify steps the provider will need to take to ensure that there are resources to meet the capacity of the service needs and the work load. Take into consideration the possibility of an influx of families to the area due to fleeing their homes. Emergency Management will be able to assist with identifying the volume. The following shall also be considered with workload management:
 - Consider children that may have become separated from their families during the disaster. Move quickly to reunify or communicate with loved ones.
 - Work through Interstate Compact on the Placement of Children Office to coordinate services and share information with other states about relocated children and families;
 - Inventory placement resources for emergency placement changes.
2. Prepare to address the emotional needs of staff as related to their job responsibilities as well as their own family situation.
3. Conduct debriefings with staff, contracted agencies and DCF as the situation dictates. Frequency will be dictated by the current circumstances.
4. Document strengths, weaknesses and lessons learned to be shared with staff, contracted agencies, service providers, caretakers and families.

CHEMICAL SPILLS/NUCLEAR INCIDENTS

In the event of an evacuation ordered due to a chemical spill or a nuclear power plant incident in the area, staff will follow the procedures outlined in the above hurricane plan:

HAZARDOUS MATERIALS

The safety of staff and clients in our care is a primary priority. It is the policy of BBCBC to follow operating practice that will assure optimal safety in the workplace. A **Safety Committee**, consisting of a member from the BBCBC Administrative offices and a member from each Service Center will meet regularly to review incident/accident reports and any potentially hazardous conditions that may exist, including hazardous material on-site. The objective of the Safety Committee is to monitor and reduce workplace hazards. Staff is required to cooperate in following BBCBC and provider agency safety rules and

to report any hazards that might cause injury to themselves, co-workers, volunteers, visitors or clients. Direct and constructive participation of all staff is most important in assuring a safe environment.

BBCBC is responsible for enforcing all safety and health practices, and for ensuring that all job duties are performed and materials are handled with regard for the safety of BBCBC employees, contracted agency employees, clients, volunteers and visitors.

The following rules are the minimum guidelines for working safely:

***** In a hazardous materials event, building evacuation will follow fire drill procedures with the fire alarm system being activated secure the area as quickly as possible. Ensure that co-workers, volunteers, visitors and clients leave the area. If appropriate, apply first aid for any injury and call 911 for medical assistance.**

- Report any unsafe conditions, practices or materials that might cause an accident or injury. Reports are to be made to any supervisor or member of the BBCBC Safety Committee in person or in writing through incident report or email as situation dictates.
- Use tools, equipment and potentially hazardous material only when authorized and trained to operate/use safely and properly. Use the proper tool, equipment or material for the job being performed. Wear appropriate protective equipment, such as goggles, gloves, etc. and ensure that this equipment is in good working condition.
- Always maintain good housekeeping in working areas. Store tools and material in the proper places and place waste material in dumpsters.
- Obey all BBCBC safety rules, instruction and signs. Comply with all governmental safety regulations. If you are not familiar with the rules and regulations for a specific job or material, ask a supervisor for instruction.

Bomb Threats/ Telephone Threats:

A bomb threat should **not** be ignored. The building should be evacuated and procedures should be followed as outlined in the **Fire** section of this plan.

In the event that a telephone threat is received, the employee should do the following:

- Signal a co-worker to immediately call 911
- Keep calm, keep talking and don't hang up
- If possible, signal a co-worker to listen and place the call on speaker
- Ask the caller to repeat the message and write it down
- For a bomb threat, ask where the bomb is and when it is set to go off
- Listen for background noises, write down a description

- Note if it is a man's or woman's voice, notice pitch of voice, accent, and anything else you hear
- After the call as ended, immediately notify supervisor

Methicillin-Resistant Staphylococcus Aureus (MRSA)

MRSA is a type of Staphylococcus (staph) resistant to some antibiotics. The department of Health has established a surveillance program aimed at MRSA in the community. The Department of Health highlights the following Centers for Disease Control and Prevention recommended precautions:

- Keep your hands clean by washing thoroughly with soap and water or using an alcohol-based hand sanitizer.
- Keep cuts and scrapes clean and covered with a bandage until healed.
- Avoid contact with other people's wounds or bandages.
- Avoid sharing personal items such as towels or razors.

Each one of our service centers have a constant flow of traffic by professionals, caretakers and children. An exaggerated effort is made to keep the lobby area clean as well as door handles, phones and conference areas. Special attention is paid to toys in the common areas. Cleaning and good hygiene can also prevent:

- Influenza
- The common cold
- Strep throat
- Intestinal disorders
- Pneumonia

The Florida Department of Health is committed to promoting proper hygiene. The Department recently received a Sun coast Emmy nomination for its "Fifth Guy" campaign aimed at promoting proper hygiene. For more information on the campaign visit www.fifthguy.com.

Pandemic Flu

BBCBC is dedicated to ensuring that employee's needs are met should there be threat of such an event as a Pandemic Flu. The following is an excerpt from the Department of Health regarding an outbreak of a Pandemic Flu (such as Bird Flu). This checklist will help to gather the information and resources you may need in case of a flu pandemic.

1. To plan for a pandemic:

- Store a two week supply of water and food. During a pandemic, if you cannot get to a store, or if stores are out of supplies, it will be important for you to have extra supplies on hand. This can be useful in other types of emergencies, such as power outages and disasters.
- Have any nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes, and vitamins.
- Volunteer with local groups to prepare and assist with emergency response.
- Get involved in your community as it works to prepare for an influenza pandemic.

2. To limit the spread of germs and prevent infection the State Surgeon General provided these recommendations:

- People with respiratory illness should stay home from work or school to avoid spreading infections, including influenza, to others in the community.
- Avoid close contact with people who are coughing or otherwise appear ill.
- Avoid touching your eyes, nose and mouth.
- Wash hands frequently to lessen the spread of respiratory illness.
- People experiencing cough, fever and fatigue, possibly along with diarrhea and vomiting, should contact their physician.
- If you think you have influenza, please call your health care provider and discuss whether you need to be seen in their office, emergency department or stay home.

For More Information

- Visit: www.pandemicflu.gov
- The Centers for Disease Control and Prevention (CDC) hotline, 1-800-CDC-INFO (1-800-232-4636), is available in English and Spanish, 24 hours a day, 7 days a week. TTY: 1-888-232-6348. Questions can be e-mailed to cdcinfo@cdc.gov.

- Links to state departments of public health can be found at <https://www.cdc.gov/mmwr/international/relres.html> .U.S. Department of Health and Human Services, January 2006

WORKPLACE VIOLENCE

Violence can strike from the outside or from within. The perpetrator can be a stranger or someone known to all. It can be the result of a robbery, jealous spouse or over a disgruntled employee or angry client. The policy at BBCBC is one of zero tolerance toward violence. Because of this, all acts or threats of violence will be taken seriously.

BBCBC defines a threat or act of violence as follows:

- Including, but not limited to, any act or gesture intended to harass or intimidate another person.
- Any act or gesture likely to damage company property.
- Any act or gesture likely to leave another person injured or fearing injury.

All employees are responsible for helping to maintain a violence free workplace. To that end, each employee is asked to report the act or threat to his or her immediate supervisor and/or a member of the Administrative Management Team. An incident/accident report form should be utilized for this purpose. Reports may be made confidentially or anonymously if the employee feels the need.

Each act or threat of violence will be investigated and appropriate action will be taken. Any such act or threat by an employee may lead to discipline, up to and including termination.

PRECAUTIONS

There are certain precautions that employees of both BBCBC and its contract agencies can use to help protect themselves from danger.

Recognizing Warning Signs:

There are always warning signs and signals that, when observed and understood, assist in preventing disruptions or physical violence in the workplace.

Stages/Levels of Violence:

Stage 1/Level 1 (Early potential for violence)

- Dehumanizing other people, name calling, racial insults or sexual harassment, other verbal abuse
- Challenging authority, insubordination, refuses to cooperate with immediate supervisor

- Regularly being argumentative, alienating client or co-workers, consistently argues with co-workers or management
- Spreads rumors or gossip.

Stage 2/Level 2 (Escalated potential for violence)

- Ignoring or refusing to obey company policies and procedures
- Stealing from the agency or co-workers, sabotaging equipment, client files or agency property
- Making threats verbally, in writing, by E-mail or voice mail
- Blaming others for all problems, sees self as victimized by management

Stage 3/Level 3 (Potential for violence is realized)

- Displaying or brandishing a weapon (knife, gun, etc.)
- Physical fights, punching, kicking, slapping
- Committing assault, arson, murder, suicide

Protection in Parking Areas/Outside Buildings

- Park within the designated parking areas, especially when working after dark
- Do not leave purses, briefcases, or other valuables in sight, as thieves can easily smash a window and steal these items in seconds
- Be aware of surroundings at all times
- When leaving the building, especially in late evening, attempt to leave with another staff

Visitors

Visitors should check in with the receptionist and should be escorted while in the building and not allowed to wander freely. This too applies to children as well as adults, clients and professionals in the service centers as well as the BBCBC administrative office.

ID Badges or Cards

Employees should carry their BBCBC picture ID and business cards for presentation when requested for security reasons.

Hostage Situation

- A hostage situation involving clients and/or staff will be reported immediately to 911.
- Clients and Staff not involved in the situation will be removed to safety.
- Anyone creating hostage situations will be prosecuted to the fullest extent provided by law.

- The Executive Director of the provider agency must be notified immediately of any hostage situation.

COPING WITH AN ANGRY OR HOSTILE CLIENT OR CO-WORKER

- Stay calm and listen attentively
- Maintain eye contact
- Be courteous and patient
- Keep the situation in your control

For A Person Shouting, Swearing And Threatening:

- Signal a co-worker or supervisor that you need help
- Do not make any telephone calls yourself (this could be perceived as threatening and escalate the situation)

For Someone Threatening You With A Gun, Knife Or Other Weapon:

- Stay calm, quietly signal for help, press panic button if available
- Stall for time
- Maintain eye contact
- Keep talking, but follow instructions of the person with the weapon
- Don't risk yourself or others
- Never try to grab a weapon
- Watch for a safe chance to escape to a safe area

Domestic Violence

Although this is a sensitive area, it is important for BBCBC and its contract providers to know if an employee has reason to fear the non-employee significant other, or if there has been any previous physical altercations or threats. With this knowledge, BBCBC and its provider agencies can assist the employee in designing a safety plan to reduce the likelihood of a problem occurring.

ANY OF THE ABOVE SITUATIONS SHOULD RESULT IN THE COMPLETION OF A CRITICAL INCIDENT REPORT.

Policy and Procedures

All Big Bend Community Based Care policies and procedures are revised and updated on a routine basis to ensure compliance with all local, state, federal funding, accreditation and regulatory standards.

Big Bend Community Based Care is committed to providing child welfare and related services in partnership with community providers. In part this will be accomplished by focusing upon staff competence, safety, measurable outcomes in services and consumer satisfaction.

Mike Watkins
Chief Executive Officer

Date

Attachment I

DISASTER PREPAREDNESS CHECKLIST

This list is an example of the list used by each contracted licensing agency and residential facility.

Supplies needed at each Facility where clients or staff might be housed and as it pertains to Independent Living clients:

- Tool box with basic tools
- Rope
- Visqueen (plastic sheeting)
- First Aid Kit
- Hand operated can opener
- Battery operated radio and batteries
- Flashlights and batteries
- Matches
- Blankets and Bedding
- Masking Tape
- Duct Tape (water repellent)
- Paper plates, paper napkins, plastic utensils
- Containers for water
- Bottled water
- Hurricane Candles
- Ice Chest
- Barbeque Grill, charcoal, and lighter fluid
- Chlorine Bleach
- Toiletries and sanitary supplies
- Disinfectant
- Small garbage can with tight lid
- Canned, ready to eat foods and juices (enough for 3 meals/day for all clients and staff for 7 days)
- Any special medical or physical equipment the child will need.
- An adequate supply (2 weeks) of medication

Employees and Their Families

The health, safety, and emotional well-being of all employees and their families are important considerations in emergency planning. Emergencies can occur quickly, and a quick response can be the difference between life and death or serious injury. Therefore, it is important for employees and their families to develop a family plan for emergency preparedness.

Planning what to do in advance is an important part of being prepared. Families should devise a plan and hold a family member meeting to ensure that everyone knows what to do. As part of the plan, families should have a pre-arranged meeting place in addition to their home where family members can find one another. In addition, arrange for an out-of-town connection, such as a friend or relative, to be a point of contact for family members in the event local telephone communications are inoperable.

Family plans and preparations should include the provisions we as individuals and families need to be self-sufficient in our homes for three to five days. Guidelines provided by the Federal government suggest:

√	Emergency provisions (Suggested Items) <i>(note: customize for individual use)</i>
	Water – one gallon per person per day
	Food – ready-to-eat canned food; high energy food like peanut butter, granola bars, and trail mix; canned juices; dry cereal
	Manual can opener
	Flashlight and extra batteries
	Emergency Lighting (Kerosene Lamp)
	Battery-powered radio and extra batteries
	First-aid kit
	Medications: both prescription and over-the-counter
	Special needs items for infants and others who require individual health and safety items
	Trash bags with ties
	Blankets, sleeping bags, pillows
	Soap, toilet paper, bleach
	Credit cards and cash
	Change of clothes for each member of the household
	Food for Pet(s)

If we are forced to evacuate from our homes, personnel should ensure that their families have a “Family Go-Kit” that is readily accessible in case of an emergency. At a minimum, the Family Go-Kit should include:

√	Suggested Items for Family Go-Kit (Suggested Items) <i>(note: customize for individual use)</i>
	Food and water
	Clothing
	Prescription and other medications
	Financial and legal documents that cannot be easily replaced
	Name(s) and phone numbers of an out-of-area contact. <i>(Note: It may be easier to call someone outside the area than to make local calls during an emergency. An out-of-area contact can relay messages about the location and safety of family members.)</i>
	Carriers and Supplies for Pet(s)

“A disaster can have effects on a family beyond the visible or physical effect,” said Secretary Wilkins. “It’s important that families and communities are available to help children in every way possible during those distressing times.”

To assist our children cope with an event:

- Encourage children to ask questions and talk about their feelings.
- Respond calmly and explain to the best of your ability.
- Have a plan and share it with your children so they know to expect to go to their grandparent’s house or another location in the event of a hurricane.
- Make sure you have an arrangement for any pets and that your child knows their pet will be safe.
- Tell the child only what they need to know, but do not give details that will needlessly scare them.
- Pay attention to how much media coverage your child is allowed to see. They may not need to see all of the devastation from a major disaster.
- Make sure your child knows who to call in case of a disaster if the parents are not available.
- Help your child set up an emergency kit, with food, water, medical needs and more. Make sure to keep the kit updated and make it a fun activity with your child. Include a flashlight for your child, and books, puzzles and games to keep them occupied.

DRIVE AWAY KITS

The following is a list of items for staff to include in a drive away kit. Note that these will need to be customized by each member of the Emergency Command Team.

Department Identification and Purchasing Card

Laptop with **Inverter**

USB drive with important documents loaded prior to disaster and/or Hand-Carried

Copies of Essential Records

Continuity Plan

Smart Phone and **Charger**, car charger preferred

Staff contact Lists, COOP Checklists, All staff Call-down trees

Maps and/or Directions to Alternate Facility

GPS Capability

Flashlight, Battery Powered Radio, batteries, first aid kit, basic office supplies

Alternate Facility Access Information

Personal Preparedness Bag Contents

The following list provides suggested items to include in a personal preparedness bag.

Business and Leisure Change of Clothing

Cash and Credit Cards

Toiletries

Bottle Water and non-perishable food

Prescriptions and Other Medicines

Telephone Contact List

Identification Information

Personal Cell Phone and Charger

Power Inverter, if owned

EMERGENCY TEST REPORT

COMPLETE BEFORE THE EMERGENCY TEST (where appropriate, check the applicable response).

DATE: _____ Weekday Weekend SHIFT: 1st 2nd 3rd

Type of Emergency Drill:
 Actual
 Simulated

<input type="checkbox"/> FIRE	<input type="checkbox"/> NATURAL DISASTER- POWER FAILURE
<input type="checkbox"/> BOMB THREAT	<input type="checkbox"/> MEDICAL EMERGENCY
<input type="checkbox"/> OTHER Identify: _____	<input type="checkbox"/> EVACUATION

2. Location (rooms, corridors, stairs, etc.): _____

3. Is a victim involved? YES NO

4. Is the victim (circle all that apply): AMBULATORY INJURED
 UNCONSCIOUS

COMPLETE DURING THE EMERGENCY TEST (where appropriate, check the applicable response).

1. When did the emergency begin? _____

2. Who discovered the emergency and when? _____

3. Who sounded the alarm? _____ When? _____

4. After an explanation of the emergency, what action was taken? _____

If a victim was involved, was the victim located safely and efficiently?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did staff use proper judgment to attempt a rescue?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did staff notify others of the emergency and rescue attempt?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Was the rescue successful?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did staff call 911?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Were clients moved to a safe area?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Were corridors, exits, and doors clear of obstructions?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Were all doors, windows, and corridors closed?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Were fire doors closed and clear of obstructions?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A

Who responded to the emergency? _____

What equipment was used? _____

Was a fire extinguishers used?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Was the emergency an isolated event?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Were exits monitored by staff?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Was the area/ building evacuated?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
For Bomb Threat, were areas checked for unusual objects or packages?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A

COMPLETE AFTER THE EMERGENCY TEST (where appropriate, checkm the applicable response).

Was the emergency plan executed by all staff hearing the alarm?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did all staff respond properly to the alarm?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did all staff follow procedures calmly and efficiently?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Did all staff know the emergency procedures?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
What problems were noted?	<input type="checkbox"/> None		
How many clients were involved?		How many staff persons were involved?	
List names of all staff present during the emergency procedures.			
Total length of time to complete evacuation		Total length of time to conduct drill	

RECOMMENDATIONS to improve response to emergency: _____

Anticipated date for corrective action _____

Attachment III

Agency	Name	Title	Office #	Cell #	Fax #	Email Address
Big Bend Community Based Care	Mike Watkins	Chief Executive Officer	850 410 1020	850 408 4583	850 410 1076	mwatkins@bigbendcbc.org
Big Bend Community Based Care	Pam East	Chief Operations Officer	850 410 1020	850 321 4693	850 410 1076	pam.east@bigbendcbc.org
Big Bend Community Based Care	Lori Gulledge	Chief Financial Officer	850 410 1020		850 410 1076	lori.gulledge@bigbendcbc.org
Big Bend Community Based Care	Roshannon Jackson	Operations Mgr C2	850 488 0506	850 556 5973	850 487 1986	roshannon.jackson@bigbendcbc.org
Big Bend Community Based Care	Janice Thomas	System of Care Director	850 410 1020	850 819 2313	850 410 1076	janice.thomas@bigbendcbc.org
Big Bend Community Based Care	Katie Zimpfer	Operations Mgr C14	850 747 5755	850 630 8344	850 747 5898	katie.zimpfer@bigbendcbc.org
Big Bend Community Based Care	Gordy Pyper	Intake/Placement UM Supervisor	850 488 0506	850 819 1382	850 487 1986	gordy.pyper@bigbendcbc.org
Big Bend Community Based Care	Darci Lolley	Q M Director	850 488 0506	850 545 0684	850 487 1986	darci.lolley@bigbendcbc.org
Big Bend Community Based Care	Chris Meadows	Director of Contract Administration	850 410 1020	850 443 4460	850 410 1076	chris.meadows@bigbendcbc.org
Big Bend Community Based Care	Acey Stinson	Facilities Manager	850 629 1010	850 445 2274		astinson@remaccproperties.com
Big Bend Community Based Care	Delbra Percy	Administrative Asst.	850 410 1020		850 410 1076	delbra.percy@bigbendcbc.org
Big Bend Community Based Care	David Daniels	ME Operations Manager	850 410 1020	850 980 3394	850 410 1076	david.daniels@bigbendcbc.org
Child Welfare						
Anchorage Children's Home	Joel Booth	Executive Director	850 763 7102	850 693 1017	850 769 0855	jbooth@anchoragechildrenshome.org
Life Management Center	Ned Ailes	Executive Director	850 522 4486		850 522 4484	nailles@lifemanagementcenter.org
Life Management Center	Rhonda Hall	Program Administrator	850 522 4485		850 522 4471	rhall@lmccares.org
Children's Home Society	Charles McDonald	Executive Director	850 921 0772	850 544 7298	850 921 0726	charles.mcdonald@chsfl.org
Children's Home Society	Kevin Winship	Program Director	850 488 0506		850 410 1986	kevin.winship@chsfl.org
Children's Home Society	Charles McDonald	Executive Director C14	850 747 5411	850 544 7298	850 747 5966	charles.mcdonald@chsfl.org
Boys Town of North Florida	Marcus Lampkin	Executive Director	850 575 6422	850 510 2714		marcus.lampkin@boystown.org
Disc Village Crawfordville	John Wilson	CEO	850 575 4388	850 528 4003	850 414 2843	jwilson@discvillage.com
DCF Circuit 2 Service Centers	Terrance Watts	OPA	850 488 0500		850 556 1334	terrance.watts@myflfamilies.com
Disc Village Crawfordville	Beverly Johnson	Case Manager Sup	850 926 0024	850 570 0477	850 926 0030	bjohnson@discvillage.com
GAL Circuit 2	Deborah Moore	Director	850 294 7545		850 922 0353	deborah.moore@gal.fl.gov
GAL Circuit 14	Fred Hapner	Director	850 747 5180			fred.hapner@gal.fl.gov

DCF Region 1, 2, 14	Walter Sachs	Regional Managing Director	850 778 4050	850 228 9713	850 922 3612	walter.sachs@myflfamilies.com
DCF 2,14	Regina Pleas	Contract Manager	850 415 5127	850 519 6181		regina.pleas@myflfamilies.com
Managing Entity						
DCF Northwest Region	Randy Fleming	Community Services and Strategic Planning Director	850 778 4066	850 712 8982		randy.fleming@myflfamilies.com
DCF Northwest Region	Shawna Peterson	Contract Manager	850-401-6049	850-637-4961		shawna.peterson@myflfamilies.com
211 Big Bend	Randy Nichols	CEO/Director	850 561 3443			president@211bigbend.org
Ability 1st	Dan Moore	CEO/Director	850 575 9621			danmoore@ability1st.info
Apalachee Center	Jay Reeve	CEO/Director	850 523 3333			jayr@apalacheecenter.org
Apalachee Center	Ginger Kelly	Financial	850 523 3333			gingerk@apalacheecenter.org
Apalachee Center	Sue Conger	Operations	850 523 3333			suec@apalacheecenter.org
Bay Schools	Donna Richardson	CEO/Director				richadr@bay.k12.fl.us
Bridgeway Center	Bonnie Barlow	COO	850 833 7520			BRushton@bridgeway.org
CARE	Wanda Campbell	CEO/Director	850 872 7676		850 814 7530	Wanda@CARE4000.com
CARE	Debbie Cruse	Financial				debbiecruce@care4000.com
CDAC	Leashia Scrivner	CEO/Director	850 434 2724			LScrivner@cdac.info
CDAC	Thomas Chen	Data Analyst				TChen@cdac.info
CMS - DOH	Cindy Evers	Director BNet	850-487-2604 ext.160			Cindy.Evers@flhealth.gov
CMS - DOH	LaTonya Arnold	Program Administrator	(850) 487-2604 ext 125			LaTonya.Arnold@flhealth.gov
COPE Center	JoAnn Birge	Administration				jbirge@copecenter.org
COPE Center	Rachel Gillis	CEO/Director	850 892 8035	850 892 8292	850 974 9201	rgillis@copecenter.org
COPE Center	Page Howell	Financial	(850) 892-8035 Ext. 221			phowell@copecenter.org
COPE Center	Lisa Neeman	Operations				lneman@copecenter.org
DISC Village	Mike Sasnett	Financial	850 717 9807	850 766 3410		msasnett@discvillage.com
DISC Village	John Wilson	CEO	850 575 4388	850 528 4003		jwilson@discvillage.com
Escambia Board of County Commissioners	Tammie Booker	CEO/Director	850 595 3500			tlbooker@co.escambia.fl.us
Escambia Board of County Commissioners	Gordon Pike	Other				gcpike@co.escambia.fl.us
Ft Walton Beach Medical Center	Steve Moore	CEO/Director	850 863 7501			Steve.Moore2@hcahealthcare.com
Lakeview Center	Dennis Goodspeed	Director	850 432 1222			dgoodspeed@bhcpns.org

Lakeview Center	Allison Hill	CEO				ahill@bhcpns.org
Life Management Center	Ned Ailes	CEO/Director	850 522 4485	850 522 4485 x1300		nailes@lmccares.org
Mental Health Association of Okaloosa/Walton	Virginia Barr	CEO/Director	850 244 1040			mhaowfl@mhaow.org
Okaloosa County Board of County Commissioners	Cathy White	Director of Court services	850 595 3055	850 595 3055		Cathy.White@FLCOURTS1.GOV
Okaloosa County Board of County Commissioners	Robin Wright	Alternate				robin.wright@flcourts1.gov
Turn About	Wachell "Shelly" McKendrick	Interim Executive Director	850 671 1920			wmckendrick@turnabout.org
Turn About	Sonja De La Cruz	Financial	850 671 1920	850 671 1920 x12	850 363 2717	sdelacruz@turnabout.org
Emergency Management Contacts						
Emergency Management	Florida Division		850 413 9900	800 342 3442		floridadisaster.org
Bay County EMS	Mark Bowen	Director	850 248 6040		850 248 6059	http://www.co.bay.fl.us/emergency/management.php
Calhoun County EMS	Angie Smith	Director	850 674 8075		850 674 4667	http://calhounflorida.org/
Escambia County EMS	John Dosh	Director	850 471 6409		850 476 3839	http://www.myescambia.com/beready
Franklin County	Pamela Brownell	Director	850 653 8977		850 653 3643	http://www.franklinemergencymanagement.com/
Gadsden County EMS	Shawn Wood	Director	850 627 9233		850 875 8643	http://gadsdensheriff.org/emergency_mgmt.html
Gulf County EMS	Marshall Nel	Director	850 229 9110		850 229 9115	http://www.gulfcounty-fl.gov/EmergencyManagement.cfm
Holmes County EMS	Wendy Mayo	Director	850 547 1112		850 547 7002	http://www.holmescountymem.org/
Jackson County EMS	Rodney Andreasen	Director	850 718 0007		850 482 9683	http://www.jacksoncountyfl.net/emergency-management
Jefferson County EMS	Carol Ellerbe	Director	850 342 0211		850 342 0214	http://www.jeffersoncountyfl.gov/
Leon County EMS	Kevin Peters	Director	850 606 3700		850 606 3701	http://www.leoncountysoc.com/emergency-management
Liberty County EMS	Rhonda Lewis	Director	850 643 3477		850 643 3499	http://www.libertycountymem.com/
Madison County EMS	Alan Whigham	Director	850 973 3698		850 973 4026	http://www.madisoncountyfl.com/emergencymanagement/
Okaloosa County EMS	Randy McDaniel	Director	850 651 7150		850 651 7170	http://www.co.okaloosa.fl.us/ps/emergency-management
Santa Rosa County EMS	Brad Baker	Director	850 983 4610		850 983 5352	http://www.santarosa.fl.gov/emergency/
Taylor County EMS	Steve Spradley	Director	850 838 3575		850 838 3523	http://www.taylorcountymem.com/
Wakulla County EMS	Scott Nelson	Director	850 745 7200			http://www.wcso.org/emergency-management/
Walton County EMS	Jeff Goldberg	Director	850 892 8065		850 254 9638	http://www.co.walton.fl.us/1063/Emergency-Management
Washington County EMS	Lynne Abel	Director	850 638 6203		850 638 6316	http://www.washingtonfl.com