

APPENDIX A: General Procedures for All Emergencies

Content	Page Number
Procedure 1 : EOP Implementation	2
Procedure 2 : Evacuation	3
Procedure 3 : Sheltering In Place	5
Procedure 4 : Resource Management	6
Procedure 5 : Damage Assessment	6

PROCEDURE 1: EOP IMPLEMENTATION

In the event of a disaster, the Administrator or designee, in accordance with the Order of Succession, will be responsible for implementing the EOP, unless the emergency is so immediate that implementation falls to the affected office's Office Manager or an available supervisor. This designee will work with the affected office(s) Emergency Team(s) to coordinate all EOP implementation activities as they apply. Office staff will carry out EOP tasks as assigned.

During the emergency response, every effort is made to sufficiently document each action taken so that complete records of actions taken and expenses incurred can be reconstructed and claims properly verified after the emergency period has passed. Potential reimbursement from the Federal Emergency Management Agency (FEMA) is dependent on proper documentation.

Administrative processes should never be allowed to interfere with operations essential to preventing injury, loss of life, and significant property damage.

General Instructions

- Immediately notify the ADSD Administrator and the Division of Emergency Management of an impending disaster. During this stage, the Administrator's designated staff will activate the Emergency Team(s) and EOP of affected office(s) and set in motion the following specific duties that must be accomplished.
- Two principal alternatives for protection from a disaster are Evacuation (see Procedure 2) and Sheltering (see Procedure 3), as well as Appendix L: Floor Plans by Office. In an actual disaster or emergency situation, office personnel would use one or possibly both options, depending on the best available estimate of the situation to minimize injury to those involved.
- Evacuation is usually the preferred option. However, the procedure must be evaluated in terms of the overall benefits to the evacuees, taking into account the conditions at the selected destination and any risk of exposure to the disaster while in route. Appendix M: External Area Street Maps by Office, will assist in developing safe evacuation routes if staff are evacuated to their homes.
- For consideration of sheltering in place, it is important to determine the relative protection from potential disasters provided by available facilities.
- Any breach of client confidentiality must be noted and reported in accordance with HIPAA guidelines.

Steps to Implementing the EOP

- Assemble available office staff and Emergency Team members. Review the EOP and relevant Appendices.
- Implement the office EOP as appropriate, with the following elements, *as time permits*.

- Notify appropriate response agencies and personnel using phone numbers in Appendix D, and keep a record of all calls with the Emergency Response Telephone Log, also found in Appendix D.
 - These agencies, depending on the emergency, include:
 - Fire Department
 - Law Enforcement
 - Emergency Medical Services (EMS)
 - ADSD Division Administrator
 - Division of Emergency Management
 - Coordinate operations with Emergency Team members.
 - Establish contact with other building agencies and other State agencies (Buildings and Grounds)
 - Hold briefing for staff to:
 - Review plans and personnel assignments.
 - Determine which designated Emergency Team members are on site.
 - Ensure staff knows the designated area to assemble outside of the building.
 - Remind staff that forms are available to document damages for the Recovery phase. See Appendix F.
 - Provide for office security and the confidentiality of client records, in accordance with HIPAA.
 - Alert assisting organizations, as necessary.
 - Maintain communication with constituency in affected areas using contact information maintained by staff and found in Appendix K.
 - Initiate contact with staff away from the office, to alert them to the emergency, as appropriate. See Appendix N: Staff Listing by Office.
- Prepare damage assessment reports, if required. See Appendix F.
 - Gather information regarding grantees and seniors in the affected areas and the extent of damage. Identify needs for a potential response strategy. See Appendix F for Report Form for AoA and Appendix K for list of grantees, including senior center directors, Native American Tribes and providers.

PROCEDURE 2: EVACUATION

Evacuating hazardous areas is the most effective action for protecting staff in many disasters or threatening situations. This procedure provides for the orderly and expeditious evacuation of the affected ADSD office(s), if such action is determined to be the most effective available means for protecting the staff and visiting public from the effects of a disaster. An Evacuation Checklist is included. Office Managers must assign staff, to be specifically trained to assist those with functional needs during an evacuation.

Administrative processes should never be allowed to interfere with operations essential to preventing injury, loss of life and significant property damage.

General Instructions

- People who refuse to follow evacuation instructions should be left alone until all who are willing have left. Then, if time permits, further efforts should be made to persuade those remaining to evacuate.
- In the event there is excess smoke, heat and/or some other disaster, available exits are clearly identified in Appendix H, which contains the floor plans by office. If evacuation from any of these exits becomes impossible due to smoke and/or fire, staff should utilize any other remaining exit(s) and proceed to the assembly location.
- As appropriate, and in the event of an evacuation of the building, employees will assemble in a specified location, where a head count will be conducted by the Office Manager (see Appendix N: Staff Listing by Office).

EVACUATION CHECKLIST

All office staff will be given a copy of this checklist. It is recommended that staff keep this checklist easily available in their work areas and periodically review it.

Office Manager or Designee

To initiate Evacuation, the Office Manager or designated representative will:

- Confirm/verify the emergency situation requiring evacuation.
- Alert the appropriate emergency response agency (fire, law enforcement, etc.), if appropriate and not previously accomplished. Call 911 if a serious emergency or situation occurs.
- Alert the Emergency Team and all areas of the office to prepare to evacuate.
- Ensure that all evacuees with functional needs have trained personnel assisting them.
- Contact the building management and advise that the office is evacuating.
- Contact the ADSD Administrator to report the situation and the office evacuation.
- Give the evacuation order.

Staff

Upon receipt of an Evacuation Order, personnel will:

- Immediately cease using computers, save material, exit programs, log out of network, shut down computers and prepare to evacuate.
- Personnel without computers will immediately cease work operations and prepare to

evacuate.

- Immediately depart for the assembly point.

Manager actions after staff have evacuated:

- Verify all office areas have been evacuated and, *as time permits*:
 - Turn off all office lights and open all office blinds.
 - Verify all computers are off.
 - Verify coffee pot is turned off.
 - Close all "internal" office doors.

Then:

- Depart for the assembly area, leaving the entry door unlocked.
 - Identify all staff at the assembly area and verify all available staff is present.
 - Determine if there are any injuries and coordinate assistance for same.
- Advise the Administrator that the office has been successfully evacuated and provide a situation update.
 - Notify Buildings and Grounds of the situation.
 - Coordinate with responders and building manager during the response and recovery phases of the incident.
 - Release personnel to home, or back to work, as circumstances dictate.
 - Keep the Administrator updated as conditions change.
 - Upon termination of the emergency, manage back-to-work, normal operations with the staff.

PROCEDURE 3: SHELTERING IN PLACE

Protective shelter is a protection option that may be needed in a disaster or emergency situation. Protective shelter is especially applicable in emergencies or disasters caused by hazardous material spills, winter storms, flooding and/or earthquakes.

The purpose of this procedure is to establish an option for the office, in response to an emergency or disaster, to protect staff and the public from the effects of any disaster that threatens, or actually strikes the community, by placing them in suitable shelter facilities. If staff or the public is endangered by the effects of a disaster or emergency situation, the Office Manager should attempt to ensure their safety and should take action to implement that strategy.

General Instructions

- The Office Manager or designee, in collaboration with the Administrator or designee, is responsible for developing an incident-specific emergency protocol and procedure for the evacuation and in-place shelter options in the event of a large-scale disaster, such as a hazardous material spill, earthquake, flood or winter storm.
- The protocol and procedure will be based on an analysis of the incident at hand, taking into consideration information gathered by the Office Manager and Emergency Team for presentation to the Administrator or designee.
- In the event the determination is to shelter rather than evacuate, the Office Manager or designee will maintain the protective shelter protocol and procedure before, during and after an emergency.

PROCEDURE 4: RESOURCE MANAGEMENT

This procedure provides for the proper coordination of resources, in order to effectively respond to an emergency. The prompt and orderly deployment of resources is necessary in the initial response and during recovery of office operations. A resource inventory is maintained, to include anticipated needs for all types of emergencies. It provides proper coordination of available resources and their sources through management.

General Instructions

- It is the responsibility of each Office Manager to protect life and office property, to the extent possible, using available resources that have been inventoried.
- Maintain a list of available resources to be used during an emergency, and know which office staff are trained in CPR and First Aid ([Appendix O: Staff Resources by Office](#))
- Maintain record of all resources expended involving personnel, equipment and materials.

PROCEDURE 5: DAMAGE ASSESSMENT

The purpose of this section is to describe procedures to be followed in order to assess damage following a major incident or natural disaster. Most hazardous events have the potential for causing intensive property damage. In the event that such damage occurs, a planned damage assessment procedure is essential for response and recovery operations.

The timely and accurate assessment of damage to public and private property is of vital concern to local officials following a disaster. This should have great bearing upon the manner in which recovery is handled by the Department of Health and Human Services and the Aging and Disability Services Division.

In an emergency or disaster, damage may occur and a first accurate assessment of conditions is very useful in response to continued operations. In addition, an extensive damage assessment is a necessary part of the recovery program. It requires the collection of information about damages incurred, and a compiling and summary of the damages.

General Instructions

- Office Managers and Supervisor(s) are responsible for developing and implementing procedures for evaluating the extent of damage in the event of an emergency.
- Unit Supervisors will compile damage assessment reports for their respective program areas and report any breaches of confidentiality. They will work in collaboration with Emergency Team members to identify damages.
- When an incident damage assessment requires a specifically-skilled type of evaluation, such as Information Technology, appropriate personnel will be recommended by the Office Manager and added to the assessment team.
- Office Managers will provide staff with direction for all aspects of the Division's/Office's recovery plan and damage assessment.
- Office Managers are responsible for the implementation of all vendor agreements and HIPAA reports, replacement of damaged files, records, documents and equipment for their respective areas.

Records and Reports

- Each Unit Supervisor will collect data using the form found in Appendix F. These will be forwarded to the Office Manager.
- The data collected in the Damage Assessment Reports will be used by the Office Manager and the ADSD Administrator to compile a total damage assessment report for the office, using forms in Appendix F.
- Insurance adjusters and public officials may obtain Damage Assessment Reports from the authorized coordinator, with the consent of the Administrator.
- Accurate information should be provided to the Division of Emergency Management for necessary release to federal agencies in a timely and efficient manner.