CARD of Alameda County

Serving People with Special Needs in Times of Disaster

Agency Emergency Plan
A Simplified Version for Community-Based Organizations

Agency: _____

Address: _____

Phone: _____ **Fax:** _____ **E-mail:** _____

*In a major emergency, such as a catastrophic earthquake,
response systems such as police, fire and hospitals will be overwhelmed.
Officials from all levels of government and the Red Cross tell us we should be prepared to
be on our own for the first 72-hours. The following outline will help your organization plan
and prepare to meet the needs of your staff and the people you serve in this event.*

Please perform a quick review of this plan every 6 months to ensure it stays current.

Emergency Coordinator: _____

Date Completed: _____
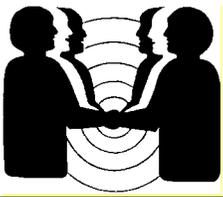
A. Facility Preparation

	ASSIGNED TO	DATE DONE

1. Secure all furniture, appliances and other freestanding objects.
   - Grommet-Velcro furniture straps are good for securing bookcases, etc.
   - Flexible cable, braided wire and strapping are good for appliances, etc.
   - Industrial velcro is good for securing monitors, printers, stereos, etc.
   - Closing the opening in wall hooks will make hanging items more secure.

2. Move heavy and large items to lower shelves in closets and cabinets.

3. Check cabinet doors to be sure they can be closed securely.

4. Remove or isolate flammable materials.

5. Clearly mark your gas and water shut-off valves. Post legible step-by-step instructions for shutting off each one (in multiple languages if needed).

6. Keep a conveniently located set of tools to facilitate prompt gas shut-off. Tools should include both pipe and crescent wrenches.

7. Post a Facility Evacuation Plan in an area accessible to the public.

For each site, indicate the location of the following items:

- ➤ Emergency first aid supplies _____
- ➤ Wrenches and other tools _____
- ➤ Fire extinguishers _____
- ➤ Portable radio and extra batteries _____
- ➤ Flashlight and extra batteries _____
- ➤ Food and water _____
- ➤ Garbage bags and duct tape _____

B. Inventory of Neighborhood Resources

1. If you do not have a back-up generator, in an extended power outage, where can you rent or borrow a generator? Create a written agreement with this supplier.

   _____

2. If the phones at your agency are not working, are there coins in petty cash for pay phones? _____

   A pay phone may operate sooner than a normal business phone. Where are the nearest pay phones? _____
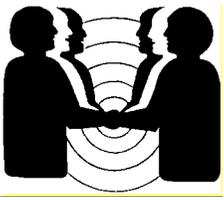
Identify the following neighborhood resources; this can strengthen your response to emergencies.

3. Nearest public health clinic?

    Clinic Name: _____ Address: _____ Phone: _____

4. Nearest place to go for help if phones are not working?

    Place Name: _____ Address: _____ Phone: _____

5. Does the nearest fire station know about you?

    Station Name: _____ Address: _____ Phone: _____

6. Does the nearest police station know about you?

    Station Name: _____ Address: _____ Phone: _____

C. Meeting the Needs of the People You Serve

1. How many total clients would most likely be at your site in a disaster (day, evening, weekend)? _____

    _____

2. How will you find out about the condition of people you serve who are off site? _____

    _____

3. In an emergency, who else needs information about the status of people you serve? Off site staff? Families of clients? List the most critical contacts that need to be made:

    a. Name: _____ Phone: _____

    b. Name: _____ Phone: _____

    c. Name: _____ Phone: _____

The following assumes an emergency may require you to provide shelter to clients at your facility. If you are unable to stock these items on an ongoing basis, create written agreements with organizations to supply these items.

4. Where can you go for an additional source of *water?* _____

    _____

5. Where can you go for an additional source of *food?* _____

    _____
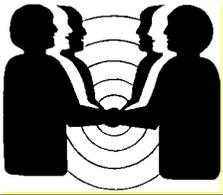
6. What else will be needed (e.g., bedding, medicine, special equipment, etc.)? Where can you get these items:

    a. Item: _____ Location: _____

    b. Item: _____ Location: _____

    c. Item: _____ Location: _____

D. Preparing Staff for Emergencies

In an emergency, the first concern of staff will be the safety and welfare of family members.

1. Your agency will want to ensure that all staff members have an opportunity to check on their homes and family members as soon as possible following a disaster.

2. Encourage and support staff and key volunteers to have a family or home emergency plan (see note below). This increases the likelihood that staff and their families can cope with the disaster without outside help.

3. Have all staff and key volunteers trained in basic emergency preparedness on a regular basis.

> **Note**: Contact your local Red Cross chapter for copies of their *individual* and *family* planning disaster brochures that outline steps for developing home emergency plans.

E. Personnel Resources

Determine your staffing requirements for post-disaster response.

1. Realistically, how many staff will continue working after a disaster if it strikes during work? _____

2. …If a disaster strikes on a weekday, but before the workday begins? _____

3. …If a disaster strikes on a weekend? _____

4. Which staff should automatically report to work in the event of a disaster? _____

5. To support the work staff in an emergency, we will use volunteers as follows:

    a. _____

    b. _____

    c. _____

    d. _____

    e. _____

6. Develop a list of home telephone numbers for staff for emergency use. (Update at least every 6-months.)
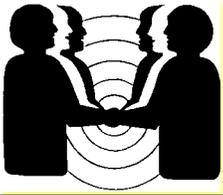
F. Evacuation/Transportation

Fire, hazardous material spills or structural damage may require you to evacuate your building.

1. Are there program participants who will need assistance evacuating your facility? Remember to assign staff and volunteers to help these participants and have assistive aids/devises available to help with their evacuation.

2. If your facility must be evacuated, assign a staff person the responsibility of taking a head count to ensure all staff, volunteers and program participants have exited.

3. Practice your evacuation plan.

4. Create an "Agency Go-Kit". Include copies of your emergency plan, action checklists, phone rosters, copies of vital documents, credit cards, etc.

5. Post a notice indicating where you have gone.

The following suggestions anticipate that you must evacuate your building and that you are responsible for the care and shelter of the people you serve.

6. Locate and secure a temporary shelter to be used (consider churches, nearby community centers, schools, other residential facilities). You may want to develop mutual aid agreements with these sites.

      Temporary Shelter Name: _____

      Address: _____

      Contact Name: _____ Phone: _____

7. Create a phone list and a system for letting the authorities, family and friends know where you are sheltering your program participants. "Date created" should appear on this and all lists and documents.

8. Designate and identify alternative transportation for moving your program participants to your temporary shelter, or to clients' homes, if necessary.

      Alternative Transportation: _____

      Contact Name: _____ Phone: _____

9. Assign responsibility for the care of your clients at the alternate site(s). Identify this person or persons.

      a. _____

      b. _____

      c. _____
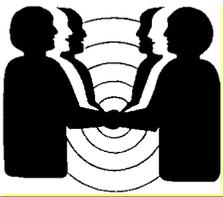
10. If evacuated, what will your clients need that may not be available in the temporary shelter?

  a. _____

  b. _____

  c. _____

G. Ensuring Service Continuation

What is needed to continue providing services after a disaster?

1. List the primary services you will continue to provide following an emergency?

  a. _____

  b. _____

  c. _____

2. What are the critical material resources necessary to maintain these operations?

  a. _____

  b. _____

  c. _____

3. What neighboring agencies or businesses can you form a connection with in order to share resources in an emergency, to maintain operations and to ensure the care of people you serve?

  a. Name: _____ Phone: _____

  b. Name: _____ Phone: _____

  c. Name: _____ Phone: _____

  d. Name: _____ Phone: _____

  e. Name: _____ Phone: _____

Your organization should clarify what its mission and priorities will be in the aftermath of a major disaster. It is important for agencies working with at-risk clients on a daily basis to know their client's needs and how to support their recovery following a disaster.

4. Some questions to ask include:

  ➢ What are the predictable needs of the people you serve in emergencies?

  ➢ Will the needs of the people you serve require you to expand services in a disaster's aftermath?

  ➢ Will you need to consider providing new or different services?
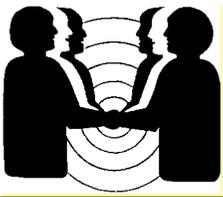
H. Financial Resources

It is a good idea for your organization to be aware of its cost of normal operations; estimate cost increases that might arise from emergencies and be familiar with eligibility and other prerequisites for aid and reimbursements from Federal Emergency Management Agency (FEMA) and other agencies.

Some topics to explore include the following:

1. Copies of Financial Support Documentation to have ready

    ➢   Insurance policies

    ➢   The deed or lease for your facilities

    ➢   Bank information, including all of your account numbers, including personnel contacts

    ➢   Legal identification, such as your taxpayer ID number and evidence of exemption status

    ➢   Memoranda of Understanding (MOUs)

2. Liquid Assets

    ➢   How much cash do you keep in "petty cash?"

    ➢   Do you have $15 - $20 in coins for pay phones?

3. Credit Cards / Lines of Credit

    ➢   What credit cards does your agency own?

    ➢   Where are they?

    ➢   What are the limits of each?

    ➢   Who can sign on each?

    ➢   Do they have emergency credit extensions?

    ➢   Do you have a line of credit immediately available?

    ➢   Who can access the money?

*<u>Reminder</u>: Keep this information updated;
be sure it reflects any staff or policy changes!*
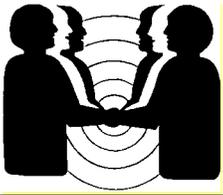
I. Emergency Management (page 1 of 2)
Primary Functions—Incident Command System (ICS)

The following primary positions are in keeping with the government's Incident Command System (ICS). Depending on the scope of the incident and the availability of staff, all of these functions may be assumed by the same single staff person or these functions may be distributed among staff and volunteers, as needed. See the next page for a listing of support functions.

1. MANAGEMENT TEAM: **Incident Commander**…*this is the person who will lead.*

   Responsible Person: _____   *Alternate:* _____

   Work: _____   **Home:** _____   *Work:* _____ *Home:* _____

   Cell: _____   **Pager:** _____   *Cell*: _____ *Pager*: _____

2. OPERATIONS TEAM: **Operations Chief**…*this person will do the fieldwork.*

   Responsible Person: _____   *Alternate:* _____

   Work: _____   **Home:** _____   *Work:* _____ *Home:* _____

   Cell: _____   **Pager:** _____   *Cell*: _____ *Pager*: _____

3. PLANNING TEAM: **Planning Chief**…*this person will do the thinking and keep everyone in the know.*

   Responsible Person: _____   *Alternate:* _____

   Work: _____   **Home:** _____   *Work:* _____ *Home:* _____

   Cell: _____   **Pager:** _____   *Cell*: _____ *Pager*: _____

4. LOGISTICS TEAM: **Logistics Chief**…*this person will get the resources.*

   Responsible Person: _____   *Alternate:* _____

   Work: _____   **Home:** _____   *Work:* _____ *Home:* _____

   Cell: _____   **Pager:** _____   *Cell*: _____ *Pager*: _____

5. FINANCE/ADMINISTRATION TEAM: **Finance Chief**…*this person will track all activities and costs.*

   Responsible Person: _____   *Alternate:* _____

   Work: _____   **Home:** _____   *Work:* _____ *Home:* _____

   Cell: _____   **Pager:** _____   *Cell*: _____ *Pager*: _____
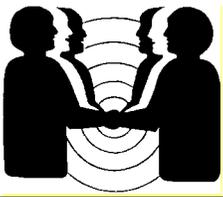
I. Emergency Management (page 2 of 2)
Support Functions—Incident Command System (ICS)

The following support roles are in keeping with the government's Incident Command System (ICS). Depending on the scope of the incident and the availability of staff, all of these functions may be assumed by the same single staff person or these functions may be distributed among staff and volunteers, as needed.

1. MANAGEMENT TEAM SUPPORT FUNCTIONS:

   a. **Safety & Security Officer**…*this person will ensure the physical safety of staff and entire site area.*

   Responsible Person: _____

       Work: _____   Home: _____

       Cell: _____   Pager: _____

   b. **Public Information Officer**…*this person is the only person to provide information to all outside media.*

   Responsible Person: _____

       Work: _____   Home: _____

       Cell: _____   Pager: _____

2. OPERATIONS TEAM SUPPORT FUNCTIONS:

   a. **Utilities Inspection**…*this person will inspect and, **if necessary**, shut down gas, electricity, water, etc.*

   Responsible Person: _____

       Work: _____   Home: _____

       Cell: _____   Pager: _____

   b. **Fire Suppression**…*this person will search for and suppress small fires--and notify the fire department.*

   Responsible Person: _____

       Work: _____   Home: _____

       Cell: _____   Pager: _____

   c. **Search & Rescue**…*if evacuating, this person is responsible to ensure everyone has safely evacuated.*

   Responsible Person: _____

       Work: _____   Home: _____

       Cell: _____   Pager: _____

   d. **First Aid**…*this person will administer first aid to injured persons.*

   Responsible Person: _____

       Work: _____   Home: _____

       Cell: _____   Pager: _____