

Agency Name: _____
Name/Title: _____
Person Managing/ Overseeing Emergency Plan Implementation

Date Completed: _____
Phone: _____

Agency Disaster Preparedness Plan

A TOOL TO ASSIST WITH EMERGENCY and DISASTER PREPARATION

In a major emergency, such as a tornado, flood, or terrorist event, response systems may be overwhelmed (e.g., police & fire departments, hospitals, utility companies, etc.). Officials tell us we might be virtually on our own for the first 48-72 hours. The following outline will help your organization plan and prepare to meet the needs of both your staff and the people that you serve during and after a major emergency. There are several types of situations that your business may face:

1. A disaster on-site (little to no warning)
2. A pending disaster (defined time window, example hurricane)
3. A nearby disaster affecting local infrastructure and communication
4. A sustained, poorly defined threat to the public

At the end of the document you will find additional resources to use to supplement this guide and to enhance your organization's emergency and disaster planning process.

A. Emergency Management – the Incident Command System (ICS)

An emergency will require your response to the people you serve. The following functions follow the government's Incident Command System (ICS) and more than one function can be assumed by the same properly trained staff person or by properly trained volunteers.

Please identify the *current* staff person(s) responsible for the following functions, and identify all relevant training and/or certifications and the date completed:

1. **Incident Command** – Dealing with an emergency requires constant management. This function requires managing the overall response and recovery to an emergency and overseeing all functions below. This is typically the Agency Director.

Assigned staff person: _____ Home phone: _____
Cell phone: _____
Alternate staff person: _____ Home phone: _____
Cell phone: _____

2. **Operations** – Manages and assists with daily operations of ICS, including managing the agency's response to client needs during an emergency. Directs the initiation of safety functions listed below, some or all of which may be delegated to other staff. Supervises volunteers unless designated to other function.

Assigned staff person: _____ Home phone: _____
Cell phone: _____

a. **Site security:** Responsible for utilities in an emergency (gas, electric, and water). Checks and turns off gas and /or electricity if damage is evident or can smell gas. Turns off water if pipes are broken or leaking.

Assigned staff person: _____ Home phone: _____
Cell phone: _____

b. **Fire Suppression:** Checks for and suppresses small fires. Notifies fire department.

Assigned staff person: _____ Home phone: _____
Cell phone: _____

c. **Search and Rescue:** If evacuation is required, ensures everyone has evacuated safely. Quickly and safely searches the facility for people who may be trapped or injured. Helps if possible. Notes and records position for other responders, including name and location.

Assigned staff person: _____ Home phone: _____
Cell phone: _____

d. **First Aid:** Administers first aid to injured persons. *Note: This may require providing training or making training available for staff persons.*

Assigned staff person: _____ Home phone: _____
Cell phone: _____

3. **Logistics** – Responsible for obtaining resources necessary for all functions listed to operate safely for staff, clients, and volunteers – may work in cooperation with Finance.

Assigned staff person: _____ Home phone: _____
Cell phone: _____

4. **Finance** – Tracks all financial activities and costs (receipts, etc.). If necessary, this person is responsible for obtaining in-kind donations, sponsorship, or monetary donations to cover costs. Also must ensure that there are safe back-up copies of the following agency documents: articles of incorporation (e.g., verification of tax exempt status); recent photographs documenting the interior and exterior of your facility; insurance documentation; licensing documentation, if appropriate; updated mission statement on letterhead.

Assigned staff person: _____ Home phone: _____
Cell phone: _____

5. **Information/ Planning** – Tracks data, prepares forms for use by staff, manages information, keeps everyone up-to-date on situation, projects short and long term needs for clients and works with Incident Command to develop and implement plans to meet these needs.

Assigned staff person: _____ Home phone: _____
Cell phone: _____

6. **Other:**

Position Title: _____

Responsibilities: _____

Assigned staff person: _____ Home phone: _____
Cell phone: _____

Updates:

Date of most recent fire drill: _____

Date of most recent phone list: _____

Date of most recent staff training in basic emergency preparedness: _____

B. Facility Preparation

Date Accomplished

1. Prepare all furniture, appliances, computers, and other freestanding objects so that they are adequately secured (what is the goal, is it reasonable, and who has been selected to make this determination?) _____
2. Move heavy items to lower shelves in closets and cabinets _____
3. Check cabinet doors to make certain that they can be closed securely _____
4. Remove or isolate flammable materials (should implement ongoing policies to address this on a regular basis) _____
5. Clearly mark gas and water shut-off valves and fuse box. Post legible (laminated, if possible) instructions on how to shut off each one _____
6. Maintain a conveniently located set of tools (including pipe and crescent wrenches) to facilitate prompt gas shut-off _____
7. Post locations of water and gas shut-off valve and fuse box in central locations _____
8. Place a facility evacuation plan in an area accessible to the public (post at entrances and other selected locations such as stairs, elevators, etc.) _____

Indicate the location at each site where the following items, in working condition, can be found:

- Portable radio and extra batteries _____
- Emergency first aid supplies _____
- Flashlight and extra batteries _____
- Wrenches and other tools _____
- Fire extinguishers _____

Assign a staff member the task of maintaining these supplies and making sure that they are in working order: _____

C. Inventory of Neighborhood Resources

1. In an extended power outage, should you rent or borrow a generator? Can you (or someone on your staff) operate and/or maintain a generator? _____

2. If phones and/or cell phones at your agency are not working, where is the nearest pay phone? (A pay phone may operate sooner than a normal business phone. Are there coins in petty cash? Do you have a stock of prepaid phone cards?) _____

3. Nearest public health clinic? (name, address, phone): _____

4. Nearest place to go for help, if phones aren't working? (name and address): _____

5. Does the nearest fire station know about your agency? (address and phone): _____

6. Does the nearest police station know about your agency? (address and phone): _____

7. Evacuation route? _____

D. Meeting the Needs of the People You Serve

1. How many clients could be at your site in a disaster? _____

2. Is there an off-site location to which they might be sent (if site is too small to accommodate large numbers)? (address and phone) _____

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

4. 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. _____
- b. _____
- c. _____

*The following assumes an emergency may require you to **provide shelter** to clients at your facility. In order to better prepare for such an eventuality, it is suggested that you contact your local American Red Cross to receive more information on local mass shelter or to receive training in mass shelter management.*

5. Where can you go for additional water? _____

6. Where can you go for additional food? _____

7. What else will be needed (e.g. medicine, first aid kit, special equipment, etc.)?
a. _____
b. _____
c. _____

*The following assumes an emergency may require you to **evacuate** your location. In order to better prepare for such an eventuality, it is suggested that you contact your local American Red Cross to receive updated information on evacuation plans and potential shelters in your community.*

8. How many customers/ clients/ employees may need to evacuate in the event of a disaster? _____

9. What is the location of the nearest shelter? (address and phone) _____

10. How will those needing to evacuate be transported to the nearest shelter? _____

E. Preparing Staff for Emergencies

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

1. How many staff members/clients could be at your site at the time of a disaster?

2. The 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. How will this be accomplished? What critical functions must be performed? Who will perform them? _____

3. Staff is encouraged to have a family or home emergency plan – resources can be found via your local American Red Cross or at www.ready.gov. This increases the likelihood that staff and their families can cope with the disaster without outside help.

4. All staff should be trained in basic emergency preparedness (please contact your local American Red Cross or utilize the resources listed at the end of this document to learn more about basic emergency preparedness). Identify staff with specialized training (CPR, CERT, etc.). _____

5. How will your agency assess the status of staff members and their families following an emergency? _____
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- a. Are staff members trained to call in to a general number following an emergency to provide a status update within a certain period of time (are they in good health, is their family in good health, is their property damaged)? _____
- b. Are managers expected to contact those under their direct supervision to assess status? _____
- c. If so, do managers have a list of emergency contact numbers for each staff member? _____
- d. How often is this list updated (suggested every 6 months)? _____
- e. Have managers shared this list with upper management in the event that they are unable to carry out this duty? _____
6. Does your agency conduct periodic emergency drills (fire, etc.)? _____
7. Does your agency have copies of plans, emergency contact information, legal papers relating to agency (certificate of 501(c)3 status, for example) collected in one location in the event that operations move from main facility? Are these papers also stored in a secure location off-site? Are they stored in electronic files? Are regular back-up procedures implemented? Have plans been made for business continuity?

F. Personnel Resources

(Staffing necessary for post disaster response)

1. Realistically, how many staff will work after a disaster, if it strikes during work? _____
2. If it is during a work-week, but before the day begins? _____
3. If it happens on a weekend? _____
4. Which staff should automatically report to work in a disaster (please reference section D, question 2)? Do they know when and where to report and what their responsibilities are? _____
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5. To support the work of staff in an emergency, we will use volunteers to assist with the following duties:
- a. _____
- b. _____
- c. _____
6. Do we have position descriptions for emergency volunteers? Where are they located?

7. Do we have a volunteer liability form prepared? Do we understand risk management issues related to emergency volunteers? Is this something we need to familiarize staff members with prior to an event?
8. Are there staff members (including a designated alternate) assigned to manage, train, and supervise emergency volunteers?
9. Develop a list of home telephone numbers (of staff and either trained or potential volunteers) for staff for emergency use. (update every 6 months)

G. Evacuation/ Transportation

(Fire or structural damage may require you to evacuate your building in an emergency.)

1. Are there staff or clients who will need assistance evacuating your facility? Have you assigned staff or other participants to help these individuals?
2. If your facility must be evacuated, assign a staff person with responsibility for taking a head count to ensure all staff and program participants have exited.

The following questions anticipate that you must evacuate your building, and that you have responsibility for the care and shelter of the people you serve (including staff).

3. 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 in order to make sure space is available for your clients, and you will want to have an alternate site prepared.

Temporary Shelter Name: _____
 Address: _____
 Contact Person: _____ Phone: _____

4. Will you need a phone list or system for letting authorities, family and friends know where you are sheltering program participants? Date phone list developed: _____

5. Identify and plan for alternative transportation to the shelter, or clients' homes, if necessary.

6. Who is responsible for the care of your clients at the alternate site _____
Name of Staff Person

7. If evacuated, what will your clients need that may not be available in mass shelters? Who is responsible for obtaining and maintaining these resources?
 a. _____
 b. _____

H. Ensuring Service Continuation

(Building Collaborations – What is needed to continue providing services after a disaster)

1. List the primary services you will continue to provide following an emergency:
2. What are the critical material resources needed to maintain these operations?
 - a. _____
 - b. _____
 - c. _____
3. What neighboring agencies or businesses can join with you to share resources during an emergency, to maintain operations and ensure the care of people you serve?
 - a. _____
 - b. _____
 - c. _____

Your organization should clarify what its priorities or mission will be in the aftermath of a major disaster. Agencies that work with at-risk populations on a daily basis are the most likely to know their needs and how to support their recovery following a disaster.

Some questions to ask include:

- What are the predictable needs of the people you serve in emergency situations?
- 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?
- What should the people you serve know about your services, limitations, and expectations after an emergency?

This document is based on one developed by the Bay Area Emergency Preparedness Coalition, the *Creating a Workable Disaster Plan for Your Agency* by VOICE of Contra Costa County, and the *Earthquake Preparedness Guidelines for Large Retirement Complexes and Large Residential Care Facilities* by the Bay Area Regional Earthquake Preparedness project.

This document is designed to help your agency prepare for an emergency or disaster situation. For more information, additional resources, and training opportunities related to emergency and disaster preparedness, please visit the following websites:

Federal Emergency Management Agency: www.fema.gov
Maryland Emergency Management Agency: www.mema.state.md.us
United States Department of Homeland Security: www.ready.gov
U.S. Department of Labor Occupational Safety & Health Administration:
www.osha.gov/SLTC/emergencypreparedness/index.html
American Red Cross: www.redcross.org
Center for Disease Control and Prevention: www.bt.cdc.gov
Anne Arundel County Government: www.aacounty.org
Maryland State Government: www.md.state.md.us

Important Numbers: Post near all phones

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911	Use in emergencies, to get fire, police or emergency medical assistance
(410) 263-1183	City of Annapolis
(410) 268-9000	City of Annapolis Emergency Management Office
(410) 222-0600	Anne Arundel County Office of Emergency Management
(410) 222-8050	Anne Arundel County Police, Non-emergency
(410) 222-8200	Anne Arundel County Fire and Rescue, Non-Emergency
(410) 222-8400	Anne Arundel County Department of Public Works, Emergency Dispatch
(410) 222-8900	Anne Arundel County Animal Control
(410) 222-4464	Anne Arundel County Department of Aging
(410) 222-4355	Anne Arundel County Department of Aging TTY
(410) 222-7095	Anne Arundel County Health Department
(410) 269-4500	Anne Arundel County Department of Social Services
(410) 222-5000	Anne Arundel County Schools
(443) 481-1000	Anne Arundel Medical Center
(443) 481-1235	TDD for hearing-impaired
(877) 778-2222	Baltimore Gas & Electric (BGE)
(410) 787-4000	Baltimore Washington Medical Center
(770) 488-7100	CDC Emergency Response Hotline
(800) 311-3435	CDC
(800) 492-0618	United Way First Call for Help
(410) 954-6260	Verizon
(410) 936-1212	Weather
(410) 897-9207	Volunteer Center For Anne Arundel County

Resources

- **Volunteer Florida**
 - excellent resources and publications available at www.volunteerflorida.org
- **Maryland Voluntary Organizations Active in Disaster**
 - www.mdvoad.org
- **Points of Light Foundation**
 - www.pointsoflight.org
- **FEMA**
 - www.fema.gov
- **Nonprofit Roundtable**
 - www.nonprofitroundtable.org

Please contact the Volunteer Center For Anne Arundel County to learn more about emergency and disaster preparedness and response for both volunteer agencies and community members.

2666 Riva Road, Ste 130, Annapolis, MD 21401; Phone: (410) 897-9207; Fax: (410) 222-4589;
Website: www.volunteerannearundel.org; E-Mail: info@volunteerannearundel.org