**Emergency Operations Plan for** **Organization Name**

**Date**

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“It wasn’t raining when Noah built the ark.”

Howard Ruff

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# **Background and Disclaimer**

This document was developed by the Secure Community Network (SCN), the official safety and security organization of the Jewish community of North America, in coordination and consultation with partners in the public, private, non-profit and academic sectors. It is intended as a resource to assist organizations, facilities and leadership in implementing an “All-Hazards, Whole-Community” approach to addressing both manmade and natural disasters as well as events. This document represents a compilation of considerations and information regarding general security planning guidance and basic security considerations, as of the date of its preparation. This document is not a contract or a binding agreement. It does not supersede laws or other rules pertaining to the subject matter covered.

This Emergency Operations Template is only a template, and while authoritative, is intended for informational and guidance purposes only. **It is not intended to provide comprehensive, organization-specific advice or policy guidance on security matters nor is it meant to replace the advice of a security professional or legal counsel.** No guarantee is given that the information is complete, accurate, timely, current, fit for a particular purpose, or that it can be relied upon for any particular purpose. SCN does not guarantee that the template will be appropriate in all crises or cover all circumstances, nor that the template will fulfil any requirements.

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### **About Secure Community Network**

The Secure Community Network (SCN), a nonprofit 501(c)(3) organization, is the official homeland security and safety initiative of the organized Jewish community in North America. Founded in 2004, under the auspices of The Jewish Federations of North America and the Conference of Presidents of Major American Jewish Organizations, SCN serves as the central organization dedicated exclusively to the safety and security of the American Jewish Community, working across 146 federations, 50 partner organizations, over 300 independent communities as well as with other partners in the public, private, non-profit and academic sectors. SCN is dedicated to ensuring that Jewish organizations, communities, as well as life and culture can not only exist safely and securely, but flourish.

# **Disclaimer by the Organization and SCN**

It is important to note that each incident is going to be different, and that an incident may not allow for the Emergency Operations Plan (EOP) to be fully implemented or implemented in any specific order. At a time of a disaster, it is imperative that the Incident Commander (IC) be contacted in order to give proper direction. Sound judgment and common sense are the best practices in an emergency. Therefore, the IC and others will have to make the best judgment at that time.

Any action or inaction taken by a recipient (intended or otherwise) of this EOP does not guarantee nor warrant in any way whatsoever that the recipient, members, staff, congregants or other parties may or may not be rendered safer. By reading this plan or by taking any actions based on this EOP, the reader, for itself and all potential contingent beneficiaries of the reader of this EOP, hereby agree that in no event shall SCN or **ORGANIZATION NAME**, including their respective Boards, officers and employees be liable for any liability, loss, injury or risk (including, without limitation, incidental and consequential damages, personal injury/wrongful death, lost profits or damages, or negligence) which is incurred or suffered as a direct or indirect result of the use, nonuse or misuse of the EOP or any information in the EOP, whether based on warranty, contract, tort, or any other legal theory and whether or not SCN or **ORGANIZATION NAME**, including their respective Boards, officers and employees, is advised of the possibility of such damages. SCN and **ORGANIZATION NAME**, INCLUDING THEIR RESPECTIVE BOARDS, OFFICERS AND EMPLOYEES, TO THE FULLEST EXTENT PERMITTED BY LAW, DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, QUALITY, NON-INFRINGEMENT OF THIRD PARTIES’ RIGHTS AND FITNESS FOR PARTICULAR PURPOSE OR CONDITION WITH RESPECT TO THIS EOP.

# **Security and Privacy Statement**

This document is classified as For Official Use Only.  Portions of the plan may contain information that raises personal privacy concerns for the members of **Organization Name**. It is to be controlled, stored, handled, transmitted, distributed, and disposed of in a secure manner. This plan should not be released without prior approval of the **Title of Approval Authority** to the members, staff, congregants,or other personnel who do not have a valid “need to know.” Distribution of the Emergency Operations Plan (EOP) in whole or part is limited to those personnel who need to know the information in order to successfully implement the plan.

The **Organization Name**will distribute copies of the EOP on a need-to-know basis. **Insert procedures for distributing the plan, i.e., via hard copy or electronic copy or posting on internal websites**. In addition, copies of the plan will be distributed to other organizations as necessary to promote information sharing and facilitate a coordinated community emergency response effort. The Organization will distribute updated versions of the EOP annually or as critical changes occur.

# **Promulgation Statement/Signatures**

**Organization Name** and its members expect that **Organization Type** are safe havens. However, incidents are unpredictable, which means that the Organization and its staff and members must be prepared to respond effectively and efficiently to various kinds of incidents. Through emergency planning efforts, the Organization endeavors to ensure that it continues to provide a safe, orderly environment for staff and members.

This plan is known as the **Organization Name** Emergency Operations Plan (EOP). The plan and its support documents provide a framework that outlines the Organization’s intended approach to managing incidents of all types and should be regarded as guidelines rather than performance guarantees. The Organization’s planning process is supported by collaboration, training, and exercise. The content is based upon guidance approved and provided by the Federal Emergency Management Agency (FEMA). The intent of the EOP is to provide direction on how to respond to an incident from the onset, through an extended response, and through the initial recovery process.

The **Title/Role** is responsible for approving and ensuring promulgation of this plan, which supersedes and rescinds all previous organization EOPs. It will be reviewed and tested periodically and revised as necessary to meet changing conditions.

The **Authoritative Body** gives its full support to this EOP and urges all staff and individuals to prepare for times of emergency before they occur.

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Name, Title Name, Title

Organization Name Organization Name

Date Date

# **Approval and Implementation**

This Emergency Operations Plan (EOP) was prepared by **Organization Name** to develop an all-hazards response plan that allows for a comprehensive and efficient approach to all incident types and responses.

This plan shall apply to all organization staff and members participating in mitigation, preparedness, response, and recovery efforts.

The **Role/Title** shall be responsible for plan oversight and coordination with applicable stakeholders. This EOP is based on the “all-hazards” concept and plans for natural and man-made disasters and incidents. The plan is flexible and scalable in that part of the plan, or the entire plan may be activated based on the specific emergency and decision by organization leadership.

This EOP and its supporting contents are hereby approved, supersedes all previous editions, and is effective immediately upon the signing of all signature authorities noted below.

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**Name,** **Title Name,** **Title**

**Organization Name** **Organization Name**

**Date** **Date**

# 

# **Plan Development and Maintenance**

The **Role/Title** is responsible for the overall maintenance of the EOP. This plan and its annexes and appendixes will be reviewed annually and updated as appropriate. The **Role/Title** will be responsible for establishing the annual review schedule and documenting the annual review in **Appendix A**. This plan in its entirety or relevant sections may be distributed to appropriate parties at the discretion of **Role/Title**. It is suggested that a Record of Distribution be kept in order to keep a record of proof that relevant parties have received a copy of the plan. A Record of Distribution can be found in **Appendix B**.

# **Purpose**

A critical mission of **Organization Name** is to not only protect its property, but most importantly, to also protect the lives of its staff, members, and visitors. Through a coordinated planning effort with key internal and external stakeholders, the Organization has developed an Emergency Operations Plan (EOP) that facilitates the preservation of life and property during an incident. The purpose of the EOP is to define the role and responsibilities of internal and external stakeholders before, during, and after an incident. The development of the plan, and subsequently, training and exercising of the plan empowers community members to react quickly and effectively during an emergency.

This plan provides an all-hazards approach to dealing with incidents and empowering staff and lay leaders to manage incidents at the facility. The EOP consists of the base plan and functional and threat-, hazard-, and incident-specific annexes that allows for an organized and systematic approach to mitigate, prevent, protect against, respond to, and recover from an incident. Additionally, the plan has various appendices with supplemental information to the base plan and the annexes such as floor plans and maps.

Key stakeholders have been trained to assess the seriousness of incidents and respond according to the established procedures and guidance. The Organization regularly schedules training and exercises to assure these guidelines are followed, to improve response time and effectiveness, and evaluate performance.

# **Scope**

The EOP, as noted above, applies to all types of threats and hazards from natural disasters to manmade incidents. Additionally, it is scalable in nature, meaning it can be applied to a wide range of incidents from minor one to major, catastrophic incidents.

The plan will be activated whenever an incident occurs that has the potential to negatively impact the people and/or property of the Organization. The principal goal of this plan is to identify the actions necessary to respond to an incident in order to save lives and preserve property. However, in-depth prevention, mitigation, and long-term recovery planning will not be addressed as they are outside of the scope of this plan.

The EOP applies to all organization staff and employees who will be responsible for ensuring that appropriate actions are carried out by staff, members, or visitors.

# **Situation Overview**

The Organization is subject to a wide variety of threats and hazards to include natural hazards such as severe weather, technological hazards such as hazardous material (HazMat) spills, and human-caused hazards which includes active threat incidents. All emergency planning efforts were informed by a variety of assessments to include **List assessments completed for the organization. For example: Facility Threat, Vulnerability, and Risk Assessment (TVRA)** . The information below is only meant to be a snapshot of relevant information. More detailed information is located in the individual assessments.

## ***Organization Profile***

The Organization has a population of **Insert Population Information. For example: 25,000 community members spread out over 30 organizations that include synagogues, Jewish Community Centers, Schools, and Senior Care Facilities.**. Additionally, the Organization employs **X** staff members to include, but not limited to Rabbis, professional staff, maintenance and custodial staff, volunteer greeter/usher staff, and safety/security committee members.

## ***Critical Infrastructure/Key Resources***

**Organization Name** is located at **Address**. **Organization Name** is located on **Property Size** and includes: **List of Buildings/Structures**.

A plan of the buildings, annotated with evacuation routes, shelter locations, fire alarm pull stations, fire hydrants, fire extinguishers, first aid/hemorrhage control kits, AEDs, hazardous materials storage, and utility shutoffs is included in **Appendix F**.

## ***Threat and Hazard Overview***

The table below is not a comprehensive list of all the threats and hazards the Organization faces, but rather the threats and hazards that pose the greatest risks to the Organization.

|  |  |
| --- | --- |
| **[Threat/Hazard](#Threat" \o "Insert the threat/hazard from Hazard and Vulnerability Risk Assessment. Consult with your Community Security Director when filling this out.)** | **[Description](#Description" \o "Insert a description of the threat or hazard. Consult with your Community Security Director for assistance with this.)** |
| Ex: HazMat Incident | The Organization is located next to a railroad that regularly transports hazardous materials. Additionally, the Organization stores hazardous materials onsite. |
|  |  |
|  |  |
|  |  |

# **Planning Assumptions and Limitations**

***Planning Assumptions***

The following assumptions are applied throughout the plan:

* Emergency situations may occur at any time of the year, on any day, and at any time with no warning.
* Emergency situations could be the result of human/intentional hazards, natural hazards, or technological hazards.
* The threats and hazards identified in the Threat/Hazard Assessment Summary will likely be the most common emergency situations that the Organizationfaces, but there is always the potential for lesser threats and hazards or previously unidentified threat and hazards to affect the organization.
* In most serious emergency situations, local law enforcement, fire, and emergency managers will be available for assistance. However, there may be a delay in response. Therefore, staff and members will often be the first on the scene and must carry out the initial incident response activities until responders arrive.
* After a critical incident, the site may have to rely on its own resources in order to self-sustain for an extended period of time.
* Proper prevention, protection, and mitigation actions will prevent or reduce incident-related losses.
* Maintaining and frequently exercising the EOP amongst stakeholders such as staff, lay leaders, children, parents, first responders, and emergency management official can improve the outcomes of incident response
* Immediate response is required to reduce injuries, save lives, and protect property.

***Limitations***

It is the policy of the Organizationthat no guarantee is implied by this plan of a perfect incident management system or incident response. As personnel and resources may be overwhelmed, the Organizationcan only endeavor to make every reasonable effort to manage the situation with the resources and information available at the time.

# **Organization and Assignment of Responsibilities**

This section establishes the operational organization that will be relied on to manage an incident. The roles and responsibilities of both internal staff and members as well as key external partners are detailed in the following section.

For large-scale and/or complex incidents, the Incident Commanderis not able to manage all the aspects associated with an incident without assistance. The Organization relies on other key organization personnel to perform tasks that will ensure the safety of staff, members, and visitors during an incident. Due to the unpredictable nature of incidents, it is unknown who will be present during an incident. As such, roles will be assigned at the time of the incident and/or when a potential incident has been identified. Relevant roles and responsibilities are outlined in the table below. Collectively, they will be referred to as the Incident Management Team (IMT). **Note: A single person may fill multiple roles based on the complexity of the incident and the size of your organization.**

## ***Incident Management Team***

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| **Incident Commander (IC)** | * Overall responsibility for the incident * Set incident priorities and objectives * Determine which sections and positions are activated * Coordinate activities of the other IMT members * Approve resource requests * Demobilize response operations * **The first person on the scene is the IC until a more qualified person arrives** |
| **Public Information Officer (PIO)** | * Develop accurate, actionable, and timely information for use in media/press briefings * Conduct media briefings * Arrange for tours and other interviews or briefings that may be required * Make information about the incident available to incident personnel |
| **Safety Officer (SO)** | * Identify and mitigate hazardous situations * Develop and disseminate safety messages and/or conduct safety briefings * Stop and prevent unsafe acts |
| **Liaison Officer (LNO)** | * Make contact with all the necessary agency representatives (i.e., police, fire, resource providers) the Organization may need for an incident * Maintain a list of assisting and cooperating agencies and agency representatives * Monitor incident operations to identify current or potential interorganizational problems * Provide current resource status to the IMT * Handle resource requests from community organizations * Provide agency-specific demobilization information and requirements |
| **Operations** | * “Boots on the ground” ­­— handles tasks in the field * Operations Section Chief (OSC) is additionally responsible for:   + Manage tactical operations   + Oversee operations incident personnel   + Request additional resources to support tactical operations   + Identifying the groups needed to run field operations. Each group will have a supervisor that will report to the OSC. Groups could include:     - Damage Assessment Group     - Facilities Repair Group     - Rabbinical Services Group     - Evacuation Group     - Inner and Outer Perimeter Group     - Security Group |
| **Intelligence/**  **Planning** | * Gather intelligence regarding the incident to include:   + Type of incident   + Scope of the incident   + People and things (i.e., buildings) impacted * Collect, process, analyze and disseminate intelligence information for situational awareness * Collect situation and resource status information and evaluate in order to plan for the operation * Intelligence/Planning Section Chief is additionally responsible for:   + Conducting and facilitating planning meetings   + Reassigning incident personnel   + Determining needs for specialized resources |
| **Logistics** | * Obtain resources needed for the incident response and getting them to the operations staff in the field. Resources include facilities, transportation, communications, supplies, equipment maintenance and fueling, food and medical services to response personnel * Maintain the staging area which is a central location for all incident resources * Logistics Section Chief is additionally responsible for:   + Managing incident logistics   + Identifying anticipated and known incident service and support requirements   + Requesting additional resources |
| **Finance/**  **Administration** | * Manage all financial aspects of an incident * Intelligence Section Chief is additionally responsible for:   + Provide financial and cost analysis information as requested   + Ensure claims and compensation functions related to the incident are handled such as insurance forms, workers compensation documentation, etc.   + Handle response personnel timekeeping and payroll   + Track incident expenses |

## ***Supplemental Roles and Responsibilities***

The positions listed below are meant to be used in the event your IMT is activated and the size and or scope of the event requires additional specialized resources.

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| **Social Media Manager**  **(SMM)** | * Reports directly to the PIO * At the direction of the PIO, update all forms of online media and social media including the Federation’s website. Information to include:   + Current status of the incident   + Affected areas   + Real-time information and direction to the community   + Community resources   + Additional phone numbers and contacts for the community * Monitor social media for incorrect information and rumors and correct the information |
| **Rabbinical Services** | * Reports directly to the Operations Section Chief * Provide community and partner organizations with emotional and spiritual support * Serve as a resource for staff during situations and debriefings * Provide counseling or other services such as referrals to local clergy or mental health professionals to community members, families, response personnel, and victims * Other tasks might include:   + Burial consultation   + Death notifications   + Law enforcement religious ritual liaison for crime scenes   + Conducting memorial services |
| **Jewish Family Services**  **(JFS)** | * Directly reports the Operations Section Chief * Provide professional staff, counselors, clinicians, and social workers to affected individuals * Provide services such as:   + Counseling   + MRT – Mobile Response Counselling for Youth   + Mental Health Programs   + Family Services   + Senior, Caregiver, and Alzheimer’s Support   + Jewish Healing Services   + Food and Financial Assistance   + Wrap Around Case Management |
| **Legal Services**  **(General Counsel)** | * Reports directly to Operations Section Chief * Coordinate with the other sections to include Planning, Logistics, and Finance/Administration * Address legal questions as they arise throughout the incident * Handle the legal aspects of donations intake, crisis financial assistance evaluations, contract reviews, and emergency board meetings as needed |

SCN RSA/CSD Advisor

Social Media Mgr.

Public Information Officer (PIO)

“PIO”

Liaison Officer (LNO)

**Unified Command**

Jewish Family Services

Legal Services

Rabbinical Services

Finance/

Administration

Operations

Intelligence/Planning

Logistics

Incident Commander

(IC)

Safety Officer (SO)

**Concept of Operations**

This section describes the Organizations overall approach to incident management and response beginning with recognition of the incident all the way through the transition to recovery. Outlined below is the general trajectory that incident operations and response will follow.

## ***Activation***

Upon recognition of an incident, the Incident Commander (IC) or their designee shall have the sole authority to activate the EOP and determine the level of activation. The Activation Level Matrix below will be utilized to determine the level of activation. The activation level will largely be determined by the size, complexity, and overall impact of the incident. Regardless of the activation level, if the Incident Commander activates the plan, he or she will notify the **INSERT TITLE** when it is reasonable to do so.

The EOP is designed to be scalable and flexible meaning that it can be activated in its entirety or partially (i.e., activation of crisis communications). Additionally, incidents are fluid and as such, may become more or less complex and severe as they play out. Subsequently, at least at the beginning of each operational period, the IC will reevaluate the situation and determine if the activation level must be altered.

|  |  |  |  |
| --- | --- | --- | --- |
| **Activation Level** | **Incident Description** | **Examples** | **Staffing Requirement** |
| **Standby**  *No Incident Anticipated* | * This level is considered the “blue sky,” normal, everyday operational state. | N/A | * No staffing impacts. Maintain normal roles and responsibilities |
| **Level 5** | * **Stabilization Effort:** Low * **Duration:** 1-2 hours * **Community Impact:** None-Minimal * **Probability of Cascading Events:** None * **Stakeholder Involvement:** None * **Infrastructure Impact:** None | * Vehicle Fire * Medical Response to an Injured/Sick Person * Response to Suspicious Package | * **Positions Activated:** IC * Remainder of IMT on standby in the event the incident escalates * **Specialized Resources (i.e., Damage Assessment Group) Needed?:** No * **Unified Command?**: No |
| **Level 4** | * **Stabilization Effort:** Low * **Duration:** Several-24 hours * **Community Impact:** Limited * **Probability of Cascading Events:** None-Low * **Stakeholder Involvement:** Possible notification, but no coordination * **Infrastructure Impact:** Limited and addressed within one operational period | * Barricaded Suspect * HAZMAT Spill * Large Fire * Peaceful Protest | * **Positions Activated:** IC * Remainder of IMT on standby in the event the incident escalates * **Specialized Resources (i.e., Damage Assessment Group) Needed?:** Potentially * **Specialized Resources Managed by:** IC * **Unified Command?**: Unlikely |
| **Level 3** | * **Stabilization Effort:** Moderate * **Duration:** Several days-over one week * **Community Impact:** Limited (short term support) * **Probability of Cascading Events:** Medium * **Stakeholder Involvement:** Notification and coordination * **Infrastructure Impact:** Moderate with mitigation efforts extending over multiple operation periods | * Tornado * Category 1 or 2 Hurricane * Active Threat Incident * Detonation of Large Explosive Device | * **Positions Activated:** IC, All Command Staff (PIO, LNO, SO, SMM), one or more of the sections (i.e., Operations). * Remainder of IMT on standby in the event the incident escalates * **Specialized Resources (i.e., Damage Assessment Group) Needed?:** Yes * **Specialized Resources Managed by:** Operations * **Unified Command?**: Likely * State and Federal involvement possible |
| **Level 2** | * **Stabilization Effort:** High * **Duration:** Several days-two weeks * **Community Impact:** Moderate * **Probability of Cascading Events:** High * **Stakeholder Involvement:** Notification and coordination * **Infrastructure Impact:** High, possible destruction | * Wildland Fire * Multi-Event Explosive Device Attack | * **Positions Activated:** Entire IMT * **Specialized Resources (i.e., Damage Assessment Group) Needed?:** Yes * **Specialized Resources Managed by:** Operations * **Unified Command?**: Yes * State and Federal involvement likely |
| **Level 1** | * **Stabilization Effort:** Extreme * **Duration:** Two weeks-over a month * **Community Impact:** Extreme * **Probability of Cascading Events:** Extreme * **Stakeholder Involvement:** Notification and coordination * **Infrastructure Impact:** Extreme, widespread damage and destruction | * Pandemic * Category 3, 4, or 5 Hurricane | * **Positions Activated:** Entire IMT * **Specialized Resources (i.e., Damage Assessment Group) Needed?:** Yes * **Specialized Resources Managed by:** Operations * **Unified Command?**: Yes * State and Federal involvement definite |

After the recognition of an incident and the decision by the IC to activate the EOP, notification procedures will begin for the IMT. Regardless of whether or not their position has been activated, all IMT members will be notified of an incident. Those positions that are not activated will remain on standby in case they required should the incident escalate. IMT notifications will occur utilizing **Insert Method (i.e., SCN Alert)**.

Those positions that have supplemental roles that report to them will determine if supplemental roles are required as part of the incident operations. Should a supplemental role need to be activated, a request will be made to the IC.

## ***Notification***

The decision will be made by the IMT whether additional notifications will be required. This will largely be dependent the size, complexity, and impact of the incident. Should further notifications be required, the following protocols will be implemented.

### **IMT Members**

If an incident occurs that impacts the Organization, the Incident Commander (**Insert title assigned to the IMT Role.**) will notify the IMT of the activation level and any instructions. IMT notifications will occur utilizing **Insert method (i.e., SCN Alert).**.

### **Organization Staff**

If an incident occurs that impacts staff, the **Insert IMT Role** (**Insert title assigned to the IMT Role.**) will notify impacted staff. Staff notifications will occur utilizing **Insert method (i.e., SCN Alert).**.

### **External Partners**

The IMT will determine if notification is required and to what extent. The type of notification will generally fall into one of two categories: information sharing or requests for assistance (i.e., resource request). It should be noted that request for assistance does not replace calling 911 in an emergency. For information sharing requests such as media briefings, the PIO will handle the notification. In the case of requests for assistance, the PIO will work in conjunction with the Liaison Officer to handle notifications. Notifications to external partners will occur utilizing **Insert method (i.e., SCN Alert).**.

## ***Incident Operations – Direction, Control, and Coordination***

Incident operations are based upon the concept that the incident management functions that must be performed by the Organization generally parallel some of their routine day-to-day functions. To the extent possible, the same personnel and material resources used for day-to-day activities will be employed during incidents. Because personnel and equipment resources are limited, certain nonessential functions, as determined by the organization, will be suspended. The personnel, equipment, and supplies that would typically be required for those nonessential functions will be redirected to accomplish assigned incident management tasks. Operations will fit within the overall National Response Framework and comply with the National Incident Management System (NIMS) and Incident Command System (ICS) standards. Amongst the principles of ICS are incident response priorities. Priorities for all incident responses are as follows.

1. Life Safety
2. Incident Stabilization
3. Property Preservation

**Coordination with First Responders**

If an incident is within the authorities of the responder community (police, fire/EMS, etc.), command will be transferred upon the arrival of qualified responders. At the discretion of the new Incident Commander, the organization Incident Commander may be integrated into the incident response in a new role.

**Source and Use of Resources**

The Organizationmay need additional resources to respond effectively to an incident. Resources may come from a variety of sources to include organization resources, mutual aid agreements with private organizations, and resources from the broader response community such as local law enforcement. All members of the IMT are responsible for identifying additional resources that they may need and report them to the Logistics Section Chief. The Logistics Section Chief will be responsible for requesting additional resources that are needed. The IC is responsible for approving resource requests.

## ***Transition to Recovery***

The IC is responsible for authorizing and implementing the scaling back of incident resources and response efforts. This transition may occur in phases or all at once depending on the trajectory of the incident.

Note: The transition to recovery does not mean an end to all activities for an incident or that resources are no longer necessary. Once recovery begins, additional resources and activities may be required and could continue for months or years following an incident.

# **Information Collection, Analysis, and Dissemination**

Accurate and relevant information is key to incident response as it ensures that all involved in the response are functioning under an accurate and common operating picture. The Organizationwill maintain contact and participate in information sharing with local law enforcement, the Secure Community Network (SCN), and other relevant partners. Useful sources of information include social media, mainstream media, and weather reports. Relevant information will also be shared internally and externally based on the communications procedure outlined in the **Emergency Communications Procedure**.

# **Administration, Finance, and Logistics**

### ***Administration***

During any incident, resources become key to the response and recovery. Depending on the size, complexity, and impact of an incident, there could be a huge demand for resources and make acquisition and distribution of resources difficult. Coordination with appropriate agencies and organizations will be conducted to ensure that operational readiness is maintained at all times. Administrative procedures will be conducted in accordance with existing organization policies and procedures. Insert applicable Organization Administrative Procedures if available.

### ***Finance***

Any expenses incurred for incident operations will be conducted in accordance with organizations policies. Additionally, at the discretion of the respective entities, state and/or federal funding may become available to assist in the incident recovery. Each Section Chief is responsible for collecting incident cost information for their section and reporting it to the Finance Section Chief. The Finance Section Chief will be responsible for collecting and compiling all incident cost information. Insert applicable Organization Finance/Cost Tracking Procedures if available.

### ***Logistics***

The Logistics Section will continuously monitor resource needs and requests throughout the span of the incident. Additionally, the Logistics Section will be responsible for inventorying, requesting, ordering, acquiring, and mobilizing resources. The Logistics Section will also implement policies and procedures for tracking resources. For the purpose of the EOP resources include personnel, teams, equipment, facilities, and supplies. Insert applicable Organization Logistics/Resource Tracking Procedures if available.

# 

# Functional Procedures

### **Emergency Communications Procedures**

**TOOLS AND EQUIPMENT**

* SCN Alert or other mass notification system
* Phones
* Radios
* Message Templates
* INSERT ADDITIONAL TOOLS AND EQUIPMENT

**INTERNAL INCIDENT COMMUNICATIONS PROCEDURES**

In the event of an incident, the internal incident communications will be conducted utilizing a two-way flow. The IMT will gather incident information and disseminate with appropriate instructions to response staff.

Conversely, field response staff will communicate incident information from the field through the appropriate chain of command. **Logistics, Operations, and Finance/Administration** will report all incident information received from response staff to **Intelligence/Planning Section** for analysis and dissemination.

The following communication methods will be utilized for internal incident communications:

* SCN Alert (Primary)
* Phones
* Email
* INSERT ADDITIONAL METHODS

**PLAIN LANGUAGE WILL BE UTILIZED FOR ALL INTERNAL INCIDENT COMMUNICATIONS — NO CODES WILL BE UTILIZED**

**EXTERNAL INCIDENT COMMUNICATIONS PROCEDURES**

In an effort to ensure effective coordination and a common operating picture, the **Liaison Officer** will communicate with agencies and organizations assisting in the incident response. Communications will be conducted in a two-way flow. The **Liaison Officer** will share information with assisting response agencies and assisting agencies will provide information to the **Liaison Officer** for distribution to the IMT.

The following communication methods will be utilized for external incident communications:

* Phones
* Email
* INSERT ADDITIONAL METHODS

**PLAIN LANGUAGE WILL BE UTILIZED FOR ALL EXTERNAL INCIDENT COMMUNICATIONS — NO CODES WILL BE UTILIZED**

**PUBLIC INFORMATION AND WARNING PROCEDURES**

* In the case of an actual or anticipated incident, the Organization will ensure that appropriate messaging is developed and disseminated to the public. At the direction of the **Incident Commander (IC)** the **Public Information Officer (PIO)** will:
* Coordinate with **Intelligence/Planning** to develop messaging addressing the following:
  + Type of incident or anticipated incident
  + Identification of impacted or potentially impacted areas and/or populations
  + Brief description of what happened or is anticipated to happen
  + Relevant instructions
* Obtain approval for dissemination of messaging by the **IC**
* Disseminate approved message to intended audience via INSERT METHODS.
* Utilize press conferences and press releases to ensure the information contained in the messaging is accessible
* Additionally, the **Social Media Manager (SMM)** will monitor social media, post approve messages to the Organization’s social media accounts, and undertake rumor control campaigns to ensure that information available to the public is accurate.

### **Evacuation Procedures**

**RESOURCES**

* Evacuation Maps
* Go Kits
* Roster Lists
* INSERT ADDITIONAL RESOURCES

**APPLICABLE SITUATIONS**

* Fire (**See Fire Procedures – Page 41**)
* Hazardous Material (HazMat) Incident (**See HazMat Procedures – Page 42**)
* Earthquake (**See Earthquake Procedures – Page 40**)
* Active Threat Incident (**See Active Threat Procedures – Page 43**)

**PROCEDURES**

* The **Incident Commander (IC) and/or their designee** will announce the need to evacuate
* Staff will direct occupants to evacuate the facility utilizing designated evacuation routes and gather at designated rally points
* Designated staff will aid those with access and functional needs or require additional assistance in evacuating the building
* If the incident requires it, call 911 when safe to do so
* Designated staff will conduct a roll call at the rally points

**EVACUATION ROUTES**

* **PRIMARY**

INSERT PRIMARY EVACUATION ROUTES AND/OR EVACUATION MAPS

* **SECONDARY**

INSERT SECONDARY EVACUATION ROUTES AND/OR EVACUATION MAPS

**RALLY POINT(S)**

* **PRIMARY**

INSERT PRIMARY RALLY POINT(S)

* **SECONDARY**

INSERT SECONDARY RALLY POINT(S)

### **Reunification Procedures**

**RESOURCES**

* Printed Reunification Forms (See **Appendix G – Page 60**)
* Tables and Chairs
* Signage
* Radios
* Telephones
* Roster of Authorized Release Individuals for Minors
* Counselors and/or Trained Mental Health Professionals
* INSERT ADDITIONAL RESOURCES

**PROCEDURES**

**PRIOR TO OPENING OF THE REUNIFICATION SITE**

* The **Incident Commander (IC)** will determine if reunification can occur onsite or if an off-campus reunification site must be used
* The **Reunification Site Manager** will assign staff to the following reunification site positions:
  + Greeter
  + Check-in Area Staff
  + Runner
  + Staging Area
  + Reunification Area Staff
  + Notification Area Staff
* **Logistics** will contact the reunification site point of contact to inform them of the need to activate the reunification site
* The **Liaison Officer** will contact local law enforcement and request a walkthrough of the site prior to opening to the public
* **Operations** will set up the reunification site to include the following stations:
  + Staging Area
  + Check-in Area
  + Waiting Area
  + Holding Area
  + Notification Area
  + Reunification Area
* The **Public Information Officer (PIO)** will develop and disseminate messaging to inform the public of the location of the reunification site and any pertinent instructions

**REUNIFICATION SITE OPERATIONS**

* The **Staging Area Staff** will be responsible for monitoring impacted parties until they can be reunited with their loved ones
* The **Reunification Site Manager** will report to **Operations** and will be responsible for:
  + Oversee reunification operations
  + Provide supervision and administrative support to reunification site staff
* The **Greeter** will direct clients to the Check-in Area
* The **Check-in Area Staff** will:
  + Provide clients with the Reunification Form
  + Review the Reunification Form and request the client’s ID card to confirm that it matches the name on the form
    - **For Minors:** Additionally confirm that the client is authorized to pick up the requested person
  + Identify if the requested person is available for reunification
    - If they are not, have a **Runner** escort the client to the Notification Area
    - If they are, direct the client to the waiting area. Provide a **Runner** with the completed Reunification Form to locate the requested party
* The **Runner** will:
  + Locate the requested party in the Holding Area and confirm that their identify matches the form.
  + Bring the requested party to the Reunification Area
  + Locate the client in the Waiting Area, confirm their identity, and bring them to the Reunification Area
* The **Reunification Area Staff** will confirm the client and requested party’s identification matches the form and have the client sign the form.

**ONSITE REUNIFICATION SITE PROCEDURES**

The **INSERT LOCATION** will be utilized for onsite reunification efforts. The location of the stations will be as follows:

* **STAGING AREA: INSERT LOCATION**
* **CHECK-IN AREA: INSERT LOCATION**
* **WAITING AREA: INSERT LOCATION**
* **NOTIFICATION AREA: INSERT LOCATION**
* **REUNIFICATION AREA**: **INSERT LOCATION**

**INSERT ORGANIZATION NAME (I.E., ABC POLICE DEPARTMENT)** will assist with traffic control operations.

* Traffic control units will be located at **INSERT LOCATIONS (I.E., the intersection of 1st Avenue and State Street blocking S/B traffic)**.
* Clients will be instructed to park in **INSERT CLIENT PARKING LOCATION** and directed to enter the site through **INSERT ENTRANCE LOCATION**.
* Staff will be instructed to park **INSERT STAFF PARKING LOCATION** and directed to enter the site through **INSERT ENTRANCE LOCATION**.
* Those exiting the facility will be directed to exit through **INSERT EXIT LOCATION** and vehicles will be directed to exit via **INSERT LOCATION (I.E., STATE STREET EXIT)**.

Security for the reunification site will be provided by **INSERT ORGANIZATION NAME**. The following strategies will be utilized as part of the security strategy for the reunification site.

* **ACCESS CONTROL POINTS**
  + **INSERT LOCATIONS**
* **ROVING OFFICERS**
  + **INSERT NUMBER** of officers will walk the perimeter of the site looking for threats and hazards during reunification operations.

**OFFSITE REUNIFICATION SITE PROCEDURES**

The **INSERT LOCATION** will be utilized for offsite reunification efforts. The location of the stations will be as follows:

* **STAGING AREA: INSERT LOCATION**
* **CHECK-IN AREA: INSERT LOCATION**
* **WAITING AREA: INSERT LOCATION**
* **NOTIFICATION AREA: INSERT LOCATION**
* **REUNIFICATION AREA**: **INSERT LOCATION**

**INSERT ORGANIZATION NAME (I.E., ABC POLICE DEPARTMENT)** will assist with traffic control operations.

* Traffic control units will be located at **INSERT LOCATIONS (I.E., the intersection of 1st Avenue and State Street blocking S/B traffic)**.
* Impacted parties will be shuttled to the reunification site by INSERT TRANSPORTATION METHOD. The shuttles will be instructed to enter through **INSERT LOCATION (I.E., STATE STREET ENTRANCE)**. Impacted parties will be directed to enter the building through **INSERT LOCATION** and directed to the Staging Area.
* Clients will be instructed to park in **INSERT CLIENT PARKING LOCATION** and directed to enter the site through **INSERT ENTRANCE LOCATION**.
* Staff will be instructed to park **INSERT STAFF PARKING LOCATION** and directed to enter the site through **INSERT ENTRANCE LOCATION**.
* Those exiting the facility will be directed to exit through **INSERT EXIT LOCATION** and vehicles will be directed to exit via **INSERT LOCATION (I.E., STATE STREET EXIT)**.

Security for the reunification site will be provided by **INSERT ORGANIZATION NAME**. The following strategies will be utilized as part of the security strategy for the reunification site.

* **ACCESS CONTROL POINTS**
  + **INSERT LOCATIONS**
* **ROVING OFFICERS**
  + **INSERT NUMBER** of officers will walk the perimeter of the site looking for threats and hazards during reunification operations.

### **Lockdown/Barricade Procedures**

**APPLICABLE SITUATIONS**

* Active Threat in the Facility (**See Active Threat Procedures – Page 43**)
* Suspicious Person(s) in the Facility (**See Suspicious Person(s)/Activity Procedures – Page 52**)

**PROCEDURES**

* The **Incident Commander (IC)** will announce the need to lockdown/barricade
* Close and lock doors and windows
* Barricade doors
* Close blinds and/or cover windows
* Instruct everyone to move away from doors and window
* Call 911 and provide relevant information such as:
  + Facility Location
  + Location of the Threat
  + Number of Threats
  + Description of the Threat (Gender, Clothing, Hair Color, etc.)
* Remain locked down and barricaded until an “All Clear” is announced

### **Secure the Facility Procedures**

**APPLICABLE SITUATIONS**

* Active Threat Outside the Facility (**See Active Threat Procedures – Page 43**)
* Suspicious Person(s) Outside the Facility (**See Suspicious Person(s)/Activity Procedures – Page 52**)
* Police Activity in the Area

**PROCEDURES**

* The **Incident Commander (IC)** will announce the need to secure the facility
* Direct all occupants outside the building into the building **ONLY IF SAFE TO DO**. If it is unsafe to move outdoor occupants indoors, occupants outside should immediately evacuate the premise
* Close and lock exterior doors and windows.
* Close blinds and/or cover windows
* Call 911 if necessary and provide relevant information such as:
  + Facility Location
  + Location of the Threat
  + Type of Threat
  + Description of the Threat
* To the extent possible, continue normal operations
* The facility should remain secured until an “All Clear” is announced

### **Shelter-in-Place Procedures**

**APPLICABLE SITUATIONS**

* Severe Weather
* Hazardous Material (HazMat) Incident Near the Facility

**RESOURCES**

* Plastic Sheeting
* Duct Tape
* Bottled Water
* Nonperishable Food
* First Aid Kit
* Bleeding Control Kits
* Cots
* Blankets
* INSERT ADDITIONAL RESOURCES

**PROCEDURES**

* The **Incident Commander (IC)** will announce the need to shelter-in-place and provide instructions
* Building occupants will move to the designated area and follow appropriate procedures based on the hazard.
* Take a roll call of facility occupants
* Provide treatment for any minor injuries
* If major injuries occur, call 911
* Remain sheltered-in-place until an “All Clear” is announced

### **Access and Functional Needs Procedures**

**RESOURCES**

* Teletype (TTY), Telecommunications Device for the Deaf (TDD), or Text Telephone (TT) Devices
* Printed Pictorial Signs
* Evacuation Chairs
* Completed Access and Functional Needs Emergency Information Form(s) (**See Appendix H – Page 62**)
* Emergency Medical Information Card (**See Appendix I – Page 63**)
* **INSERT ADDITIONAL RESOURCES**

**COMMUNICATIONS PROCEDURES**

* **GENERAL**
  + When possible, communications will be delivered in multiple formats (i.e., verbal and written)
  + Persons participating in the buddy system will:
    - Be aware of their buddy’s communications needs
    - Be equipped with the tools and skills necessary to assist their buddy during an incident
* **HEARING IMPAIRMENT**
  + Visual cues (i.e., flashing lights, waving, arms, or eye contact) and/or touch will be utilized to get a person with a hearing impairment’s attention
  + Written communications utilizing tools such as TTY, TTD, or TT devices, SMS messaging, or pens and papers will be utilized to explain the situation, offer assistance, and provide instructions
* **VISION IMPAIRMENT**
  + In order to alert a person with a vision impairment of an emergency, their assigned buddy or person trying to alert them will:
    - Gently touch their arm
    - Introduce themselves
    - Explain the situation verbally
    - Offer assistance
  + Emergency alerts, notifications, and messages will be delivered auditorily (i.e., phone calls)
* **LANGUAGE AND LITERACY**
  + For those with limited or no ability to read English, pictorials will be utilized to convey instructions and mark important areas (i.e., emergency exits, storm safe rooms)
  + If a person’s primary language is something other than English (i.e., American Sign Language), the Organization will work to ensure buddies and/or key staff learn important key phrases for an emergency such as:
    - Important
    - Emergency
    - Remain Calm
    - Evacuate
    - Fire
    - Fire Exit
    - Elevator Closed
    - Use Stairs
    - Active Threat

**EVACUATION PROCEDURES**

* **GENERAL**
  + Designated person(s) will grab medications
  + Persons with access and functional needs will be asked by their buddy if they need assistance and how they like to be assisted
  + Medical equipment such as oxygen tanks will remain with the person
* **MOBILITY IMPAIRMENTS**
  + If a lift is available and has emergency power, this will be the primary method for evacuating a person with a mobility impairment that limits their ability to evacuate using stairs
  + If available and safe to do so, trained members will utilize evacuation chairs to evacuate those with mobility impairments that limit their ability to evacuate utilizing stairs (i.e., people using wheelchairs)
  + When evacuating a person with a wheelchair, a person or persons will be responsible for evacuating the person utilizing the wheelchair. A separate person or persons will be responsible for bringing the wheelchair only if safe to do so. If the wheelchair must be left behind, move it to an area not blocking the evacuation route.
  + If a person with a mobility impairment is unable to evacuate, they will be directed to the area of refuge. The person’s buddy or person providing assistance will notify first responders and provide them with their location.
* **HEARING IMPAIRMENTS**
  + Written evacuation plans or a quick written note will be utilized to inform a person with a hearing impairment how and where to evacuate.
  + Visual gestures such as pointing will be utilized to direct those with hearing impairments to evacuation routes and exits
* **VISION IMPAIRMENTS**
  + Buddies and/or persons offering assistance to a person with visual impairment will offer their arm.
  + Verbal instructions will be utilized throughout the evacuation to inform them potential obstacles. Additionally, directional terms and estimated distances will be utilized.

# 

# Hazard-, Threat-, Incident- Specific Procedures

### **Severe Weather Procedures**

**APPLICABLE SITUATIONS**

* Thunderstorm
* Tornado
* Flooding
* Winter Weather
* Hurricanes

**POSSIBLE APPLICABLE PROCEDURES**

* Evacuation (**See Evacuation Procedures – Page 27**)
* Shelter-in Place (**See Shelter-in-Place Procedures – Page 37**)
* Emergency Communications (**See Emergency Communications Procedures – Page 25**)

**GENERAL PROCEDURES**

* **Intelligence/Planning** will monitor weather reports and provide situational updates based on the reports
* **Intelligence/Planning** and **Public Information Officer** will work together to craft messaging as necessary
* Based on the information from the **Intelligence/Planning**, the **Incident Commander** will continuously evaluate the situation and determine the best course of action
* Building occupants will move to the designated area and follow appropriate procedures based on the hazard. **See Specialized Procedures below.**
* Take a roll call of facility occupants
* Provide treatment for any minor injuries
* If major injuries occur, call 911

**TORNADO PROCEDURES**

In the event of a tornado, occupants will shelter-in-place. The following specialized procedures for sheltering-in-place during a tornado will be utilized.

* Go to pre-identified shelter-in-place locations
* If unable to reach the pre-identified shelter-in-place locations, move to a location that:
  + Is in the basement and/or on the lowest level possible of the building
  + Has few to no windows
* If unable to move to another location, get under a doorframe or against something that will support or deflect falling debris
* Stay away from windows
* Crouch down and cover your neck and head

The following locations will be utilized as shelter-in-place locations during a tornado:

* INSERT LOCATIONS

**FLOODING PROCEDURES**

In the event of flooding at the facility, the following specialized procedures will be utilized.

* If possible, occupants will be evacuated from the facility.
  + **DURING SUDDEN OR SEVERE FLOODING:**
    - Immediately evacuate the facility. The **Incident Commander** will announce where to evacuate to.
    - Avoid walking through flood waters.
    - Walk — **DO NOT DRIVE —** to the rally point. Be prepared to move locations to higher ground.
  + **DURING SLOW RISE FLOODING:**
    - Immediately evacuate the facility. The **Incident Commander** will announce where to evacuate to.
    - Avoid walking or driving through flood waters
    - The **INSERT TITLE** will shut off all utilities if safe to do so
    - Relocate records, electronic equipment, etc. only if safe to do so.
* If unable to evacuate the facility, occupants will shelter-in-place. The following specialized procedures will be implemented.
  + Occupants will be instructed to move to the highest level of the building avoiding closed attics
  + Occupants will only move to the roof if necessary and signal for help
  + Occupants should call 911 to inform first responders that they are trapped in the facility and provide the following information:
    - Location in the building to include the floor, room number, and portion (North, South, East, or West) of the building
    - Number of people trapped

**HURRICANE PROCEDURES**

Once a **HURRICANE/TROPICAL STORM WATCH** is issued:

* **Intelligence/Planning** will monitor the situation, provide information to the **Incident Commander**, and provide situation updates to staff
* All staff will be instructed to back up important documents

One a **HURRICANE WARNING** is issued:

* The **Incident Commander** will determine appropriate courses of actions to include facility closure and security and alternate work arrangements
* **Logistics** will assess the resource needs and procure the necessary resources to secure the facility
* **Operations** will work to secure the facility to include:
  + Removing dead or rotting tree limbs and trimming back landscaping
  + Securing outdoor items
  + Installing storm shutters or plywood
  + Sandbagging areas prone to flooding
  + Relocating valuable items and important documents
  + Turning off all utilities

### **Earthquake Procedures**

**POSSIBLE APPLICABLE PROCEDURES**

* Evacuation (**See Evacuation Procedures – Page 27**)

**PROCEDURES**

* Occupants will “Drop, Cover, and Hold On” during the shaking
* Once the shaking stops, occupants will be instructed to evacuate the building to the designated rally point. If an aftershock occurs, “Drop, Cover, and Hold On.”
* If safe to do so, render aid to those that need it
* Call 911 to report major injuries and trapped individuals
* Designated staff will conduct roll call at the rally point(s)
* The **Incident Commander** will announce if it is safe to return to the building and provide additional instructions

### **Fire Procedures**

**POSSIBLE APPLICABLE PROCEDURES**

* Evacuation (**See Evacuation Procedures – Page 27**)

**PROCEDURES**

* For small, easily controlled fires, attempt to put them out with a fire extinguisher using the PASS (Pull, Aim, Squeeze, Sweep) Method
* If the fire is large and uncontrollable, evacuate the facility to the rally point(s). If unable to evacuate the facility, move to an area of refuge.
* Close doors as you leave
* If the fire alarm does not sound, pull the alarm at one of the pull stations
* When safely evacuated from the facility, call 911 to request assistance and report any trapped persons and their locations
* Designated staff will conduct roll call at the rally point(s)

**AREA OF REFUGE LOCATION(S):**

* **INSERT AREA OF REFUGE LOCATION(S)**

### **Hazardous Material (HazMat) Incident Procedure**

**RESOURCES**

* Plastic Sheeting
* Duct Tape
* Towels
* **INSERT ADDITIONAL RESOURCES**

**POSSIBLE APPLICABLE PROCEDURES**

* Evacuation (**See Evacuation Procedures – Page 27**)
* Shelter-in-Place (**See Shelter-in-Place Procedures – Page 37**)
* Emergency Communications (**See Emergency Communications Procedures – Page 25**)

**PROCEDURES**

* If it occurs **INSIDE** the facility:
  + Evacuate the facility
  + Move upwind from the incident
  + Hold breath or cover mouth/nose with a cloth
* If it occurs **OUTSIDE** the facility, the **Incident Commander** will instruct occupants to shelter-in-place. The following procedures will be implemented:
  + Close and lock all windows and doors
  + Move to a room with as few windows as possible
  + Seal all gaps with plastic sheeting, wax paper, aluminum foil, wet towels, etc. and tape
  + Close blinds
  + The **INSERT TITLE** will shut off the HVAC system and close all vents
* Call 911
* Designated staff will conduct a roll call

### **Active Threat Procedures**

**RESOURCES**

* Stop the Bleed Kits
* Tourniquet
* Latex Gloves
* Trauma Shears
* Gauze
* **INSERT ADDITIONAL RESOURCES**

**POSSIBLE APPLICABLE PROCEDURES**

* Evacuation (**See Evacuation Procedures – Page 27)**
* Lockdown/Barricade (**See Lockdown/Barricade Procedures – Page 35**)
* Secure the Facility (**See Secure the Facility Procedures – Page 36**)
* Reunification (**See Reunification Procedures – Page 30**)

**PROCEDURES**

* Call 911 and provide the following information:
  + Location of the threat
  + Number of threats
  + Physical description of the threat(s)
  + Number and type of weapons
  + Number of victims
* If the active threat is **INSIDE** the facility:
  + **RUN –** Move away from the threat and evacuate the facility
  + **HIDE –** If you cannot get away from the threat or evacuate, hide out of view of the attacker.
    - Look for a place that can be secured such as an office or classroom.
    - Lock and barricade the doors
    - Close the blinds
    - Turn off the lights
    - Silence cell phones
  + **FIGHT –** If you cannot run or hide, as a last resort, take action to disrupt or incapacitate the attacker.
* If the active threat is **OUTSIDE** the facility:
  + The **Incident Commander** will announce the need to secure the facility and Securing the Facility Procedures will be implemented
* Render aid when safe to do so. For life-threatening bleeding:
  + Apply pressure with hands
  + Apply dressing and press
  + Apply tourniquet – wrap, wind, secure, and write time
* Designated staff will conduct a roll call
* Once the immediate threat is over, the **Incident Commander** will determine the need for Reunification Procedures
* Once safe to do so, the **Liaison Officer** will notify the SCN Duty Desk

### **Infectious Disease Outbreak Procedures**

**RESOURCES**

* Disinfectant
* Hand Sanitizer
* Masks
* Gloves
* **INSERT ADDITIONAL RESOURCES**

**POSSIBLE APPLICABLE PROCEDURES**

* Emergency Communications(**See Emergency Communications Procedures – Page 25**)

**GENERAL PROCEDURES**

In the event of an infectious disease outbreak — whether originating at the facility or part of a larger outbreak (i.e., a pandemic) — the Organization will implement the following procedures in accordance with local, state, and federal guidance.

* The **Liaison Officer** will coordinate with the local health department
* **Intelligence/Planning** will continuously monitor information and provide situation updates to the **Incident Commander**, staff, and members
* **Human Resources** will work with **Finance and Administration**, **Liaison Officer**, and **Intelligence/Planning** to develop policies and procedures for staff to include but not limited to:
  + Travel Restrictions
  + Testing/Screening Requirements
  + Vaccination Requirements
  + Return to Work Procedures
  + Alternate Working Arrangements
* The **Incident Commander** will decide whether the facility will remain open and provide instructions to staff and members

**FACILITY REMAINING OPEN PROCEDURES**

* The facility will be cleaned and sanitized no less than once daily
* The **Incident Commander** will make final determination on:
  + Facility operations and services offered
  + Employee work arrangements (i.e., staggered schedules)
  + Vaccination/testing requirements
* **Logistics** will acquire the supplies necessary as dictated by the pathogen
* Staff and members will be required to follow local, state, and federal guidance as dictated by the pathogen to include:
  + Social Distancing
  + Wearing of personal protection equipment (PPE)
  + Screening
* **Operations** will ensure that spaces are set up in adherence with local, state, and federal guidance and infectious disease best practice to include:
  + Proper spacing between occupants
  + Access to PPE
  + Segregated traffic flow (separate entrances and exits)
* Supervisors will send symptomatic employees home

**FACILITY CLOSURE PROCEDURES**

* The **Incident Commander** will:
  + Make the final decision to close the facility
  + Activate the Continuity of Operations Plan
  + Provide instructions to staff regarding working arrangements
* **Logistics** will work with **Human Resources** and **Finance and Administrations** to determine and procure the resources necessary for those working from home
* The **Public Information Officer** will develop and disseminate messaging to the public regarding the status of the facility and available services. If services will be offered remotely, messaging will provide additional instructions for the public.
* **Security Staff** will conduct regular patrols of the facility and facility grounds. If the facility does not have security staff, the **Liaison Officer** will work with local law enforcement to request additional patrols of the facility.

### **Bomb Threat/Suspicious Package Response Procedures**

**RESOURCES**

* Printed Bomb Threat Checklist
* **INSERT ADDITIONAL RESOURCES**

**POSSIBLE APPLICABLE PROCEDURES**

* Evacuation (**See Evacuation Procedures – Page 27**)
* Lockdown/Barricade (**See Evacuation Procedures – Page 27**)
* Emergency Communications

**GENERAL PROCEDURES**

* If a suspicious package is located or a bomb threat is received, 911 should be called immediately. Do NOT use a cell phone or two-way radio as it may trigger an explosive device.
* Once 911 has been called, the **Incident Commander** should be notified
* Follow the instructions of authorities and be prepared to evacuate or lockdown/barricade
* Once safe to do so, the **Liaison Officer** will notify the SCN Duty Desk

**EVACUATION IS NOT AUTOMATIC**

**SUSPICOUS PACKAGE PROCEDURES**

* Do NOT touch or move the package
* Immediately leave the area and establish a perimeter. Continue to direct other people away from the area.
* Once 911has been called, the **Incident Commander** should be notified
* Follow the instructions of authorities and be prepared to evacuate or lockdown/barricade

**BOMB THREAT RECEIVED VIA PHONE PROCEDURES**

* The person receiving the call will:
  + Keep caller on the phone as long as possible.
  + NOT hang up even if the caller does
  + Signal or pass note to colleagues to notify them of the threat and have them alert authorities
  + Complete a Bomb Threat Checklist
* The call will be recorded if possible

**BOMB THREAT RECEIVED IN PERSON PROCEDURES**

* The person receiving the threat will:
  + Write down the threat exactly as it was communicated as soon as possible
  + Document the person’s description on the Bomb Threat Checklist

**BOMB THREAT RECEIVED VIA WRITTEN NOTE PROCEDURES**

* The document will be handled as little as possible
* The document will be photographed or rewritten on separate piece of paper. The original document will be secured in a bag or envelope.

**BOMB THREAT RECEIVED VIA EMAIL PROCEDURES**

* The message will be left open on the computer. It will not be closed or deleted.
* The message will be printed, photographed, and/or copied verbatim to include the subject line

### **Civil Unrest Procedures**

**POSSIBLE APPLICABLE PROCEDURES**

* Secure the Facility (**See Secure the Facility Procedures – Page 36**)
* Lockdown/Barricade (**See Lockdown/Barricade Procedures – Page 35**)
* Emergency Communications (**See Emergency Communications Procedures – Page 25**)

**PROCEDURES**

* If there is advanced notice of civil unrest:
  + Items outside that can be utilized to damage the facility will be secured
  + Access points (i.e., doors, windows, roof openings, etc.) will be secured
  + Relocate or secure valuable items
* Based on intelligence and information received, the **Incident Commander** will make the final determination as to whether the facility will remain open. If the facility will be closed, the **Incident Commander** will provide instructions to staff.
* The **Public Information Officer** will develop and disseminate messaging to the public regarding the status of the facility and services
* **Intelligence/Planning** will continuously monitor the situation and provide updates to the **Incident Commander** and the staff
* If the facility remains open:
  + The **Incident Commander** will provide instructions to the staff
  + Secure the Facility procedures will be implemented
  + Enhanced access control measures will be implemented to include:
    - Required identification to enter the facility
    - Use of alternate entrances
* If the situation escalates and becomes increasingly dangerous, occupants will be evacuated if it is safe to do so. If it is unsafe to evacuate occupants, they will be instructed by the **Incident Commander** to shelter-in-place.
* If the civil unrest actors breach the facility and occupants cannot safely evacuate, occupants will lockdown/barricade themselves.
* Criminal acts and suspicious activity will be reported to 911

### 

### **Cyber Incident Procedures**

**PROCEDURES**

* If an attack or potential attack is identified, the impacted party will:
  + Take a screenshot of any suspected or confirmed attack
  + Unplug the affected device from the network
  + Contact the **Incident Commander**
* The **Incident Commander or their designee** will:
  + Contact IT for support
  + Contact potentially impacted parties and provide instructions
* The **Liaison Officer** will
  + Contact local law enforcement to file a police report
  + Report the incident to the SCN Duty Desk

### **Medical Emergency Procedures**

**RESOURCES**

* Stop the Bleed Kits or Supplies
* First Aid Kits
* Automated External Defibrillator (AED)
* **INSERT ADDITIONAL RESOURCES**

**GENERAL PROCEDURES**

* The person to discover the medical emergency will call or designate someone to call 911. The following information will be provided.
  + Type of incident
  + Nature of injuries
  + Location of the injured person (i.e., building name, address, room number)
* If safe to do so and properly trained, aid will be provided to the injured party until professional help arrives
* The area where the victim is will be kept clear and secure
* The **Incident Commander or their designee** will communicate will facility occupants to provide awareness and instructions
* If 911 was called, meet response personnel at the front door and direct them to the victim
* The **Public Information Officer** will contact the victim’s emergency contact

**UNCONSCIOUS PERSON PROCEDURES**

* The person who discovers the victim will walk over to the victim and shout “Are You Ok?”
* If no response is received, the person will check the person for signs of breathing and a pulse. If there are no signs of breathing or a pulse, the person will proceed with delivering Cardiopulmonary Resuscitation (CPR) and send someone else to retrieve the AED.
* The person will continue providing CPR until the person regains consciousness, a qualified professional arrives, or the AED arrives.
* Once the AED arrives, the person will connect it to the victim and follow its instructions.
* CPR and use of the AED will be continued until a qualified professional arrives

**PERSON WHO IS CHOKING PROCEDURES**

* The person who discovers the victim will walk over to the victim and ask if they need assistance
* If the victim indicates they need assistance, the person will perform the Heimlich maneuver until a qualified professional arrives

**SEVERE BLEEDING PROCEDURES**

* The person who discovers the victim will:
  + Locate the bleeding and remove any debris/clothing on the wound
  + Utilize gauze or a clean cloth to cover the wound and apply pressure until the bleeding stops
  + If the blood seeps through the gauze or cloth, apply another layer and continue to apply pressure
  + If the bleeding cannot be stopped and is on an extremity, a tourniquet will be applied

### **Acts of Violence and Intimidation Procedures**

**POSSIBLE SCENARIOS**

* Physical Assault
* Sexual Assault
* Stalking
* Harassment
* Domestic Violence
* Property Damage

**POSSIBLE APPLICABLE PROCEDURES**

* Secure the Facility (**See Secure the Facility Procedures – Page 36**)
* Lockdown/Barricade (**See Lockdown/Barricade Procedures – Page 35**)

**GENERAL PROCEDURES**

* If an act of violence or intimidation is observed and the situation warrants it, 911 will be called
* If possible, impacted party or parties will attempt to remove themselves from the situation
* As soon as possible, the **Incident Commander** will be notified of the incident.
* The **Incident Commander** will assess the situation and determine if the threat is still present.
  + If the threat is still present and is outside the facility, lockout procedures will be activated
  + If the threat is still present and is inside the facility, lockdown procedures will be activated
* The **Incident Commander** will communicate with facility occupants to provide situational awareness
* For situations like graffiti and flyering, the area will be cordoned off and photos will be taken for investigation purposes
* Once safe to do so, the **Liaison Officer** will report the incident to the SCN Duty Desk

### **Suspicious Person(s)/Activity Procedures**

**POSSIBLE APPLICABLE PROCEDURES**

* Secure the Facility (**See Secure the Facility Procedures – Page 36**)
* Lockdown/Barricade (**See Lockdown/Barricade Procedures – Page 35**)

**GENERAL PROCEDURES**

* If a suspicious person(s) or activity is noticed and the observer feels safe doing so, they will engage with the person(s) and ask if they need help
* If the observer continues to notice suspicious behavior or feels unsafe engaging with the person(s), he/she will contact security staff and/or call 911 when safe to do so. The following information will be provided:
  + Description of person(s)
  + Description of behavior or activity
  + Location and/or direction of travel
  + Other relevant information such as vehicle description or license plate numbers
* The observer and/or security staff will notify the incident commander of the suspicious person(s) or activity
* If it decided that the suspicious person(s) or activity is a threat to the facility or its occupants, based on the location of the incident (inside or outside), the **Incident Commander** will make the determination to activity **Secure the Facility Procedures** or **Lockdown/Barricade Procedures**.
* Once safe to do so, the **Liaison Officer** will report the incident to the SCN Duty Desk

### **Missing Person(s) Procedures**

**POSSIBLE APPLICABLE PROCEDURES**

* Secure the Facility (**See Secure the Facility Procedures – Page 36**)
* Emergency Communication (**See the Emergency Communications Procedures – Page 25**)

**PROCEDURES**

* Upon the discovery of a missing person or persons, the security and/or front desk staff will be notified. Staff will also be notified of the missing person or persons.
* **Secure the Facility Procedures** will be activated immediately
* Designated staff will be placed at every entrance/exit
* An immediate search for the missing person or persons will begin both within the facility and on the grounds
* If after an initial search the missing person or persons is not located, local law enforcement will be notified. The following information will be provided:
  + Missing Person(s) Name
  + Missing Person(s) Age and Date of Birth
  + Where and When They Went Missing
  + Description of the Missing Person(s) Including:
    - Height
    - Weight
    - Hair Color
    - Eye Color
    - Clothing
    - Distinguishing Marks
  + If an abduction is suspected, also provided a description, if available, of the potential abductor and/or any vehicles utilized in the abduction
* The missing person(s) guardians and/or family will be notified
* Ongoing search efforts will continue until law enforcement arrives and further instructions are provided

### **Person in Crisis Procedures**

**PROCEDURES**

* Upon identification of a person in crisis, they will be asked confidentially if they prefer to go to a quieter space with privacy and how they can be helped
* Those interacting with the person in crisis will
  + Announce actions before they are initiated
  + Offer options rather providing commands
  + Give the person space and avoid making them feel trapped
  + Ask permission to touch the person before doing so
* A counselor or mental health professional will be called and provided to the person in crisis
* Only if the person is an immediate threat to themselves, those around them, or the facility will 911 be called. If 911 is called, the caller will advise them that the person is experiencing a mental health crisis.
* The person’s guardians or family will be contacted and informed of the situation
* Support and/or counseling services will be offered to the guardians or family

# **Appendix A: Record of Annual Plan Review**

|  |  |  |  |
| --- | --- | --- | --- |
| **[Review Date](#reviewdate" \o "Insert the date the plan was reviewed)** | **[Changes Made?](#changes" \o "Were any changes made? Insert \"yes\" or \"no.\)** | **[Name](#_names" \o "Insert the name of the person recording the record of change)** | **[Initials](#_intials" \o "Insert initials of the person recording the change)** |
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# **Appendix B: Record of Distribution**

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| --- | --- | --- | --- |
| **[Date of Delivery](#delivery" \o "Insert the date a copy of the plan was provided to the recipients)** | **[Number of Copies Delivered](#number" \o "Insert the number of copies the recipient received)** | **[Delivery Method](#method" \o "Insert how (email, fax, mail, etc.) the copy of the plan was delivered)** | **[Name, Title, and Organization of Recipient](#_recipient" \o "Insert name, title, and organization of recipient)** |
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# **Appendix C: Record of Training and Exercise**

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| **[Date](#tedate" \o "Insert the date the training/exercise occurred)** | **[Type (Tabletop, Functional, Full Scale, Training)](#type" \o "Insert the type of training/exercise)** | **[Description](#descr" \o "Insert description (scenario, capabilities tested, etc) of the training/exercise)** |
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# **Appendix D: Acronyms**

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| --- | --- |
| **AED** | Automated External Defibrillator |
| **AFN** | Access and Functional Needs |
| **CPR** | Cardiopulmonary Resuscitation |
| **DHS** | Department of Homeland Security |
| **EOP** | Emergency Operations Plan |
| **FEMA** | Federal Emergency Management Agency |
| **HazMat** | Hazardous Material |
| **HSEEP** | Homeland Security Exercise and Evaluation Program |
| **IAP** | Incident Action Plan |
| **IC** | Incident Commander |
| **ICS** | Incident Command System |
| **IMT** | Incident Management Team |
| **LNO** | Liaison Officer |
| **MOU** | Memorandum of Understanding |
| **NHC** | National Hurricane Center |
| **NWC** | National Weather Center |
| **NIMS** | National Incident Management System |
| **PIO** | Public Information Officer |
| **PPE** | Personal Protective Equipment |
| **SCN** | Secure Community Network |
| **SMM** | Social Media Manager |
| **SO** | Safety Officer |

# **Appendix E: Emergency Terminology**

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| **Term** | **Applicable Scenario** | **Definition** | **Initiating Actions** |
| **Area of Refuge** | * Evacuation of the facility due to fire in which a person cannot get out | A designated location or locations within a building specifically designed to hold people safely during a fire | * Command is given to evacuate, or the fire alarm sounds, and person(s) are unable to evacuate |
| **Flash Flood Warning** | * Sudden violent flood that can take from minutes to hours to develop | Flash flooding is occurring or imminent | * National Weather Service (NWS) issues a warning |
| **Flood Advisory** | * Thunderstorm | A specific weather event that may become a nuisance | * Issued by the NWS when flooding is not expected to be bad enough to issue a warning |
| **Flood Watch** | * Thunderstorm Watch * Tropical Storm Watch * Hurricane Watch | Conditions are favorable for a specific hazardous weather event and flooding to occur | * Issued by the NWS when conditions are favorable for flooding |
| **Flood Warning** | * Thunderstorm Warning * Tropical Storm Warning * Hurricane Warning | Hazardous weather event and flooding is imminent or already occurring | * Issued by the NWS when flooding is imminent or already occurring |
| **Hurricane Watch** | * Potential Hurricane Conditions (Sustained Winds of 74 mph or Higher) | Hurricane is possible within the area | * Watch issued by the National Hurricane Center (NHC) 48 hours before tropical storm-force winds anticipated |
| **Hurricane Warning** | * Hurricane Conditions (Sustained Winds of 74 MPH or Higher) Expected | Hurricane is expected within the specified area | * Warning issued by the NHC 36 hours in advance of tropical storm-force winds |
| **Lockdown/Barricade** | * Act or Threat of Violence in the Facility | An incident where a threat is identified inside the building requiring the internal lockdown of the organization building and occupants to barricade themselves | * Command is given * Threat is identified inside the facility |
| **Rally Point** | * Evacuation of the facility | Initial reunification location of occupants after evacuation of the facility that is a minimum of 300 feet away from the building | * Command is given to evacuate * Fire alarm * Earthquake |
| **Reunification Site** | * Incident that results in displacement of facility occupants | A location either onsite or offsite utilized to facilitate the reunification of impacted parties with their loved ones | * Command is given to commence reunification procedures |
| **Run. Hide. Fight** | * Active Threat | Tactics employed to keep yourself and others safe during an active threat incident | * Active threat observed in or near the facility * Sounds such as screaming, gunshots, loud bangs |
| **Secure the Facility** | * Act or Threat of Violence near the Facility | An incident where a threat is identified outside the building requiring all external access points secured | * Command is given * Threat is identified near the facility |
| **Shelter-in-Place** | * HazMat Event * Severe Weather | Moving to a safe location indoors and staying there until you are given the “all clear” or are told to evacuate. | * Command is given * Alert issued by authorities |
| **Tornado Watch** | * Tornado | Tornadoes are possible in and near the watch area | * Issued by the NWS when conditions are favorable for tornadoes |
| **Tornado Warning** | * Tornado | A tornado has been sighted or indicated by weather radar | * Issued by the NWS local forecast office when a tornado is expected to impact a certain area |
| **Tropical Storm Watch** | * Potential Tropical Storm Conditions (Sustained Winds of 39 to 73 MPH) | Tropical storm conditions are possible within the specified area | * Warning issued by the NHC when tropical storm-force winds are possible within 48 hours |
| **Tropical Storm Warning** | * Tropical Storm Conditions (Sustained Winds of 39 to 73 MPH) Expected | Tropical storm conditions expected within the specified area | * Warning issued by the NHC when tropical storm-force winds are expected within 36 hours |
| **Winter Storm Advisory** | * Winter Storm | Winter weather conditions are expected to cause inconveniences that may be hazardous but should not become life threatening if cautions are exercised | * Issued by the NWS local forecast office typically 12-24 hours before the storm starts |
| **Winter Storm Watch** | * Winter Storm | Conditions favorable for a winter storm event, which is a threat to life or property | * Issued by the NWS local forecast office typically 24-48 hours ahead of the anticipated winter storm |
| **Winter Storm Warning** | * Winter Storm | Conditions are expected to pose a threat to life or property and travel will become difficult to impossible | * Issued by the NWS local forecast office typically 12-24 hours before a storm starts |

# **Appendix F: Building Name Floor Plan (If Available)**

*(Insert a floor plan for each organization building. Mark on the floor plan the following: evacuation routes, shelter locations, fire alarm pull stations, fire hydrants, fire extinguishers, first aid kits, AEDs, hazardous materials storage, and utility shutoffs.)*

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| **Reunification Form** | | | | | | | | |
| **Section A (Completed by Responsible Party)** | | | | | | | | |
| **Person’s Name:** |  | | | | **Person’s Phone Number:** |  | | |
| **Responsible Party’s Name:** |  | | | | **Relationship to Person:** |  | | |
| **Section B (Completed by Check-In Staff)** | | | | | | | | |
| **Responsible Party provided identification which matched the name provided on the form**  ***For Minors:* Responsible Party has the authority to pick up the requested person** | | | | | | | | |
| **Name of Check-In Staff:** | |  | | | | | **Check-In Staff Signature** | **X** |
| **Section C (Completed by Reunification Area Staff)** | | | | | | | | |
| **Responsible Party identification verified**  **Person being picked up identification verified**  **Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | | | | |
| **Name of Reunification Area Staff:** | | |  | | | | **Reunification Area Staff Signature** | **X** |
| **Signature of Responsible Party:** | | | | **X** | | | | |

# **Appendix G: Reunification Form**

# **Appendix H: Access and Functional Needs Emergency Information Form For Distribution**

|  |
| --- |
| **Personal Information** |

First Name:       Middle Name:       Last Name:

Gender:       Date of Birth:

Address:      Apt #:      City:       State:       Zip Code:

Home Phone:       Cell Phone:       Email:

|  |
| --- |
| **Emergency Contact(s)** |

**Personal Information**

First Name:       Last Name:       Relationship to Member:

Home Phone:       Cell Phone:       Email:

First Name:       Last Name:       Relationship to Member:

Home Phone:       Cell Phone:       Email:

|  |
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| **Medical Providers** |

Primary Care Physician:       Emergency Phone:

Specialty Physician:       Specialty:       Emergency Phone:

Specialty Physician:       Specialty:       Emergency Phone:

Medical Equipment Provider:       Equipment Provided:       Phone:

Medical Equipment Provider:       Equipment Provided:       Phone:

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| **Medical Conditions** |

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| **List Medical Diagnoses:** |

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| **Medication** | **Dosage** | **Frequency** |
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| **Additional Access and Functional Needs** |

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| * Mobility Assistance (I.e., wheelchair, cane, crutches) * Primary Language Spoken Other Than English (list language below)      * Dependency on Medical Device(s) | * Visual Impairment * Limited to No Ability to Read English | * Hearing Impairment * Developmental Disability |

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| **Additional Comments (i.e., suggestions for assistance during an emergency)** |

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# **Appendix I: Emergency Medical Information Form**

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| --- | --- | --- | --- | --- |
| **Front** | **Emergency Medical Information Card** | | |  |
| **Name:** | | Photo |
|  | |
| Medical Conditions: |  |
|  | |
| Home Address: | |  |
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| Parent/Guardian: | | Home Phone: |
|  | |  |
| Cell Phone: | | Work Phone: |
| Responsible Parties are responsible for updating minors’ emergency information and medications. | | |

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| --- | --- | --- | --- | --- | --- | --- |
|  | **Emergency Medical Information Card** | | | | | **Back** |
| **Name:** | | | | Birth date: |
|  | | | |  |
| Blood Type: |  | Allergies: |  | |
| Physical Limitations: | | | | |
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| Communication Difficulties: | | | | |
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| Adaptive Equipment: | | | | |
|  | | | | |
| Primary Care Physician: | | | | Emergency Phone: |
| Specialty Physician: | | | | Emergency Phone: |
| Insurance Company: | | | | Policy Number: |
|  | **Medications** | | | | **Dosage/Frequency** |  |
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