



# Emergency Preparedness Manual

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## Table of Contents

### CHAPTER 1 - INTRODUCTION TO CareerSource SOUTH FLORIDA EMERGENCY PREPAREDNESS MANAGEMENT

1-1 Purpose	4
1-2 Background	4
1-3 Communications Before and After an Emergency	4
1-4 Communication between CareerSource South Florida and the Center Network	5
1-5 Communication between the Administrative Entity and All Other Contractors	5

### CHAPTER 2 - RISK MITIGATION, DISASTER RECOVERY AND EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

2-1 Purpose	6
2-2 Objective of Policy	6
2-3 Scope	6
2-4 Assumptions	7

### CHAPTER 3 - PROTECTION OF FACILITIES, EQUIPMENT AND PERSONNEL EVACUATION

3-1 What to do in the Case of a Pending Emergency	8
3-2 What to do after Securing Facility	8
3-3 Damage Assessment and Recovery	8
3-4 Financial Records Management	9
3-5 Training on Emergency Preparedness Policies and Procedures	9
3-6 CareerSource South Florida Emergency Management Team	9

### CHAPTER 4 - EMERGENCY AND DISASTER SITUATIONS

4-1 What is an Emergency?	10
4-2 What is a Disaster?	10
4-3 How to Determine an Emergency	10
4-4 Types of Emergencies	10
4-5 What is Emergency Management?	10
4-6 Essential Emergency Elements	10
4-7 Emergency Command Operation and Staffing	11
4-8 Structure	11
4-9 Emergency Coordinating Officer (ECO)	11
4-10 Emergency Management Team (EMT)	11
4-11 Emergency Facilities Officer (EFO)	11
4-12 Emergency Human Resource Officer (EHRO)	11
4-13 Emergency Purchasing Officer (EPO)	11
4-14 Emergency Communications Officer (CO)	12
4-15 Emergency Information System Officer (EITO)	12
4-16 Emergency Financial Officer (FO)	12
4-17 Facility Safety Coordinators (FSC)	12
4-18 Floor Wardens	12
4-19 Emergency Magnitude	13
4-20 Emergency Magnitude Levels	13
4-21 Activation Levels	13
4-22 State Emergency Operations Center Activation Levels	14
4-23 CareerSource South Florida Activation Levels	14

## CHAPTER 5 - FACILITY ACTIVATION AND EMERGENCY MANAGEMENT TEAM ACTIVATION

5-1	County Emergency Operations Center (CEOC) Activation _____	15
5-2	CareerSource South Florida Emergency Operations Center Activation _____	15
5-3	County Emergency Response Team Activation _____	15
5-4	CareerSource South Florida Emergency Response Team Activation _____	15
5-5	Emergency Response Procedures _____	16

## CHAPTER 6 – EMERGENCY MANAGEMENT RESPONSIBILITIES

6-1	Administrative Offices/Headquarters _____	17
6-2	Field Offices _____	17
6-3	Operations _____	18
6-4	Center Managers, Program Managers and Providers _____	18
6-5	Supervisors _____	18
6-6	Office Closures _____	19
6-7	Primary Response Guidelines and Procedures _____	19
6-8	Injury Report Procedures _____	20
6-9	Fire/Bomb Threat Procedures _____	20
6-10	Disaster Procedures _____	21
6-11	Severe Weather Situation _____	21
6-12	Life Threatening Intruders/Trespassers _____	22
6-13	Irate Clients/Staff/General Public _____	22
6-14	Gas Leaks _____	23
6-15	Work Place Safety and Security _____	24
6-16	Damage Assessment Procedures _____	24
6-17	Recovery Procedures _____	24

## CHAPTER 7 – CareerSource SOUTH FLORIDA HURRICANE EMERGENCY PROCEDURES

7-1	Introduction _____	25
7-2	Responsibilities _____	25
7-3	Staffing Policy _____	25
7-4	Hurricane Watch/Alert Phase _____	25
7-5	General Hurricane Information _____	25
7-6	Hurricane Categories _____	26
7-7	Land falling _____	27
7-8	Evacuations Areas _____	27

## CHAPTER 8 - ADMINISTRATIVE PROCEDURES

8-1	Pre-Season Preparedness _____	28
8-2	Hurricane Watch _____	28
8-3	Hurricane Warning and Landfall _____	29
8-4	Emergency During Regular Work Hours _____	29
8-5	Emergency Outside of Regular Work Hours _____	29
8-6	Recovery _____	30

## CHAPTER 9 – NATIONAL EMERGENCY GRANTS

9-1	Program Purpose _____	31
9-2	Program Background _____	31
9-3	NEG Application Procedures _____	31
9-4	Federal Register National Emergency Grants _____	31

## APPENDICES

CareerSource South Florida Center Locations	Appendix A
CareerSource South Florida Refugee Center Location	Appendix B
Storm Surge Planning Zones	Appendix C
Glossary of Terms	Appendix D
American Red Cross Evacuation Centers Located in Miami-Dade County	Appendix E

## TABLES

Table 1	Emergency Magnitude Levels
Table 2	State Emergency Operations Center Activation Levels
Table 3	Activation Level / Type of Emergency
Table 4	SAFFIR/SIMPSON Scale

## FORMS

Situation Report Form	Appendix F
Critical Event Notification Form	Appendix G
Emergency Preparedness Check Off List	Appendix H

## Chapter 1 ADMINISTRATIVE OPERATIONS

### INTRODUCTION TO CareerSource SOUTH FLORIDA EMERGENCY PREPAREDNESS MANAGEMENT

**1-1. Purpose.** In the event of a community emergency caused by a natural disaster or other disruptive circumstance, it is the mission of CareerSource South Florida (CSSF) to maintain a plan that will provide an effective response to emergencies and disasters.

**Policy:** It is the policy of CSSF to maintain a plan and process for major emergencies that threaten the safety of our customers and adversely impact on the workforce program activities.

**1-2. Background.** The Florida State Department of Economic Opportunity (DEO) requires each of the workforce regions of the State to undertake an organizational risk analysis related to potential disasters or public emergencies, the result of which should lead to the development of a disaster recovery and continuity of operations plan. This plan guides our preparedness response, recovery and mitigation actions and may be activated during the following incidents:

• Hurricanes	• Tornadoes
• Blizzards	• Floods
• Fires	• Explosions
• Extended power outages	• Civil unrest
• Terrorism and other national security incidents	• Hazardous materials release

In any emergency situation, our mission is to: protect employee and customer safety; secure infrastructure and facilities; and resume workforce program activities. Region 23 covers two counties (Miami-Dade and Monroe) and contains approximately 2.5 million residents. It is vulnerable to damage from severe weather related to tropical storms and hurricanes on a regular seasonal basis, anytime between June and December. The most typical weather related effects during and after a major storm are from wind and water damage. Loss of electrical power due to disrupted power lines, loss of communication due to disrupted telephone facilities, loss of full emergency services due to obstructions in roadways, are the chief causes of distress to the community during this type of natural disaster. Since CSSF is a public service agency and provides its services through a system of Centers, Refugee Service Agencies, and other miscellaneous sites, the preparation of a disaster preparedness, recovery and continuity of services plan is a prudent step to mitigate damage and ensure prompt recovery and continuation of important services to the public.

**1-3. Communication Before and After An Emergency.** The maintenance of communications before and after a major disaster of the type described above is clearly very important. Therefore, it will be necessary for key personnel in the organization to keep in contact with each other to communicate steps to take related to the emergency.

The Executive Director's Office will maintain a list of telephone numbers (home, office, cellular, etc.) of all the key supervisory persons in the organization. The list must be updated semi-annually, May and November. Each supervisor will be responsible for the creation and maintenance of a similar list of telephone numbers for their personnel, and in the event of any emergency, supervisors will be called upon to communicate with their personnel to relay emergency information and instructions. These lists must be available at home and at the office.

**1-4. Communication Between CSSF and the Center Network.** The communication between CSSF and the center personnel will be the responsibility of the CSSF Facilities Administration Unit. The Facilities Administrator will be responsible to communicate with all center managers within the region concerning the disposition of centers during natural disasters and emergencies.

Generally, the policy will be to follow local (County), State and Federal declarations and orders, e.g. local government decision to close offices; mandatory evacuation notice for the area; and all local government state of emergency announcements. Depending upon the nature of the disaster or emergency and the time allowed to take prudent action, specific instructions will be issued on a case-by-case basis; however, certain basic actions must be taken. These actions and policy guidelines will be the responsibility of the Facilities Administrator to develop and promulgate to the Center operators and their management staff. These policies shall be reviewed and updated on an annual basis and approved by the CSSF Executive Director and the Assistant Director for Administration.

**1-5. Communication Between the Administrative Entity and All Other Contractors.** Communication between the administrative entity and all other contractors who are providing workforce program services to customers of CSSF will be the responsibility of the Facilities Administrator. The Facilities Administrator will be responsible to communicate with program operators within the region during natural disasters and emergencies to provide guidance and direction.

Generally, the policy will be to follow local, State and Federal declarations and orders, e.g. local government decision to close offices; mandatory evacuation notice for the area; and all local government state of emergency announcements. Depending upon the nature of the disaster or emergency and the time allowed to take prudent action, specific instructions will be issued on a case-by-case basis; however, certain basic actions must be taken. These actions and policy guidelines will be the responsibility of the Programs Manager to develop and promulgate to the program operators and their management staff. These policies shall be reviewed and updated on an annual basis and approved by the Executive Director and the Assistant Director for Administration.

## Chapter 2 ADMINISTRATIVE OPERATIONS

### RISK MITIGATION, DISASTER RECOVERY AND EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

**2-1. Purpose:** The purpose of the plan is to ensure that the employees, workforce partners and management of CSSF are prepared to respond and recover from natural and man-made emergencies that could shut down or disrupt the continuation of critical workforce program activities.

**2-2. Objective of Policy.** This plan sets forth policies and procedures for responding to emergencies using all systems, plans and resources necessary to preserve the health, safety and welfare of customers and employees within any facility occupied and/or operated by CSSF. The emergency management preparedness plan was designed to:

- a. Establish procedures for the safe, timely and orderly evacuation of facilities.
- b. Set forth responsibilities that are primary and supportive to save life and property.
- c. Provide education that will assure the prompt response and reporting of hazardous situations/incidents.
- d. Allow immediate initiation of correct safety procedures.
- e. Provide procedures to continue or quickly restart services to meet the workforce needs of employers and other customers.

🔵 **NOTE:** *It is understood that local county officials will issue specific primary instructions regarding closure and re-opening of local facilities.*

**2-3. Scope.** The Emergency Preparedness Manual (EPM) is intended as a flexible framework to guide CSSF in managing all safety/security threats, emergencies and disasters. The EPM defines the role and responsibilities of CSSF employees and workforce partners in the event of adverse safety conditions and/or natural or man-made emergencies. It also:

- a. Describes the role of the administrative office to support employees, partners and customers of CSSF.
- b. Provides appropriate planning and preparation for emergency situations.
- c. Addresses the various types of emergencies that are likely to occur, from local emergencies to minor, major or catastrophic events.
- d. Establishes a concept of operations spanning the direction and control of an emergency from initial monitoring through post emergency/disaster recovery.

The Facilities Administrator is the responsible officer in the event of an emergency/disaster. The Facilities Administrator is designated the CSSF Safety Officer and Emergency Coordinating Officer (ECO). The ECO is the primary contact with the County Emergency Operation Center (CEOC) and is referenced throughout the rest of this document as the Emergency Coordinating Officer (ECO). Upon designation by the ECO and Assistant Director for Administration, the CSSF Administrative Officer II will serve as the back-up ECO.

2-4. Assumptions. The following assumptions form the basis for emergency planning and response for CSSF and centers are intended to be the context within which this manual is implemented.

- a. It is assumed that the magnitude of the emergency will be such that effective response and recovery will be beyond the capability of operating units.
- b. It is assumed that sufficient State resources will be dedicated to implement and operate the plan.
- c. It is assumed that the Governor will request federal disaster assistance and that such federal disaster assistance programs will be implemented to meet the needs of the affected operating units.

This manual further assumes that with the existing and continuing possibility of the occurrence of large-scale natural and man-made emergencies, CSSF must be adequately prepared to deal with, reduce vulnerability to, and recover from such emergencies. Therefore, CSSF emergency management functions must be coordinated to the maximum extent with other State/County agencies to ensure the most effective preparation and use of manpower, resources and facilities in response to emergencies/disasters.



## Chapter 3 ADMINISTRATIVE OPERATIONS

### PROTECTION OF FACILITIES, EQUIPMENT AND PERSONNEL EVACUATION

**3-1. What to do in the Case of a Pending Emergency.** Center Managers and/or Center Manager's designee at other points of service access shall be required to perform the following actions using the checklist below (see Appendix H) upon notice of a pending emergency to mitigate possible wind or water damage to the facility and its contents and assisting with recovery:

- a. Secure the facility by causing the windows and glass doors to be shuttered or otherwise protected, if that is possible.
- b. Remove furniture and equipment away from windows and doors wherever possible.
- c. Cover furniture and equipment with plastic, water resistant materials.  
Recommended Supply List: **(Service Partner is responsible to purchase all supplies)**
  - Plastic water resistant bags
  - Flash light and batteries
  - Duct Tape
  - First Aid Kit
- d. Disconnect all computer and electrically powered equipment from power source.
- e. Take other prudent steps to mitigate possible damage to furniture, records and equipment. Remove all files from lower cabinet drawers and secure with plastic, water resistant materials.
- f. Change the message on telephone system.
- g. Elevate all computers from the floor.
- h. Verify/update telephone contact list.
- i. Establish a list of essential employees (skeleton crew) to report to work after a disaster to assess damages to facility and to mitigate further damages.

**3-2. What to do After Securing Facility.** Upon securing the facility in the above manner, the facility is to be evacuated and a report of its secured status and evacuation communicated directly to the CSSF Facilities Administrator, via telephone conference and the checklist must be completed and faxed or e-mailed to the Facilities Administrator.

**3-3. Damage Assessment and Recovery.** After a natural disaster or other community emergency, Center Managers shall physically assess the damages of the facility as soon as safely possible after the event passes. A telephone conference will be conducted within 4 hours after the event to report damages. A completed current event notification form reporting the status must be sent to the Facilities Administration within 24 hours. The CSSF Executive Director, Assistant Director for Administration or Facilities Administrator, will gather the necessary information to form an assessment of the organization's ability to continue normal operations. Depending upon the results of such an assessment, the Executive Director will issue directions to management personnel to return to normal operations, repair any damage and otherwise respond to specific conditions. The objective will be to quickly return to pre-disaster or pre-emergency service levels at all Centers and other points of service delivery to the public. If conditions do not permit the resumption of normal services, other steps may be taken, as appropriate, to ensure some level of continuity of service to the public; such steps might include the following:

- a. Creation of "Rapid Response Teams" to provide emergency workforce services;
- b. Creation of a "Disaster Relief Field Offices" to coordinate services with other relief agencies;
- c. Creation of a "Disaster & Emergency Communications/Operations" field office in the event the main office is not available.

**3-4. Financial Records Management.** After a natural disaster occurs the recovery usually involves the expenditure of resources to repair essential services so that the community can get back to its normal activity. It is essential, therefore, that preparation in advance of a potential emergency include steps to save financial information and records, and related electronic systems.

The Comptroller will be responsible for making sure that the appropriate steps are taken to back-up electronic files, secure hard-copy records, and secure electronic equipment necessary for the continuation of business under any circumstance post-emergency. Plans and contingencies to achieve maximum probable recovery of financial systems and information must be developed by the Assistant Director for Finance and approved by the Executive Director.

**3-5. Training on Emergency Preparedness Policies and Procedures.** To ensure that disaster and emergency policies and procedures are understood within the overall workforce system in Region 23, a series of training workshops will be offered to staff and the operators of program services within the entire service delivery area. This will be the responsibility of the Facilities Administrator and Training Manager to arrange and oversee its implementation.

**3-6. CareerSource South Florida Emergency Management Team.** The CSSF Emergency Management Team is comprised of the facilities and executive staff, and any proxies designated by the Executive Director. The Emergency Management Team is comprised of the following individuals: Facilities Administrator, Administrative Officer II; Executive Director, Comptroller; Manager of the Office of Continuous Improvement; Assistant Director for Administration; IT Manager; Manager of Programs; Fleet Officer, and the DEO Operations Manager.

The Emergency Management Team will identify a skeleton crew that will report to work to ensure that Administrative Services are uninterrupted.

The Assistant Director for Administration will be responsible for ensuring that the CSSF Management has the required emergency information. The management team will then communicate the required information to their respective staff.

In the event of a community emergency or natural disaster, the above team will come together to provide the necessary communication, leadership and management to deal with circumstances that occur. It is important that during the emergency, the above team members stay in communication with each other. Contact name and members have been provided to the team members listed above.

## Chapter 4 ADMINISTRATIVE OPERATIONS

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### EMERGENCY AND DISASTER SITUATIONS

**4-1. What Is an Emergency?** An emergency is any unplanned event that can cause death or significant injuries to employees, customers or the public; shut down or disrupt operations, cause physical or environmental damage or threaten the facility's financial standing or public image.

Policy: It is the policy of CSSF to maintain a plan and process for major emergencies that threaten the safety of our customers and adversely impact on the workforce program activities.

**4-2. What Is a Disaster?** A disaster is any natural, technological or civic emergency that causes damage of sufficient severity and magnitude to result in a declaration of a state of emergency by a county, the Governor or the President of the United States.

**4-3. How To Determine an Emergency.** An emergency is when immediate law enforcement, fire department or paramedic assistance is necessary to protect life or property. Before you dial 911, you must first make a determination if an emergency is occurring or if it is a non-emergency situation.

➡ **NOTE:** *The use of 911 is for emergency use only. If you think or feel that there is an emergency, but are not sure, assume it is an emergency and use 911.*

**4-4. Types of Emergencies.** building fire; forest fire; hazardous material; flood; hurricane; tornado; earthquake; communications failure; civil disturbance; explosion; bomb threat; technological emergencies; workplace violence; terrorism and workplace injury/accident.

**4-5. What is Emergency Management?** Emergency management is the process of preparing for, mitigating, responding to and recovering from an emergency. However, the success of any emergency planning is dependent on the full support of upper management. The Executive Director must set the tone by authorizing and directing the senior staff to establish and implement an Emergency Management and Safety Plan. Additionally, said plan must be integrated into CSSF operations.

**4-6. Essential Emergency Elements.**

- a. **Alarms.** All CareerSource South Florida facilities contain an audible alarm system. However, some rely on intercom systems or voice commands. All employees, and in particular Floor Wardens (see 4-19), should become familiar with the location and the type of alarm system used in their facility.
- b. **Designated Assembly Area.** All CareerSource South Florida facilities should have pre-determined designated assembly areas located a minimum of 100 feet away from the building.

Care should be taken to select areas that are far enough away from any driveway that may be utilized by emergency vehicles; away from water hook-ups or fire hydrants; and far away from all electrical boxes (they may explode).

- c. Evacuation Route. Each building has pre-determined evacuation routes. Maps are displayed on hallway walls designating appropriate stairways to use for evacuation. It is very important that all Floor Wardens be familiar with all evacuation routes that are applicable in their area.
- d. Accountability. Staff persons from each unit must be appointed that will account for each person of the unit at the time of the emergency and ensure that all employees and/or customers are accounted for at the assembly point.

**4-7. Emergency Command Operation and Staffing.** Whenever an emergency is identified, whether prior to or during an incident, the ECO or other facilitators will enact appropriate safety and emergency/disaster response measures. CareerSource South Florida addresses emergency and disaster situations through the Emergency Management Agency (EMA). The EMA operates the County Emergency Operations Center (CEOC), which is designed to facilitate the assistance of citizens and support personnel in the event of an emergency/disaster situation in Miami-Dade and Monroe Counties. The magnitude of an emergency will dictate the levels of activation within CSSF and externally to the CEOC.

**4-8. Structure.** Florida Statutes, Section 252.365(4), requires each agency to designate a primary and alternate Emergency Coordinating Officer. The Emergency Coordinating Officers from each agency form the County Emergency Response Team (CERT). These individuals have direct contact with the CEOC.

In a similar fashion, CSSF has created an Emergency Management Team (EMT) from its core functional areas. The CSSF Emergency Coordinating Officer provides information to CSSF Senior Management and the agency's EMT in emergency and disaster situations. Additionally, each CSSF leased facility will have a designated Facility Safety Coordinator (FSC) who will be responsible for enacting local emergency plans.

**4-9. Emergency Coordinating Officer (ECO).** The Facilities Administrator is the Emergency Coordinating Officer (ECO) and Safety Officer for CSSF. In an emergency, the ECO will coordinate the emergency preparedness procedures and actions to ensure immediate response capability to protect life and property. These procedures include actions designed to return the affected area to normalcy in the shortest possible time.

**4-10. Emergency Management Team (EMT).** An Emergency Management Team (EMT) composed of representatives from CSSF key operating units will be established to assist the ECO in emergency situations. If disaster threatens, the ECO may activate the EMT prior to the Governor's decision to issue a proclamation of a "state of emergency."

**4-11. Emergency Facilities Officer (EFO).** The CSSF Facilities Administrator is designated as the Emergency Facilities Officer. He/she is responsible for processing all paperwork necessary for the temporary acquisition of leased space in the event an office is rendered unusable or unsafe.

**4-12. Emergency Human Resource Officer (EHRO).** The CSSF Human Resource Manager is designated as the Emergency Human Resource Officer. He/she is responsible for processing all emergency personnel paperwork including personnel actions and overtime activities. The Emergency Human Resource Officer will report such information to the ECO.

**4-13. Emergency Purchasing Officer (EPO).** The CSSF Buyer is designated as the Emergency Purchasing Officer. He/she is responsible for the processing of emergency purchasing activities. The Emergency Purchasing Officer will report such information to the ECO.

**4-14. Emergency Communications Officer (CO).** The CSSF Public Information Officer is designated as the Emergency Communications Officer and is responsible for the collection and dissemination of information outlining the emergency/disaster relief programs offered through CareerSource South Florida.

The Emergency Communications Officer will be responsible for ensuring that the Executive Director of CareerSource South Florida is aware and involved with major initiatives involving the press during current emergencies/disasters. The Emergency Communications Officer will coordinate news conferences and assist with site visits. In case of an emergency/disaster, the Emergency Communications Officer is responsible for informing state and local media about CSSF available assistance to help victims. The Emergency Communications Officer and designated staff will meet with the CSSF Emergency Management Team to gather information for dissemination to the media and employees. It is the responsibility of CSSF senior staff and program managers to coordinate with the Emergency Communications Officer.

The Executive Director, Emergency Communications Officer, and the ECO will coordinate all information for dissemination. Emergency information will be distributed in a number of methods.

External communications will be accomplished through contact with the media such as newspapers, radio stations, and TV stations. Internal communications will be through electronic mail and fax. All media inquiries should be coordinated with the Emergency Communications Officer. The Communications Office will assist with responding to press calls as needed. A record of all press inquiries should be submitted to the Communications Office during all emergencies/disasters. Local safety representatives (Facility Safety Coordinators) should fax copies of local newspaper articles, relating to the event, directly to the Communications Office as soon as possible.

**4-15. Emergency Information Technology Officer (EITO).** The IT Administrator is designated as the Emergency Information System Officer. He/she is responsible for coordinating with management staff within the Office of Information Systems to determine anticipated resource needs to minimize disruption of critical data system functions and ensure the continuation of CSSF core business processes in the event of an emergency/disaster. The Emergency Information Systems Officer will report such information to the ECO.

**4-16. Emergency Financial Officer (EFO).** The Comptroller is designated as the Emergency Financial Officer. He/she is responsible for obtaining additional budget in the event an emergency/disaster makes it necessary. The Emergency Financial Officer will also assist in requesting and securing funds from the Federal Emergency Management Agency (FEMA) in the event an emergency/disaster is of the magnitude that federal assistance is available through the State REACT Coordinator. The Emergency Financial Officer will report such information to the ECO.

**4-17. Facility Safety Coordinators (FSC).** In addition to the EMT, the ECO will coordinate with workforce partners to identify and appoint a Facility Safety Coordinator (FSC) at each CSSF facility. The FSC will act as the principal contact in emergency and safety situations at the facility and assign additional staff as necessary. The FSC will be the responsible contact for effecting emergency activities at their respective facility. All affected operating units and FSC's will come under the direct control of the ECO in emergency/disaster situations.

**4-18. Floor Wardens.** Floor Wardens are selected from individual offices to assist Facility Safety Coordinators (FSC) in emergency situations. The floor wardens' primary responsibility is the safety of those individuals on the floor.

**4-19. Emergency Magnitude.** The magnitude of the emergency will guide the response of CSSF. In the event of an emergency/disaster threat or an actual occurrence, the emergency preparedness procedures will be implemented by the ECO. These procedures will be followed as closely as possible, depending upon the length of the warning period. The basic emergency preparedness procedures are as follows:

- a. Prepare to respond when emergency or disaster is imminent or threatening.
  - (1) Brief key agency personnel.
  - (2) Activate Emergency Management Team.
  - (3) Ensure protection CSSF employees, customers, partners, facilities, equipment and records.
  - (4) Assess the threat.
  - (5) Review and implement disaster plan.
  - (6) Staff additional required positions on Emergency Management Team.
  - (7) Alert emergency personnel.
  
- b. Mobilize personnel and resources to cope with disaster or emergency.
  - (1) Inform appropriate Boards, units, employees, partners, and appropriate public entities of emergency operation status.
  - (2) Begin operations.

**4-20. Emergency Magnitude Levels.** Emergency Magnitude Levels are indicators of the emergency's potential adverse effect and the amount of support required based on the severity of the disaster, should it occur. There are three escalating emergency magnitude levels (minor, major, and catastrophic) as indicated and defined as follows:

<b>Table 1: Emergency Magnitude Levels</b>	
<b>Magnitude Level</b>	<b>Definition</b>
MINOR EMERGENCY	Any emergency that is likely to be within the response capabilities of local government and results in only minimal need for State or Federal assistance.
MAJOR EMERGENCY	Any emergency that will likely exceed local capabilities and require a broad range of State and Federal assistance. The Federal Emergency Management Agency (FEMA) will be notified and federal assistance will be predominantly recovery-oriented.
CATASTROPHIC EMERGENCY	Any emergency that will require massive state and federal assistance, including immediate military involvement. Federal assistance will involve response as well as recovery needs.

**4-21. Activation Levels.** The nature and severity of the emergency will also dictate the level of activity necessary for CareerSource South Florida to respond and recover.

**4-22. State Emergency Operations Center Activation Levels.** The State Emergency Operations Center (SEOC) has an escalating scale of activation levels designed to indicate the necessary resources required to adequately respond to the emergency/disaster situations. Level 3 is the lowest alert level, with activities focused on monitoring alert systems. Level 2 is a limited activation of personnel necessary to support emergency functions. Level 1 is the highest alert level, which includes full-scale activation of all primary support functions.

**4-23. CareerSource South Florida Activation Levels.** CSSF will utilize the same activation levels as those utilized by the CEOC. They include level 3-Low Activity (Monitoring Activation); Level 2-Moderate Activity (Partial Activation of CSSF Emergency Response Team); Level 1-High Activity (Full Scale Activation of CSSF Emergency Response Team).

## Chapter 5 ADMINISTRATIVE OPERATIONS

### FACILITY ACTIVATION AND EMERGENCY MANAGEMENT TEAM ACTIVATION

**5-1.** County Emergency Operations Center (CEOC) Activation. CSSF Emergency Coordinating Officer will remain in contact with the Emergency Management Agency (EMA) and monitor the situation when the County Emergency Operations Center (CEOC) is at activation Level 1.

**5-2.** CareerSource South Florida Emergency Operations Center Activation. The ECO determines the need and when a CSSF Emergency Operations Center will be established. The CSSF Emergency Operations Center will be located at the 7300 Corporate Center Drive, Miami, FL 33126. If necessary, an alternate site will be selected.

**5-3.** County Emergency Response Team Activation. The ECO will remain in contact with the Emergency Management Agency (EMA) and monitor the situation when the County Emergency Operations Center (EOC) is at activation Level 1.

**5-4.** CareerSource South Florida Emergency Management Team Activation. The CSSF ECO will activate the full EMT at activation levels 1 and 2 (major and catastrophic emergencies). However, the ECO and Emergency Communication Officer will be activated at all levels, including level 3 (minor emergencies). All EMT members will be notified and expected to monitor alert systems as part of Level 3 Activation.

**Table 3: Activation Level/Type of Emergency**

Team Member	Level 1 High Alert	Level 2 Moderate Alert	Level 3 Low Alert
Emergency Coordination Officer (ECO)	M, A, C	M, A, C	M, A, C
Emergency Facilities Officer (EFO)	A, C	A, C	Notice
Emergency Human Resources Officer (EHRO)	A, C	A, C	Notice
Emergency Purchasing Officer (EPO)	A, C	A, C	Notice
Emergency Communications Officer (CO)	M, A, C	M, A, C	M, A, C
Emergency Information Technology Officer (EITO)	A, C	A, C	Notice
Emergency Fiscal Officer (FO)	A, C	A, C	Notice

Type of emergency: "M" Minor, "A" Major, "C" Catastrophic



**5-5. Emergency Response Procedures.** This plan establishes procedures for responding to emergencies using all systems, plans and resources necessary to preserve the health, safety and welfare of customers, employees and tenants within any facility leased and/or owned by CareerSource South Florida. It also establishes procedures for the safe, timely and orderly evacuation of facilities; and sets responsibilities that are primary and supportive to protect life and property.

## Chapter 6 ADMINISTRATIVE OPERATIONS

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### EMERGENCY MANAGEMENT RESPONSIBILITIES

**6-1. Administrative Offices/Headquarters.** The Administrative Offices/Headquarters is comprised of the administrative and program components of CSSF. Included in these offices is the Office of the Executive Director, Finance, Communications, Employer Services, Programs, Administration and the Office of Continuous Improvement.

Upon official notification that an emergency has been declared by either local authorities, the Executive Director of CareerSource South Florida, or by Executive Order of the Governor, the ECO shall immediately take appropriate steps to fulfill the requirements of the agency's emergency preparedness plan. The ECO will:

- a. Coordinate all activities with the Miami-Dade County Emergency Management Agency and Monroe County's Emergency Management Agency.
- b. Notify management of the situation.
- c. Determine the level of involvement required.
- d. Route resource requests that exceed CSSF capabilities.
- e. Coordinate CSSF's efforts during the emergency situation.

The involvement will be based on the nature and scope of the events, and the level of CSSF resources required.

The ECO is responsible for the scheduling, training and supervision of emergency support personnel. Emergency Support Functions (ESF) is support activities performed as needed by entities in response to disaster situations. These activities are assigned according to the authority, resources and capacity of the lead and support state agencies and other assigned entities.

The ECO will report all pertinent information to the Executive Director, and others identified by the Executive Director, as available and necessary.

In the event the administrative office is threatened or affected by an emergency of the magnitude that requires its evacuation, the Executive Director, Management and the EMT will move to an alternate facility; and, under the direction of the ECO, will activate the CSSF Emergency Operations Center.

If the administrative facility is damaged and cannot be occupied after the emergency, the Executive Director will designate a temporary facility not impacted by the event. The site will be fully equipped with telephone lines and computers for use in an emergency.

**6-2. Field Offices.** CareerSource South Florida partners are located in 13 different Centers and other service facilities. For definition purposes, office locations other than the administrative office will be considered field offices.

Each CSSF facility must have a Facility Safety Coordinator (FSC). An emergency management and safety plan must be developed and adopted for each facility, which complements the CSSF plan.

In the event of an emergency that threatens a CSSF facility, the FSC is designated the responsibility for effecting local emergency activities. Therefore, pre-emergency notification may not be possible when the emergency is localized and/or unexpected. All potentially disastrous localized situations should be reported to the local FSC, who will notify the CSSF Executive Director and Assistant Director for Administration.

If a field office cannot perform a disaster/emergency-related task, with its own resources, the FSC will request assistance through the administrative office. The request will be reviewed by the ECO to determine the availability of resources. The ECO will contact the local FSC to provide assistance based on the scope of the request. In the event CSSF is unable to meet the requirement with its own resources, the request will be forwarded to either the County Emergency Management Agency or the disaster field office. It will then be assigned to other state or federal agencies through the emergency support functions under the provisions of the State of Florida Comprehensive Emergency Management Plan.

Resources to support the affected field office will be taken from the non-impacted offices in the area. If the need can be met using department staff or other resources, they will be assigned to report to a location designated by the requesting office or transported to a predetermined location. In the event the requesting office is overwhelmed by the emergency/disaster, the CSSF Emergency Management Team (EMT) will provide support. The CSSF Emergency Response Team will be responsible for tracking all deployments of resources. The Agency Financial Officer will be responsible for the review of expenses incurred. He/she will inform the affected office if they are expending funds, which are not eligible for reimbursement.

The Agency ECO will conduct daily conference calls with the FSC's and/or center Managers whose offices are in the path of a threatened natural emergency prior to the projected landfall or impact, and after the event has occurred.

Each affected office will provide the administrative office with a daily [Situation Report Form](#) at 4:00 PM eastern time. The report will include information for the last 24 hours, from 2:00 PM to 2:00 PM. It will contain the following information: general information; disaster impacts; current operations; and future assessment. Immediate telephone contact should be made to report any major occurrence.

In the event of an emergency, all employees should listen to their county and local emergency management authorities for instructions and comply with orders issued by their local authorities. Under the State's Comprehensive Emergency Management Plan, local officials or emergency management authorities have primary responsibility for the safety and well being of their citizens. County emergency management authorities have primary responsibility for issuing County evacuation orders and opening shelters. In such cases, the evacuation will be coordinated and administered by local authorities. The Governor may issue an evacuation order in support of local orders in the event of multi-county or inter-regional evacuation.

**6-3. Operations.** The Senior Safety Coordinator is designated as the responsible entity in the event of an emergency. The Facilities Administrator is the Agency's Emergency Coordinating Officer (ECO). The Administration Division should maintain an updated list of all employees, their home phone numbers and emergency contact numbers.

**6-4. Center Managers, Program Managers and Service Partners.** Program Managers and Service Partners are responsible for their program areas and staff. If additional assistance is needed or resource requests exceed the capabilities of CSSF, they should contact the ECO who will forward such requests to the County Emergency Operations Center.

**6-5. Supervisors.** Supervisors are required to respond immediately to all reports of emergency situations by contacting appropriate emergency or other personnel as the situation may require. When the facility must be evacuated, the supervisor must account for his/her staff at the predetermined assembly point and report information to the Facility Safety Coordinator.

**6-6. Office Closures.** In the event local authorities issue an evacuation order, which results in the closing of a CSSF facility, the FSC must:

- a. Verify the order with local authorities (Emergency Manager, County Commission, Mayor's Office, etc.).
- b. Record the name of the person contacted/spoken to.
- c. Notify the CareerSource South Florida Emergency Coordinating Officer (ECO) by calling 305 594-7615.
- d. When calling the ECO, the FSC must provide:
  - (1) His/her name and title
  - (2) Location of the office and phone number where he/she can be reached.
  - (3) The authority/office that issued the order to evacuate.

In all cases, other than a Governor's Executive Order, the authority approving the closure shall notify the Emergency Coordinating Officer (ECO). The ECO will notify the Communications Officer and the Human Resource Officer of the closing and the reason such action was required.

**6-7. Primary Response Guidelines and Procedures.**

- (a) Treat all emergencies and threats seriously.
- (b) In an emergency and/or threat, contact the supervisor first. He/she will provide direction over the PA system/telephone, if possible.
- (c) Assess the situation to determine threat.
- (d) Remain calm.
- (e) CALL 911 if there is a threat of danger.
- (f) Determine need to evacuate. If evacuation is necessary, follow pre-determined evacuation routes for the facility.
- (g) Employees and/or visitors needing assistance to evacuate the building due to a disability (mobility, visual, cognitive, hearing, sensory etc.) will report to the designated area of rescue, and meet with the designated Floor Fire Marshall. If the elevators are operational and the location of the emergency has been isolated, the Floor Fire Marshall will escort said individuals using the elevators up to the first fifteen (15) minutes after hearing the alarm bells. If the elevators are not operational, the stairwell is to be used for evacuation purposes. Evacuation chairs will be operated by designated personnel.
- (h) Under no circumstances should employees delay evacuation.
- (i) Under no circumstances will an employee re-enter the building during or after an evacuation until the FSC has given approval to return to work.
- (j) Once employees have reached the assembly area, supervisors and/or designees are to *account for all their employees*. This information should be reported to the FSC. The FSC are responsible for providing this information to the supervisor whom will maintain the master list of employees.
- (k) Render first aid, if necessary.
- (l) Assign staff to attend to injured employee(s)/individual(s) with one staff member designated as "in charge".
- (m) Meet rescue and/or emergency personnel.
- (n) Have staff members direct rescue personnel to problem areas and provide access as needed by rescue personnel.
- (o) Be prepared to assist with securing your offices and covering computers, if necessary.
- (p) Assess damage to building prior to allowing staff back.
- (q) If it becomes necessary to close a facility, the ECO will make said decision.
- (r) Contact maintenance, if necessary.

- (s) Be supportive of staff during crisis situation and make arrangements for counseling after the situation, if needed.
- (t) Complete [Critical Event Notification Form](#).

**6-8. Injury Report Procedures.** If a visitor or employee reports an injury to any supervisor, complete the following steps:

- a. After all emergency or first aid response is rendered, complete the [Critical Event Notification Form](#) (General Liability Loss Report) and give to the Facility Safety Coordinator.
- b. The supervisor or designee shall notify the emergency contact person as soon as possible after an accident or injury, if necessary.
- c. A second contact with the individual should be made, as appropriate, within three days of the accident or injury to determine status.
- d. If necessary, complete [Follow-up Report of Critical Event Form](#) (General Liability Loss Report).

**6-9. Fire/Bomb Threat Procedures.**

a. Staff Responsibility:

- (1) Notify supervisor or other authority.
- (2) Activate the alarm manually, if the fire alarm has not sounded.
- (3) Take your client(s) and anything that is easily accessible with you and exit the building quickly and quietly.
- (4) In accordance with the posted evacuation plan, go to the designated area.
- (5) If possible, assist those who have special needs, such as children, individuals with a disability, and the elderly.
- (6) Move a safe distance from the building and proceed to your pre-designated safe area. If someone appears to be missing, notify the supervisor or designee, do not attempt to re-enter the building.
- (7) Wait for the “all clear” signal to return to the building.

b. Supervisor Responsibility:

- (1) Once the fire alarm has sounded:
  - A. Have staff exit the building.
  - B. Account for all staff in your area.
  - C. Establish a need for first aid.
- (2) Contact the Facility Safety Coordinator.
- (3) When the “all clear” is given, use an “all clear” signal to re-enter the building.

**6-10.** Disaster Procedures. If there is no danger outside the building, the facility alert system will be used to advise occupants to evacuate the building.

a. Staff Responsibility:

- (1) Assess situation and notify supervisor of damage and possible injury.  
Supervisor will provide direction
- (2) In case of an evacuation:
  - A. Remain calm.
  - B. Exit building and take your customer(s) and personal belongings (i.e. purse, car keys, etc.) with you
- (3) Leave lights on.
- (4) Do not lock doors.

b. Supervisor Responsibility:

- (1) Determine need to evacuate the facility or remain inside (shelter in place).
- (2) If decision is made to remain inside, identify safe areas inside the facility away from the problem area and routes to be taken.
- (3) CALL 911.
- (4) Contact the Facility Safety Coordinator (FSC).
  - A. Attend to injured.
  - B. Assign staff to attend to the injured employee/party with one staff member designated as "in charge".
  - C. Meet rescue personnel.
  - D. Have staff members direct rescue personnel to problem areas and provide access, as needed, by rescue personnel.
  - E. Contact maintenance, if necessary.

**6-11.** Severe Weather Situation. Office closures will normally be determined by the County emergency operations office and announced on local radio and television stations. CSSF will follow the same closures as other County government offices before, during and after severe weather/disaster.

a. Staff Responsibility:

- (1) Continue regular activities unless otherwise notified.
- (2) Be prepared to assist with securing your offices and covering computers.
- (3) Contact your immediate supervisor if you have questions/concerns.

b. Supervisor Responsibility:

- (1) Notify staff in your unit of any weather watches or warnings issued by the National Weather Service.
- (2) Maintain an updated list of employees, their home phone numbers and emergency contact numbers. Keep this list with you at all times.
- (3) Make sure the building is secure and all computers are covered in case of water damage.
- (4) Render first aid, if necessary.
- (5) Assess damage to building prior to allowing staff back in or opening the center.
- (6) Contact maintenance, if necessary.

**6-12. Life Threatening Intruders/Trespassers.**

a. Staff Responsibility:

- (1) Notify supervisor. Your supervisor will provide direction over PA system/telephone, if possible.
- (2) Remain in your office with the door closed and locked. If you have no lock, block the door by placing a chair under the doorknob.
- (3) Do not exit your office unless instructed to do so by a verified police officer or your supervisor.
- (4) Keep telephone lines open for emergency use, you may need to talk with emergency personnel to notify them of where you are located.

b. Supervisor Responsibility:

- (1) Assess the situation to determine threat.
- (2) Remain calm. Try not to raise your voice. However, if it becomes necessary, do so with clarity. Your tone and demeanor will strongly influence the outcome of the crisis.
- (3) Notify staff, if possible, of the need for lock down (over the PA system)
- (4) CALL 911 if there is a threat of danger.
- (5) Contact the Facility Safety Coordinator (FSC).
- (6) Be prepared to act as a resource and liaison between the office and police. Provide/gather as much information as possible, such as:
  - A. Copy of the building floor plan for law enforcement.
  - B. The location and a detailed description of the intruder/trespasser as well as a description of any weapon(s).
  - C. Pertinent information about the intruder/trespasser, including the possible reason for the threat or attack.
- (7) Isolate suspected intruder/trespasser as much as possible.
- (8) Avoid heroics look for a place to jump or dive. Keep a safe, non-intimidating distance.
- (9) Do not use force or touch the person or weapon if interaction with the intruder/trespasser is imminent. Avoid sudden moves or gestures.
- (10) Negotiate minimally until law enforcement arrives.
- (11) Confer with law enforcement when they arrive. They will advise you how they intend to proceed.
- (12) Be prepared to assist staff with counseling after the incident.

**6-13. Irate Clients/Staff/General Public**

a. Staff Responsibility:

- (1) Notify supervisor.
- (2) When dealing with a violent individual, the following actions should be considered:
  - A. If directed at a specific individual, remove that person from the situation.
  - B. Be empathetic. Try not to be judgmental of the individual's feelings. They are real, even if not based on reality, and must be attended to.
  - C. Clarify messages. Listen to what is really being said. Ask reflective questions and use both silence and restatements appropriately.
  - D. Respect personal space. Stand at least 6 feet from the individual acting out. Encroaching on personal space tends to arouse and escalate the actions of the individual.

- E. Be aware of body position. Standing eye-to-eye and/or toe-to-toe with the individual sends a challenge message. Standing one length away and at an angle off to the side is less likely to escalate the actions of the individual.
- F. Permit verbal venting when possible. Allow the individual to release as much energy as possible by venting verbally. If this cannot be allowed, state directives and reasonable limits during lulls in the venting process.
- G. Set and enforce reasonable limits. If the individual becomes belligerent, defensive or disruptive; state limits and directives clearly and concisely.
- H. Avoid overreacting. Remain calm, rational and professional. How you respond will directly affect the individual.
- I. Use physical techniques as a last resort. Use the least restrictive method possible.
- J. Avoid employing physical techniques on an individual who is only acting out verbally. It may escalate the situation.
- K. Ignore challenging questions. When the client challenges your position, training, policy, etc., redirect the individual's attention to the issue at hand. Answering these questions often fuels a power struggle.
- L. Keep your nonverbal cues non-threatening. Be aware of your body language, movement, and tone of voice. The more an individual loses control, the less he listens to our actual words. More attention is paid to nonverbal cues.

Source: *The National Crisis Prevention Institute*

b. Supervisor responsibility:

- (1) Follow same list as outlined for staff.
- (2) CALL 911, if needed, for law enforcement or activate the front desk "panic switch," if available.
- (3) Be supportive to staff when needed during crisis situation.
- (4) Make arrangements for counseling to staff after the situation, if needed.
- (5) Complete the Incident Report.

**6-14. Gas Leaks**

a. Staff responsibility:

- (1) Notify supervisor. He/she will provide direction over the PA/phone system, if available.
- (2) If evacuation is necessary:
  - A. Assign staff member(s) to check halls, restrooms, etc., for clients or other employees as they exit the building.
  - B. Upon exiting, leave outside doors open if possible to allow for fresh air ventilation.
  - C. If you are outside, move upwind from any door.
  - D. Establish a need for first aid.
  - E. Account for employees in your area.
- (3) Contact the utility company.
- (4) Notify ECO.
- (5) Contact facility maintenance.
- (6) When the "all clear" is given, use an "all clear" signal to re-enter the building.



- 6-15. Work Place Safety and Security.** In keeping with management's commitment to provide employees with secure, safe and healthy workplaces, it is the policy of CSSF that employees immediately report all accidents, injuries, and non-secure, unsafe and unhealthy conditions to supervisors and Facility Safety Coordinators.

If an incident occurs between 8 A.M. and 5 P.M. CSSF employees should contact the Facilities Administrator or Administrative Officer II at 305 594-7615 or (305) 929-1500. If an emergency occurs after 5 P.M. or before 8 A.M., employees should contact the same personnel at (305) 929-1649. DEO employees should call, at (305) 934-6805, as soon as possible after the incident. All employee workplace injuries must also be reported.

- 6-16. Damage Assessment Procedures.** When a community has been affected by an emergency/disaster, an evaluation will be done as soon as possible of all owned/leased CSSF facilities to determine the preliminary amount of damage. If possible, a visual review and assessment will be made as soon as safely possible by the Facility Safety Coordinator and reported to the ECO. In major damage situations where a disaster is declared, damage assessments will be done in conjunction with the Emergency Coordinating Officer who will activate the Hazard Mitigation and Recovery Team. If the damage is considered minor, the local FSC will prepare a detailed written report of damages and submit it to the ECO within five days of the event.

- 6-17. Recovery Procedures.** After the event has occurred, CSSF will locate and account for all staff and insure that their special needs are addressed, if possible. The agency ECO will simultaneously initiate recovery procedures, which will result in the resumption of services to the public in the shortest possible time. Alternate work sites and other work/service options will be implemented including the deployment of mobile service units as needed.

In minor emergencies, state recovery assistance may be adequate. However, in major declared emergencies, federal assistance may be required. In these instances the state's role and CSSF role will be to provide resources to local affected areas and individuals.

CSSF Senior Staff, Center Managers and the FSC will return immediately after the hurricane to assist in recovery operations. All others will return when the County Manager orders employees to resume operations.

## Chapter 7 ADMINISTRATIVE OPERATIONS

### CareerSource SOUTH FLORIDA HURRICANE EMERGENCY PROCEDURES

**7-1. Introduction.** Miami-Dade and Monroe Counties are located in one of the most hurricane vulnerable areas of the United States. It is important for the overall response of Miami-Dade and Monroe Counties that workforce partners prepare and maintain effective hurricane emergency procedures. The guidelines in this manual have been prepared with the assistance of the Office of Emergency Management to provide the basic foundation upon which to build hurricane emergency procedures.

The Mayor is the incident commander for hurricane emergencies. Official orders from the Mayor will be disseminated through normal communication channels as well as through the broadcast media. CSSF will base emergency work schedules on these announcements:

- a. The County officials in Miami-Dade and Monroe Counties have ordered all offices closed.
- b. The County officials in Miami-Dade and Monroe Counties have ordered employees with recovery responsibilities to return to work.
- c. The County officials in Miami-Dade and Monroe Counties have ordered offices to resume normal operations.

This manual presents the basic steps to be followed, areas to be addressed, and references required for the preparation of the hurricane emergency procedure.

**7-2. Responsibilities.** CSSF is responsible for compliance with these hurricane preparedness guidelines, including: the preparation of the hurricane emergency procedures; familiarization of all personnel with their specific duties in the event of a hurricane emergency; and distribution of the hurricane procedure to all employees.

**7-3. Staffing Policy.** The Facilities Administrator will serve as the Emergency Coordination Officer (ECO) and be responsible for coordinating the implementation of the emergency procedures. The Administrative Officer II will serve as an alternate. (Since CSSF has no hurricane operational responsibilities, no staff will be required to remain in the facilities).

**7-4. Hurricane Watch/Alert Phase.** The following employees will be responsible for preparing the CSSF Administrative Offices and the Centers in the event of a Hurricane:

- a. Facilities Unit—Facilities Administrator and Property Manager.
- b. Information Technology—Senior Systems Analyst/IT Manager and IT Network Analysts.
- c. Administrative Management Support—Assistant Director for Administration and DEO Program Manager.

**7-5. General Hurricane Information.** Hurricanes are tropical cyclones in which winds reach a constant speed of at least 74 miles per hour (mph) and may gust up to 200 mph. Their spiral clouds may cover an area several hundred miles in diameter. The spirals are heavy cloud bands from which torrential rains fall and tornadoes may be generated. The eye of the hurricane is deceptively calm and almost free of clouds with light winds and warm temperatures. Beyond the eye, counterclockwise winds bring death and destruction to coastlines and islands in their erratic path.

The months of September and October have the highest level of activity and most storms have been category 2 and 3. It is important to remember that the position of the storm given by the National Hurricane Center is the “eye” of the storm. High winds and heavy rain may extend up to 200 miles from the eye. Hazardous conditions may arrive 6-10 hours before the eye makes landfall.

The SAFFIR/SIMPSON Scale is used by the National Hurricane Center to provide a continuing assessment of the potential for wind and storm surge damage.

**Table 4: SAFFIR/SIMPSON Scale**

Categories	Winds	Storm Surge
Category 1	74 – 95 MPH	5 ft.
Category 2	96 – 110 MPH	5 ft.
Category 3	111 – 130 MPH	10 ft.
Category 4	131 – 155 MPH	15 ft.
Category 5	Above 156 MPH	15 ft. +

**7-6. Hurricane Categories.** The following is a description of the damage potential by hurricane category.

- a. Category 1. Winds of 74 to 95 miles per hour. Damage occurs primarily to shrubbery, trees, and unanchored mobile homes and to poorly constructed signs. Low-lying coastal roads are inundated, minor pier damage occurs, and some small craft in exposed anchorage are torn from moorings.
- b. Category 2. Winds of 96 to 110 miles per hour. Considerable damage to shrubbery and trees with some blown down. Major damage to exposed mobile homes. Extensive damage to poorly constructed signs. Some damage to roofing materials, windows and doors but not major damage to buildings. Coastal roads and low-lying escape routes inland cut by rising water two to four hours before arrival of hurricane center. Considerable damage to piers. Marinas flooded. Small craft in unprotected anchorages torn from moorings.
- c. Category 3. Winds of 111 to 130 miles per hour. Extensive damage to large trees. Poorly constructed signs are blown down. Damage to roofing materials, windows and doors. Mobile homes destroyed. Serious flooding along coast with many smaller coastal structures destroyed and large structures damaged by battering waves and floating debris. Low-lying escape routes further inland inundated by rising water three to five hours before hurricane center arrives.
- d. Category 4. Winds of 131 to 155 miles per hour. Shrubs and trees blown down; all signs down. Extensive damage to roofing materials, windows and doors. Complete destruction to mobile homes. Major damage to lower floors of structures near shorelines due to flooding, battering waves and floating debris. Low-lying inland escape routes cut by rising water three to five hours before hurricane center arrives. Major erosion of beaches.

Category 5. Winds greater than 155 miles per hour. Shrubs and trees blown down, considerable damage to roofs and buildings, all signs, failure of roofs on many residential and industrial buildings. Extensive shattering of glass in windows and doors. Some complete building failures. Small buildings overturned or blown away. Complete destruction of mobile homes. Low-lying escape routes inland cut by rising water three to five hours before hurricane center arrives.

**7-7.** Land falling. Miami-Dade and Monroe Counties are vulnerable to land falling, paralleling, and exiting hurricanes and tropical storms. If response actions must be taken before a watch is issued, the County officials will issue a hurricane alert.

**7-8.** Evacuation Areas. Miami-Dade and Monroe Counties primarily evacuates in response to storm surge. As the intensity of the storm increases so does the storm surge and the danger it presents to life and property. CSSF employees should report to their supervisors in advance if their homes are in an evacuation area. If so, supervisors must identify which category storms they will be ordered to evacuate for. Mobile home residents should evacuate in any hurricane and in some tropical storms. Due to their lightweight construction mobile homes are easily damaged; strong winds can tear mobile homes from their anchorage.

The Miami-Dade County evacuation map, located in Appendix C, is shaded to indicate evacuation areas by storm category.

## Chapter 8 ADMINISTRATIVE OPERATIONS

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### ADMINISTRATIVE PROCEDURES

**8-1. Pre-Season Preparedness.** The Center Managers shall ensure that the landlord in their respective facilities addresses the following safety measures: Check security, flooding and lighting; and identify loose items in outside areas that may be blown around by the wind.

Essential staff shall ensure that the administrative offices and each Center have a battery-operated radio or Television; a first-aid kit; and a flashlight with extra batteries. Essential staff will also provide non-essential staff with hurricane preparedness information.

**8-2. Hurricane Watch.** Issued by the [National Hurricane Center](#) when a hurricane threatens, the watch covers a specific area and time period. A hurricane watch indicates hurricane conditions are possible, usually within 24-36 hours, but it does not mean they will happen.

- a. Archive E-mail and Calendar - Backup of documents and archiving of e-mail and calendars must be completed no later than 2:00 p.m. on the day of disaster preparation. Server shutdown procedures will be initiated beginning at 2:00 p.m. - there will be no exceptions. Server broadcast messages will remind users throughout the day of the time requirements.
- b. Boxing/Securing Paper Files – All files must be secured. Files in all external offices must be boxed, wrapped in plastic bags, sealed and labeled with the file owner's name. Labels should be placed on the box and on the outside of the plastic bag. These boxes should then be placed in an internal, secured area (such as the main office area for each section). Any critical files located in internal offices or cubicles should also be secured as described above. Remove all files from lower cabinet drawers.
- c. Offices and Workstations – All objects must be removed from all work surfaces and secured by placing in boxes, overhead bins, or desk drawers. Pictures must be removed from walls, wrapped in plastic, labeled with picture owner's name or the office location, and placed in an internal, secured area (such as the main office area for each section). All external office doors, overhead bins and desk drawers must be locked if possible.
- d. Personal Computers (PC) – Shutdown Windows. Turn off the PC and disconnect power. Place the components into a plastic bag and seal with the user's name, and place in an internal, secured area (such as the main office area for each section).
- e. Calculators, Lamps and Other Electrical Equipment in Offices or Workstations – Unplug all electrical equipment and place the components into a plastic bag and seal. Label with the user's name, and place in an internal, secured area (such as the main office area for each section).
- f. Postage Meter, Fax Machines and Other Electrical Equipment – Unplug all electrical equipment and place into a plastic bag, seal and label with the item description and office location, and place in an internal, secured area (such as the main office area for each section).

- g. Telephones – Telephones should be the last items that are secured before the offices are vacated. Unplug the telephone, place it in a plastic bag, seal the bag, label with the user’s name, and place in an internal, secured area (such as the main office area for each section).
- h. Essential employees shall notify non-essential employees of “Watch” phase and ensure that all doors, windows and other openings are locked or otherwise secured against wind and water; verify that vital records are in a safe storage area; confirm availability of necessary computer support; inventory emergency supplies and restock, if necessary.
- i. Center supervisors shall ensure that records are relocated to areas away from windows and exterior walls, which may leak; files and boxes shall be placed off the floor and taken out of all bottom file drawers if facilities are on ground level. All users of computer equipment are to:
  - (1) Backup all information data on floppy, zip disk, tape or other recoverable source.
  - (2) Turn off and unplug all equipment (PC, typewriters, fax machines, copiers, etc.) and place them away from windows.
  - (3) Cover computer equipment with plastic bags.
- j. Mobile Unit – Secure mobile service units in pre-designated protective area.

**8-3. Hurricane Warning and Landfall.** Essential staff shall complete activities begun under Hurricane Watch. Move or cover desks, files, and equipment near un-shuttered window. Wrap office equipment in plastic to protect against moisture. Upon notice from County Manager, dismiss all non-essential personnel. Turn off air conditioning, disconnect electrical equipment and turn off lights. Essential staff is then dismissed.

**8-4. Emergency During Regular Work Hours.** In the event that an emergency develops during regular work hours, each employee is responsible for securing his/her own office or cubicle space by following the general office procedures. When an individual’s office or cubicle space is secured then each employee is required to assist in securing his/her department and the entire office before leaving the premises. Employees may not leave the office until all areas are secured and authorization is given by essential personnel. SFW essential personnel will address personal issues or concerns on an individual basis. If an employee is out of the office, plans must be made within the affected department to secure all files.

**8-5. Emergency Outside of Regular Work Hours.** In the event that an emergency develops during unscheduled work hours the management team should contact employees if they must be called in to assist with the Emergency Preparation Procedures.

Employees must contact their supervisors or the ECO to determine if they must report to the office to assist with the emergency preparation procedures. All employees are responsible for contacting their supervisor in the event an emergency develops at the employee’s home or in the community.

**8-6. Recovery.** Upon notice from the Mayor, employees with recovery assignments (essential staff) are to return to work stations and conduct the following:

- a. Assess basic damages at work site including water damage, broken windows, roof damage, etc.
- b. Submit emergency expenditure receipts and damage repair estimates to the ECO.
- c. Initiate clean-up work site.
- d. If vital records have been damaged by water, do not touch them. Contact the ECO at 305-594-7615 for advice and assistance.
- e. Do not turn computer equipment on if there are indications of:
  - (1) low voltage / power fluctuations
  - (2) low air conditioning output
  - (3) water and raised floor
  - (4) broken windows
  - (5) damaged equipment
- f. Upon notice from County officials, the ECO will direct employees when to return to work to resume normal operations.

## Chapter 9 NATIONAL EMERGENCY GRANTS

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**9.1** Program Purpose. This section provides guidance regarding who is responsible for the filling of National Emergency Grants (NEG) for Region 23, clarification when NEG's are to be filled, and the application procedures for NEG's. Information included in this section is derived from the U.S. Department of Labor, Employment and Training Administration, Federal Register/Vol.69, No. 81 / Tuesday, April 27, 2004 / Notices, Part V, Workforce Investment Act: National Emergency Grants – Application Procedures.

**9.2** Program Background. National Emergency Grants (NEG's) are discretionary grants awarded by the Secretary of Labor pursuant to Section 173 of WIA, as amended. Funds are awarded to provide **employment-related services for dislocated workers** as authorized under WIA Section 173 and 20 CFR part 671. Funds are reserved and made available for obligation by the Secretary under Sections 132 and 173 of WIOA, as amended.

**9.3** NEG Application Procedures. Authorization or NEG applications will be under the jurisdiction of the CSSF Executive Director. The action filing and completion of documentation for the NEG funding application will be responsibility of the DEO Program Manager. All fiscal computations in the NEG application will be subject to review and approval of the CSSF Comptroller. Once the Comptroller has approved the funding requested, the application will be submitted to the CSSF Executive Director for final approval prior to submission to DEO Grants Section, Tallahassee. All NEG funding requests must be submitted electronically to Tallahassee.

National Emergency Grants can be filed at any time. Although these grants are traditionally related to natural disasters, i.e., hurricanes, freezes, flooding, etc., that result in a significant loss of employment, NEG's are also available significant un-employment occurs that is not the result of nature. Mass dislocations by industries, a critical negative impact of an industry closure to a community dependent upon that industry, and a significant loss of jobs/employment due to imports are all justifications for filing NEG's.

**9.4** Federal Register National Emergency Grants – Application Procedures; Notices



## Appendixes

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This appendix consists of five appendices to the **CareerSource South Florida Emergency Preparedness Manual**. These appendices provide additional information and resources available to our employees and workforce partners to aid them in the proper management of center and other service locations operations during an emergency. Appendices A through E are organized as follows:

- Appendix A: CareerSource South Florida center Locations
- Appendix B: CareerSource South Florida Refugee Center Locations
- Appendix C: [Storm Surge Planning Zones](#)
- Appendix D: Emergency Preparedness Manual Glossary of Terms
- Appendix E: American Red Cross Evacuation Centers Located in Miami-Dade County

Appendix A: *CareerSource South Florida centers service locations*, program year 2018-2019 listing of service locations for WIOA, WT/CAP and Wagner-Peyser program services.

Appendix B: *CareerSource South Florida Refugee service centers*, program year 2018-2019 listing of service locations for Refugee Program services.

Appendix C: *Storm Surge Planning Zones*, an aerial map located throughout Miami-Dade County.

Appendix D: *Emergency Preparedness Manual Glossary* defines administrative terms applicable to CSSF contracted service providers from the regulations and applicable circulars.

Appendix E: *American Red Cross Evacuation Centers Located in Miami-Dade County*.

## APPENDIX A

### CareerSource South Florida Center Locations

<b>Chart 5: Full Service Center Sites</b>		
<b>Location</b>	<b>Address</b>	<b>Telephone/Facsimile</b>
Carol City center Operated by: CareerSource South Florida	4888 N.W. 183 <sup>rd</sup> Street Suites 201-206 Miami Gardens, FL 33055	Tel: 305-620-8012 Fax: 305-620-9813
Edison Courts Re- Employment Center Operated by: CareerSource South Florida	325 N.W. 62 Street Miami, FL 33150	Tel: 305-795-2058 Fax: 305-795-2059
Hialeah Downtown center Operated by: Arbor E&T, LLC	240 East 1st Avenue, Suite 222 Hialeah, FL 33010	Tel: 305-883-8070 Fax: 305-883-6910
Homestead center Operated by: Youth Co-Op, Inc.	28951 S. Dixie Highway Homestead, FL 33033	Tel: 305-242-5373 Fax: 305-242-2438
Little Havana center Operated by: Youth Co-Op, Inc.,	5040 N.W. 7 <sup>th</sup> Street Suite 200 Miami, FL 33126	Tel: 305-442-6900 Fax: 305-469-5640
Miami Beach center Operated by: CareerSource South Florida	833 6th Street, 2nd Floor Miami Beach, FL 33139	Tel: 305-532-5350 Fax: 305-532-9307
Northside center Operated by: CareerSource South Florida	7900 NW 27th Avenue, Suite 200 Miami, FL 33147	Tel: 305-693-2060 Fax: 305-693-2071
N. Miami Beach center Operated by: CareerSource South Florida	801 NE 167 Street N. Miami Bch, FL 33162	Tel: 305-654-7175 Fax: 305-654-7188
Opa-Locka center Operated by: CareerSource South Florida	780 Fisherman Street Suite 110 Opa-Locka, FL 33054	Tel: 305-953-3407 Fax: 305-953-3415
Perrine center Operated by: Youth Co-Op, Inc.	18901 S.W. 106 Avenue, Suite 218 Miami, FL 33157	Tel: 305-252-4440 Fax: 305-278-1066
West Dade center Operated by: Youth Co-Op, Inc.,	8485 Bird Road, 2nd Floor Miami, FL 33155	Tel: 305-228-2300 Fax: 305-228-2321
Key Largo center Operated by: CareerSource South Florida	103400 Overseas Highway, Suite 239 Key Largo, FL 33037	Tel: 305-853-3540 Fax: 305-853-3543
Key West center Operated by: CareerSource South Florida	1111 12 Street, Suites 307 & 308 Key West, FL 33040	Tel: 305-292-6762 Fax: 305-292-6891

## APPENDIX B

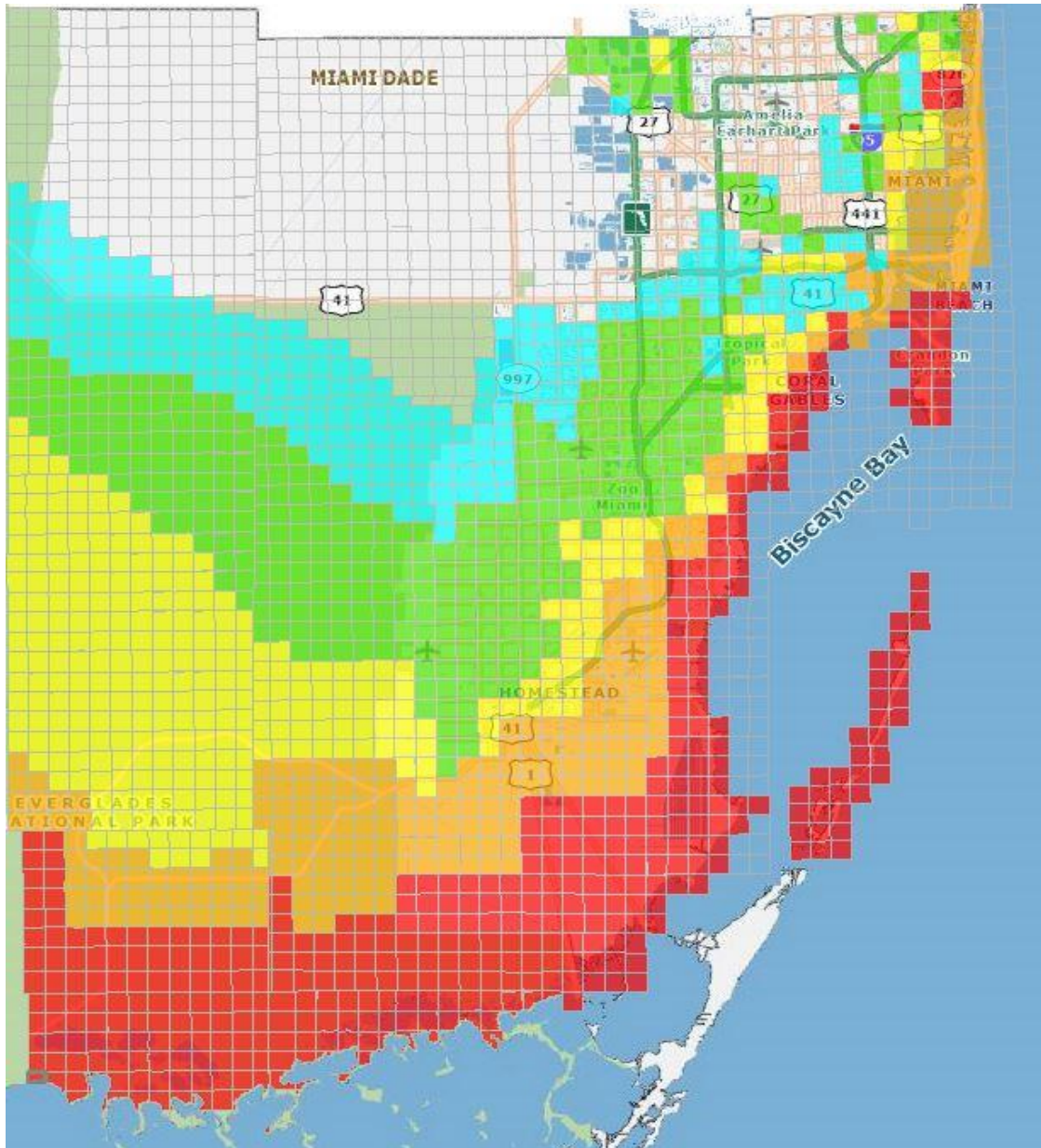
### CareerSource South Florida Refugee Center Locations

<b>Chart 6: Refugee Center Locations</b>		
<b>Location</b>	<b>Address</b>	<b>Telephone/Facsimile</b>
Adult Mankind Organization Project Director: Ana Someillan	1619 SW 107th Avenue Miami, FL 33165	Tel: 305-551-0090 Fax: 305-551-9098
Adult Mankind Organization Project Director: Ana Someillan	12326 Quail Roost Drive Perrine, FL 33177	Tel: 305-251-6575 Fax: 305-251-6577
Arbor E&T, LLC Project Director: Hilma Brito	240 E 1st Avenue, Suite 212 Hialeah, FL 33010	Tel: 305-883-8070 Fax: 305-863-8401
Cuban American National Council, Inc., Project Director: Sonia Lopez	1223 S.W. 4th Street Miami, FL 33135	Tel: 305-642-3484 Fax: 305-541-9275
Cuban American National Council, Inc. Project Director: Sonia Lopez	20401 N.W. 2 <sup>nd</sup> Avenue Miami Gardens, FL 33169	Tel: 305-454-9214 Fax:305-454-9418
Community Coalition, Inc., Project Director: Elsa Someillan	2100 Coral Way, Suite 402 Miami, FL 33145	Tel: 305-854-2882 Fax: 305-854-0228
Community Coalition, Inc., Project Director: Elsa Someillan	300 E 1st Avenue, Suite 201 Hialeah, FL 33010	Tel: 305-887-4140 Fax: 305-887-8551
Lutheran Services Florida, Inc. Project Director: Mary Jane Gonzalez-Cruz	8532 S.W. 8 <sup>th</sup> Street Suite 270 Miami, FL 33144	Tel: 305-567-2511 Fax: 305-567-2944
Lutheran Services Florida, Inc. Project Director: Mary Jane Gonzalez-Cruz	5979 N.W. 151 Street, #101 Miami Lakes, FL 33014	Tel: 305-559-1177 Fax:305-559-9509
Youth Co-Op, Inc., Project Director: Alicia Sante	3525 NW 7th Street Miami, FL 33125	Tel: 305-643-6730 Fax: 305-641-1578
Youth Co-Op, Inc. Project Director: Alicia Sante	5450 W 16th Avenue Hialeah, FL 33012	Tel: 305-822-7761 Fax: 305-823-2668
Youth Co-Op, Inc. Project Director: Alicia Sante	8485 Bird Road, 2 <sup>nd</sup> Floor Miami, FL 33155	Tel: 305-228-2300 Fax:305-631-1578
Youth Co-Op, Inc. Project Director: Alicia Sante	28951 South Dixie Highway Homestead, FL 33033	Tel: 305-242-5373 Fax:305-242-2438
Youth Co-Op, Inc. Project Director: Alicia Sante	18901 S.W. 106 Avenue Suite 218 Miami, FL 33157	Tel: 305-964-4914 Fax:305-278-1066
Youth Co-Op, Inc. Project Director: Alicia Sante	7900 N.W. 27 Avenue Suite 200 Miami, FL 33147	Tel: 305-693-2060 Fax:305-693-2071

## APPENDIX C

### Storm Surge Planning Zones

All residents living in mobile homes should evacuate and seek shelter for any category of hurricane.



## APPENDIX D

### Glossary of Terms

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This glossary defines terms applicable to natural disasters and emergency preparedness operations.

**Center.** Any Center, Annex or any location where CareerSource South Florida inventory is located.

**Disaster Preparedness.** The systematic identification of those records which are absolutely vital to an agency's purpose and the subsequent development of a plan to protect such records.

**Eye.** The roughly circular area of comparatively light winds and fair weather at the center of a hurricane. Eyes are usually 25-30 miles in diameter. The area around the eye is called the wall cloud. (Do not go outdoors while the eye is passing; the full intensity of the storm will reoccur in minutes).

**Hurricane.** A tropical weather system characterized by pronounced rotary circulation with a constant minimum wind speed of 74 miles per hour (64 knots that is usually accompanied by rain, thunder and lightning. Hurricanes often spawn tornadoes.

**Hurricane Alert.** A hurricane alert will be issued by the County Manager if readiness actions are required before a hurricane watch is issued. Action normally taken during a hurricane watch should be initiated when a hurricane alert is declared.

**Hurricane Landfall.** The point and the time during which the eye of the hurricane passes over the shoreline. After passage of the calm eye, hurricane winds begin again with the same intensity as before but from the opposite direction.

**Hurricane Season.** The six-month period from June 1<sup>st</sup> through November 30<sup>th</sup> is considered to be the hurricane season.

**Hurricane Warning.** A warning is issued by the National Hurricane Center 24 hours before hurricane conditions (winds greater than 74 mph) are expected. If the hurricane path changes quickly, the warning may be issued 10 to 18 hours or less, before the storm makes landfall. A warning will also identify where dangerously high water and waves are forecast even though winds may be less than hurricane force.

**Hurricane Watch.** Issued by the National Hurricane Center when a hurricane threatens, the watch covers a specified area and time period. A hurricane watch indicates hurricane conditions are possible, usually within 24-36 hours, but it does not mean they will happen.

**Small Craft Advisory:** When a hurricane moves within a few hundred miles of the coast, small-craft owners should not venture out into the open ocean.

**Tropical Depression:** An organized system of clouds and thunderstorms with a defined circulation and maximum sustained surface winds of 38 mph or less.

**Tropical Disturbance:** An area of thunderstorms in the tropics that maintain its identity for at least 24 hours. A very common phenomenon in the tropics.

**Tropical Storm.** An area of low pressure with a definite eye and counter clockwise winds of 39-74 mph. A tropical storm may strengthen to hurricane force in a short period of time.

**Tropical Storm Warning:** Tropical storm conditions are expected in the specified area of the warning, usually within 24 hours.

**Tropical Storm Watch:** Tropical storm conditions are possible in the specified area of the watch, usually within 36 hours.

## APPENDIX E

### American Red Cross Evacuation Centers Located in Miami-Dade County

Evacuating locally to the home of a friend or family member outside of the evacuation area is highly recommended. Hurricane Evacuation Centers should be utilized when that alternative does not exist. Remember, evacuation centers are not designed for comfort and not all accept pets.

**NOT EVERY SITE WILL OPEN FOR EVERY EVACUATION!**

Please monitor the local radio or TV station, or dial 3-1-1 (TDD (305) 468-5402) to find out which centers are open when an evacuation order is announced. People who require special assistance in evacuating or would like to register for the pet-friendly evacuation center can dial 3-1-1 to get information about specialized evacuation centers. The schools listed below are accessible for people with disabilities.

<b>Chart 7: 2016 HURRICANE EVACUATION CENTERS</b>			
<b>Northeast Miami-Dade County</b>			
<b>Facility Name</b>	<b>Address</b>	<b>City/Neighborhood</b>	<b>Zip Code</b>
Dr. Michael Krop Senior	1410 NE 215 <sup>th</sup> Street	North Miami Dade	33179
North Miami Senior	13110 N.E. 8 <sup>th</sup> Avenue	North Miami	33161
Miami Central Senior	1781 NW 95 <sup>th</sup> Street	Miami	33147
North Miami Beach Senior	1247 NE 167 <sup>th</sup> Street	North Miami Beach	33162
Highland Oakes Middle	2375 NE 203 <sup>rd</sup> Street	North Miami Beach	33180
<b>Northwest Miami-Dade County</b>			
<b>Facility Name</b>	<b>Address</b>	<b>City/Neighborhood</b>	<b>Zip Code</b>
Lawton Chiles Middle	8190 NW 197 <sup>th</sup> Street	Northwest Miami Dade	33015
Hialeah Gardens Senior	11700 Hialeah Gardens Blvd.	Hialeah Gardens	33018
Barbara Goleman Senior	14100 NW 89 <sup>th</sup> Avenue	Miami Lakes	33018
Country Club Middle	18305 NW 75 <sup>th</sup> Place	Northwest Miami-Dade	33015
Miami Carol City Senior	3301 Miami Gardens Drive	Miami Gardens	33056
<b>Central Miami-Dade County</b>			
<b>Facility Name</b>	<b>Address</b>	<b>City/Neighborhood</b>	<b>Zip Code</b>
Booker T. Washington Senior	1200 NW 6 <sup>th</sup> Avenue	City of Miami	33136
Ronald Reagan Senior	8600 NW 107 <sup>th</sup> Ave.	Doral	33178
Charles Drew Middle	1801 NW 60 <sup>th</sup> Street	City of Miami	33142
Miami Coral Park Senior	8865 SW 16 <sup>th</sup> Street	Westchester	33165
W.R. Thomas Middle	13001 SW 26 <sup>th</sup> Street	West Miami-Dade	33175
<b>Southern Miami-Dade County</b>			
<b>Facility Name</b>	<b>Address</b>	<b>City/Neighborhood</b>	<b>Zip Code</b>
Robert Morgan Senior	18180 SW 122 <sup>nd</sup> Avenue	Miami	33177
Terra Environmental Senior	11005 SW 84 <sup>th</sup> Street	Miami	33173
Jorge Mas Canosa Middle	15735 SW 144 <sup>th</sup> Street	Miami	33196
South Miami Senior	6856 SW 53 <sup>rd</sup> Street	Miami	33155
Felix Varela Senior	15255 SW 96 <sup>th</sup> Street	West Kendall	33196

## Situation Report

Report can only be completed by designated Facility Safety Coordinator (FSC), Provider Management, Center/Location Manager or Supervisor. Add additional pages as needed.

Part 1.	
Month/Day/Year Reporting:	/ / 20
Career Center/Other:	
Contracted Service Provider Agency:	
Location Address:	
Center Manager/Supervisor Name:	/
Designated Facility Safety Coordinator:	
Location Telephone Number/Fax Number:	( ) -

Part 2. General Information:	
Disaster Impacts:	
Current Operations:	
Future Assessment:	

Part 3.	
<b>Situation Report Certification:</b> I hereby certify that the above damage assessment(s) is accurate to the best of my personal knowledge.	
Name (Print)	Signature
/ / 20	Distribution:
Date of Completion	1- Copy to ECO/Facilities Administrator 2-Copy to Assigned Contract Officer 3-Copy for Corporate File, if necessary

### Critical Event Notification Form

Report can only be completed by designated Facility Safety Coordinator (FSC), Provider Management, enter/Location Manager or Supervisor. Add additional pages as needed.

<b>Part 1. Location Information</b>	
Date of Report: / / 20	Center/Location Name: Location Address:
Date Damage Occurred: / / 20	Name of Service Provider/Operator: Facility Safety Coordinator (FSC):

<b>Part 2. Key For Damage Category</b> (Use appropriate letter(s) in the "Category" blocks below):			
A. Structural damage	B. Structural collapse	C. Power outage	D. Electrical hazard
E. Building access restricted	F. Debris hazard	G. Broken glass hazard	H. Sewage hazard
I. Flood/Water hazard	J. Damage to equipment	K. Other:	L. Other:
Has the building management been notified?	<input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, contact person:
Telephone number:	( ) -	Fax Number:	( ) -

<b>Part 3. Critical Event/Damage Report</b>	
<b>A. Damage Category</b>	Did/Will damage cause interruption of normal use of building to facility described above?
Description and cause of damage:	
Indicate the portion of the building and/or contents damaged and the extent of damage:	
<b>B. Damage Category</b>	Did/Will damage cause interruption of normal use of building to facility described above?
Description and cause of damage:	
Indicate the portion of the building and/or contents damaged and the extent of damage:	
<b>C. Damage Category</b>	Did/Will damage cause interruption of normal use of building to facility described above?
Description and cause of damage:	
Indicate the portion of the building and/or contents damaged and the extent of damage:	
<b>D. Damage Category</b>	Did/Will damage cause interruption of normal use of building to facility described above?
Description and cause of damage:	
Indicate the portion of the building and/or contents damaged and the extent of damage:	



## Critical Event Notification Form

<b>Part 4. Authorizing Signature/Distribution</b>	
<u>Critical Event Notification Certification:</u> I hereby certify that the above damage assessment(s) is accurate to the best of my personal knowledge.	
Name (Print)	Signature
/ /20	
Date of Completion	<b>Distribution:</b> 1- Copy to ECO/Facilities Administrator    2-Copy to Assigned Contract Officer 3-Copy to Building Management            4-Copy for Corporate File, if necessary

## EMERGENCY PREPAREDNESS CHECK-OFF LIST



1.	Secure the facility by causing the windows & glass doors to be shuttered or otherwise protected, if that is possible	
2.	Remove furniture & equipment away from windows and doors wherever possible.	
3.	Cover furniture and equipment with plastic, water resistant materials.	
4.	Disconnect <u>all</u> electrically powered equipment from outlets.	
5.	Take other prudent steps to mitigate possible damage to furniture, records, and equipment.	
6.	Change the message on the telephone system.	
7.	Elevate all computers from the floor.	
8.	Verify/update telephone contact list.	
9.	Remove all file records from lower cabinet drawers & secure with plastic, water resistant materials.	
10.	Establish a list of essential employees (skeleton crew) to report to work after a disaster to assess damages to facility and to mitigate further damages.	

\_\_\_\_\_  
Center Manager/Safety Coordinator

\_\_\_\_\_  
Date (mm/dd/yyyy)