



Success 4 Kids & Families, Inc.

***Emergency Preparedness
&
Disaster Recovery Plan***

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I. APPROVALS

This Emergency Preparedness and Disaster Recovery Plan (EPDRP) was developed by Success 4 Kids & Families to have a guide for preparing for and responding to a disaster or the threat of a disaster. The EPDRP is reviewed annually and updated as needed. Any updates are reviewed and approved by the Executive Director. The current plan is effective as of October 1, 2021.


II. REVISION HISTORY

Date	Revision Sections	Editor
March 2010	Plan Creation	P. Jeffre
April 2013	Plan Updated	M. Parks
May 2016	Plan Updated	M. Parks
May 2018	Plan Updated & Expanded	M. Parks
February 2019	Plan Reviewed & Updated	M. Parks
August 2019	Plan Reviewed & Updated	M. Parks
April 2020	Plan Reviewed & Updated	M. Parks
October 2021	Plan Reviewed & Updated	M. Parks
June 2022	Plan Reviewed & Updated	M. Parks

Current plan reviewed and approved:



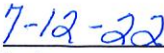
Pam Jeffre, Executive Director



Date



Sheryl Kosco, Board President



Date

III. INTRODUCTION

This document and associated materials constitute the S4KF Emergency Preparedness and Disaster Recovery Plan (EPDRP) and are designed to meet the following goals:

- Protect the health and safety of S4KF employees.
- Protect S4KF assets (property, equipment, furniture, etc.).
- Identify effective strategies to prepare for and respond to emergencies and disasters.
- Provide continuity of services to clients prior to, during and following an emergency or disaster.

Facilities – the EPDRP applies to the following locations:

- I. 2902 N Armenia Ave. – North Building
- II. 2806 N Armenia Ave. – Mary Lee’s House (MLH)
- III. For staff who are guest workers at other facilities they should familiarize themselves with that facility’s EPDRP. If an employee is concerned that a facility to which they are assigned presents a health or safety risk, they should immediately notify their supervisor or a member of the Leadership Team.

Overview

The EPDRP is intended to address the three components of emergency preparedness and recovery:

- **Preparedness** – a risk analysis has been completed and based on the analysis a detailed and through preparedness and recovery plan has been developed and implemented
- **Response** – when a disaster or emergency occurs, staff can respond in such a way that serious injuries and property damage will be avoided to the extent possible.
- **Recovery** – following a disaster or emergency, a recovery plan has been developed that will allow the agency to resume operations with minimal interruption.

IV. KEY PERSONNEL & RESPONSIBILITIES

Title	Name	Location	Cell Phone	Email
Safety Officer	Michael Parks	North Building	813-724-4667	mparks@s4kf.org
Emergency Coordinators	Jorge Villada Sommer Kelley Haidy Perez	MLH North Building TGH/Brandon/ Advent	813-724-4710 813-724-4702 813-455-8758	jvillada@s4kf.org skelley@s4kf.org hperez@s4kf.org
Assist Physically Challenged	Jorge Villada Sommer Kelley	MLH North Building	813-724-4710 813-724-4702	jvillada@s4kf.org skelley@s4kf.org
Designated Sweepers	Chas Darling Kathy Fabbri Michael Parks Brittany Eagan	MLH North Building	813-220-8461 813-724-4301 813-724-4667 813-992-4703	cdarling@s4kf.org kfabbri@s4kf.org mparks@s4kf.org Beagan@s4kf.org

RESPONSIBILITIES

➤ **Safety Officer**

- maintain and update plan and present to Leadership for review
- staff training
- conduct monthly facility inspections and address safety and maintenance concerns
- ensure plan is enforced
- assist in the event of an evacuation
- claims reporting

➤ **Leadership Team**

- annual review of the plan
- ensure plan is enforced
- ensure that adequate resources are available to reduce the potential for, manage through, and recover from an emergency or disaster
- manage the preparation, response, and post recovery processes
- assist in the event of an evacuation

➤ **Supervisors**

- ensure plan is enforced
- assist in the protection of people and assets in the event there is an emergency or disaster
- communicate with team members to ensure they understand the plan
- assist in the event of an evacuation

➤ **Emergency Coordinators**

- monitor their respective facilities to eliminate unsafe conditions
- coordinate evacuation procedures in the event of an emergency
- assist Safety Officer with staff training

➤ **Staff**

- adhere to the plan
- report all unsafe conditions
- follow safe work practices
- protect S4KF assets from damage or loss

V. COMMUNICATION & TRAINING

As emergencies and disasters can happen at any moment and usually occur without warning, it is imperative that each member of staff be prepared and know what actions to take in the event of an emergency or disaster. The EPDRP is communicated to staff at the following times:

- new hire orientation
- annually at an All-Staff Meeting
- as significant updates or revisions are made to the plan

The Agency Utilizes One Call Now to alert employees in the event of an emergency. One Call Now allows a broadcast message (text, voice message & email) to be sent to all staff. The One Call data base contains the cell #'s for all Agency issued cell phones and the agency email for all employees. Employees also have the option to add their personal cell phone number.

One Call Now Administrators

Primary	Michael Parks	Director of Operations/HR
Alternate	Pam Jeffre	Executive Director
Alternate	Sommer Kelley	Human Resources Coordinator

VI. RISK ANALYSIS & MITIGATION

The risk analysis identifies the disasters and emergencies that are most likely to occur and present the greatest risk for loss. The list is reviewed annually by Leadership and updated as needed.

Risk	Description	Mitigation Strategies
Employee Injuries	In addition to the traditional workplace injury risk (trips, falls, carpal tunnel, lifting, etc.) employees are also exposed to risk associated with being in the field including driving and entering client homes.	All employees are empowered to remove themselves from any situation they believe is unsafe. Safety related training occurs throughout the year at staff meetings and includes third party subject matter experts. Post incident analyses are done to determine root causes and identify corrective actions.
Fire	A minimal risk as both buildings are recently constructed and are office environments with no high-risk activities or large quantities of hazardous materials.	Buildings are equipped with fire alarms, emergency lighting and fire suppressant systems that are inspected annually. Staff are trained on what to do in the event of a fire including location of fire alarms and evacuation routes. Offices are inspected monthly with maintenance issues identified and corrected.
Weather Related	The region we are in is subject to weather-related risk including hurricanes, severe thunderstorms, tornados, and flooding.	Weather conditions are monitored by the Safety Officer via local weather outlets and emergency alert services. When the Safety Officer determines there is the potential for a weather-related threat the Executive Director is notified. The potential scope of the threat will determine if Leadership needs to meet and activate the EPDR Plan.

Power Outage	Being in a geographical area with potential for severe weather events (hurricanes, tropical storms, severe thunderstorms) the risk for extended power outages does exist.	S4KF's service model is community- based allowing case managers the ability to work remotely and continue to provide services to clients provided the loss of services (electricity, water, etc.) was not community wide. Power outages of 1-5 days; staff would be asked to work remotely. Power outages more than 5 days; reach out to pre- identified community partners and ask about availability of temporary workstations if needed.
Physical Violence	Serving at risk populations, including individuals who have experienced domestic violence and/or may have a mental health illness diagnosis, does present the potential for physical violence.	Staff are regularly trained in de-escalation and mental health 1st aid. Training is provided on field safety; preparing for home visits pre-visit checklist, identifying potential risk, and maintaining an updated schedule in Outlook so supervisors know each team members schedule. Post incident analysis are done to determine root cause and identify corrective actions. Main entrances are locked 24/7 and require an access code to enter.
Environmental or Public Health Emergency	As experienced with the COVID-19 outbreak operations are subject to significant disruption due to a pandemic or other similar outbreak that results in employees being quarantined for an extended period.	Leadership will assess the situation and based on scope, number of staff impacted and expected duration a determination will be made if it will be necessary to initiate for staff to work remotely. Once it is determined that staff will work remotely there will be an assessment made to determine availability of portable devices, coordinate with IT provider to identify, and implement necessary actions, communicate with staff, and notify funders. Regular communication meetings will be scheduled: Leadership meetings, Leadership & Supervisors, Programs/Departments, and All Staff Meetings. Teleconferencing and conference calling procedures will be established and communicated to staff.

Staff Portability identifies the ability for S4KF Teams to work remotely.

Team	Equipment for working remotely	Remote Access
Leadership	Smart Phones & Laptops	Fully functional
Program Managers & Supervisors	Smart Phones & Laptops	Fully functional
Case Management	Smart Phones & Laptops	Fully functional
Intake Coordinators	Smart Phones & Laptops	Fully Functional
Intake Assistants	Flip Phones & Laptops	Fully Functional
Administration	Smart Phones & Laptops	Fully functional if needed
Spare Inventory	Laptops and mobile phones	The agency maintains an inventory of unassigned laptops and mobile phones that can be activated and issued if needed

IT Systems Back-up & Recovery

VTech performs preventative maintenance and runs monthly systems tests to proactively identify potential issues and promote timely resolution. The Director of Operations is provided a report of the test results and participates in a monthly managed service review call with the VTech account representative.

To prevent a loss of agency information and ensure timely restoration of operations after a disaster, S4KF's information is backed-up continually to the cloud using Windows Office 365.

After a disaster, the Director of Operations will work with VTech Cloud to repair and/or replace any damaged hardware, restore the operating system, and recover agency data.

Staff will be kept informed of the anticipated restoration timeline via the One Call Alert System.

VII. COMMUNITY RESOURCES

The following is a list of community resources able to provide assistance prior to, during and following a disaster.

AGENCY	PHONE
Emergency Response (Police/Fire/Ambulance)	911
Hillsborough County Office of Emergency Management	(813) 236-3800
Hillsborough Info line/Disaster Preparedness	(813) 272-5900
Hillsborough County Health Department	(813) 307-8015
Red Cross Hillsborough County	(813) 348-4820
Utilities	
TECO Power Outage	(877) 588-1010
Water (Tampa)	(813) 274-8811
Water (Hillsborough County)	(813) 744-5600
Gas	(877) 832-6747
National Poison Control Center	(800) 222-1225
Suicide Prevention Hotline	211
Center for Disease Control	(800) 232-4636
Federal Emergency Management Agency (FEMA)	(800) 621-3362
National Weather Service	(813) 645-2323

The city of Tampa maintains an auto alert system for severe weather events -

<https://www.tampagov.net/emergency-management/alert-tampa>

VIII. GENERAL EMERGENCY INSTRUCTIONS

If there is an emergency the following provides a guide for individuals who are impacted:

General Guidelines:

- Remain calm.***
- Assess the situation to determine where the threat is coming from.***
- Eliminate the threat if you can do so without risking injury.***
- If unable to safely eliminate the threat identify a safe exit route and exit the area.***
- Determine if others are at risk and if you can provide assistance without becoming a victim.***
- Report to the designated safe location unless the designated safe location is not accessible or is deemed to be unsafe then go to the nearest safe area you can find.***
- If emergency response personnel are needed call 9-1-1.***

Calling 9-1-1:

- Remain calm and speak slowly and clearly**
- Give your name**
- Provide your address, exact location, and phone #**
- Identify the emergency**
- Provide a description of any injuries; name, age, gender, race, and a description of the injury**
- Do not hang up until the dispatcher tells you to**

Notifying Leadership:

Once you are in a safe location, have assisted those you can assist and called 9-1-1 please notify the individuals listed below.

Michael Parks, Director of Operations	(813) 724-4667
Pam Jeffre, Executive Director	(813) 724-4300

IX. EVACUATION PROCEDURES

Facility and Key Personnel Information:

Building Name	North Building	Mary Lee's House
Address	2902 N Armenia Ave	2806 N Armenia
Safe Location	Primary – Break room on first floor of Mary Lee's House Secondary – West end of MLH North Building parking lot	Primary - Conference Room in North Building Secondary – West end of North Building parking lot
Designated Sweepers	Michael Parks Brittany Eagan	Kathy Fabbri Chas Darling
Assistance to Physically Challenged	Sommer Kelley	Jorge Villada

Emergency Evacuation Maps are posted in both buildings and attached to the EPDRP

Evacuation Procedure:

- **Remain calm**
- **Stop all work activities and evacuate immediately**
- **Locate an exit that takes you away from the direction of the threat**
- **Activate the building fire alarm if necessary**
- **Do not use elevators**
- **If you can safely do so, assist those that may be having difficulty**
- **Report to the designated safe location and remain until released by your building's Safety Coordinator or a member of Leadership**
- **Call 9-1-1**

Individuals requiring assistance to evacuate:

Any individuals who believe they may require assistance in the event of an evacuation should contact Michael Parks.

Evacuation Drills

Evacuation drills will be conducted if staff return to the office on a regularly scheduled basis.

Critical Equipment Operation:

N/A

X. STAFF BASED AT A HOSTED LOCATION

For staff based at remote offices that are not operated by S4KF it is the Supervisors responsibility to contact the local designated safety representative and request a copy of the facilities Emergency Preparedness and Disaster Recovery Plan and review with their staff.

XI. WEATHER, FIRE RELATED AND NATURAL DISASTERS

Being prepared and knowing how to react when an emergency occurs is the best defense in protecting yourself and avoiding injury or death. The following are general guidelines for dealing with weather, fire, and natural related disasters occur.

Disaster Preparedness

First and foremost, every employee is strongly encouraged to have a Family Disaster Plan for themselves and their family in the event of severe weather. Both the American Red Cross and National Weather Service are excellent resources for developing a Family Disaster Plan.

➤ **Severe Weather**

The Tampa Bay community is subject to several forms of server weather including some events that may occur with minimal warning. The following is intended to identify the most likely forms of server weather events and strategies to use to mitigate the risk of injury and property loss.

➤ **Severe Thunderstorms**

Severe thunderstorms, per the National Weather Service, are storms with the potential to generate wind gusts over 58 mph, lightning strikes, heavy rainfall with the potential to cause flooding and hail that is an inch or larger in size.

When a severe thunderstorm threatens, seek safety in a secure building. Once inside avoid being near windows and do not leave the building until the threat of severe weather has passed and it is safe to go outside.

If in your vehicle, get off the road and find a safe area to park that is out of the flow of traffic. Avoid parking under trees and other objects that are a threat of falling or becoming projectiles due to high winds. If you can safely leave your vehicle for a secure building do so but if not remain in your vehicle. Do not start to drive until weather conditions are safe to do so.

Avoid seeking shelter in sheds, overhangs, etc. that are subject to wind damage. Also, do not seek shelter under trees.

➤ **Tornadoes**

Tornadoes, per the National Weather Service are violently rotating columns of air from the base of a thunderstorm to the ground. Tornadoes can destroy buildings, uprooting trees, and move large objects, including vehicles.

When a tornado threatens, seek safety in a designated Tornado Shelter if possible. If a designated Tornado Shelter is not available, seek protection in the nearest structure that looks well built. Get to the center of the building and get away from doors and windows. Do not leave the building until the threat of a tornado has passed.

If in your vehicle, get off the road immediately and seek shelter in a building and go to the center away from windows. Another option if on the highway an overpass can provide some protection.

Avoid seeking shelter in sheds, overhangs, etc. that are subject to wind damage. Also, do not seek shelter under trees.

➤ **Tropical Storms & Hurricanes**

Tropical storms and hurricanes are a definite threat in the Tampa Bay community with the height of the threat being from June 1st through November 30th.

When there is a threat of a tropical storm or hurricane, employees are encouraged to implement their Family Safety Plan in order to best protect their family and property.

When there is a threat of a tropical storm or hurricane, Leadership will monitor the situation and keep employees updated on the agency's operational status.

Once the decision is made to close the facilities and cease operations Leadership will activate the Continuity of Operations Plan (COOP).

When operations are suspended, the primary mode of communication with staff will be via the One Call Now system.

➤ **Flooding**

Flooding or rising water can occur quickly and with minimal warning, so it is always important to monitor your surroundings during severe thunderstorms and heavy rains.

Avoid swift moving water as it only takes 6 inches of moving water to knock you off your feet and only 12 inches of moving water to move your car. When driving avoid both moving and standing water as driving through standing or moving water presents a real threat of your car flooding and being swept away. If you do drive through submerged areas go slow as to avoid creating a wake and flooding your brakes and engine.

➤ **Fire**

In the event of a fire:

- Activate the building's fire alarm system
- Evacuate the building immediately using the Evacuation Procedures outlined in this plan
- Call 9-1-1

Fire extinguishers are located throughout the building. If staff are comfortable using one, they can use extinguishers to control small fires.

➤ **Environmental/Public Health Emergency**

In the event of a public health emergency:

- Determine the scope of the emergency by consulting appropriate governmental agencies such as the Florida Department of Health and the CDC
- If staff need to be quarantined, follow policies and procedures for remote work and technology based services.
- Schedule regular communication meetings with staff and supervisors.

XII. BULIDING & SECURITY RELATED EMERGENCIES

➤ Active Shooter

When there is an active shooter or other form of physical threat the primary goal is survival.

How people react in the first few minutes can drastically impact odds for survival:

- **Stay calm and do an assessment of the situation**
- Determine which direction the threat is coming from
- Identify exit options to get away from the direction of the threat
- Act decisively – whatever reaction strategy you choose make sure to act decisively and do not freeze.

Reaction Strategy: while each situation is unique and there cannot be one strategy identified that would fit all events, current conventional wisdom recommends that when faced with an active shooter to either avoid, shield or defend.

❖ Avoid

- determine if there are potential exits that lead away from the direction of the threat
- if there are viable options to escape the threat, then do so without hesitation
- do not stop until a safe distance from the threat area
- when exiting the building keep arms up and hands visible so not to be mistaken as a potential threat to responding emergency personnel
- when contacting emergency response personnel calmly identify yourself and be sure to follow all instructions

❖ Shield

- if there is no viable exit locate an area that offers the best security
- put as many obstacles as possible between you and the threat; doors, furniture, etc.
- if possible, try to maintain a view of your surrounding area without risking your safety
- if possible. call 911 and report your location and those who are with you as you may be a source of useful information for emergency responders
- when emergency responders arrive on scene calmly identify yourself and be sure to follow all instructions

❖ Defend

- if unable to avoid and forced to defend yourself, use any objects available to disarm the shooter
- once the shooter is disarmed, keep the weapon away from the shooter and keep them restrained if possible
- when emergency response personnel arrive on scene, calmly identify yourself and be sure to follow all instructions

Note: The first officers to arrive at the scene will not stop to help injured persons as their objective is to neutralize the threat. Assistance will be provided by rescue teams comprised of additional officers and emergency medical personnel that follow the initial wave of officers. The rescue teams may call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

Bomb Threat

In the Event of a Bomb Threat by Phone:

1. Remain calm.
2. Keep the caller on the line and try to write down as much information as possible. (background noise, and location of bomb, time set to explode, and who - what - when - where - why....)
3. DO NOT HANG UP, even if the caller does.
4. If possible, signal or pass a note to other staff to notify the Director of Operations and the Executive Director.
5. Director of Operations/Executive Director or designee will call 9-1-1
6. Director of Operations/Executive Director and/or law enforcement will assess the situation and provide guidance regarding facility lock-down, search, and/or evacuation.
7. If the buildings are evacuated, use the standard evacuation procedures in this manual.

If a suspicious item /package is found:

Examples that could indicate a bomb include unexplainable wires or electronics, other visible bomb-like components, and unusual sounds, vapors, mists, or odors.

Generally speaking, anything that is **Hidden**, **Obviously suspicious** and not **Typical (HOT)** should be deemed suspicious.

- Remain calm.
- Do **NOT** touch, tamper with, or move the package, bag, or item.
- Immediately notify the Director of Operations and/or Executive Director.
- Director of Operations/Executive Director or designee will call 9-1-1 and advise the authorities that a suspicious device/package has been found.
- Follow instructions. Director of Operations/Executive Director and/or law enforcement will assess the situation and provide guidance regarding shelter-in-place or evacuation.
- If no guidance is provided and you feel you are in immediate danger, calmly evacuate the area. Distance and protective cover are the best ways to reduce injury from a potential explosion.

Medical Emergencies

1. **Call 9-1-1** immediately in the event of a possible life-threatening medical situation.
2. Station an employee at the building entrance to direct EMS to the medical emergency.
3. Call the Director of Operations and/or Executive Director
4. **DO NOT** move the victim unless their life is endangered by their current location.
5. Attend to the victim as needed/able until someone more qualified can take over (this may just be talking to them reassuringly or holding their hand).
6. Staff trained in 1st Aid and/or CPR may attend to the victim if able to do so. If conscious, ask for permission before giving care.
7. Reduce unnecessary employee traffic around the area and remove any dangers to the safety of the victim or others in the vicinity
8. Attempt to contact the employee's designated emergency contact person.
9. Take note of specifics (who was involved, what happened, when did it occur, where did it occur). This information may be needed by EMS, first responders, or HR.

Crisis/Traumatic Event Response

In the event of a crisis involving a client, such as a suicide, or death at the hands of another, S4KF will implement the procedures below to ensure that information is contained to the extent possible and staff and other clients receive the emotional support necessary to help them through the crisis.

Information Management

The Executive Director will send out an agency-wide email to inform staff about the event and provide instructions regarding information sharing.

All media requests must go through the Executive Director to ensure information is reported accurately and client privacy and confidentiality is maintained to the greatest extent possible.

Staff & Client Support

The program manager will meet with the team as soon as possible after the event to debrief, discuss the potential for staff to experience vicarious trauma, and the importance of seeking help should they experience feelings of depression or anxiety for which they may need additional support.

Staff will be offered the opportunity to meet with an agency therapist and/or seek help through S4KF's Employee Assistance Program which is provided at no cost to employees.

If the traumatic event involves a client in a program offering group activities, the team will consult with their program manager to determine how best to share information and provide support to other participants with whom he/she had a relationship.

XIII. CONTINUITY OF OPERATIONS PLAN (COOP)

Overview

This COOP describes how S4KF will minimize disruption of services due to an emergency that is either the result of a natural disaster, security event, or crisis. The capability of S4KF to prepare for, respond to and recover from emergencies is dependent upon effective implementation of the COOP.

Objectives

This COOP is designed to be implemented, with or without warning, in order to;

- keep interruption of operations to an absolute minimum
- assist staff who were directly impacted by the event
- re-engage with clients as soon as possible
- resume delivery of outcomes as prescribed in our contracts with funders
- identify alternatives to replace damaged or lost resources
- allow modified operations for up to 45 days

Scope of Applicability

The COOP is applicable to all S4KF staff, departments, programs, and facilities.

Distribution of the COOP includes:

- distributed to members of the Leadership Team, supervisors, and Board Chair
- communicated to staff at time of hire and annually at 2nd quarter all staff meeting
- provided to funders per contract requirements

Continuity of Management

The following chart identifies members of designated staff responsible for implementing the COOP along with a primary and secondary backup. Additional information can be obtained from the Emergency Coverage document that each member of Leadership is required to prepare as part of the agency's Emergency Succession Plan.

Position	Name	Contact Info	Designated Backup
Executive Director	Pam Jeffre	PJeffre@s4kf.org (813) 724-4300 (727) 488-5432	Michael Parks
Director of Operations	Michael Parks	Mparks@s4kf.org 813-724-4667 813-455-9290	Pam Jeffre
Director of Programs	Ruth Power	Rpower@s4kf.org (813) 469-4363	Pam Jeffre
Quality Improvement & Compliance Mgr.	Chas Darling	CDarling@s4kf.org (813) 220- 8461	Pam Jeffre Michael Parks
Clinical Director	Kathy Fabbri	KFabbri@s4kf.org (813) 724-4301 (813) 624-7718	Pam Jeffre

Potential Alternate Offices

The following are potential alternate offices in the event our primary offices were not able to be occupied for a period of two weeks or more.

Agency	Capacity	Primary Contact	Phone	Email	Designated COOP Team Contact
Children's Board	70	Paula Scott	(813) 204-1729	ScottPS@childrensboard.org	Michael Parks
Central Florida Behavioral Network	70	Laura Gross	(813) 740-4811 ext. 223	lgross@cfbhn.org	Pam Jeffre

Key Vendors & Suppliers

The following are vendors and suppliers who provide crucial services that are essential for returning to operations following a disaster.

Vendor/ Supplier	Primary Contact	Phone	Email	Designated COOP Team Contact
Property owner North Building	Marybeth Anglin Shannon Roche	(813) 431-9542 (813) 623-5042	Marybeth@rochesurety.com Shannon@roachsurety.com	M. Parks
Mary Lee's House	Jennifer Kuhn	(813) 579-7767 (Kuhn@martleeshouse.org	
Accounts Payable	Sheryl Kennedy Diana Williams	(813) 514-1321 (813) 849-7995	skennedy@hstart.org dwilliams@hstart.org	P. Jeffre
Payroll Processing	Sheryl Kennedy Diana Williams	(813) 514-1321 (813) 849-7995	skennedy@hstart.org dwilliams@hstart.org	M. Parks
IT - S4KF VTech	Chris McDaniel	(727) 200-0549	Chris.mcdaniel@vtechio.com	M. Parks
IT – Payroll/Abila	Jack Tevnan	(813) 849-7989	jtevnan@hstart.org	M. Parks
IT – Well Family	Leisa Stanley	(813) 868-7378	lstanley@hstart.org	B. Eagan
IT – Lauris	Rick Abrams	(813) 609-7526	Rick@adaptiveinfotech.com	C. Darling
S4KF Website	Alisa Jenkins	(727) 524-9696	Ajenkins@springboard.com	P. Jeffre
Phone/Fax	Cell Phones Landlines & Internet	(800) 922-0204		M. Parks
Utilities	TECO Water Gas	(877) 588-1010 (813) 274-8811 (813) 744-5600		M. Parks

Business Insurance	Scott Holden	(727) 403-1952	Scott_holden@ajg.com	M. Parks
Banking	Tiffany Tisdale	(813) 864-1896	ttisdale@firstcitrus.com	P. Jeffre

Key Funders

The following are key funders to be notified in the event of an interruption of operations or potential interruption of operations.

Funder	Contact	Phone	Email	Designated COOP Team Contact
CFBHN	Janet Higgins-Weston	(813) 740-4811	jhiggins-weston@cfbhn.org	Pam Jeffre
CBHC	Suzanne Parker	(813) 204-1728	parkersu@childrensboard.org	Pam Jeffre
Healthy Start Coalition	Leisa Stanley	(813) 868-7378	lstanley@hstart.org	Pam Jeffre
Children's Network of Hillsborough	Holly Way	(813) 401-0587	hway@eckerd.org	Pam Jeffre
Hillsborough County	Deb McGinty	(813) 774-1572	Mcgintyd@hillsboroughcounty.org	Pam Jeffre

Business Insurance

The following provides information on current business insurance coverage.

Broker – Arthur J Gallagher, Scott Holden (727) 403-1952 scorr_holden@ajg.com

Type	Carrier	Policy #	Deductible	Limits
Business Personal Property	Charity First	CF1ML1000279201	\$1,000 2% Wind	Replacement Cost
General Liability	Charity First	CF1ML1000279201	\$ -0-	\$1,000,000/occurrence \$3,000,000/aggregate
Professional	Travelers	CF1ML1000279201	\$ -0-	\$1,000,000/occurrence \$3,000,000/aggregate
Abuse & Molestation	Charity First	CF1ML1000279201	\$ -0-	\$2,000,000/aggregate
Automobile Non-owned Rental	Charity First	CF1ML1000279201	\$100/Comprehensive \$1,000/Collision	\$1,000,000
Umbrella	Charity First	CF1ML1000279201	\$ 10,000	\$3,000,000/occurrence \$3,000,000/aggregate
Cyber	Travelers	107278527	\$5,000	\$25,000 - \$1,000,000 depending on specific type of loss
Executive Package (Crime, D&O,	Travelers	105966105	\$0-\$7,500 depending on specific loss	\$25,000 - \$1,000,000 depending on type of loss

Fiduciary, Employment Practices Liability				
Worker Comp	AmTrust North America	AWC1170263	n/a	\$1,000,000 each accident \$1,000,000 disease – policy limit \$1,000,000 disease – each employee

ACTIVATING THE COOP PLAN

When it is determined that there is a potential threat, the S4KF Leadership Team will conduct a risk analysis and based on the outcome of the analysis the Executive Director will decide if the COOP should be activated and if so at which level (I, II, or III).

For disasters that occur without warning, the Executive Director has the authority to immediately activate the COOP.

In the absence of the Executive Director the Deputy Executive Director has the authority to activate the COOP and if both the Executive Director and Deputy Executive Director are unavailable the Director of Operations is authorized to activate the COOP.

Once the COOP is activated, the Board Chair will be notified. If the Board Chair is unavailable the Vice Chair will be notified.

Activation Levels

Level I

- potential for a severe weather-related event forecasted to occur within 72-96 hours
- typical disasters that would result in a Level I would be hurricanes, tropical storms (with sustained winds more than 50mph) or area wide flooding
- typically, operations can continue when at a Level I unless otherwise advised by authorities to evacuate or stay off the roads

Level II

- potential for a severe weather-related event forecasted to occur in less than 72 hours
- typical disasters that would result in a Level II would be hurricanes, tropical storms (with sustained winds more than 50mph) or area wide flooding
- typically, under Level II operations are suspended and facilities are closed

Level III

- disaster that impacts an S4KF facility or a facility in which we are a guest worker but is not community wide
- typical disasters that would result in a Level III would be fire, flood (non-weather related), extended loss of power, gas leak, hazardous material spill, active shooter, etc.

Action Plans

Level I

1. Continuity of Operations Management Team (COOMT) meets to:
 - review COOP and makes updates as needed
 - determines level of risk
 - set meeting schedule for next 24 - 48 hours based on severity of threat
 - determine if an advance payroll is warranted
 - alert that S4KF's COOP was activated
 - check with alternate office resources to verify availability and confirm contacts
 - meet with supervisors, provide update, and get feedback on potential impact to clients and staff

2. Staff meeting:
 - update staff on status of threat
 - advise of operational status
 - direct staff to contact clients, advise of pending threats, encourage clients to have a family safety plan and confirm that appointments are re-scheduled
 - advise of any changes to scheduled payroll
 - send a summary email to staff
 - send test text via One Call Now

Level II

1. Continuity of Operations Management Team (COOMT):
 - determines operational status
 - alert funders to S4KF's intention to suspend operations
 - sets meeting schedule for next 24 – 48 hours based on forecasted severity and time frame of the threat
 - meet with supervisors to provide an update and get feedback on potential impact on clients and staff
 - update webpage and general greeting on both main lines advising of operational status

2. Staff meeting:
 - Instruct staff to implement shutdown procedures
 - ✓ unplug all electronic devices
 - ✓ put laptops, desktops, monitors, keyboards, and phones in plastic garbage bags and move to center of office away from windows
 - ✓ cover printers and copiers in plastic
 - ✓ secure all client files in designated file cabinets
 - ✓ secure all important documents
 - ✓ update email auto response and office desk phone advising of operational status
 - ✓ contact clients, advise of operational status, and remind them
 - ✓ advise of pending threat, encourage clients to have a “family safety plan” and let them know that appointments are scheduled to being changed or cancelled

Level III

1. Continuity of Operations Management Team (COOMT):

- determines operational status for impacted staff and facility
- determine if there was a loss of agency assets
- meet with supervisors to determine impact to their teams, clients served in their programs and contingency operation options
- meet with impacted staff and provide status update and contingency plans
- alert major funders and advise of impacted operations and contingency plans
- check with alternate office resources to verify availability and confirm contacts
- update all staff on situation and contingency plans

Recovery

COOP Team meets to determine:

- threat has passed
- status of agency personnel to determine if there are any issues or concerns such as fatalities, serious injuries, or personal property loss and if there is determine what assistance can be provided
- availability of services (water, electricity, fuel) and if roads are open and travel of non-essential personnel is permitted
- status of communications; phone, emails, texts
- status of facilities to determine if space can be safely occupied and if services are available
- status of agency equipment and IT services

Once an assessment is completed and a determination is made as to availability of staff access to facilities and operational status of internal communications and IT services the COOP Team will initiate action plans that will safe resumption of agency operations to the extent possible.

XIV. EPDRP MAINTENANCE SCHEDULE

Activity	Tasks	Frequency
Plan review and updates	<ul style="list-style-type: none">▪ Review entire plan for accuracy▪ Incorporate lessons learned and changes in policy and philosophy▪ Manage distribution of plan updates	Semi-annually (April & October) As significant changes occur to S4KF operations or key personnel
Update staff assignments	<ul style="list-style-type: none">▪ Confirm/update information on staff assignments	As needed following changes in assignment or termination
Maintain alternate work site readiness	<ul style="list-style-type: none">▪ Confirm availability with community partners	Semi-annually
Employee training	<ul style="list-style-type: none">▪ Provide an orientation and training class▪ Schedule participation in all training and exercise events	Within 30 days of hire date Annually at All Staff Meeting Following significant changes to plan

Facility inspections	<ul style="list-style-type: none"> ▪ Conduct internal facility inspections 	Monthly
Fire Alarm Inspection	<ul style="list-style-type: none"> ▪ Third party inspection and certification 	Annually
Fire Suppressant System Inspection	<ul style="list-style-type: none"> ▪ Third party inspection and certification 	Annually
Elevator Inspection	<ul style="list-style-type: none"> ▪ Third party inspection and certification 	Annually
Evacuation drills	<ul style="list-style-type: none"> ▪ Conduct Emergency Evacuation Drill 	Semi-annually