



# DISASTER PLAN

Nebraska Department of Health and Human Services  
Division of Children and Family Services  
2020-2024 Child and Family Services Plan

**NEBRASKA**

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DEPT. OF HEALTH AND HUMAN SERVICES

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## I. PLAN SUMMARY

### A. INTRODUCTION

The Division of Children and Family Services (DCFS) perform essential functions and services that may be adversely impacted in the event of a natural or man-made disaster. This plan provides guidance to DCFS and serves as the Division's plan for maintaining essential functions and services during a disaster.

Natural or human-made disasters such as floods, tornadoes, fires, and chemical spills can occur at any time and any place. Disasters may occur on a local scale or be widespread and affect multiple counties and/or states. Pandemic flu is another emergency event that would have a dramatic impact on the delivery of services.

The Nebraska Department of Health and Human Services (DHHS) is a multiservice agency that applies system of care principles in its service delivery and advocacy for Nebraska's children and families. DHHS is led by a Chief Executive Officer (CEO), appointed by the Governor. The CEO leads five divisions: the Division of Children and Family Services (DCFS); the Division of Behavioral Health; the Division of Developmental Disabilities; the Division of Medicaid and Long-Term Care; the Division of Public Health. These Divisions are supported by centralized operations. The Director of each division reports directly to the CEO.

DCFS is comprised of three units—the Office of Juvenile Services, Economic Assistance and Protection and Safety. The Director's leadership team includes the Deputy Directors for each unit; a Fiscal Administrator; a Research, Planning and Evaluation Administrator; Service Area Administrators; and a Prevention Administrator. This organizational structure allows DCFS to focus attention on and support the priorities identified by the division.<sup>1</sup>

The DCFS Office of Juvenile Services (OJS) oversees the operation of the Youth Rehabilitation and Treatment Centers (YRTC). The YRTC's, located in Kearney and Geneva, serve youth between 14 and 18 years of age that have been adjudicated as a juvenile offender and committed to the Office of Juvenile Services.

The DCFS Economic Assistance Unit is responsible for the administration of the Supplemental Nutrition Assistance Program (SNAP), Aid to Dependent Children, refugee resettlement, energy assistance, child care subsidy and child support enforcement.

The DCFS Protection and Safety Unit, is responsible for Title IV-B Subpart 1 (Child Welfare Services), IV-B Subpart 2 (Promoting Safe and Stable Families), Title IV-E (Foster Care and Adoption Assistance), Child Abuse Prevention and Treatment Act (CAPTA), Chafee Foster Care Independence Program (CFCIP), and Chafee Education and Training Vouchers (ETV).

In addition, the unit operates the statewide Child/Adult Abuse and Neglect Hotline and is responsible for conducting all initial safety assessments. Services are primarily delivered through the five, state-administered, local Service Areas and through tribal-administered child welfare programs.

Case management functions are state-administered in the Western Service Area (WSA), Central Service Area (CSA), Northern Service Area (NSA) and Southeast Services Area (SESA). DCFS

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<sup>1</sup> See Attachment A: *Nebraska Department of Health and Human Services Organizational Chart*

contracts for case management and service coordination in the state's largest service area, the Eastern Service Area (ESA), with [Promiseship](https://www.promiseship.org/)<sup>2</sup>.

The COOP plan also includes procedures for contacting and maintaining links with Nebraska Emergency Management Agency (NEMA) officials, who have responsibility for managing major and catastrophic disasters. NEMA officials have firsthand knowledge of state-coordinated disaster recovery efforts, and up-to-date information that can be shared with DCFS personnel and assist in responding to the needs of children and families impacted by a disaster. NEMA may activate the state's Emergency Operations Center (EOC) located in the Agency headquarters, situated in an underground bunker. The EOC becomes the center for any state response. Depending upon the nature of the emergency, state teams can be dispatched to the disaster area.

In the event of an emergency, the role of DCFS is to support consumers and providers with provisions regarding safe and healthy service alternatives for children and families during and after disasters or emergencies. The DCFS Disaster Plan provides specific actions that the Division and Service Areas may take in emergency situations. This includes provisions for the coordination and communication in the event of a disaster or emergency, coordination in the relocation of children in affected areas, the assessment of the ability of DCFS and partner agencies to function, the assessment of providers' needs, and provision for the establishment of temporary residential child placement.

In summary, DCFS planning details the procedures to be followed in caring for children, youth and families in the event of a disaster or emergency; and focus on planning and procedures for the continued care and supervision of all children and families served, both during and after the disaster.

### **B. PLANNING ASSUMPTIONS**

- DCFS will be operational during a disaster or pandemic.
- DCFS Units and Service Areas have identified critical functions and capabilities.
- Alternative facilities may be used or developed during a disaster as a precaution to separate staff i.e. implement social distancing protocols or for residential care for those children and youth who have been displaced during a disaster.
- Essential functions, division operations and support requirements will continue to be people-dependent. Most activities require human interactions to be carried out; however, many interactions may not require face-to-face contact or can be conducted with precautionary measures.
- Travel restrictions, such as limitations on mass transit, implemented by Federal, State; local and/or Tribal levels will affect the ability of staff to get to work and conduct business activities.
- Increased absenteeism will occur. Additionally, employees may be absent as they may be personally affected by the disaster.
- Due to the open nature of the work environment, social distancing and other precautionary measures may be implemented during a pandemic to limit the spread of influenza virus.

### **C. PURPOSE**

The primary purpose of this plan is to ensure that DCFS can continue normal business operations, and assure that critical operations can resume/continue normal processing. Throughout the recovery effort, this plan establishes clear lines of authority and prioritizes work efforts to:

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<sup>2</sup> <https://www.promiseship.org/>

- Ensure that DCFS can deliver critical services to children and families as it did prior to the incident;
- Provide services to newly identified children and families to assure that children are safe from present and impending danger threats;
- Provide for the safety, physical care and well-being of children served on DHHS premises and in contracted placements;
- Continue critical business operations;
- Maintain electronic copies of the DHHS Disaster/COOP Plan, DCFS Disaster Plan, each Service Area Disaster plan and lead contractor disaster plans which are readily accessible at any time to needed staff.
- Minimize the duration of a serious disruption to operations and resources (both information processing and payments);
- Establish management succession and emergency powers;
- Facilitate effective coordination of recovery tasks;
- Identify critical lines of business and supporting functions, and
- To establish and implement a management system for coordinating with State agencies,' Federal agencies,' private and non-governmental agencies' responses using the multi-agency coordination structure in the State Disaster COOP Plan.

### **D. CHILD AND FAMILY SERVICES IMPROVEMENT ACT**

The Child and Family Services Improvement Act of 2006 amended the requirements for a state to have a compliant Title IV-B State Plan by adding section 422 (b)(16) to require that all states have in place by October 1, 2007, procedures for responding to a disaster, including how the state will:

- Identify, locate, and continue availability of services for children under state care or supervision who are displaced or adversely affected by a disaster;
- Respond to new cases in areas adversely affected by a disaster, and provide services in those cases;
- Remain in communication with caseworkers and other essential personnel who are displaced because of a disaster;
- Preserve essential program records; and
- Coordinate services and share information with other states.

In general, the intent of the legislation was to ensure that agencies across the country have plans to address natural disasters, a man-made crisis, or medical events that can affect the routine ways agencies operate and serve children, youth and families. The federal disaster planning requirements specifically apply to children under state care or supervision served by programs funded by Title IV-B and Title IV-E.

In order to meet the federal requirement for disaster planning, DCFS requires each Service Area and Lead Contractors to develop and maintain a written disaster plan and submit it for review annually. Such plans must focus on planning and procedures for the continued care and supervision of all children served by DCFS, in the event of a disaster. All Service Area and Lead Contractor disaster plans must be developed in accordance with the criteria set forth by the federal government and the additional guidelines provided in this plan.

**E. DIVISION OF CHILDREN AND FAMILY SERVICES ESSENTIAL CORE FUNCTIONS AND SUPPORTING PROGRAMS**

Priority	Essential Functions	Supporting Programs	
Child Welfare Unit	<ul style="list-style-type: none"> <li>•Foster Care</li> <li>•Adoption/Guardianship</li> <li>•Central Registry</li> <li>•ICPC</li> <li>•Transitional Youth Services</li> <li>•ICWA</li> </ul>	Child & Adult Abuse/Neglect	<ul style="list-style-type: none"> <li>•Hotline (Centralized)</li> <li>•Expungements</li> <li>•Background checks</li> <li>•Domestic Violence</li> <li>•CAPTA</li> <li>•CJA</li> <li>•Child Protective Services</li> <li>•Adult Protective Services</li> </ul>
		Foster Care/Adoption	<ul style="list-style-type: none"> <li>•Foster Care</li> <li>•Adoption/Guardianship</li> <li>•Subsidies</li> <li>•ICPC</li> <li>•IVE Fund</li> <li>•Websites/Exchanges</li> </ul>
		Family Preservation & Independent/ Transitional Living	<ul style="list-style-type: none"> <li>•Service Array</li> <li>•Non-Court Youth/Families</li> <li>•In-home Services</li> <li>•Medical</li> <li>•Mental /Behavioral Health</li> <li>•Aftercare</li> <li>•Prevention/Early Intervention</li> <li>•Former Ward</li> <li>•ETV</li> <li>•Records Requests</li> <li>•Transition Services</li> </ul>
		Indian Child Welfare ACT	<ul style="list-style-type: none"> <li>•ICWA Program</li> <li>•Tribal contracts</li> <li>•Training</li> </ul>
Comprehensive Quality Improvement/ Operations	<ul style="list-style-type: none"> <li>• Quality Assurance</li> <li>• Operations</li> </ul>	Quality Assurance	<ul style="list-style-type: none"> <li>•QA in Service Areas</li> <li>•Contract Monitoring</li> <li>•Data Analysis/Reporting</li> <li>•Accuracy Reviews</li> <li>•Improvement/Corrective Action Plans</li> <li>•Utilization/Capacity Management</li> <li>•Case Reviews</li> <li>•Process Reviews</li> <li>•Compliance Reviews</li> <li>•Program Improvement Plan (PIP)</li> <li>•Policy Management</li> <li>CFSR</li> <li>N-FOCUS</li> </ul>
		Operations	<ul style="list-style-type: none"> <li>•Contracts</li> <li>•Audits</li> <li>•Budget</li> </ul>

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			<ul style="list-style-type: none"> <li>•Billing/payments</li> <li>•Fed/State Reports</li> <li>•Grant Management</li> </ul>
Office of Juvenile Services	•YRTC Operation	Youth Rehabilitation & Treatment Centers (YRTCs) Geneva and Kearney	<ul style="list-style-type: none"> <li>•AR's &amp; OM's</li> <li>•Contracts for Services</li> <li>•Programming</li> <li>•Discipline</li> <li>•Grievances</li> <li>•ACA Accreditation</li> <li>•PBS Monitoring</li> <li>•Monitoring Releases</li> <li>•Review/Monitoring Physical Interventions</li> <li>•Maintenance/Renovation of structures –monitoring</li> <li>•Community re-entry from YRTC's</li> <li>•Triage Center/Crisis/Re-entry evaluations</li> </ul>
Economic Assistance/Child Support Enforcement Unit	<ul style="list-style-type: none"> <li>•Economic Assistance</li> <li>•Eligibility Operations</li> <li>•Child Support Enforcement</li> </ul>	Economic Assistance Programs	<ul style="list-style-type: none"> <li>•AABD Eligibility</li> <li>•SNAP</li> <li>•ADC</li> <li>•Child Care</li> <li>•Employment First</li> <li>•SSBG</li> <li>•Refugee Program</li> <li>•Respite</li> <li>•Disabled Persons &amp; Family Support</li> <li>•Community Services Block Grant</li> <li>•Homeless Assistance</li> <li>•Food Distribution</li> </ul>
		Eligibility Operations	<ul style="list-style-type: none"> <li>•Eligibility Determination for Medicaid/Economic Assistance</li> <li>•Service coordination for children's waiver</li> </ul>
		Child Support Enforcement	<ul style="list-style-type: none"> <li>•Paternity Establishment</li> <li>•Court Order Establishment</li> <li>•Current Collection of Support</li> <li>•Federal Compliance Reviews</li> </ul>

## F. EMERGENCY PREPAREDNESS

DCFS emergency preparedness efforts include:

- On-going development of partnerships with emergency response agencies;
- On-going training as necessary for staff and contractors;
- Annual review of the DCFS Disaster Plan;
- Annual review of the Service Area and Lead Contractor's Disaster Plans;
- Plans for delegation of authority for each DCFS unit and Service Area that are at least three deep per responsibility where possible in key positions,
- Utilize call down phone trees for DCFS staff communication;
- Coordinating with key partners;
- Strengthen internal and external communication systems;
- Support statewide, automated information systems;
- Establish ongoing support services to help staff deal with the day-to-day trauma work; and
- Communicate critical information to staff, families and providers.

## G. DCFS DISASTER FUNCTIONS

DCFS has identified the following as activities it will carry out during or after a disaster to ensure that children remain safe and healthy:

- Communicate with partners and customers during, after, and in anticipation of emergencies;
- Work with providers to ensuring that children are relocated off-site if hazardous materials, fire, or another emergency poses a threat to their safety while they are in out-of-home care;
- Assess whether DCFS capacity to carry out its roles has been affected by the disaster and making provision for the continuation of core Division functions;
- Maintain a database to track clients who have called in and have been affected by a disaster;
- Conduct an initial assessment of locations and needs of families, providers and youth in independent living situations;
- Offer assistance assessing facilities' damages and needs resulting from a disaster;
- Facilitate the development of temporary residential child placement arrangements;
- Developing special licensing policies;
- Assure the continuation of child abuse and neglect investigations; and
- Provide assistance tailored to specific disaster needs.

DCFS additional programs and services to children, youth and families affected by the disaster, such as:

- Provide information, support, and services for children, youth and families, and coordinate services with other agencies;
- Facilitate access to immediate trauma services for children, youth and families;
- Provide assistance for medically fragile children and their caregivers;
- Assist in finding child care for families seeking help;
- Provide assistance needed by foster families to provide for their own children;
- Identify children separated from their families;
- Locate services close to where families and children are—disaster assistance centers along with other service providers, if possible, and/or use mobile units, neighborhood centers, or coordinated outreach to provide access.

- Deliver culturally competent services, and information about them, in the language client's use, and in a culturally appropriate way.
- Compile and distribute lists of other disaster-related services and programs available through statewide emergency management efforts and/or other agencies.

During disasters, DCFS and its partners can draw on relationships established to communicate as necessary about the situation. This includes:

- Statewide emergency management staff: between agencies, discuss location of emergency services, get information on the agency's role in response, and advocate for needs of children, youth, families, staff and volunteers.
- Liaisons in other jurisdictions: Contact liaisons in other counties or States for assistance, or to consult and share information on families leaving or coming into the area.
- Contractors: roles and responsibilities are functioning as needed between the agency and various contractors.
- Service providers: Consult about status of current services and plans for services to be delivered after the disaster.
- Courts: Coordinate efforts with courts to locate children and workers. Communicate about any necessary delay in court proceedings and on emergency placements of children. Consult on a process to transfer jurisdiction across State lines when the child and foster family have relocated and the family has no plans to return. For others, institute ICPC requests as appropriate.
- Federal partners: Maintain contact with federal partners to share information and communicate about federal requirements and local needs.
- Volunteers: Draw on any trained or available volunteers.

Coordinate with Communication and Legislative Services (CLS) for communication with consumers, staff and organizations.

- Use the internal communication system to broadcast messages about the disaster to staff in all locations.
- Ensure that toll free phone numbers are working or are available as soon as possible.
- Post critical information on websites and keep updated.
- Implement the media plan.

## **II. DISASTER PLANNING/ PREPAREDNESS**

### **A. STATE DISASTER COORDINATION**

The Nebraska Emergency Management Agency (NEMA) is responsible for general emergency planning and agency coordination in support of the State Emergency Operations Plan. The NEMA Director has been designated to act as the State Disaster Coordinator by Nebraska's Governor.

NEMA has prepared The State Emergency Operations Plan which establishes the policies, plans, guidelines and procedures that will allow Nebraska's emergency planning, response, recovery or mitigation responsibilities to function effectively, as a team, when disaster strikes.

The preparation phase will begin when it is determined a disaster is imminent. A disaster is considered imminent when the DCFS emergency response plan is activated.

Before, during and after a disaster or emergency, the DHHS Management Team, DCFS Director or Deputy Director will notify the DCFS Management Team the nature of the disaster and that the plan has

been activated. This communication will continue during the disaster or emergency. Decisions will be made at the Division level by a DCFS Management Team.

If necessary, DCFS Management Team members will be asked to report to a designated location to ensure coverage of DCFS' essential functions. Emergency contact information will be collected on all DCFS employees that include history of previous work experiences within DHHS and any special expertise for assignments. The specific role of DCFS staff members will be clarified during the assignment of specific activities for the disaster. DCFS Management Team members will coordinate with other DHHS Disaster Team members (ESF-8).

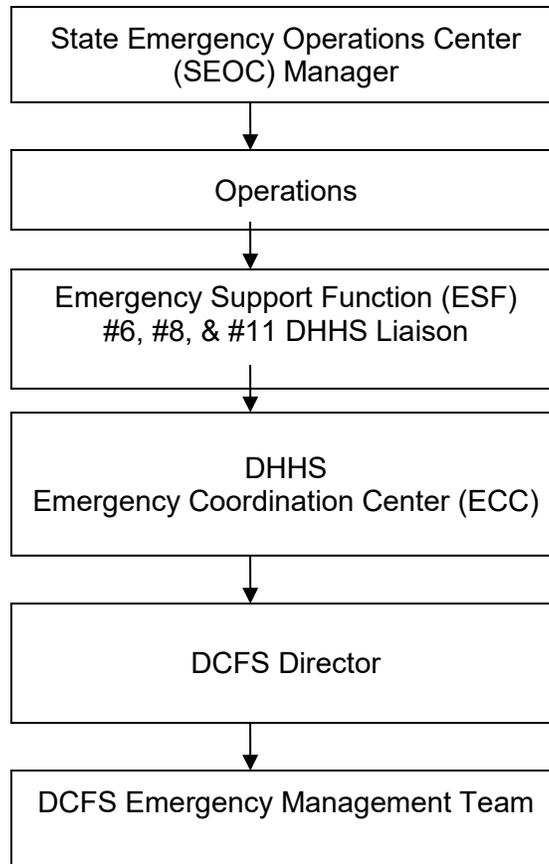
The DCFS Director, Deputy Director's or a member of the DCFS Management Team will determine which disaster teams to activate and which functions in the Division's Disaster Plan are to be carried out. DCFS field staff, central office staff and partner agencies will be called upon, as needed, to assist in making decisions and/or facilitating responses. DCFS staff may also be temporarily reassigned to carry out specific duties.

### **B. COORDINATION IN DISASTER RESPONSE FUNCTIONS**

The DCFS Management Team will make important decisions about emergency strategies, policies, and resources and will serve primarily as the Division's lead in the event of a disaster.

DCFS will use a team structure to plan and oversee its disaster response. The DCFS Management team will provide oversight, and specific disaster response tasks will be assigned to specific disaster function teams as developed by the DCFS Management Team. Service Area coordination and collaboration across functions will be managed by Service Area disaster teams known as the Service Area Disaster Teams.

DCFS will collaborate with other agencies on disaster response activities through the state emergency response team. The DCFS Director or his/her designee will participate in any statewide emergency planning processes and make strategic decisions about coordination with other agencies.



For each unit within DCFS the emergency response specifies:

- The role of the supervisor charged with determining whether it is safe for the unit to do its work and with activating phone tree to contact staff; and
- Mobilizing staff into specific roles needed specific to the emergency.

Disaster response planning provides guidance for foster families and necessitates residential and in-home providers to implement their emergency plans.

In an emergency, the Division maintains its regular on-call procedures (already established for night and weekend work) to assure there is no interruption in services to families in need. These on-call workers would also respond, with law enforcement or other responders, to incidents where children are displaced from parents by the disaster.

Communication is critical in an emergency. Whenever possible, staff will use cellular phones to stay in communication. If that avenue is unavailable, staff will “pony express” messages, carrying them from person to person until an operable communication method is found. Local emergency management staff will use ham radio operators to communicate, when necessary, and this would be available to DCFS staff in emergencies.

Where approved, staff may access NFUSE/CITRIX from remote locations. NFUSE/CITRIX allows the staff to access work related documents that include electronic documents, files, and email from remote locations via the internet. Access can also be established for program specific data bases as well.

Access to the web based Outlook is also available to individuals who only need access to email. Access to NFUSE/CITRIX must be set up in advance.

DCFS Administrators are responsible for:

- Identifying individuals who currently have access to NFUSE/CITRIX with the help of the DHHS helpdesk and local security administrators in each DCFS service area;
- Securing access to NFUSE/CITRIX for individuals who may have the potential for working at home or at a remote location and have a need to access work related documents prior to a disaster;
- Establish reliable access and security protocols;
- Ensuring individuals have the necessary equipment (i.e. computer, fax, printer, internet connection) at the remote location.

Currently all DCFS laptop computers are equipped with NFUSE/CITRIX.

**C. DISASTER FUNCTIONS**

DCFS could undertake the following disaster functions in order to fulfill the Division’s role in supporting service providers and providing families with safe and healthy alternatives for services during and after disasters or emergencies.

DCFS may use multiple disaster function teams to carry out specific disaster response/ recovery activities and deploy resources to meet specific needs. A team leader and co-leader or alternate team leader are designated for each disaster function, and key roles are assigned to the appropriate team members in advance. Disaster function team leaders will report to DCFS’ Management Team.

Service Area Disaster teams will be used to facilitate communication and collaboration among DCFS and partner agencies at the Service Area level, as well as promote clear communication between Service Areas, Central Office and other State Agencies.

<b>Disaster Function Team</b>	<b>DCFS section/staff responsible for function</b>	<b>Partner agencies who may play a role</b>
<b>Planning and Emergency Preparedness</b> DCFS preparations, including disaster plan update/training	<b>DCFS Emergency Management Team</b> and assigned personnel	DHHS Emergency Response Coordinator Nebraska Emergency Management Agency (NEMA)
<b>Communications</b> Making the public/partners aware of DCFS assistance; facilitating communication among partners to improve disaster response and recovery	Director’s Office Communication and Legislative Services	NEMA/local EM, Service Area, Service Area Administrators, DHHS Chief Medical Director
<b>Operations and Coordination</b> Including identification and verification of safety and availability of all employees in making work assignments; and temporally ceasing some non-critical operations, evaluating COOP templates	<b>DCFS Emergency Management Team</b>	DHHS Human Resources

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<b>Assistance with Location Verification and Relocation of Children Off-Site</b> if a disaster strikes while children are in out-of-home care	DHHS Public Health Licensure Unit Director's Office Administration Service Areas	NEMA/DCFS Management Team DHHS Emergency Response Coordinator
<b>Facilitating the Development of Temporary Child Placement and Services</b> Help establish to: 1) keep children safe during and immediately after disasters; 2) expand capacity/ access to child placement.	DHHS Public Health Licensure Unit Director's Office	Red Cross/EM personnel DHHS Emergency Response Coordinator
<b>Continuation of Abuse/Neglect Investigations</b>	Intake Staff	Local DHHS DCFS office – Child and Family Specialists
<b>Legal Requirements Of Children And Family Services</b>	DHHS Legal	
<b>Interstate Compact On The Placement Of Children</b>	ICPC and ICJ Staff	
<b>Continuing the Reimbursement of Services</b> Enable providers who offer subsidized care to continue to get reimbursed after a disaster	DCFS Administration Subsidy Services	Automation contacts DHHS Finance and Support Office
<b>Other Assistance</b> – solutions tailored to the disaster, Assessment of Child Care Providers' Damages and Needs	Director's Office Other sections, TBD	TBD

### III. DISASTER FUNCTION TEAMS

#### A. PLANNING AND EMERGENCY PREPAREDNESS

Regular Review and Update of Disaster Plan: The DCFS Management Team will oversee the annual review of the plan, which will involve review by Service Area teams, updating of team member and partners lists as needed, and development of recommended changes for the review. After the Management Team decides on changes, the plan will be finalized and the revised version distributed to DCFS staff and partners. This is coordinated by the designated Disaster Plan Coordinator in Central Office.

Training of DCFS Staff, Contractors and Partners: Distribution of Plan Materials – All DCFS staff will be provided with computer access to the DCFS Disaster Plan and DCFS' emergency procedures. New staff will be directed to the plan as part of their general orientation with the DCFS personnel representative. All DCFS staff members will also be provided with a brief emergency procedures document that explains what to do in case of emergencies/disasters that take place during the workday. DCFS key partners will be provided with an electronic copy of the DCFS disaster plan.

Disaster-related team lists including work and home contact information will be updated on a quarterly basis. Each team list will be kept confidential and will be shared only with team members, the Disaster

Team Leaders, DCFS Management Team members, and the DCFS Disaster Plan Coordinator. DCFS may choose to share management team members contact information with key partners.

Training DCFS Emergency Management team members, which consist of; team leaders and management team members, may be asked to participate in emergency drills or attend meetings to discuss disaster roles or procedures, as requested by the Emergency Response coordinator with the Division of Public Health, who is responsible for disaster planning within the Department of Health and Human Services.

### **B. COMMUNICATIONS**

Disseminating timely and accurate information to public health officials, medical care providers, the media, and the general public is clearly one of the most important facets of preparedness and response. Nebraska Communication and Legislative Services (CLS) has an established Crisis and Emergency Risk Communication Plan in place to coordinate all communications for DHHS. This section describes the procedures for assisting in communications to ensure that service care providers, the public, and partners are aware of DCFS and other agencies' assistance. Coordination with other DHHS divisions will occur to facilitate communication among partner agencies to improve collaboration and avoid duplication.

#### Overall DCFS responsibilities:

- Help develop and disseminate emergency preparedness information. DHHS maintains a website for employees and consumers with up-to-date information on Nebraska Emergency Preparedness. [http://dhhs.ne.gov/Pages/emergency\\_preparedness.aspx](http://dhhs.ne.gov/Pages/emergency_preparedness.aspx)
- Develop a management plan to post information for DCFS staff, families, providers and youth on a designated website, and update it regularly (disaster updates, alternate transportation routes, toll-free numbers and other contact information);
- To encourage consumers, providers and families receiving in-home services to develop and update family disaster plans, and provide them with emergency preparedness information and DCFS emergency contact numbers that they can call;
- To check on the safety and status of state wards and their families after a disaster or evacuation.
- Help disseminate information about available service and other types of assistance to parents in affected areas in the event of a disaster;
- Collect and share information on response/recovery efforts with DCFS partners (act as a central clearinghouse to reduce the chance of duplication);
- Post information for DCFS staff, families, providers and youth on a designated DHHS website, and update it regularly (disaster updates, alternate transportation routes, toll-free numbers and other contact information);
- Directly communicate with agencies likely to be involved in running emergency shelters to help locate displaced children and families after a disaster.

#### Communications Before a Disaster:

- The DCFS Management Team, in conjunction with the Service Area Administrators develops a plan for information to convey to DCFS staff, partners, service providers, and families in preparation for emergencies;
- The DCFS Management Team works with other Service Area Administrators and the Disaster Plan Coordinator to develop and disseminate information to DCFS staff and partners;
- Request that all contracted and licensed providers have an on-site written plan detailing the procedures to be followed in caring for children in the event of an emergency or disaster;

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- The DCFS Management Team and Service Area Teams will develop and collect information to share with providers to encourage them to be prepared for disasters;
- Develop a management plan to activate and post toll-free telephone numbers or reserve numbers for DCFS staff, families, youth, and foster care and other service providers to contact during and after a disaster

### Implement Response:

- Declaration of a state of emergency is made by the President of the United States or the Governor of Nebraska. Because disasters may require immediate action, the Director or designee has full authority to activate disaster functions and temporarily reassign staff as needed to carry out response functions;
- The DHHS Communications and Legislative Services (CLS) will take the lead in reviewing press releases, disaster updates, and other written communications regarding the disaster. The DCFS Management Team designee assigns all communications responsibilities and, as appropriate, asks for help from other Service Areas. DCFS Management Team and the leaders of disaster function teams will work closely with the Team Leader, making the Team Leader aware of perceived communications needs;
- If children need to be relocated from residential child care facilities facing potential dangers, the DCFS Management Team will work with DCFS field staff, Emergency Management personnel, and/or providers to obtain information about the relocation and assist as needed in contacting parents;
- The tribes shall be notified by DCFS of the nature of the emergency or disaster and whether the child described by the Indian Child Welfare Act has been affected by the emergency or disaster. As deemed appropriate, DCFS will coordinate identified services with the tribe to ensure continued health and safety of the child;
- The DCFS Director or DHHS Disaster Communications Team Leader asks DHHS' Communications and Legislative Services office to help disseminate information via media outlets in the affected areas. DHHS CLS has pre-developed web pages and are able to work with video production to stream important video messages on the internet. If it necessary, the CLS will request activation of the planned public information hotline;
- DCFS shall contact all Federal partners involved in the delivery of services and notify partners of the emergency or disaster. DCFS personnel shall share necessary information with our Federal partners to promote the continuity of service delivery during the emergency or disaster;
- The DHHS Communications office will update the DHHS web site to include pertinent information that needs to be disseminated to providers;
- Service Area Team Leaders will communicate with field staff, the DCFS Policy Director, and each other.

As coordinated by the DCFS Policy Administrator or his /her designee, DCFS will ask partners to assist the DHHS CLS efforts, and will in turn seek opportunities to make partners' activities known to child and family service providers and families. DCFS will work with local and state health departments, Nebraska Emergency Management Agency (NEMA), and other partners to determine what information related to their disaster efforts should be disseminated to providers.

### Communication Center:

A Division Communication Center may be established to centralize communication between the Central Office, Service Areas, satellite offices, and other Divisions. The Center will be located at 301 Centennial Mall South, Lincoln, Nebraska 68509.

The Division Director or his/her designee activates the Center when a specific disaster results in major damage in one or more counties and when the division resources to support its disaster response and recovery efforts generally exceed normal operations. It is anticipated the center may be activated in preparation for a major disaster. During many disasters, the impact or the event may not exceed the division capacity to respond using the personnel normally assigned to support a city or county involved in a specific disaster. In these situations, the division would rely on normal personnel assignments and communications channels in a disaster response.

The utilization of telephone land lines and cell phones will be the primary means of communications during a disaster. The utilization of teleconferences/video conferences will be maximized and group meetings/conferences will be minimized or eliminated during a pandemic event. Alternate communications modalities will include the internet, satellite telecommunications, satellite radio, local 800 mhz trunk radios (Local communications), cell / smart phones, and where necessary, media outlets. All DHHS Public Health communications equipment is interoperable with the Nebraska Emergency Management Agency.

The use of laptops, high-speed telecommunications links, cell / smart phones, flash drives, and other systems will also enable employees performing mission essential functions and services to communicate and maintain connectivity with internal organizations, external partners, and critical customers.

It is the responsibility of DCFS Administrators to identify all individuals that may work from alternate facilities or home to ensure that they have the telecommunications equipment necessary to perform essential job functions. Where internet connectivity is required for essential job functions, DCFS Administrators must ensure this as well. Essential communications and information technology resources are included in each Service Area's essential information templates.

Administrative staff should be made available to assist with requisitions for any supplies, equipment, copying or printing needs, and arranging for specific phone numbers to be assigned to the center. Personnel may be also be tasked with arranging for conference call-in numbers for county briefings.

A minimum of three division employees are assigned to be contact persons at the center. These individuals include two DCFS Central Office staff and at least one employee from the Economic Assistance Section. The Economic Assistance Section employee will serve as the Disaster Food Stamps Program liaison. Additional staff may be assigned as needed.

Conference calls with the affected counties are to be held on an established schedule. Conference calls should be scheduled daily during center operations unless otherwise noted. The Division should notify Service Areas by e-mail or post on the intranet the activation of the center, contact persons, telephone numbers, e-mail address, conference call numbers and schedule. The division should also distribute information to the department and other divisions regarding contacts, phone numbers and department briefings.

Division Liaisons with Service Areas:

In order to provide continuity of information and planning for the Division in its role to support Service Areas during a disaster, the Division will identify liaisons to work with identified Service Area staff. To the extent possible, all communications should go through the identified specific staff person assigned to the Service Area. Each Service Area has designated a "Disaster Coordinator" this will help the Division maintain a clear picture of what the situation is like in one or several counties and how to best support a specific geographic area. It also provides for tracking of requests from and responses to counties located in each Service Area. This method of operation does not preclude other Division staff and Division management from communication with counties as may be necessary such as during conference calls. The number of counties that an individual has responsibility for depends on the nature of the disaster, the extent of the disaster geographically, and the number Division staff available to staff the Communications Center

Depending on the nature of the disaster, it may be necessary to assign one or more staff to act as the liaison to a specific Service Area if staffing is needed for periods of time that is impractical for one individual to handle. A normal assignment would be 48 hours, but not to exceed 72 hours unless there is no means to relieve.

**C. OPERATIONS AND COORDINATION**

Sustaining operations will be performed until normal business activity can be reconstituted; this may take longer than 30 days. The principal focus in making this determination is to minimize the effects of the disaster on consumers, staff and operations. In the event of a pandemic flu, operations will emphasize and implement procedures such as social distancing techniques, infections control and personal hygiene and telework to sustain operations. Based on the event, the Division Director or designee will make the final determine what essential positions/skills are needed to maintain division operations based on division priorities and identified functions that must be maintained as identified by Unit/Program COOP templates

This disaster function team reviews the COOP templates and coordinates strategies for ensuring that critical everyday functions of each operating program core functions are identified and maintained in the presence of the disaster or expected staffing levels of a pandemic event. In the event of a pandemic flu, programs will be reviewed to take in account the need to perform essential functions beyond the traditional 30-day COOP requirement.

Under the DCFS Emergency Plan, there are five Service Areas. If there is an identified disaster in any one area of the state, all Service Area Administrators can be deployed.

Deployment begins with a request from the local emergency management or a state agency for involvement.

1. The DCFS Director decides to activate the needs assessment function and determines whether, given the disaster scenario, the field or Central Office staff should take the lead.
2. If the DCFS field staff is given the lead role:
  - At the direction of Service Area Administrators, assigned staff gathers information they can about licensed providers and foster homes in their area.;

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- With the help of their partners if needed, staff provides information they gather to their supervisors and indicate which programs may require additional follow-up. The supervisors assure that Central Office has up-to-date information;
- A team in Central Office helps follow up to complete the needs assessment by making phone calls to providers whom could not be reached.

### 3. If the DCFS Central Office is given the lead role:

- A team in Central Office conducts the initial survey of programs in affected area(s) by making phone calls to providers;
- The disaster function team leader identifies programs for which information is incomplete and asks assigned staff to fill in the missing information;
- As requested by their supervisors, staff will track down as much information as they can (e.g., visiting programs that could not be reached by phone) to fill in the missing information;
- A spreadsheet will be used to update the status of affected programs as the information from various sources is consolidated;
- The disaster function team leader shares the data gathered through the needs assessment with the Management Team, and this information will be used to help determine what types of disaster responses may be needed;
- Assessments should be continued or repeated periodically until most, if not all, providers have resumed normal operations.

### 4. Continuity of Operations

The DCFS Emergency Management team establishes a chain of command and procedures to signal altering specific operations of Children and Family Services, such as shutting down non-critical operations or operations in affected areas or concentrating resources on critical activities, as well as returning to normal operations

### 5. Relocation of Offices

If DCFS Central Office were impacted by the emergency, the Division Director will work with the members of the Management Team to identify any impacts on Central Office staff, the Division office, and computer/phone systems – and what resources may be needed to address negative impacts. The key DCFS Central Office staff would relocate to the identified alternate site in the Lincoln area. All service area plans identify their relocation sites.

DCFS shall rely on the Department of Administrative Services (DAS) Building Division logistical support services, and infrastructure systems at DCFS facilities that remain open (for greater than 30 days), to include alternate operating facilities in the event of an incident concurrent with a pandemic influenza outbreak. This support includes:

- Prioritization/determination of accessible facilities/buildings (as alternative to relocating to remote facility)
- Necessary building support staff
- Sanitation
- Essential Services

Partners such as IS & T (Information Services & Technology) may also be called upon to help with the assessment, and could be asked to help the Division develop solutions.

Service Area Administrators would activate phone trees to determine how their field staff have been affected, what resources would be needed to enable the field staff to resume operations, and any information the field staff know about the status of partners in their areas.

If the DCFS Central Office were so severely impacted that staff were unavailable to assume leadership roles in the immediate aftermath of the emergency, the Eastern Service Area Administrator could play the primary leadership role for the Division until the Central Office staff were available to reassume these responsibilities. The Eastern Service Area Administrator would coordinate with the team members and the other Service Area Team Leaders to carry out the assessment of DCFS functionality and the status of staff.

DCFS' Management Team members would work with the DHHS Emergency Response Coordinator and other staff as needed to collect information about the nature of the threat, the geographic area involved, service providers who may be at risk and the number of children who should be relocated. If time allows, providers in the affected area could be polled to determine whether they have child seats/vehicles that could be used to transport children to safety.

Providers in the threatened area(s) would be alerted about the relocation and told what key supplies and child records to gather. DCFS staff will be in contact with other management team members to determine whether state or local emergency personnel are contacting provider facilities. If so, DCFS will ensure that emergency personnel have the latest information on location of provider facilities, and find out where emergency personnel are directing facilities to relocate. DCFS and partners could then assist providers in locating transportation, if needed. If emergency personnel are not contacting facilities, DCFS will find out from state or local emergency personnel where providers could relocate, if needed. DCFS will enlist partners to assist in calling providers facilities to alert them of the relocation, and to share information from emergency personnel on relocation sites. DCFS and partners could also assist providers in locating transportation, if needed.

To the extent possible, DCFS staff or partners would work with providers throughout the relocation to coordinate records regarding the location and status of children and families who were evacuated. Information would be made available to parents as quickly as possible concerning where their children are and how/when the parents could pick up their children (if applicable). DCFS will keep other management team members or local emergency personnel informed of providers who have relocated with the affected children. Strict procedures would be established to make sure that children are released only to adults who have been authorized by DCFS and/or each child's parent/ guardian and that the names/contact information of these authorized persons is recorded and taken to the relocation/evacuation site.

Depending on the nature of the relocation, DCFS staff can work with the Division of Behavioral Health and Developmental Disabilities to offer mental health services and other supportive services to children who might have been traumatized by the evacuation. The Division of Behavioral Health also maintains this web-site for information: <http://www.disastermh.nebraska.edu/>

Assessments should be continued or repeated periodically until the Division and key partners have returned to normal operations. The DCFS Emergency Management Team and State Emergency Response Team members would be provided with the latest information on needs in order to develop appropriate responses.

### 6. Pandemic Flu

In the event of pandemic influenza, businesses and other employers will play a key role in protecting employees' health and safety as well as limiting the negative impact to the economy and society. DHHS has a special responsibility to plan for continued operation in a crisis and should plan accordingly. In the event of a pandemic flu, employee absences of 30-40% are possible and to be predicted.

The DCFS Management Team will work with Service Areas to identify which staff have been cross-trained in multiple areas. The DCFS Management Team with coordination of DHHS Human Resources will give direction on establishing flexible worksite options (e.g. telecommuting, working remotely) and flexible work hours (e.g. staggered shifts) when appropriate for planned social distancing.

All staff will be required to report immediately their own possible influenza illness during a pandemic. Prompt action by Supervisors can prevent/minimize the spread of pandemic influenza. In the event an employee is identified as having potentially contracted influenza while at the workplace, administrators/supervisors shall grant the individual sick leave and ask that they go home. If an employee exhibits flu like signs/symptoms and refused to leave the workplace during pandemic influenza event, the individuals shall be referred to workplace medical services if available. If an employee continues to refuse to leave the workplace, next level supervisors and human resources shall be contacted to provide direction on removal of a potentially infected employee.

Administrators are responsible for the accountability of all employees who:

- Are ill due to influenza or other illness or injury
- Working from home or alternative location due to pandemic event
- On leave status due to the pandemic influenza event
- Have been reassigned to other functional areas due to the pandemic event.

Necessary documentation shall be in accordance with guidance from Human Resources and/or appropriate personnel policies.

#### **D. ASSISTANCE WITH LOCATION VERIFICATION AND RELOCATION OF CHILDREN OFF-SITE**

Location verification is a critical task in preventing state wards dispersing to unknown locations. Verification and location of all state wards and families is a critical task in making vaccines and antiviral drugs available to vulnerable populations. Contact with youth and families assists in the identification of immediate behavioral health needs and social adjustment following a disaster.

1. "Relocation" (also known as "off-site evacuation") refers to the movement of children away from regulated out-of-home facilities to a safer location during an emergency.

DCFS does have the authority to require providers to relocate children, and will assist providers, parents, and emergency personnel as needed when current placement agreements exist. DCFS recommends that providers designate in advance the site where children would be relocated, periodically notify parents of this relocation site, and plan for safely transporting the children. Providers are expected to follow instructions from local authorities regarding when to relocate children.

The Division's role in case of relocation will be to serve as a central point of contact to:

1. Ensure that that all state wards are safety accounted for and to assist in their evaluation/relocation to safety if they are currently placed with a child caring agency or group home,
2. Maintain a centralized report for each Service Area of all children by designated type of placement, physical address and contact phone number,

3. Ensure that emergency personnel who may be activating the evacuation/relocation have accurate information so that they can find all the providers in the area,
  4. Ensure that all providers in the area being relocated by local authorities are aware of evacuation,
  5. Inform providers, as needed, of sites designated by local authorities where they might relocate,
  6. Assist providers, as needed, in locating transportation to relocate children,
  7. Obtain information as to where evacuating providers are relocating and when they leave, to relay to parents or emergency personnel as needed,
  8. Remind providers who are relocating children of safe transportation procedures so that there is the safe accounting for every child, and
  9. Identification and relocation of unaccompanied minors.
2. Assistance with Relocation of Children and Families in the Community receiving In-home Safety Services:

Individuals and their families have primary responsibility for being prepared for and surviving disasters. Local governments and/or the American Red Cross provide assistance as their capacities allow during disasters. During disasters, most people needing to move from harm's way seek shelter with relatives, friends, and neighbors or in hotels or other commercial residential options. If those options are not available, general public shelters may be available under emergency conditions.

During and after the disaster or emergency, DCFS will continue to assess the ability to maintain the integrity of the safety plan where the family has been relocated and determine if the safety plan needs to be adjusted.

#### **E. ASSESSMENT OF PROVIDERS' DAMAGES AND NEEDS**

A key part of operations will be to determine how DCFS and/or key partners' ability to function has been affected by the emergency. It will be critical to determine how DCFS staff, equipment, and offices may have been affected by the emergency in order to develop appropriate responses.

#### **F. FACILITATING THE DEVELOPMENT OF TEMPORARY RESIDENTIAL CARE AND SERVICES**

DCFS will work with partners to ensure that healthy and safe residential care and service arrangements are accessible to meet the needs of children and parents. Definition of "temporary residential care" for the purposes of this plan: organized supervision of unrelated children that may ordinarily be subject to child caring agency or group home licensure, but due to the severity of a disaster, may be allowed to operate without a license for a limited amount of time. Temporary residential care arrangements would be allowed to protect the health and safety of children, as well as promote families' efforts to recover from the disaster.

DCFS will work with the partners listed above to make them aware of conditions under which temporary services may be allowed and encouraged:

- Existing licensed providers who are temporarily or permanently unable to continue providing services if the overall supply of child residential care in the community is no longer sufficient, as determined through the needs assessment/other sources;
- Families needing child residential care while they are seeking disaster assistance or living in temporary housing/shelters so they can focus on recovering from the disaster and their children can get special attention; and/or
- Emergency workers with young children need child care to be able to report for duty.

1. Service Provision

- a) The DCFS Director, or at the Director's request, the DCFS Management Team decides whether service provision arrangements are needed to supplement existing capacity or make more easily accessible to families affected by the disaster or assisting with the relief effort. If temporary arrangements are needed, the Director determines the appropriate scope of DCFS involvement.
- b) Using information on family needs gathered with the DCFS Management Team representatives, the Director will determine what kind of temporary service arrangements may be allowed and encouraged.

**G. CONTINUATION OF ABUSE/NEGLECT INVESTIGATIONS**

If Child Abuse and Neglect reports are received in areas affected by a disaster, hotline intake staff will make every reasonable effort to process the report. If hotline staff need assistance and if other staff trained in Intake and Safety Assessment procedures are available to provide assistance, the DCFS Child Abuse/Neglect Administrator may temporarily give the backup staff intake assignments. If the disaster prevents intake staff from processing reports within the normal time frame, the Service Area Administrator will inform the Director of DCFS.

Throughout the disaster, DCFS will deploy staff to provide a variety of services to the aforementioned children to include, but not be limited to the following:

- Intake staff shall be assigned to designated identified shelters to process the initial intake and registration of unaccompanied minors, as well as make efforts to reunify said children with their parents, legal guardians or responsible relatives
- Intake staff shall be assigned to be available for 24 hour, 7 day emergency standby to conduct child and abuse and neglect referral investigations as reported to the abuse/neglect hotline and/or on behalf of families.
- Intake staff will work with law enforcement and local emergency response teams to receive referrals and to get authorization to enter a physical disaster area to provide services.
- Intake staff shall provide pre-placement preventative services and/or foster care placement services, as needed
- Intake staff shall ensure ongoing case management duties are fulfilled on behalf of all dependent children and their families
- Intake staff will make all reasonable efforts to provide supportive services to all children under its care, custody and control, those under its temporary care and supervision and the children's care providers during the disaster.
- Intake staff will respond to emergencies with other emergency personnel as requested and as applicable to their roles and duties (i.e. law enforcement, probation, parole, fire).

**H. LEGAL REQUIREMENTS OF CHILDREN AND FAMILY SERVICES**

Federal and state laws have been enacted to improve the timeliness and quality of care determinations. The Adoption Assistance and Child Welfare Act of 1980, 42 §§ 620-629, 470-477, as amended by the Adoption and Safe Families Act (ASFA) is the principle federal legislation governing foster care and permanent planning for dependent and neglected children. ASFA necessitates more timely, decisive and substantive hearings, and more frequent court and administrative reviews.

These include:

- Reviews at least every six months;
- Permanency hearings at least once every 12 months; and
- Petitions for the termination of parental rights by the time a child had been in foster care for 15 out of the most recent 22 months.

Other legal deadlines commonly found in the state statutes or court rules include:

- Deadlines for hearings to determine whether to continue children's removal from home;
- Deadlines for filing child abuse or neglect petitions;
- Deadlines for the completion of the hearing to decide whether the allegations of the petition are true and the court will therefore assert its authority over the child;
- Deadlines for the completion of the hearing to decide whether the state will be given the custody of the child for placement into foster care; and
- Deadlines for the completion of termination of parental rights proceedings (TPR).

During an emergency, DHHS Legal will review applicable Nebraska statutes and give recommendations on which, if any, could be waived in the event of a disaster or pandemic.

### **I. INTERSTATE COMPACT ON JUVENILES**

DCFS will identify all youth currently placed in Nebraska through an Interstate Compact of Placement of Children (ICPC) or Interstate compact on Juvenile Offenders (ICJ). DCFS Specialists and/or Supervisors will communicate with ICPC and ICJ Program Specialists regarding the need for evacuation and the overall well-being of the youth placed through ICPC or ICJ. The continued coordination of services shall be discussed for purposes of minimizing any disruption in services.

In the event that a child placed in Nebraska through ICPC or ICJ is affected by the emergency or disaster, a determination shall be made with the home/sending state regarding the continued placement and disposition of the child/juvenile.

### **J. CONTINUING REIMBURSEMENT FOR SERVICES**

DHHS Operations financial team will ensure that providers who offer services are reimbursed as quickly as possible.

The first day of disruption, the disaster function team leader calls together the team. The team determines the extent and estimated duration of the disruption. If the reimbursement system is down throughout the state and it is not anticipated that the system can be reestablished within two weeks, the disaster function team identifies procedures for Service Areas to follow in the interim. Staff members contact agencies to make them aware of new procedures. In the event that phone, fax, and email communications are disrupted, staff will make contact on-site if it possible to travel. If the subsidized reimbursement system experiences only partial disruption and the main system is not affected, the disaster function team continues automated procedures with unaffected counties.

The DHHS Operations Disaster Team will identify the needs of families' currently receiving subsidy services, establish processes that there is no disruption in services and implement procedures to process new applications for families needing assistance as a result of the emergency.

Based on information provided by DCFS staff, partners, or statewide disaster reports, the DCFS Director or the Director's designee determines that emergency procedures are needed. DCFS Division Director or the alternate verifies that state funding is available for emergency service provision.

#### **IV. DISASTER RESPONSE**

##### **A. DISASTER RESPONSE ACTIVATION/EMERGENCY PREPARATION PROCESS**

The Central Office and Service Areas will communicate about the counties that have been declared an emergency. The purpose of this communication will be to discuss Division specific issues and to obtain information not provided through Emergency Management. The initial call will include identification of the counties endanger of an imminent disaster and give information regarding if and when the DCFS Communication Center will be activated.

Notification will also provide:

1. Alternative Communication methods in the event that telephone service is interrupted;
2. Update the directory of changes and telephones using e-mail, conference calls and web intra-net; and
3. Notify state and field staff assigned to disaster response and review responsibilities.

Each Service Area will have the following responsibilities:

1. Provide any changes to the directory;
2. Review the Service Area plan with staff;
3. Coordinate with local Emergency Management; and
4. Notify Central Office of any needed personnel, equipment, forms or supplies.

##### **B. RESPONSE TO AN IDENTIFIED DISASTER EVENT**

Response will begin as soon as communication can be established between DCFS Central Office and local Service Areas immediately following the event.

DCFS Central Office will have the following Management responsibilities:

1. Contacting the Service Areas known to have been impacted by the event to determine immediate needs. This will be accomplished through use of Emergency Management Communications systems and the regularly scheduled conference call with the agency director or his/her designee. In addition, communication for changes in written procedures may be transmitted via e-mail and the state division computer systems at pre-arranged intervals as required;
2. Responding to requests by Service Areas for specific needs. This will include coordination of multi-agency resources;
3. Determining the need to provide staff as necessary to assist in the Service Area operations.
4. Implementing a plan to assign staff to special duties as required, making adjustments to these assignments as necessary based on event's impact on staff;
5. Serving as a clearinghouse for cities and counties volunteering to share with staff; and

6. Providing a list of shelters, their capacity, and availability to out of county residents to be updated on conference call and EMS information.

DCFS Central Office will have the following Service Responsibilities:

1. Conducting an initial assessment of locations and needs of families, providers and youth based on the location and scope of the disaster;
2. Activating computer mechanisms to identify and serve children separated from parents;
3. Providing information, support and services to families, providers and youth disrupted or severely impacted by the disaster;
4. Planning with other service providers for the provision of additional programs/services for children, youth and families affected by the disaster;
5. Maintaining a central database of displaced youth not found by location;
6. Establishing emergency field offices and information sites and relocating services to alternate locations as required;
7. Activating staff re-assignment to critical designed job functions;
8. Activating additional toll-free numbers that may be released to the general public to secure DCFS assistance and/or services; and
9. Designating public access websites for disaster information sharing and enrollment for benefits; for example, where to go for emergency assistance.

The Service Area will have the following responsibilities:

1. Notifying DCFS Central Office of the known areas to have been impacted by the event, if they are unaware;
2. Immediately activating the local Service Area disaster plan;
3. Determining any changes needed to assignments as a result of the disaster;
4. Notifying DCFS Central Office of any special needs;
5. Providing updated data through the intranet web-site and participation in scheduled conference calls; and
6. Coordinating with local Emergency Management for all requests for assistance other than personnel needs.

### **C. RECOVERY EFFORTS AFTER THE EVENT**

Recovery begins once normal operations have been resumed.

The Central Office will have the following responsibilities:

1. Developing a format used to debrief staff;
2. Debrief DCFS Central Office and Service Area staff;
3. Analyzing debriefing data and modify procedures accordingly; and
4. Recognizing staff as appropriate.

The Service Area will have the following responsibilities:

1. Debriefing staff and evaluating the results to determine any necessary changes in the Service Area disaster plan.

## **V. SERVICE AREA PLANNING**

### **A. DISASTER PREPAREDNESS**

1. Service Area Administrators, management team members, and designated staff identify information that may be helpful for management team members to have at the Emergency Operations Center to assist with relocation of children.
2. Service Area Administrators and Supervisors determine the specific information Emergency Management Coordinators in their areas may desire to have in advance of a disaster – e.g., lists of providers in their areas, estimates of the number of children at each facility, and contact information for primary contacts for each facility.
3. Providers will be requested to have a written plan detailing the procedures to be followed in caring for children in the event of an emergency or disaster, such as fire, earthquake, pandemic flu, flood or energy failure. In addition, the Department requires foster families to develop a family disaster plan and update their plan on a regular basis.

### **B. SERVICE AREA DISASTER PLANS**

1. Each Service Area will have a disaster plan for responding to an emergency or events that disrupt the ability of the Service Area to conduct business. Each Service Area designates who is in charge during a disaster or an emergency. The DCFS disaster plan will provide an administrative plan for responding to a disaster across all Services Areas. Each DHHS Division maintains a larger disaster plan identified as the Continuity of Operations Planning (COOP) plan. Together, these plans compose the disaster planning efforts for the Nebraska Department of Health and Human Services.
2. Communication Plan
  - Identify a Service Area Disaster Coordinator in each service area to assume responsibility for collecting information needed for their local Service Area Disaster Plan. The coordinator will be updating and disseminating emergency contact information and providing disaster/emergency information to staff as necessary by email. The contact information for staff should include a listing of previous positions held with DHHS to assist in temporary work reassignment, if necessary.
  - For each Service Area, in the event of a Disaster, the plan should specify:
    - The specific staff charged with determining whether it is safe for the unit to do its work and with activating phone tree to contact staff;
    - Mobilizing staff into specific roles needed specific to the emergency;
    - Plan to assure that each Service Area has access to current list of foster parents, group homes and other congregate care settings and corresponding emergency contact numbers (home, business, cell, and emergency backup numbers).
3. Each Service Area must develop a plan that describes how all CFS Specialists' in its Service Area will advise and encourage families receiving in-home services, including families of children in out-of-home placement, to develop and update family disaster plans. DCFS staff will provide families with emergency preparedness information on our state web-site and through NEMA. DCFS staff will provide emergency contact numbers for families to call and check on the safety and status of their children following a disaster or evacuation.

4. Each Service Area will work with foster families to develop family disaster plans that may include, but not limited to:
  - Where the foster family, provider children and youth would go in an evacuation (if possible, identify two alternate locations);
  - Personal telephone numbers and contact information (for example, cell phone numbers, fax numbers, e-mail address);
  - Emergency contact information for individuals who may know where they are currently (for example, out-of-area relatives or friends);
  - A list of critical items to take when evacuating with children/youth, including identification for the child (birth certificate, SSN, citizenship documentation), the child(ren)'s medical information (including health insurance card), medication and/or medical equipment, educational records, and existing court orders dealing with who has legal authority over the child;
  - Normal contact, emergency contact or toll free telephone numbers for DCFS staff, including foster parents and agency based foster providers; and
  - Stockpiling necessary medicines, food and water.
5. Each Service Area must have a plan that includes, but not limited to:
  - Means to access information to identify and locate all children in the custody of the State of Nebraska in each Service Area, including those across Service Area's or state lines. Priority will be given to medically fragile children, physically impaired children, youth with cognitive and/or developmental deficits and youth participating in independent living arrangements or other vulnerable groups of children/youth; and
  - Directions for staff and/or supervisors to contact all youth and families on assigned caseloads and immediately notify the DCFS Emergency Response Team the name of any individual that cannot be contacted or found. Staff will also follow all procedures for reporting any reported or known deaths. Service Area staff will work to identify families needing emergency services and to prevent unknown dispersion of children and families.
6. Each Service Area must have access to phone numbers for emergency contacts, which includes, but is not limited to:
  - Access to current personnel lists and corresponding emergency contact numbers (home, business, cell and emergency backup numbers) and means to contact and verify availability of all employees;
  - Access to current list of foster parents, group homes and child caring agencies and corresponding emergency contact numbers (home, business, cell, emergency backup numbers); and
  - Management plan to activate and post toll-free telephone numbers or reserve numbers for DCFS staff, families, youth, and foster care and other providers to contact during and after a disaster.
7. Each Service Area must have designated disaster plan that include:
  - Encouraging staff to develop personal and family disaster plans and keep them updated;
  - Supervisors will keep a book logging staff emergency contact information;

- Requiring staff to check in after disasters and provide information on how to do so;
- Keeping emergency supplies in the office (including satellite offices);
- Training all staff on the DCFS disaster plan and having them participate in drills;
- Establishing personal and professional support services for staff; and
- Developing expectations of and support for staff in the event of a disaster or emergency.

### 8. Disaster Plan includes processes to:

- Conduct an initial assessment of locations and needs of families, providers and youth based on the location and scope of the disaster;
- Activate computer mechanisms to identify and serve children separated from parents;
- Provide information, support and services to families, providers and youth disrupted or severely impacted by the disaster;
- Communication plan for working with agencies likely to be involved in running emergency shelter to help locate displaced children and families after a disaster;
- Plan with other providers for the provision of additional programs/services for children, youth and families affected by the disaster;
- Establish emergency field offices and information sites and relocating services to alternate locations as required;
- Activate staff re-assignment to critical designed job functions;
- Activate additional toll-free numbers that may be released to the general public to secure DCFS assistance and/or services; and
- Designate public access websites for disaster information sharing and enrollment for benefits; for example, where to go for emergency assistance.

### 9. Procedures that Detail the Protection of Equipment and Records

Procedures requiring protecting data and equipment from environmental factors (i.e. installing surge protectors)

See V. Service Area Planning D. Service Area Disaster Plans; for each DCFS Service Area's Disaster Plan and how they identify and respond to each requirement of the DCFS Disaster Plan.

## C. DISASTER RESPONSE

1. Each Service Area will activate the relocation function to assist service care facilities once it is learned that local authorities are requiring public schools in an area to be evacuated, or that individual service providers may face health/safety concerns due to the emergency. Team Leaders work with the DCFS Management Team to determine which roles staff may play in offering guidance to providers or giving information to parents during relocation.

2. DCFS Management team members and Service Area Administrators would work with the DHHS Emergency Management Team, the DHHS Emergency Response Coordinator and other staff as needed to collect information about the nature of the threat, the geographic area involved, service providers that may be at risk and the number of children and adults who should be relocated. If time allows, providers in the affected area could be polled to determine whether they have child seats/vehicles that could be used to transport children and adults to safety.

c. The DCFS management team member on duty would immediately discuss the needs with the DHHS Emergency Response Coordinator and request help from emergency management resources.

d. Service care providers in the threatened area(s) would be alerted about the relocation and told what key supplies and child records to gather. DCFS staff will be in contact with other Management team members to determine whether state or local emergency personnel are contacting service care facilities. If so, DCFS will ensure that emergency personnel have the latest information on location of child care facilities, and find out where emergency personnel are directing facilities to relocate. DCFS and partners could then assist providers in locating transportation, if needed. If emergency personnel are not contacting facilities, DCFS will find out from state or local emergency personnel where providers could relocate, if needed. Service Area Administrators and Supervisors will be alerted so that they will know and pass the information that is being communicated to providers and families.

e. To the extent possible, DCFS staff or partners will work with providers throughout the relocation to coordinate records to the location and the status of children and/or adults who were evacuated. Information would be made available to parents as quickly as possible concerning where their children are and how and when parents can reunite with their children, if appropriate. DCFS will keep other Management Team members or local emergency personnel informed of providers who have relocated with children. Strict procedures will be established to make sure that children are released only to adults who have been authorized by each child's parent or guardian and that the names and contact information of these authorized persons will be recorded and taken to the relocation/evacuation site.

f. Depending on the nature of the relocation, DCFS staff could work with the Division of Behavioral Health, and the Division of Developmental Disabilities, to offer mental health and supportive services to children who might have been traumatized by the evacuation.

**D. SERVICE AREA DISASTER PLANS**

**1. NORTHERN SERVICE AREA DISASTER PLAN**

Primary Contact for Decision-Making and Authority	<b>Name:</b> _____ <b>Address:</b> _____ <b>Primary Phone:</b> _____ <b>Secondary Phone:</b> _____	Mike Puls 209 North 5 <sup>th</sup> Street, Norfolk, NE (402) 370-3359 (402) 649-6338
Secondary Contact for Decision-Making and Authority	<b>Name:</b> _____ <b>Address:</b> _____ <b>Primary Phone:</b> _____ <b>Secondary Phone:</b> _____	Lara Swerczek 2365 39 <sup>th</sup> Avenue, Columbus, NE (402) 564-1113 x 228 (402) 750-0560

Child and Family Services' DISASTER PLAN

Tertiary Contact for Decision-Making and Authority	<b>Name:</b> _____ <b>Address:</b> _____ <b>Primary Phone:</b> _____ <b>Secondary Phone:</b> _____	<u>John Ullrich</u> <u>209 North 5<sup>th</sup> Street, Norfolk, NE</u> <u>(402) 370-3189</u> <u>(402) 750-7729</u>
Quaternary Contact for Decision-Making and Authority	<b>Name:</b> _____ <b>Address:</b> _____ <b>Primary Phone:</b> _____ <b>Secondary Phone:</b> _____	<u>Vicki Viox</u> <u>209 North 5<sup>th</sup> Street, Norfolk, NE</u> <u>(402) 370-3124</u>
Disaster Plan Coordinator	<b>Name:</b> _____ <b>Address:</b> _____ <b>Primary Phone:</b> _____ <b>Secondary Phone:</b> _____	<u>Mike Puls</u> <u>209 North 5<sup>th</sup> Street, Norfolk, NE</u> <u>(402) 370-3359</u> <u>(402) 649-6338</u>
Current List of all Staff and Emergency Contact Information		
Date of Last Update of List:		May 2019
Hard Copy located where:		Administrators and Supervisors have a current list.
Electronic Copy located where:		An electronic copy will be placed in the NSA Resource Book and kept on a flash drive that is readily accessible to the leadership team.
Current List of Contracted Foster Care Agencies, Group Home, Shelter and Congregate Care Settings and Emergency Contact Information:		Foster Care and Contract Management Resource Development Staff have a current list of contracted foster care agencies, group homes, shelters, DD placements, and congregate care settings and emergency contact information.
Date of Last Update of List:		May 2019
Hard Copy located where:		All Contract Management and Foster Care Resource Development Staff and Supervisors have a current list.
Electronic Copy located where:		An electronic copy will be placed in the NSA Resource Book.

**Communication Plan**

Child and Family Services' DISASTER PLAN

Identify where your emergency office will be located	209 North 5 <sup>th</sup> Street, Norfolk, Nebraska
Alternative Location	<p>Current NSA CFS offices are:            Blair – 597 Grant Street, Suite 100            Center – 309 Bazile Street            Columbus – 2365 39<sup>th</sup> Avenue            Dakota City – 1401 Pine Street, 2<sup>nd</sup> Floor            Fremont – 1959 East Military Avenue            Neligh – 501 Main Street            Norfolk- 209 North 5<sup>th</sup> Street            Pender – 415 Main Street            Pierce – 111 West Court #15            Seward – 1313 285<sup>th</sup> Road            York – 824 North Lincoln Avenue            Wayne – 510 North Pearl Street, Suite 2            West Point – 200 South Lincoln, Room 53</p> <p>NSA will work towards identifying other community locations or other state office locations.</p>
Describe process for quarterly updating personnel lists and corresponding emergency contact numbers	An administrative assistant will update personnel home phone numbers and confirm employee emergency contact numbers quarterly. Administrators and Supervisors will have access to all personal phone number information. The designated Service Area Disaster Coordinator will also have a copy.
Describe process for contacting and verification of staff safety and availability to work in the event of a disaster	NSA has a calling tree whereby administrators contact their supervisors and supervisors call their staff they supervise for necessary verification of staff safety and to check staff's ability to work in the event of a disaster.
Describe process for updating contact information for agency supported foster care, group homes, shelters and other congregate care facilities in the service area	Foster Care and Contract Management Resource Development will gather this information at the time of a new contract or contract renewal in July and then again in January of every year. Foster Care and Contract Management Resource Development will update the NSA Resource Book as appropriate. The designated Service Area Disaster Coordinator will also have a copy.
Describe process for requesting all service providers to contact the Department in the event of an emergency and the method for contact	Each provider is to develop a Disaster Plan for their agency and in this plan they should outline how they will communicate with the Department in the event of an emergency or disaster. The providers are to submit their plan to the

	<p>Contract Management RD who will then pass it on to their Contract Monitor. In the event of a crisis, the provider(s) shall contact their Contract Management Resource Development staff. Through a coordinated effort, designated Contract Management and Foster Care RD and CFS staff will call their appointed provider(s) to do a check with that provider. The providers will have access to emergency contact numbers and the hotline number.</p>
<p>Describe method for communicating with agencies caring for youth in out-of-home care in the event of a disaster</p>	<p>Through a coordinated effort, designated Contract Management and Foster Care Resource Development and CFS Staff, through a coordinated effort, will communicate with out-of-home care agencies. Staff will be designated at the time of emergency based on where the disaster occurred.</p>

### Emergency Preparedness

<p>Describe how CFS Specialists' will advise and encourage all families receiving services to develop and/or update disaster plans</p>	<ul style="list-style-type: none"> <li>• For Agency Supported Homes: The Agency, through their Disaster Plan should mandate that all of their foster homes have a Disaster Plan for their home that fits into their Agency's Disaster Plan. The Agency's plan should include a communication plan that details how their foster families will maintain communication with them as well as how the Agency will maintain communication with DHHS-NSA during a disaster or epidemic.</li> <li>• For Relative and Kinship Homes that did not become an Agency Support Home: Foster Care Resource Development staff will work with these homes in the development of their Disaster Plan that fits into the Northern Service Area's Disaster Plan.</li> <li>• For bio-parents: The CFS Specialist assigned to the case will encourage the bio-parents to develop a disaster plan for their family.</li> </ul>
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<p>Describe how the expectation for foster families to develop and maintain a disaster plan will be enforced</p>	<ul style="list-style-type: none"> <li>For Relative and Kinship Homes that did not become an Agency Support Home: Foster Care RD staff will check to see if Disaster plans need to be written/updated on a yearly basis.</li> </ul>
<p>Describe the process for requiring foster families to communicate with the Department in the event of an emergency</p>	<ul style="list-style-type: none"> <li>For Relative and Kinship Homes that did not become an Agency Support Home: Case Management and Foster Care RD Staff will talk with foster families explaining how this is their responsibility to contact the Department.</li> <li>For Agency Supported Homes: It is in their contract that the Agency must report any 'Critical Incident' that affects the youth in their care. It would be the foster parent's responsibility to contact their Foster Care Specialists who will then contact the Department regarding the critical incident. If the Agency cannot make personal contact with the worker, or on-call worker, they should notify the Child Abuse and Neglect Reporting Hotline number at 1-800-652-1999.</li> </ul>
<p>Describe how expectations of traditional foster families to maintain communication with the department throughout a disaster will be enforced</p>	<ul style="list-style-type: none"> <li>For Agency Supported Homes: This will be a part of the communication plan developed by each Agency Supported Foster Care agency.</li> <li>For Relative and Kinship Homes that did not become an Agency Support Home: This expectation will be discussed with these homes at time of placement/annually. Staff will discuss with them how it is their responsibility to initiate and maintain communication with the Department throughout a disaster.</li> <li>For bio-parents: This expectation will be discussed during home visits with the family and how it is their responsibility to do this.</li> </ul>

**Child Location Verification**

<p>Describe the method the service area will take to identify and locate all children in that designated service area</p>	<ul style="list-style-type: none"> <li><b>Who do we have to contact?</b> All placement providers and biological parents within the affected area will be contacted.</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>Who makes the contacts?</b> CFS Staff (this would include CFS supervisors, administrators, case management staff, case aides, foster care and contract management RD staff and administrative assistants) will be designated at the time of emergency based on where the disaster occurred. In the event phone lines are inoperable, staff will make physical face to face contact with state wards when weather and road conditions allow.</li> <li>• <b>Who does the information funnel to (i.e. worker, supervisor, and administration)?</b> The NSA staff gathering information on a child will inform the youth's worker and supervisor of findings. The supervisor will provide the information to their administrator who will then funnel their information to the SAA.</li> <li>• <b>How often are the checks completed?</b> Checks will be completed on a daily basis, at a minimum, to ensure the safety and protection of the children during the disaster or emergency.</li> </ul>
<p>Describe how priority will be given to medically fragile children, physically impaired children, youth with cognitive and/or developmental deficits and youth participating in independent living arrangements</p>	<p>The designated NSA staff assigned to identifying and locating all children will inquire regarding any medical or physical needs of the children at the time of the call. Once identified, priority will be given to the safety and well-being of these individuals.</p> <p>Communication of temporary emergency processes for service requests will be done at the time of the event (i.e., how to process an LOE, LOA, authorizations, etc.).</p>
<p>Describe process for responding to youth needing new placement and care and placement of unaccompanied minors</p>	<p>During the course of our contacts with providers to identify and locate children, placement stability will be addressed. If the need arises outside of normal business hours, the caretaker or provider will call the DHHS Hotline 1-800-652-1999 and the on call worker will assist with emergency situations. It is also acceptable for caregivers and/or bio-parents to call the case manager and indicate alternative placement is needed.</p>

<p>Describe the process for notification of each child's status to the biological family if the child is in an out-of-home placement</p>	<p>NSA Staff (this would include CFS supervisors, administrators, case management staff, case aides, foster care and contract management RD staff and administrative assistants) will make every effort to contact the biological parents of state wards regarding their child in out of home care. It is also appropriate for the biological parent to call the case worker for information regarding their child.</p>
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**Staff**

<p>Describe how Disaster Drills will occur in your service area</p>	<p>Disaster exercises will be conducted on a regular basis. The NSA Administrator will be responsible for coordinating exercises pertaining to the disaster plan. The exercises will have emphasis on a portion or all of the disaster plan and may be presented as a table top exercise, discussion, case study, or similar. After the exercises are held, every Unit Administrator will be responsible for following up within a week with his/her staff for the purpose of identifying deficiencies and recommending opportunities for improvement based on lessons learned.</p>
<p>Describe plan to train staff on disaster planning and procedures for checking in after a disaster</p>	<p>The NSA Disaster Plan will be reviewed annually at a CFS Supervisor's Meeting. Particular attention and emphasis will be placed on any revisions that were made to the Plan since the last review. Additional reviews may be done at the discretion of the SAA. Supervisors will be responsible for reviewing the Disaster Plan with their teams following each review in their unit Team Meetings. The Team Meetings must be chaired by at least one Unit Administrator. This is to insure consistency in presentation between program areas. It will also allow for the free exchange of information between all levels of management.</p> <p>Any staff person at any time may submit suggestions and ideas to their supervisor or</p>

	<p>any member of the Leadership Team for consideration. It is the supervisor's responsibility to insure that every staff on his/her team has reviewed the Disaster Plan. In the event a staff person is absent from the team meeting, the supervisor must individually review the Disaster Plan with him/her within 24 hours of his/her return to the office.</p> <p>All new staff will receive an orientation from their supervisor on the NSA Disaster Plan and the procedures for checking in with them should a disaster happen.</p>
<p>Describe procedures on action that will be taken for staff that do not contact/report to duty after a disaster</p>	<p>The State of Nebraska has a statutory responsibility to have state offices open from 8:00 a.m. to 5:00 p.m. With the safety and welfare of our employees as a concern, employees will determine for themselves their ability to drive, their vehicle condition, the immediate road conditions and the impact the disaster has placed on them personally.</p> <p>If an employee determines they cannot report to work, Workplace policy requires that they contact their immediate supervisor to report their absence. Supervisors will report employee absences to their administrator.</p> <p>If an employees' normal work site is not available they should report to the alternative work location, as described in the disaster plan.</p> <p>To assure all employees are safe and accounted for, employees must contact their supervisor or Administrator to report if they are unable to come to work. If an employee fails to call in or report to work as scheduled, the supervisor or Administrator will attempt contact with the employee. If the employee is not located, the supervisor will contact Human Resources to determine if additional action is needed, which could include contacting law enforcement to assure the employee and their family is safe.</p>

	<p>Employees choosing not to work during a disaster will have to use accrued vacation leave, earned compensatory time, leave without pay or may be allowed to make up missed work time within the work week.</p> <p>The DHHS Weather policy will be used as a guideline regarding work status for a disaster within the NSA. See attached Weather policy.</p>
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**Supplies**

<p>Describe how emergency supplies will be maintained in each office (including satellite office(s))</p>	<p>Offices in the Northern Service Area will each have a First Aid Kit available with all staff knowing its location. Kits will be maintained and updated by the Case Aides assigned to each office.</p> <p>Kit to include but not limited to: adhesive bandages, antiseptic wipes, health care gloves (non-latex), non-sterile rolled bandage, first aid tape, scissors, instant cold pack, hand sanitizer, face masks, and blankets.</p> <p>At a minimum, emergency contact information will also be located in the state cars.</p> <p>Also suggested that each office have an emergency binder for the following documents:</p> <ul style="list-style-type: none"> <li>• Map of local county areas</li> <li>• Copy of NSA Disaster Plan</li> <li>• NSA Staff phone numbers</li> <li>• Emergency contact numbers for county areas</li> <li>• Directions to access Citrix</li> </ul>
<p>Describe procedures to maintain a current list of equipment that can be accessed in the event of disaster (e.g. laptops, cell phones, pagers)</p>	<p>All CFS Specialists, Supervisors, Administrators and Foster Care and Contract Management Resource Development Supervisors have smart phone assigned to them. This allows them to send and receive emails when computers are down or if they are away from their home office. Foster Care and Contract Management Resource Development staff have work cell phones that are assigned to them.</p>

	<p><b>Laptop Computers</b> - Most of the CFS case managers have laptops or tablets assigned to them and have the capability to access NFOCUS and email from home or other locations if internet access is available.</p> <p><b>Home Computers</b> – Supervisors will maintain a list of their staff who are willing to use their home computer for work related tasks. Staff can access their DHHS email from an outside computer.</p>
<p>NSA Emergency Response Volunteer Team</p>	<ul style="list-style-type: none"> <li>• The following staff will serve as the NSA CFS Emergency Response Volunteer Team: SAA</li> <li>• CFS Administrators,</li> <li>• CFS &amp; RD Supervisors,</li> <li>• Administrative assistants</li> </ul> <p>Current list of individuals in those positions will be maintained with the NSA Employee Contact Information.</p>

***Emergency Weather Policy***

The State of Nebraska Emergency Weather Policy is as follows:

Agencies and departments of the State of Nebraska have a statutory responsibility (81-113) to be open for the transaction of business from at least 8:00 a.m. to 5:00 p.m., Monday through Friday.

Prior to the onset of inclement weather, agencies should develop plans and alternatives on how best to serve the public should a weather emergency arise. All employees should be made aware of the procedures developed for that agency.

With the safety and welfare of our employees as a concern, employees will determine for themselves their ability to drive to work safely, the condition of their vehicle, and the immediate road conditions.

If an employee chooses not to report to work, they should follow their own agency policy for reporting their absence.

Employees choosing not to work during adverse weather conditions will have to use accrued vacation leave, earned compensatory time, or leave without pay. If feasible, agencies may allow employees to make up missed work time within the work week.

If an employees' normal work site is not open, for example in locations where employees work in buildings that are not owned or operated by the state, and an alternative work location is not an option, then the employee may be placed on a ready to work status. This means that they are ready and available to be called back to a work location, at any time. Employees in a ready to work status will be compensated. Employees shall perform any state work possible during this status.

Agencies are directed to be as reasonable as possible in the approval of the use of vacation, compensatory time, or leave without pay. Also, if possible or necessary, agencies are encouraged to allow the employees to make up any lost work time due to weather related conditions. Agency directors may authorize employees to work from other locations.

### DHHS – Northern Region Terrorism/Active Shooter Disaster Plan

Define Active Shooter Incidents	Where an individual is “actively engaged in killing or attempting to kill people in a confined and populated area.”
Staff Training & Exercise	<ul style="list-style-type: none"> <li>• It is recommend for staff to attend an Active Shooter Training to prepare themselves for the possibility of an attack. This course will also help with identifying, responding and reacting to the situation.</li> <li>• Drills will be conducted as described for the disaster plan.</li> <li>• Involve Law Enforcement to obtain knowledge of adequate shelter areas and lets them get familiar with the site</li> </ul>
Prevention	<p>Authorized identification badges must be shown in order to access the secure area. Doors will be kept locked by front desk area and outer doors that do not lead to the front desk area. Be alert for any potential threat. When conducting team meetings ensure that you have a panic button with you at all times.</p> <p>Supervisors should be aware of who is working in the facility each day.</p>
Protection	When a threat is present the building will be in put in lock down and staff will be notified by yelling (i.e., “Gun, Get Out”). The panic button should be activated when necessary.
Staff Responsibility	<ul style="list-style-type: none"> <li>• Learn signs of a potentially volatile situation and ways to prevent an incident</li> <li>• Learn steps to increase survival of self and others in an active shooter incident</li> </ul>

	<ul style="list-style-type: none"> <li>• Be prepared to work with law enforcement during the response</li> </ul>
Survival Response	<p>Implement the "Run, Hide, Fight" Model</p> <ul style="list-style-type: none"> <li>• Run – if there is an escape path, attempt to evacuate, evacuate whether other agree to or not, leave belongings behind, help others escape if possible, prevent others from entering the area, call 911 when safe</li> <li>• Hide – if you cannot evacuate, hide out of the shooter's view, provide protection if shots are fired in your direction, do not trap or restrict your options for movement</li> <li>• Fight – this should be a last resort and if your life is in danger attempt to incapacitate the shooter, act with physical aggression, improvise weapons, commit to your actions</li> <li>• 911 – remain calm and follow instructions, keep hands visible at all times, avoid pointing or yelling, and understand that help for the injured are on its way</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Account for all individuals at designated assembly area to determine who is missing or injured</li> <li>• Coordinate with first responders</li> <li>• Determine best method of notifying families, to include casualties</li> <li>• Assess behavioral health of individuals at the scene, access resources such as PFA (Psychological First Aide)</li> <li>• Plan and activate an employee family unification plan</li> <li>• Identify and fill any critical personnel or operational gaps in the organization</li> <li>• Determine when to resume full service</li> </ul>

**2. CENTRAL SERVICE AREA DISASTER PLAN**

Primary Contact for Decision-Making and Authority	Name:	Kathleen Stolz
	Address:	208 N. Pine Street, Grand Island
	Primary Phone:	Desk Line: 308-385-6173
	Secondary Phone:	Work Cell: 308-390-9436 Personal Cell: 308-379-0348
Secondary Contact for Decision-Making and Authority	Name:	Casey Smith
	Address:	208 N. Pine Street, Grand Island
	Primary Phone:	Desk Line: 308-385-6158
	Secondary Phone:	Work Cell: 308-379-7530 Home: 308-440-6789
Tertiary Contact for Decision-Making and Authority	Name:	Stephanie Jensen
	Address:	208 N. Pine Street, Grand Island
	Primary Phone:	308-385-6140
	Secondary Phone:	Personal Cell: 308-390-7627
Current List of all Staff and Emergency Contact Information		
Date of Last Update of List:	4-24-19	
Hard Copy located where:	In CSA Disaster Plan Binder on the Bookshelf in Kathleen Stolz's Office	
Electronic Copy located where:	Intranet Share Point – Children and Family Services - Central Service Area – CSA Administration – CSA Disaster Plan	
Current List of Foster Care Homes and Emergency Contact Information:		
Date of Last Update of List:	4-24-19	
Hard Copy located where:	In CSA Disaster Plan Binder on the Bookshelf in Kathleen Stolz's Office	
Electronic Copy located where:	Intranet Share Point – Children and Family Services – Central Service Area – CSA Administration – CSA Disaster Plan	
Current List of Group Homes and Congregate care, Shelter Settings:		
Date of Last Update of List:	4-24-19	
Hard Copy located where:	In CSA Disaster Plan Binder on the Bookshelf in Kathleen Stolz's Office	
Electronic Copy located where:	Intranet Share Point – Children and Family Services – Central Service Area – CSA Administration – CSA Disaster Plan	

<b>Communication Plan</b>	
Identify where your emergency office will be located	<p><b>Ainsworth Office</b> – 644 E. 4<sup>th</sup> Street  <b>Broken Bow</b> – 2475 E Street  <b>Grand Island</b> – 208 N. Pine Street  <b>Hastings</b> – 300 N. St. Joseph Avenue  <b>Holdrege</b> – 701 – 5<sup>th</sup> Avenue  <b>Kearney</b> – 24 W. 16<sup>th</sup> Street  <b>O’Neill</b> – 128 – 6<sup>th</sup> Street  <b>Ord</b> – 801 S Street, Suite 2  <b>Valentine</b> – 365 N Main Street, Suite 4</p>
Alternative location	<p><b>Ainsworth</b> – No location determined.  <b>Broken Bow</b> – NE Dept of Roads, 515 East South, Contact Person is Gary Tahery 308-535-8031 or Dan Lewandowski 308-872-6735  <b>Grand Island</b> – Nebraska Veteran’s Home, Burkett Station on Capital Avenue  <b>Hastings</b> – Hastings Regional Center, 4200 West Second Street  <b>Holdrege</b> – Dept of Roads, 701 – 4<sup>th</sup> Avenue, Suite 4  <b>Kearney</b> – YRTC, 2802 – 30<sup>th</sup> Avenue, Contact Person is Trevor Spiegel  <b>O’Neill</b> – No location determined.  <b>Ord</b> – No location determined.  <b>Valentine</b> – No location determined.</p>
Describe process for quarterly updating personnel lists and corresponding emergency contact numbers	<p>The following CSA staff will provide quarterly updates in each of the CSA Offices. Updated information will be submitted to Deb Pool to be added to the CSA Disaster Plan Binder in Kathleen’s Office, as well as the CSA Share Point location on the intranet.</p> <p><b>Ainsworth:</b> Nancy Turpin  <b>Broken Bow:</b> Nancy Lyne  <b>Grand Island N. Pine</b> – Stephanie Jensen  <b>Grand Island S. Pine</b> – Darrin Wyatt  <b>Hastings</b> – LaDonna Halbmaier  <b>Holdrege</b> – Kristi McDowell  <b>Kearney:</b> Kristi McDowell  <b>O’Neill:</b> Nancy Turpin  <b>Ord:</b> Nancy Lyne  <b>Valentine:</b> Nancy Turpin</p>
Describe process for contacting and verification of staff safety and	<p>Calling Tree whereby Administrators will contact their supervisors and the supervisors will contact the staff they supervise for necessary verification of staff safety and to check staff’s ability to work in the event of a disaster.</p>

availability to work in the event of a disaster	
Describe process for updating contact information for group homes and other congregate care facilities in the Service Area	The CSA Resource Development Units are in constant contact with contractors and providers and will obtain this information as changes occur, which will be submitted to CSA Administrative Assistant to store in the Disaster Plan Binder in Kathleen Stolz's office and to update on the intranet Share Point location.
Describe process for requesting service providers to contact the Department in the event of an emergency and the method for contact:	Contractors, group homes, shelters, and any other service providers will contact the CSA Resource Development Units with changes as they occur. Agency Supported Foster Parents will contact their supporting agency, who in turn will contact the CSA Resource Development Units. Contractors have also submitted their Disaster/Recovery Plans through administrative reviews and are available through the Resource Development Units. Updated contracted agency information may be found on the DHHS Intranet Web Site at the following internet link: <a href="http://dhhsemployees/sites/CFS/Contract%20%20Contractor%20Assignments/Forms/By%20Category.aspx?InitialTabId=Ribbon%2EDocument&amp;VisibilityContext=WSSTabPersistence">http://dhhsemployees/sites/CFS/Contract%20%20Contractor%20Assignments/Forms/By%20Category.aspx?InitialTabId=Ribbon%2EDocument&amp;VisibilityContext=WSSTabPersistence</a>
Describe method for communicating with agencies caring for youth in out-of-home care in the event of a disaster	The Resource Development Supervisor, Deana Peterson, will relay information regarding families' needs during an emergency situation daily to the Resource Development Administrator, Jennifer Potterf, who will then forward this information to the appropriate agencies via email or telephone contact.
<b>Emergency Preparedness</b>	
Describe how CFS Specialists' will advise and encourage families receiving in-home services and families with children placed in out-of-home placements will develop and update disaster plans.	CFS Specialists are required to maintain monthly contact with the children and families served, and will encourage all families to develop a disaster plan for their family. These contacts are documented on the N-FOCUS data system under the "Required Contacts" narrative section.
Describe how families will have access to CFS Specialist phone numbers in an emergency to	<b>The following procedure should be followed during an emergency disaster situation:</b>  1. If an emergency <b>occurs during normal work hours</b> , the family should call their assigned CFS

<p>access information about their child.</p>	<p>Specialist. If they are unable to reach them, the CFS Supervisor should be contacted.</p> <p>2. During times <b>outside the normal business hours</b>, the family should contact the Child Abuse and Neglect Reporting Hotline number at <b>800-652-1999</b> as soon as possible. The hotline staff will then notify the worker on-call in the appropriate area.</p>
<p>Describe how the expectation for Traditional Foster Families to develop and maintain a disaster plan will be enforced.</p>	<p>These guidelines will be reviewed with each foster family at the time of license renewal by the licensing Resource Development Specialist.</p>
<p>Describe the process for requiring foster families to communicate with the Department in the event of an emergency.</p>	<p>The following information has been provided to existing foster families and will be provided to all new foster families.</p> <p>Central Service Area DHHS Foster Parent Disaster/Recovery Plan</p> <p><b>Who to contact within the CSA during an emergency situation during normal work hours as well as after hours.</b></p> <p>Deana Peterson, Resource Development Supervisor Office Phone: 308-385-6123 Office Cell: 308-379-2636</p> <p>Kathleen Stolz, Service Area Administrator Office Phone: 308-385-6173 Office Cell: 308-390-9436 Home #: 308-379-0348</p> <p>If a foster parent is unable to reach any of the above he/she should call the Hotline number at <b>800-652-1999</b>. During a disaster, foster parents will need to contact the names and numbers listed above as soon as possible to inform the Department of their situation.</p> <p>Agency Support Foster Homes will contact the agency that supports them and the agency will contact the Department at the above numbers. This information has also been added to the New Foster Parent Packet.</p>
<p>Describe how expectations of Traditional</p>	<p>Foster families will be required to contact the Department at the numbers listed in the previous statement. If they</p>

<p>foster families to maintain communication with the Department throughout a disaster will be enforced.</p>	<p>have a current child placement in their home, they may also contact their assigned case manager or that case manager's supervisor.</p>
<p><b>Child Location Verification</b></p>	
<p>Describe the method the Service Area will take to identify and locate all children in that designated Service Area.</p>	<p>The monthly Supervision List will be printed from N-Reports, which shows all youth in custody placement, schools, and bio-parent information. Changes that occur during the month are sent to the RD Supervisor, who will forward to CSA Administrative Assistant to post on Share Point, as well keep a printed copy in the Disaster Plan Book.</p>
<p>Describe how priority will be given to medically fragile children, physically impaired children, youth with cognitive and/or developmental deficits and youth participating in independent living arrangements.</p>	<p>CFS Specialists and the agencies who support the foster homes will know which homes have children and youth with these needs and will be in contact with them on a daily basis to make sure their special needs are being met throughout the disaster timeframe.</p>
<p>Describe process for responding to youth needing new placement and care and placement of unaccompanied minors.</p>	<p>Youth that need new placement will have their caretaker call the case manager to indicate what the placement/care needs are. The case manager will respond accordingly. If the need arises outside of normal business hours, then the caretaker will call the Child Abuse Hotline Number – <b>800-652-1999</b> and the on call worker will be contacted to handle the situation.</p>
<p>Describe the process for notification of each child's status to the biological family if the child is in an out-of-home placement.</p>	<p>The CFS Specialists, CFS Supervisors, and CFS Administrators will contact the bio-parents to inform them of the child's status in the event of an emergency.</p>
<p><b>Staff</b></p>	
<p>Describe how Disaster Drills will occur in your Service Area</p>	<p>Disaster Drills will be conducted on a yearly basis in all of the CSA Offices during the Statewide Severe Weather Drill scheduled annually in April. This information will be communicated via e-mail and during Administrative Leadership Team meetings to all Administrators and their assistants. The dates for the drills will be communicated to all CSA Supervisors by the Unit Administrators for each program area. On the dates the drills are to be held, the Calling Tree process will be followed as outlined in the Communication Plan above. After the drills are held, every Unit Administrator will be responsible for following up within a week with his/her</p>

	<p>staff for the purpose of identifying any deficiencies and recommending opportunities for improvement based on lessons learned. The findings will be reported to Deb Pool, Administrative Assistant, to compile for the Service Area Administrator's review.</p>
Describe plan to train staff on disaster planning and procedures for checking in after a disaster	<p>A review of the Disaster Plan will be done yearly at the CSA CFS All Staff Meetings. Supervisors will be responsible for training of any new staff they hire prior to the annual review.</p>
Describe procedures on action that will be taken for staff that do not contact/report to duty after a disaster.	<p>The DHHS Weather Policy will be used as a guideline regarding the contact and report to duty process for any disaster within the CSA.</p> <p>The State of Nebraska has a statutory responsibility to have state offices open from 8:00 a.m. to 5:00 p.m. With the safety and welfare of our employees as a concern, employees will determine for themselves their ability to drive, their vehicle condition, the immediate road conditions, and the impact the disaster has placed on them personally.</p> <p>If an employee determines they cannot report to work, they must contact their immediate supervisor to report their absence. Supervisors will report employee absences to their administrator. If an employee's normal work site is not available, they should report to the alternative work location, as described in the disaster plan. Employees not choosing to work during a disaster will have to use accrued vacation leave, earned compensatory time, leave without pay, or may be allowed to make up missed work time within the work week.</p> <p>To assure all employees are safe and accounted for, employees must contact their supervisor to report if they are unable to come to work. If an employee fails to call in or report to work as scheduled, the supervisor will contact Human Resources to determine if additional action is needed, which could include contacting law enforcement to assure the employee and their family is safe.</p>
<b>Supplies</b>	
Describe how emergency supplies will be maintained in each office	<p>Offices in Central Service area will each have a First Aid Kit available in their offices with all staff knowing its location. Kits will be maintained and kept updated by the Office Managers and staff listed below:</p>

<p>(including satellite office(s)).</p>	<p>Grand Island North Pine: Stephanie Jensen  Grand Island South Pine: Darrin Wyatt  Hastings: LaDonna Halbmaier  Holdrege: Angie Morten/Jill Dahlgren  Kearney: Kristi McDowell  Broken Bow: Nancy Lyne  Ord: Nancy Lyne  O'Neill: Nancy Schmitz  Ainsworth: Nancy Schmitz  Valentine: Nancy Schmitz</p> <p>Kit to include but not limited to: Adhesive Band-Aids, Antiseptic Wipes, Tylenol Extra Strength Caplets, Antibiotic/Pain Relieving Ointment/First Aid Cream, Health Care Gloves (non-latex) , Non-sterile rolled bandage, First Aid Tape, Scissors, Instant Cold Pack, Hand Sanitizer, face masks, bottled water, and blankets.</p> <p>Also suggested that each office have an emergency Rubbermaid "office box" with a clear lift top for room for the following supplies:</p> <ul style="list-style-type: none"> <li>• Current 12 month calendar</li> <li>• Pens, pencils, highlighters, erasers</li> <li>• Map of local county areas</li> <li>• Sticky notes – various sizes</li> <li>• Battery operated calculator with extra batteries (preferably one with a tape)</li> <li>• Battery operated flashlights with extra batteries</li> <li>• Note pads – various sizes</li> <li>• Telephone message pads</li> <li>• Scissors, staple puller, binder clips, white-out tape, paper clips, flair marker, post-it tabs, rubber bands, stapler</li> <li>• Tape and tape dispenser</li> <li>• Small binder with empty page protectors – provides a place to put all the various "procedure" memos to make a quick manual for the various procedures that evolve during a disaster.</li> <li>• Couple of empty 2 sided pocket folders to organize extra copies of forms and information sheets to give to clients</li> <li>• Crayons for children to draw pictures along with some blank paper.</li> <li>• Copy of CSA Disaster Plan</li> <li>• Phone book</li> </ul>
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	<ul style="list-style-type: none"> <li>• CSA Staff phone numbers</li> </ul> <p>Other items that don't fit in the box, however, should be easily available are as follows:</p> <ul style="list-style-type: none"> <li>• 2 sided folders for client files</li> <li>• Cell phone charger</li> <li>• Bottled water</li> </ul>
Describe procedures to maintain a current list of equipment that can be accessed in the event of disaster (e.g. laptops, cell phones, pagers)	All Administrators, Supervisors, CFS Specialists and RD Foster Care Workers have work cell phones that can be made available for use in the event of a disaster. CFS Administrators, Supervisors, Administrative Assistants, some CFS Specialists, and checkout laptops in each office, will be made available in the event of a disaster. Staff with Citrix/NFocus access are available to work from a home computer as well with administrator approval.

**3. WESTERN SERVICE AREA DISASTER PLAN**

Primary Contact for Decision-Making and Authority	Name:	Brenda Brooks
	Address:	1220 Emory St. North Platte, NE 69101
	Primary Phone:	308-530-5929 work cell phone
	Secondary Phone:	308-532-3990 home phone 308-520-1233 personal cell
Secondary Contact for Decision-Making and Authority	Name:	Katherine Batt
	Address:	2075 12 <sup>th</sup> St, Gering, NE 69341
	Primary Phone:	308-641-4527 work cell phone
	Secondary Phone:	308-672-1373 personal cell
Secondary Contact for Decision-Making and Authority	Name:	Vacant
	Address:	902 Hackberry Rd, North Platte, NE 69101
	Primary Phone:	308-530-0691 cell phone
	Secondary Phone:	308-534-3754 home phone 308-530-1724 personal cell
Current List of all Staff and Emergency Contact Information	Current List of Staff and Emergency Contact Information is available on the LINK Employee Workstation. Staff will be asked	

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	to update their information. This information will be updated on an annual basis or as needed.
Date of Last Update of List:	Staff Emergency contact information is provided by each staff member and maintained on the Employee LINK Work Station. This list can be readily accessed from the LINK Employee Work Station.
Hard Copy located where:	Each DHHS Office in the Western Service Area will maintain a list of current employees and their emergency contact information. Supervisors will be responsible for the upkeep of the list. By office the responsibility for maintaining that list is as follows: Lexington- Dominic Heimann Chadron- Courtney Armstrong Alliance- Courtney Armstrong McCook- Nicole Peterson Ogallala- Sonya Oliverius Sidney- Sonya Oliverius North Platte- Jerrilyn Crankshaw Gering- Kate Batt
Electronic Copy located where:	Western Service Area Document Library, specifically "Z" Drive. This information is only accessible to Administration. The "S" Drive is accessible for each local office for Supervisors and Staff.
Current List of Foster Care Homes and Emergency Contact Information:	A current list of Western Service Area Foster Homes will be created and located on the S drive for each local office. Resource Development Supervisors will facilitate this process.
Date of Last Update of List:	May 2019
Hard Copy located where:	Each local RD staff will provide a hard copy to each office in the WSA.
Electronic Copy located where:	A copy will be attached to the Disaster Plan will be located on each office's S Drive (Shared Drive – everyone will have access to this) under "Disaster Plan."
Current List of Group Homes and Congregate care, Shelter Settings:	Resource Development supervisors will facilitate the creation of a spreadsheet with all the information regarding these placement resources. It will be updated

	quarterly on the S Drive in each local office and also attached to the Disaster Plan on the S Drive. This list will include: group home, shelters and other facilities. The Western Service Area will also be requesting these service providers to update their Disaster Plans and emergency contact information quarterly.
Date of Last Update of List:	May 2019
Hard Copy located where:	A hard copy file will be maintained at each local office as with the Resource Development Supervisor. (Nora Baluyot).
Electronic Copy located where:	An electronic copy will be located on the S Drive for each local office. It will also be attached to the Disaster Plan in each office.
<b>Communication Plan</b>	
Identify where your emergency office will be located	<ul style="list-style-type: none"> <li>- <u>North Platte – 200 South Silber, North Platte, NE 69151</u></li> <li>- <u>Gering – 1600 10<sup>th</sup> Street, Gering, NE 69341</u></li> <li>- <u>Lexington – 200 West 7<sup>th</sup> Suite 1, Lexington, NE 68850</u></li> <li>- <u>Ogallala – 201 East 5<sup>th</sup>, Ogallala ,NE 69153</u></li> <li>- <u>McCook – 108 West D, McCook, NE 69110</u></li> <li>- <u>Alliance – 411 Black Hills, Alliance, NE 69301</u></li> <li>- <u>Chadron – 1033 East 3<sup>rd</sup> Street, Chadron, NE 69337</u></li> <li>- <u>Sidney – 10<sup>th</sup> and King (Court House), Sidney, NE 69162</u></li> </ul>
Alternative location	<ul style="list-style-type: none"> <li>- <u>North Platte-Lexington DHHS, Dominic Heimann 308-641-6884</u></li> <li>- <u>Gering-Customer Call Center-Scotts Bluff: Kathy Shambaugh: 308-436-6500</u></li> <li>- <u>Lexington-Customer Call Center-Lexington: Michelle Eby: 308-325-4300</u></li> <li>- <u>Ogallala-North Platte: Brenda Brooks: 308-530-5929</u></li> <li>- <u>McCook-North Platte: Brenda Brooks: 308-530-5929</u></li> <li>- <u>Alliance-Gering, Kate Batt: 308-641-4527</u></li> <li>- <u>Chadron-Gering, Kate Batt: 308-641-4527</u></li> <li>- <u>Sidney-Gering, Kate Batt: 308-641-4527</u></li> </ul>
Describe process for quarterly updating personnel lists and corresponding emergency	The following Supervisors will be charged with making sure that each office has updated personal information. The supervisor will ensure that quarterly (January, April, July and October) the information will be checked for accuracy and any updates will be done by staff. Supervisors will then send the information to Bonnie Fraedrich and Rebecca Merritt to compile an updated master list to be placed on each office's S Drive and also within the Disaster plan.

<p>contact numbers</p>	<p>Supervisors responsible for this are induced as follows:</p> <ul style="list-style-type: none"> <li>- <u>North Platte-Lexington DHHS, Dominic Heimann 308-641-6884</u></li> <li>- <u>Gering-Customer Call Center-Scotts Bluff: Kathy Shambaugh: 308-436-6500</u></li> <li>- <u>Lexington-Customer Call Center-Lexington: Michelle Eby: 308-325-4300</u></li> <li>- <u>Ogallala-North Platte: Brenda Brooks: 308-530-5929</u></li> <li>- <u>McCook-North Platte: Brenda Brooks: 308-530-5929</u></li> <li>- <u>Alliance-Gering, Kate Batt: 308-641-4527</u></li> <li>- <u>Chadron-Gering, Kate Batt: 308-641-4527</u></li> <li>- <u>Sidney-Gering, Kate Batt: 308-641-4527</u></li> </ul>
<p>Describe process for contacting and verification of staff safety and availability to work in the event of a disaster</p>	<p>The Western Service Area will utilize a calling tree in which Western Service Area Administrator, Brenda Brooks will contact her Administrations. Kate will then contact Supervisors who will then contact their CFSS Staff. Upon contact, each supervisor will assess their staff's safety and ability to return to work.</p>
<p>Describe process for updating contact information for group homes and other congregate care facilities in the Service Area</p>	<p>Resource Development Supervisors (Nora Baluyot) will facilitate requesting the updated contact information from the group home and congregate care providers. This information will then continue to be updated during license/contract renewal.</p>
<p>Describe process for requesting service providers to contact the department in the event of an emergency and the method for contact:</p>	<p>Resource Development Supervisors will initiate communication with service providers regarding the expectations of contacting the department during an emergency. Expectations for contact would be as soon as possible following the emergency by telephone if possible. Emailing may also be acceptable depending on the status of the emergency but local law enforcement may also need to be utilized.</p>
<p>Describe method for</p>	<p>Resource Development Supervisors will forward information regarding the children's emergency situation to the Resource</p>

<p>communicating with agencies caring for youth in out-of-home care in the event of a disaster</p>	<p>Development Administrator on a daily basis. The RD Administrator will then forward this information to the WSA Administrators and appropriate agencies via email or telephone contact. (Katherine Batt lead)</p>
<p><b>Emergency Preparedness</b></p>	
<p>Describe how CFS Specialists' will advise and encourage families receiving in-home services and families with children placed in out of home placements will develop and update disaster plans.</p>	<p>CFS Specialists are required to maintain monthly contact with the children and families DHHS serves. CFS Specialists and RD contacts during the months of May, June and July will discuss disaster plans with foster families. RD and Private Agencies support foster families through regular in person, written and phone contact. Foster families will be asked to provide an emergency alternative address, contact, name and number in the event of an emergency.</p>
<p>Describe how families will have access to CFS Specialist phone numbers in an emergency to access information about their child.</p>	<p>When a member of the household has been tested and known to have the recognized pandemic illness and a state ward is in the home, the following procedure will be followed.</p> <ol style="list-style-type: none"> <li>1. If an emergency occurs during normal business hours the family will call their assigned CFS Specialist. If the CFS specialist is not available the CFS Supervisor will be called. Call shall be initiated as soon as practical.</li> <li>2. During hours outside of the normal business hours the family should contact the Child Abuse and Neglect Hotline number at 800-652-1999. The Hotline staff will then contact the on call worker.</li> <li>3. The family should also contact the child's physician.</li> </ol> <p>If the child is in out of home care and is diagnosed with the H1N1 virus, the child's CFSS will relay information regarding the child's emergency situation to the RD Administrator who will then forward this information to: birth parents/relatives, DCFS Administrator, Service Area Administrator, and the DCFS Director. DHHS will use the Health Department and Center of Disease Control as a resource.</p>

<p>Describe how the expectation for Traditional Foster Families develop and maintain a disaster plan will be enforced.</p>	<p>Developing a disaster plan will be done with each foster family as soon as possible. A review of this plan shall take place during the time of license renewal. A copy will be placed in the family's DHHS/RD file.</p>
<p>Describe the process for requiring foster families to communicate with the department in the event of an emergency:</p>	<p>The following information will be provided to all foster families.</p> <p style="text-align: center;">Western Service Area DHHS Foster Parent Disaster/Pandemic Plan</p> <p>During emergency situations in the Western Service Area the following individuals will be the contact resources.</p> <p><b>Alicia Kuklish</b>, Gering, Supervisor, 308-633-2822, 308-765-8447.</p> <p><b>Nora Baluyot</b>, North Platte, RD Supervisor, 308-535-8239, 402-540-1350</p> <p><b>Kate Batt</b>, Gering, CFS Administrator, 308-436-6510, 308-641-4527.</p> <p><b>vacant</b>, North Platte, CFS Administrator, 308-534-3754, 308-530-0691.</p> <p><b>Brenda Brooks</b>, Western Service Area Administrator, 308-530-5929, 308-535-6756, 308-532-3990, 308-520-1233.</p> <p><b>Lori Harder</b>, Lincoln, Deputy Director for Protection and Safety, 402-471-1343.</p> <p>If the foster parent is unable to reach any of the individuals listed above he/she should call the Hotline number at 800-652-1999. During a disaster, foster parents will need to contact the names listed above as soon as possible.</p> <p>During a pandemic, recognized as a pandemic by the CDC and the State of Nebraska, if a member of the household has tested and is known to have the recognized pandemic illness and if a state ward is in the home, the foster parent will contact the names listed above in addition to their caseworker. Other precautions such as calling the family</p>

	physician, the Health Department, etc., will also be a part of the foster parent's plan.
Describe how expectations of Traditional foster families to maintain communication with the department throughout a disaster will be enforced.	This will be reviewed with each foster family by RD at each license renewal.
<b>Child Location Verification</b>	
Describe the method the Service Area will take to identify and locate all children in that designated Service Area.	Case aides will maintain a spreadsheet, by office, that will list all state wards. The "Wards in CFS Program Cases" report will be utilized as this report lists placement information of the child, contact information for the placement as well as contact information for biological parents whose rights are intact.
Describe how priority will be given to medically fragile children, physically impaired children, youth with cognitive and/or developmental deficits and youth participating in independent living arrangements.	Child medical and characteristics will be maintained in N-Focus. Information for our high needs youth will be printed off and kept in on call bag in each local office. Information sheets will be created outlining these identified youth and specify the child's condition. The information will be provided to support staff to maintain. The list will be stored on each local WSA S drive and attached to the disaster plan. This information is located in N-Focus under medical conditions for each state ward.
Describe process for responding to youth needing new placement	The caretaker for the youth in need of a new placement due to an emergency will call the assigned CFS Specialist to assess available placement resources. In the event the CFS specialist is not available the CFS Supervisor, on-call number and Hotline number will be utilized.

and care and placement of unaccompanied minors.	
Describe the process for notification of each child's status to the biological family if the child is in an out-of-home placement.	The biological parent will contact the caseworker for information regarding the case manager to indicate what the placement/care needs are. In the event the relationship between the biological parents whose rights are intact and foster parents allows, the biological parent can contact the foster family directly for information regarding their child.
<b>Staff</b>	
Describe how Disaster Drills will occur in your Service Area	Disaster drills will be conducted on a yearly basis. The WSA Administrator will be responsible for determining the dates the drill will be held. This information will be communicated via e-mail and during Administrative Leadership Team meetings to all unit Administrators. The dates for the drills will be communicated to all WSA Supervisors by the Unit Administrator for each program area. On the dates of the drills the Calling Tree process will be carried out as outlined in the Communication Plan. After the drills are held, every Unit Administrator will be responsible for following up within a week with his/her staff for the purpose of identifying deficiencies and recommending necessary changes to the current plan. The unit Administrators will be responsible for reviewing the feedback and reporting back in the next leadership team meeting.
Describe plan to train staff on disaster planning and procedures for checking in after a disaster	All supervisors will have the WSA Disaster Plan reviewed with them at a supervisor's meeting. The Disaster Plan will be reviewed with supervisors annually, however, these reviews may be held at a team meeting after the initial presentation during the supervisor meeting. Particular attention will be paid to any revisions made to the plan since the last review. The team meeting should be chaired by an Administrator to insure the delivery of a consistent presentation between program areas. Supervisors will be responsible for reviewing the plan with their team once a year during a team meeting. Any staff absent from the meeting will have the plan reviewed with them individually at a later time but as soon as possible upon return.
Describe procedures on action that will be taken for	The DHHS Weather policy will be used as a guideline regarding the contact and report to duty process for any disaster within WSA.

<p>staff that do not contact/report to duty after a disaster.</p>	<p>The State of Nebraska has a statutory responsibility to have state offices open from 8:00 a.m. to 5:00 p.m. With the safety and welfare of our employees as a concern, employees will determine for themselves their ability to drive, their vehicles condition, the immediate road conditions and the impact the disaster has placed on them personally.</p> <p>If an employee determines they cannot report to work, they must contact their immediate supervisor to report their absence. Supervisors will report employee absences to their administrator. If an employee's normal work site is not available they should report to the alternative work site location previously outlined in the disaster plan. Employees not choosing to work during the disaster will have to sue accrued vacation leave, compensatory time, leave without pay or MAY be allowed to make up missed work time within the work week.</p> <p>To assure all employees are safe and accounted for, employees must contact their supervisor to report if they are unable to report to work. If an employee fails to call in or report to work as scheduled the supervisor will contact Human Resources to determine if additional action is needed, which may include contacting law enforcement to assure the employee and their family is safe.</p>
<p><b>Supplies</b></p>	
<p>Describe how emergency supplies will be maintained in each office (including satellite office(s)).</p>	<p>Offices in the WSA will each have a First Aid Kit available in the office with all staff knowing its location. Kits will be maintained and kept updated by the office managers or identified staff member. Those individuals are as follows:</p> <p>Chadron: Courtney Armstrong                  Alliance: Courtney Armstrong                  Gering: Bonnie Fraedrich                  Sidney: Sonya Oliverius                  Ogallala: Sonya Oliverius                  North Platte: Rebecca Merritt                  McCook: Nicole Peterson                  Lexington: Dominic Heimann</p> <p>The First Aid Kit will include but not be limited to: Adhesive band-aides, antiseptic wipes, Tylenol extra strength caplets, antibiotic/pain relieving ointment/first aid cream, health care gloves (non-latex), non-sterile rolled bandages, first aid tape,</p>

	<p>scissors, instant cold pack, hand sanitizer, face masks, bottled water and blankets.</p> <p>Also suggested is each office have an emergency Rubbermaid container(s) with a clear top and large enough to contain the following supplies:</p> <ul style="list-style-type: none"> <li>• Current 12 month calendar</li> <li>• Pens, pencils, highlighters, erasers</li> <li>• Map of local County area</li> <li>• Sticky notes-various sizes</li> <li>• Battery operated calculator with extra batteries (preferably one with a tape)</li> <li>• Battery operated flashlights with extra batteries</li> <li>• Note pads-various sizes.</li> <li>• Telephone message pads</li> <li>• Scissors, staple puller, binder clips, white out, paper clips, flair marker, post-it-tabs, rubber bands, stapler</li> <li>• Tape and tape dispenser</li> <li>• Small binder with empty page protectors-provides a place to put all various procedure memos to make a quick manual for the various procedures that evolve during a disaster.</li> <li>• A couple of empty 2 sided pocket folders to organize extra copies of forms and information sheets to give to clients</li> <li>• Crayons for children to draw pictures along with some blank paper</li> <li>• Copy of WSA disaster plan</li> <li>• Phone book</li> <li>• WSA staff phone listing</li> </ul> <p>Other items that do not fit in the box should be readily available as well.</p> <ul style="list-style-type: none"> <li>• 2 sided folders for clients file</li> <li>• Office cell phone and charger</li> <li>• Bottled water</li> </ul>
<p>Describe procedures to maintain a current list of equipment that can be</p>	<p>Administrators and CFS staff and supervisors have available to them an assigned work cell phone.</p> <p>Dictation System-The dictation line will open and available for employees to call in for dictation services.</p>

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accessed in the event of disaster (e.g. laptops, cell phones, pagers)	Laptops-	
	Brenda Brooks	North Platte
	Kate Batt	Gering
	Dennis O'Brien	North Platte
	Jennifer Walker	North Platte
	Melissa Smith	North Platte
	Kelly Nelson	North Platte
	Christine Bourquin-Lewien	North Platte
	Amanda Leighton	North Platte
	Dominic Heimann	Lexington
	Pam Herron	McCook
	Sonya Oliverius	Sidney
	Sarah Robinson	Sidney
	Yuri Cole	Ogallala
	Stephanie Hoover	Ogallala
	Jennifer Buxbaum	Gering
	Courtney Armstrong	Gering
	Lauren Trenkle	Gering
	Kylie Wilson	Gering
	Danielle Villagrana	Gering
	Amber Craig	Alliance
	Grace Fletcher	North Platte
	Rachel Bliven	Lexington
	Abby Barth	McCook
	Chantelle Reicks	North Platte
	Ashley Carson	Ogallala
	Laurie Orr	Ogallala
	Morgan Weitzel	Gering
	Anna Harberts	Gering
	Stefan Yocum	Alliance
	Dominic Heimann – Lexington Tablet	Lexington
April Christensen – North Platte Tablet	North Platte	
Nicole Peterson – McCook Tablet	McCook	
Sidney Tablet - Cassie Beasant	Gering	
Bridget Phillips – Gering Tablet	Gering	

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	Courtney Armstrong – Gering/Alliance Tablet	Alliance	
	Melissa Smith – North Platte Tablet	North Platte	
	Alicia Kuklish – RD On Call	Gering	
	Nora Baluyot – RD On Call Tablet	Gering	
	Sara Wellnitz	Chadron	
Western Service Area Emergency Response Volunteer Team	Bonnie Fraedrich and Rebecca Merritt are assigned responsibility.		
Community Emergency Management Coordinators	In the event of an emergency or disaster, the Western Service Area Administrative team will initiate contact with the applicable County Emergency Response Coordinator. Those applicable contacts are being compiled and will be attached to the Disaster Plan.		

**4. SOUTHEAST SERVICE AREA DISASTER PLAN**

<b>Contact Information</b>		
Primary Contact for Decision-Making and Authority	Name:	Doug Kreifels
	Address:	5220 South 16 <sup>th</sup> Street/Lincoln, NE
	Primary Phone:	402.471.1353
	Secondary Phone:	402.432.8091
Secondary Contact for Decision-Making and Authority	Name:	Jennifer Runge
	Address:	5220 South 16 <sup>th</sup> Street/Lincoln, NE
	Primary Phone:	402.471.1499
	Secondary Phone:	402.420.0550
Tertiary Contact for Decision-Making and Authority	Name:	Monica DeMent
	Address:	5220 South 16 <sup>th</sup> Street/Lincoln, NE
	Primary Phone:	402.471-5131
	Secondary Phone:	402.416.6170
Current List of All Staff and Emergency Contact Information:	SESA Disaster Coordinator (Jennifer Runge) has an electronic and a hard copy of current staff with contact information. If Jennifer Runge is unable to be reached during a disaster Matthew Drevo and Monica DeMent are identified as alternative options.	
Date of Last Update of List:	May 2019	
Hard Copy Located Where:	Doug Kreifels, Jennifer Runge, and Human Resources offices in Lincoln, NE South office (5220 South 16 <sup>th</sup> Street)	
Electronic Copy Located Where:	480_SHARE Drive-Folder-Disaster Plan SESA	
Current List of Foster Care Homes and Emergency Contact Information:	SESA Foster Care Resource Development staff have an updated list (monthly) of all current foster homes with emergency information. This information is also kept on the share drive under the Disaster Plan SESA Folder.	
Date of Last Update of List:	May 2019	
Hard Copy Located Where:	All SESA local offices: Lincoln South, Beatrice, Geneva and Nebraska City.	

Child and Family Services' DISASTER PLAN

	SESA Disaster Coordinator also have a hard copy.
Electronic Copy Located Where:	480_SHARE Drive-Folder-Disaster Plan SESA
Current List of Group Homes, Congregate Care, and Shelter Settings:	SESA Resource Development staff maintain a list (monthly) of all Group Homes/Shelters and also have current contacts for all facilities during business hours and also after hours.
Date of Last Update of List:	May 2019
Hard Copy Located Where:	All SESA local offices: Lincoln South, Beatrice, Geneva and Nebraska City. SESA Disaster Coordinator also has a hard copy.
Electronic Copy Located Where:	An electronic copy can be obtained from N-FOCUS and a current list is on the Share Drive in the Folder-Disaster Plan SESA
<b>Communication Plan</b>	
Identify Where Your Emergency Office Will Be Located:	<p>The SESA has several office locations. Depending on where an emergency has occurred, would depend on where the emergency office would be located. All CFS Specialists, Supervisors, and Administrators who have been employed longer than 6 months have access to Citrix. This would allow workers to work from home as long as they had access to the internet on an emergent need.</p> <p>Emergency Offices will be located at the following:</p> <p><b>Lincoln-5220 South 16<sup>th</sup> Street</b>  <b>Beatrice-3000 Lincoln Blvd-201 Kennedy</b>  <b>Geneva-535 South 13<sup>th</sup> St</b>  <b>Nebraska City-917 Wildwood Lane Suite A</b></p>
Alternative Location:	<p>The alternative location would depend on where the emergency took place in SESA.</p> <p><b>Lincoln-Golds Office-1050 N. Street-Lincoln, NE</b>  <b>Beatrice-BSDC2000 Lincoln St.-Beatrice NE</b>  <b>Geneva-YRTC 855 North 1<sup>st</sup>-Geneva, NE</b></p>

	<b>Nebraska City-Nebraska City Police Dept-1520 Central Avenue, Nebraska City, NE</b>
Describe process for quarterly updating personnel lists and corresponding emergency contact numbers:	The current Administrative Assistant, will update the SESA personnel list on a quarterly basis. This list will include emergency contact phone numbers provided by staff. This list will be given to Human Resources and each administrator in the SESA every quarter as it is updated.
Describe process for contacting and verification of staff safety and availability to work in the event of a disaster:	Administrators will be responsible for calling all their Supervisors and Supervisors will call all staff on their team to determine the safety and availability of staff during an emergency/disaster situation.
Describe process for updating contact information for group homes and other congregate care facilities in the service area:	The Resource Development Supervisor in the SESA will update contact information for group home and emergency shelter providers located across the state on a monthly basis or as information is received from the providers.
Describe process for requesting service providers to contact the department in the event of an emergency and the method for contact:	Each service provider is assigned to a specific SESA Resource Development Worker. As a part of each of the individual service providers' emergency plan, they have all been required to name at least two positions who will notify their assigned Resource Development worker as well as the hotline, should they not be able to talk with their assigned Resource Development worker. Each agency is responsible for having a live conversation with either their Resource Development worker or hotline staff. Leaving a message over the phone or writing an email is not considered sufficient communication.
Describe method for communicating with agencies caring for youth in out-of-home care in the event of a disaster:	In the event of an emergency, Resource Development workers and Resource Development supervisors will either send emails or communicate by phone with their assigned agencies to communicate information. CFS Administrator who oversees Resource Development will make phone calls and send emails to agency CEO's. If a phone message is left, CFS Administrator will call again within an hour and communicate with Resource Development worker to ensure someone from the agency has information from DHHS. This process

	will occur daily until disaster situation is considered safe.
<b>Emergency Preparedness</b>	
Describe how CFS Specialists will advise and encourage families receiving in-home services and families with children placed in out of home placements will develop and update disaster plans:	<p>For youth in out of home care the foster family will be responsible for developing an emergency or disaster plan upon licensing of their home. The agencies and SESA DHHS plans will need to be reviewed every two years as part of the renewal process for their license. If a disaster occurs the assigned Resource Development worker can communicate these plans to the CFS specialists and inquire of any additional information that may be helpful for that family. If this is a kinship placement who does not go through the licensing process the CFS Specialist and assigned agency will encourage the family to develop a disaster plan and document efforts into the foster home's org. on N-Focus.</p> <p>If this is a family who is receiving in-home services the CFS Specialists are required to maintain monthly face to face contact with the families and children served. During these contacts the CFS Specialist will encourage all families to develop a disaster plan for their family. These efforts can be documented on N-FOCUS in the families Master Case.</p>
Describe how families will have access to CFS Specialists' phone numbers in an emergency to access information about their child:	Every ASFC/DHHS foster family will have a support plan for their home that is specific to the needs of the child(ren) placed in their home. On that plan is the CFS Specialists' phone number as well as the hotline number is listed (1-800-652-1999). The agency the family is affiliated with will also have access to Resource Development workers that can help locate CFS staff and supervisors during business hours and the hotline staff to communicate concerns to on-call staff after business hours.
Describe how the expectation for traditional foster families develop and maintain a disaster plan will be enforced:	Just like ASFC families, DHHS foster families must also develop emergency plans for their home as part of the licensing process. These plans are reviewed every two years as part of the renewal process for their foster care license and Resource Development Workers will ensure this information is current.

<p>Describe the process for requiring foster families to communicate with the department in the event of an emergency:</p>	<p>In the event of an emergency, it is the foster family's responsibility to communicate with the department. Resource Development workers and CFS specialists will be in communication with one another if they have heard from a family who might have been affected by an emergency/disaster. If the family has been in communication with one of the CFS staff, the staff must continue to communicate with the family and relay information to the other department employees. If a family has an emergency and is not able to talk with their assigned Resource Development staff, CFS specialist, CFS or Resource Development Supervisor, or CFS Administrator, they must immediately call the hotline.</p>
<p>Describe how expectations of traditional foster families to maintain communication with the department throughout a disaster will be enforced:</p>	<p>DHHS foster families are also responsible for communicating with department staff throughout an emergency/disaster. Once it has been identified that a traditional foster family has been affected by an emergency/disaster, the assigned Resource Development worker and CFS Specialist working with the child (ren) in the home will communicate with one another to see if either have heard from the family. If not, they will decide which staff should be the primary contact and that staff will send email communication, make phone calls, or travel if need be to the home to ensure that the family and any state wards are safe. If the family has been in touch with someone, that staff will continue to be the family's primary contact and they are responsible for updating the other staff associated with the home. If CFS Specialist or Resource Development workers are unable to be reached the family will contact the hotline and talk directly with somebody and will not leave a message.</p>
<p><b>Child Location Verification</b></p>	
<p>Describe the method the Service Area will take to identify and locate all children in that designated Service Area:</p>	<p>Should an emergency take place, each administrative team will print off their caseload of families from N-FOCUS and make plans to be in communication with each of the children involved, or their caregivers, depending on the age and development of the child. It is preferred that the CFS</p>

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	<p>specialist will have a face to face visit with the child; however, if conditions are not favorable for traveling, a phone conversation is satisfactory. The CFS specialist should consult with his or her supervisor and administrator about whether conditions are safe or not to travel to see a child.</p>
<p>Describe how priority will be given to medically fragile children, physically impaired children, youth with cognitive and/or developmental deficits and youth participating in independent living arrangements:</p>	<p>After each administrative team has their list of families, they will staff with their supervisor or administrator, those children that are medically fragile, developmentally delayed, physically impaired, or are participating in independent living programs. Those youth will be put at the top of the list to make contact with first. Again, face to face visits are preferred, if the conditions are appropriate for traveling. Otherwise, a phone conversation with the youth is sufficient to ensure safety and that they have what they need.</p>
<p>Describe process for responding to youth needing new placement and care and placement of unaccompanied minors:</p>	<p>As department staff are ensuring that the children and families on their caseload are safe, they will also assess if placement is able to continue or not. If a new placement is needed, the CFS Specialist or supervisor will contact Resource Development immediately. Resource Development staff will follow the protocol for an emergency placement and put the need out to all the agencies as well as make phone calls with agencies to secure placement options for a child.</p>
<p>Describe the process for notification of each child's status to the biological family if the child is in an out-of-home placement:</p>	<p>Administrative teams will work together to coordinate communication to families about the status of each child to their biological family, if the child is placed out of home. CFS specialists, supervisors, administrators, and Resource Development workers will work together as needed to ensure families are informed about the safety and well-being of their child who is out of the home. If the relationship with the foster parents allows, they can call the foster homes directly in order to talk with and get information regarding their children.</p>
<b>Staff</b>	
<p>Describe how Disaster Drills will occur in your Service Area:</p>	<p>Disaster Drills will be conducted on a yearly basis. The SESA CFS Administrator will be responsible for determining the dates of the drills. This information</p>

	<p>will be communicated via e-mail to Administrative and Supervisory teams. During these drills SESA will review various types of emergencies and how staff should evacuate, where to go to take shelter, and how they would be in contact with clients during an emergency. After the drills are held, every Administrator will be responsible for following up within a week with his/her staff for the purpose of identifying deficiencies and recommending opportunities for improvement. Revisions to the Disaster Plan will be made as needed.</p>
<p>Describe plan to train staff on disaster planning and procedures for checking in after a disaster:</p>	<p>Staff will be trained on procedures as part of their new staff orientation. Procedures will be reviewed on a quarterly basis at all-staff meetings. It is the responsibility of the staff member to check-in with their supervisor and supervisors to check in with their administrator after a disaster. If revisions are made to the plan it will be the administrators and supervisors responsibility to funnel down information to staff. Supervisors are responsible to review the disaster plan with their team once a year. Any staff person at any time may submit suggestions and ideas to their supervisor for consideration.</p>
<p>Describe procedures on action that will be taken for staff that do not contact/report to duty after a disaster:</p>	<p>For those staff that do not check-in after a disaster to their supervisor and administrator, those staff members will be called as well as emergency contact people to ensure staff are safe. If an employee determines they cannot report to work they must contact their immediate supervisor. If an employee's normal work site is not available they should report to the alternative work location as described in the disaster plan. For any staff member that is unable to be located or communicated with after a disaster, local law enforcement will be contacted to ensure the safety of the staff person. This information will also be communicated to Human Resources and the Service Area Administrator.</p>
<p><b>Supplies</b></p>	
<p>Describe how emergency supplies will be maintained in each office (including satellite office(s)):</p>	<p>SESA case aides are currently in charge of maintaining emergency safety kits for state cars and Emergency supplies for the office will be added to that list of responsibilities as well. This will include First Aid Kits. Kits will be maintained and kept</p>

	<p>updated at all times. All staff will have access to the kits located in each local office (Lincoln South, Beatrice, Geneva, and Nebraska City).</p> <p>Supplies in the kits include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Band-Aids</li> <li>• Wipes</li> <li>• Tylenol</li> <li>• Pain Relieving Ointment</li> <li>• Non Latex Gloves</li> <li>• Rolled Bandages</li> <li>• First Aid Tape</li> <li>• Scissors</li> <li>• Instant Cold Pack</li> <li>• Hand Sanitizer</li> <li>• Face Masks</li> </ul> <p>Also suggested items that each office have in case of disaster/emergency:</p> <ul style="list-style-type: none"> <li>• Map of local counties</li> <li>• Copy of SESA disaster plan</li> <li>• Phone book</li> <li>• Office cell phone and charger</li> <li>• SESA staff phone numbers</li> <li>• Blankets</li> <li>• Bottled water</li> <li>• Battery operated flashlight</li> <li>• Battery operated radio</li> </ul>
<p>Describe procedures to maintain a current list of equipment that can be accessed in the event of disaster (e.g. laptops, cell phones, pagers):</p>	<p>Administrative Assistants currently update and maintain lists of equipment such as laptops, cell phones, and Mifi devices. The Administrative Assistants will be responsible for checking these devices out to necessary staff and updating supervisors and administrators of the status of these devices to ensure they are working properly and ready for use.</p> <p>All CFS Specialists, Supervisors, Administrators and Resource Development staff have available to them assigned work cell phones. Some staff are also assigned lap tops for work use.</p>

	Staff will be provided access to Citrix if a disaster occurs and the staff needs to work from their home computer.
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**5. Promiseship / EASTERN SERVICE AREA DISASTER PLAN**

Contact Information		
Primary Contact for Decision-Making and Authority	Name:	Ronald Zychowski
	Address:	4530 Maass Road, Ste 200, Bellevue, NE
	Primary Phone:	402-445-7978
	Secondary Phone:	712-621-9490 (cell)
Secondary Contact for Decision-Making and Authority	Name:	Melissa Nance
	Address:	4530 Maass Road, Ste 200, Bellevue, NE
	Primary Phone:	402-445-7927
	Secondary Phone:	402-630-1829 (cell)
Tertiary Contact for Decision-Making and Authority	Name:	Monika Anderson
	Address:	4530 Maass Road, Ste 200, Bellevue, NE
	Primary Phone:	402-445-7928
	Secondary Phone:	402-431-3098 (cell)
Current List of all Staff and Emergency Contact Information		
Date of Last Update of List:	Monthly – last day of the month	
Hard Copy located where:	No hard copy	
Electronic Copy located where:	p:\Leadership\safety committee\2016 folder	
Current List of Foster Care Homes and Emergency Contact Information:		
Date of Last Update of List:	Weekly - Monday	
Hard Copy located where:	No hard copy	
Electronic Copy located where:	p:\Leadership\safety committee\2016 folder	
Current List of Group Homes and Congregate care, Shelter Settings:		
Date of Last Update of List:	Weekly - Monday	
Hard Copy located where:	No hard copy	
Electronic Copy located where:	p:\Leadership\safety committee\2016 folder	
Communication Plan		

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<p>Identify where your emergency office will be located</p>	<p>If East Campus is damaged, staff located at East Campus will relocate to Main Campus. The address for Main Campus is 2110 Papillion Parkway, Omaha, NE 68164.</p> <p>If the Sarpy County office is damaged, staff located at the Sarpy County office will relocate to the Main Campus. The address for Main Campus is 2110 Papillion Parkway, Omaha, NE 68164.</p> <p>If Main Campus is damaged, staff from both East Campus and Main Campus locations will locate at Child Saving Institute or Boys Town National Headquarters, 14100 Crawford St, Boys Town, NE as determined by the President &amp; CEO.</p>
<p>Alternative location</p>	<p>CSI, 4545 Dodge St., Omaha. Boys Town, 14100 Crawford St., Boys Town, NE</p>
<p>Describe process for monthly updating personnel lists and corresponding emergency contact numbers</p>	<p>Human Resources Supervisor will ensure monthly updates of the employees' personal phone numbers and will confirm employee emergency contact information. Updated lists will be completed on the last day of each month. These lists will be stored on the P:Drive in the p:\Leadership Team\Safety Committee\ESA-NFC Disaster Plan\2019 folder</p>
<p>Describe process for contacting and verification of staff safety and availability to work in the event of a disaster</p>	<p>A calling tree will be followed whereby Executive Leadership staff will contact their direct reports, who will contact their direct reports and so on. Leadership will confirm staff safety and check staff's ability to work in the event of a disaster. Specific questions to ask:</p> <ol style="list-style-type: none"> <li>1. Are you and your family safe?</li> <li>2. Can you assist NFC in performing follow up with children and families served?</li> <li>3. If so, confirm work/ reporting location with staff.</li> </ol>
<p>Describe process for updating contact information for group homes and other congregate care facilities in the Service Area</p>	<p>The Network Management Coordinator will ensure a list with specific provider contact information is maintained on a quarterly basis. Updated lists will be completed in January, April, July and October of each year. This information will also be updated at the time each network contract is renewed. The information will be kept on the P:drive at p:\Leadership\safety committee\2016 folder.</p>
<p>Describe process for requesting service providers to contact NFC in the event of an</p>	<p>Each group home and other facility contracts describe the method of contact necessary during an emergency. This information will be kept on the P:drive at p:\Leadership\safety committee\2016 folder.</p>

emergency and the method for contact:	
Describe method for communicating with agencies caring for youth in out-of-home care in the event of a disaster	The Network Management Coordinator will relay information regarding children's emergency situations daily to the designated providers via phone call and email. Additionally, providers have cell phone information for all assigned FPSs with supervisor contact information in the event the FPS cannot be reached.
<b>Emergency Preparedness</b>	
Describe how FPSs will advise and encourage families receiving in-home services and families with children placed in out of home placements will develop and update disaster plans.	FPSs are required to maintain monthly contact with the children and families served. A prompt has been added to monthly contact template encouraging staff to ask families about their own disaster plans in April and October.
Describe how families will have access to FPS phone numbers in an emergency to access information about their child.	All families we serve are provided FPS cell phone numbers. Additionally, their voice mail messages provide their supervisor contact information. In the event of a disaster, PromiseShip first responders will begin the process of confirming status of children and notifying families through a calling tree model. In-home families and kinship placement providers will also be contacted through a calling tree model to assure safety and to determine immediate needs to maintain family unit.
Describe how the expectation for Kinship/Relative Families develop and maintain a disaster plan will be enforced.	Twice a year a letter will be issued by the Kinship Unit Supervisor to all kinship/relative families not supported by a child placing agency encouraging them to develop and implement a disaster plan. These letters will be issued in April and October.
Describe the process for requiring foster families to communicate with NFC in the event of an emergency:	Foster families will work with their respective agency and foster care specialist regarding communication in the event of an emergency. Foster parents also have information to contact all levels of leadership at PromiseShip. This information is provided on a one page information sheet distributed at the time each placement is made. The information will include phone numbers and email addresses.
Describe how expectations of kinship/relative families to	In the event of a disaster, a calling tree will be utilized to reach out to kinship/relative placement families.

<p>maintain communication with NFC throughout a disaster will be enforced.</p>	<p>Staff will confirm plan implementation and child/youth safety and ongoing placement needs.</p> <p>In the event that cell towers are disabled, the landline that can be contacted is the DHHS Hotline (1-800-652-1999) All staff, foster families and parents will be trained to call the hotline if cell phones/towers are disabled.</p>
<p><b>Child Location Verification</b></p>	
<p>Describe the method the Service Area will take to identify and locate all children in that designated Service Area.</p>	<p>Weekly list of children served and their placement information will be placed on p:\Leadership Team\Safety Committee\ESA-NFC Disaster Plan\2019 folder. The list will contain child names, placement information, contact information on placement, and biological parent name and contact information. A calling tree will be followed to contact placement providers, youth and parents to determine safety status and immediate placement needs. Information will be compiled and held with Primary and Secondary Contacts listed in Disaster Plan.</p>
<p>Describe how priority will be given to medically fragile children, physically impaired children, youth with cognitive and/or developmental deficits and youth participating in independent living arrangements.</p>	<p>Foster families will work with their respective agency and foster care specialist regarding communication in the event of an emergency. Foster parents also have information to contact all levels of leadership at PromiseShip. This information is provided on a one page information sheet distributed at the time each placement is made. The information will include phone numbers and email addresses. Providers of DD group homes, EFH's and Intensive Foster homes will be called first.</p>
<p>Describe process for responding to youth needing new placement and care and placement of unaccompanied minors.</p>	<p>In the event new placements are needed, employees will work with PromiseShip's placement staff to obtain new placements for these youth. Efforts will be made to find appropriate matches within PromiseShip's network of providers.</p> <p>Hotel rooms and other arrangements to be made are determined by the Primary and Secondary Contacts. If children are moved for emergencies, DHHS will be notified in a timely fashion. All moves for emergency purposes will be tracked and maintained on a roster and provided to DHHS. Hotels that can be contacted that have a maximum of five to six children (to maintain sibling strips) per room include:</p> <ol style="list-style-type: none"> <li>1. Doubletree Suites Omaha</li> </ol>

	<p>7270 Cedar Street Omaha, NE 68124 Contact the Sales Dept. 402-397-5141</p> <p>Doubletree Suites Omaha 1616 Dodge Street Omaha, NE 68102 Contact the Sales Dept. 402-346-7600</p> <p>2. Holiday Inn Omaha Downtown 1420 Cuming Street Omaha, NE 68102 Contact the Sales Dept. 402-341-0124</p> <p>3. Residence Inn Omaha 6990 Dodge Street Omaha, Ne 68132 Contact the Sales Dept. 402-553-9989</p> <p>PromiseShip will work collaboratively with network providers to ensure all children have adequate shelter as quickly as possible.</p>
<p>Describe the process for notification of each child's status to the biological family if the child is in an out-of-home placement.</p>	<p>A list of children served and their placement information will be updated monthly and placed at p:\Leadership Team\Safety Committee\ESA-NFC Disaster Plan\2019 folder. The list will contain child names, placement information, contact information on placement, and biological parent name and contact information. A calling tree will be followed in contacting all youth, their placement provider and family to determine safety status and immediate placement needs. Information will be compiled and held with Primary and Secondary Contacts listed in Disaster Plan.</p>
<b>Staff</b>	
<p>Describe how Disaster Drills will occur in your Service Area</p>	<p>Disaster drills we be conducted on a yearly basis, two tornado drills and one fire drill. After the drills are held, a debriefing will be scheduled within the week to identify deficiencies and recommend opportunities for improvement.</p> <p>The Office / Facilities Manager is responsible for facilitating this process, ensuring drills are held.</p>

Child and Family Services' DISASTER PLAN

<p>Describe plan to train staff on disaster planning and procedures for checking in after a disaster</p>	<p>All PromiseShip staff will be trained on implementation of the Emergency Response Plan on an annual basis. This information will also be included in New Employee Orientation at time of hire.</p>
<p>Describe procedures on action that will be taken for staff that do not contact/report to duty after a disaster.</p>	<p>PromiseShip's Emergency and Adverse Weather Policy #4300 will be used as guidelines for the suspension of non-essential operations during emergency and adverse weather conditions. In the event of a disaster, a calling tree will be followed whereby Executive Leadership employees will contact their direct reports, who will contact their direct reports and so on. Information obtained during the call will confirm staff safety and check staff's availability to work in the event of a disaster. Staff will determine their ability to arrive to work taking into consideration their ability to drive, vehicle and road condition and immediate impact of the disaster on them personally.</p> <p>If the staff cannot report to work, they must contact their immediate supervisor as soon as possible to report their absence which will be reported to the assigned Director. If an employee's normal work site is not available they should report to the alternative work location as described in the disaster plan.</p> <p>To assure all employees are safe and accounted for, employees must contact their supervisor to report their inability to come to work. If the employee fails to report as scheduled, HR will be notified and the need for further action will be determined.</p>
<p><b>Supplies</b></p>	
<p>Describe how emergency supplies will be maintained in each office (including satellite office(s)).</p>	<p>First Aid Kits are located in each break room at the main PromiseShip location and in the East Campus and Sarpy County location with all staff knowing the locations where the kits are located.</p>
<p>Describe procedures to maintain a current list of equipment that can be accessed in the event of disaster (e.g. laptops, cell phones, pagers)</p>	<p>PromiseShip IT maintains an inventory of all equipment, including cell phones and laptops that can be utilized in executing the PromiseShip Disaster Plan.</p>

Describe plan to review and update Disaster Plan	PromiseShip's Disaster Plan will be reviewed at least twice a year by the Safety Committee, with updates to be completed in April and October.
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**V. TRAINING**

Testing, training and exercising are essential to assessing, demonstrating and improving the ability of organizations to maintain their essential functions and services. DCFS will participate in disaster exercises that may be offered by the public emergency coordinator with the Division of Public Health to examine the impact on agency essential functions, to familiarize agency personnel with their responsibilities and to validate the effectiveness of COOP planning.

**VI. PRESERVATION OF RECORDS**

DHHS Information Systems and Technology (IS&T) is responsible for the security of electronic records. Protection and back up of electronic records is completed per IS&T policies and protocols that include regular back up, alternate servers, and storage of electronic documents. The IS&T procedures addresses processes essential to the safety and security of electronic documents and records. All vital data/documents utilized on a daily basis shall be accessed and stored on DHHS servers and not stored locally on individual desk top computers.

Nebraska's child and family records are largely computerized. In the event of a disaster, relocated staff can access these records from any authorized Nebraska DHHS computer site across the state with the appropriate log-in name and passwords. This allows staff to continue to serve consumers at a variety of sites or at newly established sites during a period of recovery.

Where approved, program personnel may also access NFUSE/CITRIX from remote locations. NFUSE/CITRIX allows access to DHHS information to include an individual's electronic documents, files, and email from remote locations via the internet. Access can also be established for program specific data bases as well. Access to the web based Outlook is also available to individuals who only need access to email. Access to NFUSE/CITRIX must be set up in advance and approved by an Administrator.

Child and Family Services disaster plan includes, but is not limited to, the following information and planned activities:

- The protection of vital records; establishing off-site backup for information systems with case and client records (for example, adoption subsidy and foster care payments systems);
- Procedures requiring protecting data and equipment from environmental factors (for example, installing surge protectors);
- Communication plan to initiate contact with federal partners;
- Cross training of multiple staff in ICPC and ICJ arrangements in handling timely transfers of youth across states in the event of an emergency in our state or another state;
- Assessing the critical nature of paper records, prior to a disaster, and then determining what steps may be necessary to protect such records from potential damage in a disaster (for example, use of fire-safe metal filing cabinets, creating scanned copies of vital records and storing electronically.)

## **IX. RECONSTITUTION**

Reconstitution is the ability of DHHS to recover from a catastrophic event and consolidate the necessary resources that allow it to return to a fully functional entity. Once the emergency situation has ended, one or a combination of the following options may be implemented, depending on the situation.

- Continue to operate from the alternative site locations with support, if necessary;
- Begin an orderly return to established offices;
- Collaborate with the Department of Public Health on re-credentialing and licensure assurance of facilities impacted by the disaster; and/or
- Begin or establish a new office in some other facility as identified.

Replacement of employees that are unable to return to work is the responsibility of DHHS Human Resources. In areas critical to operations of the division where priority is given for replacement of employees, the following considerations should be made in expediting the hiring process either on a temporary or permanent basis:

- Contracting with external entities to perform job functions;
- Hiring temporary employees;
- Hiring retired state employees on a temporary basis; and
- Waiving regulations regarding hiring processes to expedite the filling of vacant positions.

# **DIVISION OF CHILDREN AND FAMILY SERVICES**

## **DISASTER PLAN Appendices**

**APPENDIX A**

**DCFS Emergency Management Team Members**

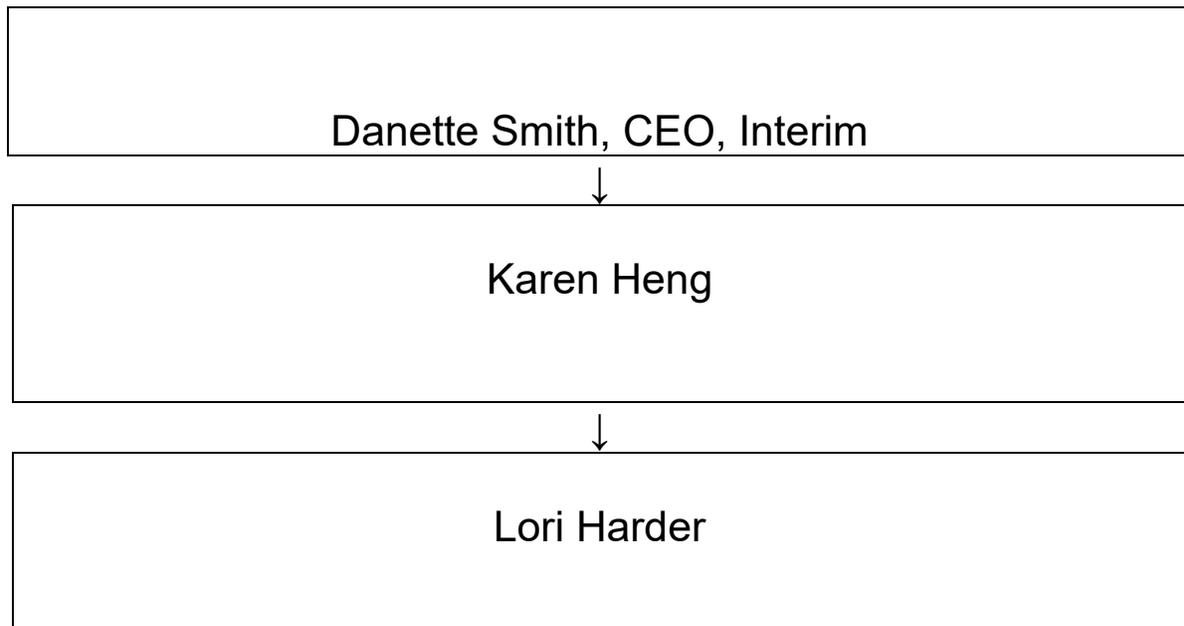
<b>NAME</b>	<b>TITLE</b>
<b>Danette Smith, CEO, Interim</b>	<b>Division Director</b>
<b>Steven Greene</b>	<b>Deputy Director – Protection and Safety</b>
<b>Lori Harder</b>	<b>Deputy Director - Protection and Safety Service Delivery</b>
<b>Mark LaBouchardiere</b>	<b>Facilities Administrator</b>
<b>Karen Heng</b>	<b>Deputy Director - Economic Assistance Service Delivery</b>
<b>Shannon Grotrian</b>	<b>Administrator- Economic Assistance</b>
<b>Erin Yardley</b>	<b>Divisional Financial Officer</b>
<b>Doug Beran</b>	<b>Deputy Director - Research and Evaluation</b>
<b>Sherri Haber</b>	<b>Administrator – Protection and Safety</b>
<b>Stacy Scholten</b>	<b>Administrator – Protection and Safety</b>
<b>Nanette Simmons</b>	<b>Administrator - Protection and Safety</b>
<b>Emily Kluver</b>	<b>Administrator – Protection and Safety</b>
<b>Jodie Gibson</b>	<b>Administrator - NHAP/Refugee Program/CSBG, AABD, State Disability</b>
<b>Will Varicek</b>	<b>Administrator - Child Care Development Fund, TANF, SSCF</b>
<b>Cindy Wiesen</b>	<b>Administrator - Child Support Enforcement Unit</b>
<b>Claire Speedlin</b>	<b>N-FOCUS Business Supervisor</b>
<b>Samantha Pfister</b>	<b>Food Distribution, SNAP</b>
<b>Dan Scarborough</b>	<b>Administrator - Youth Rehabilitation &amp; Treatment Centers (YRTC) Geneva</b>
<b>Trevor Spiegel</b>	<b>Administrator - Youth Rehabilitation &amp; Treatment Centers (YRTC) Kearney</b>

## APPENDIX B

### DCFS Delegation of Authority/Decision Making

Succession to office is critical in the event DCFS leadership is debilitated or incapable of performing their legal authorized duties, roles and responsibilities. The following pre-determined orders of succession are designed to allow for an orderly and pre-defined, transition of leadership within DCFS.

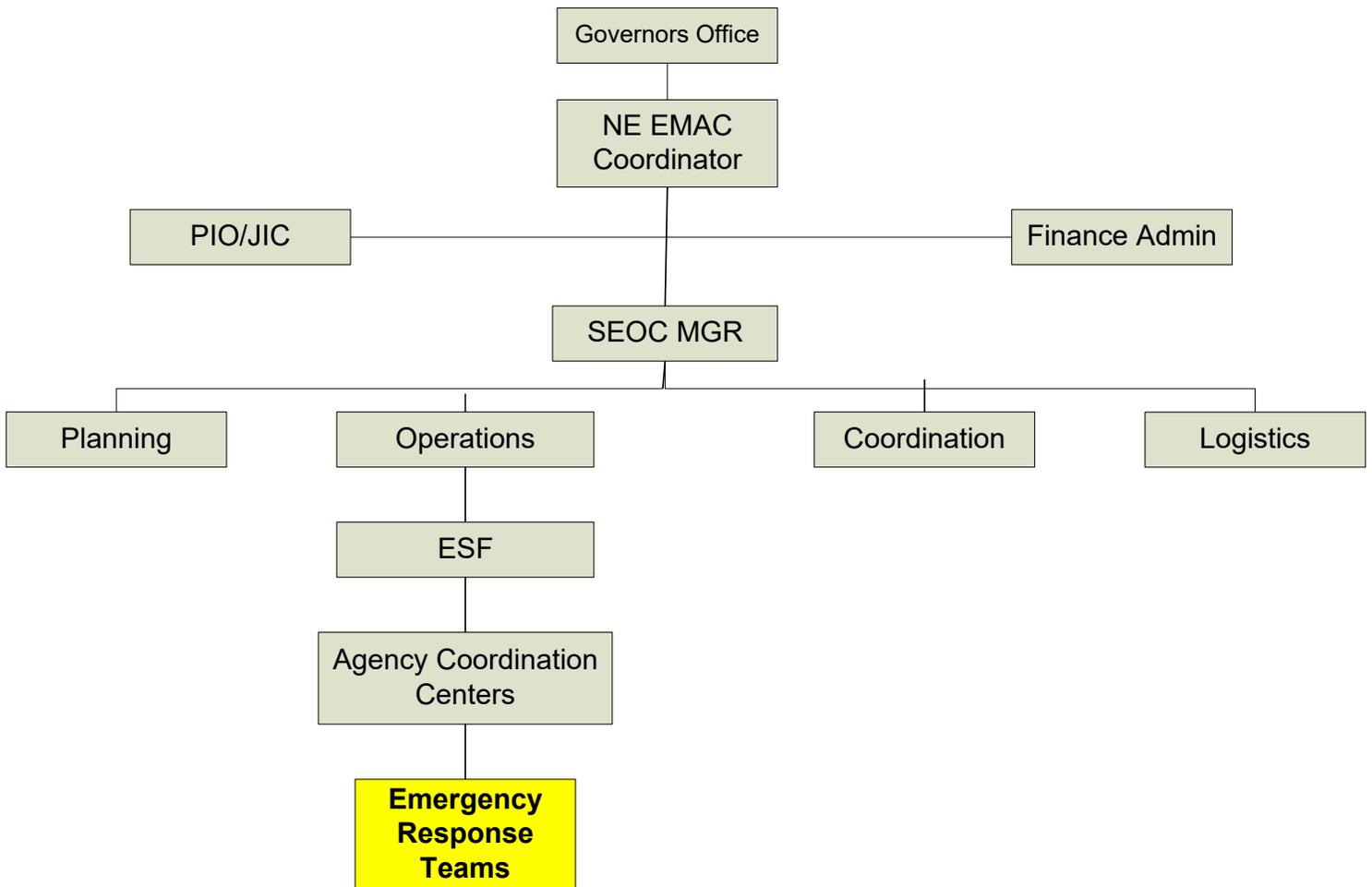
In the absence of an appointment made by the Governor or DHHS CEO, Division of Children and Family Services senior leadership chain of command for delegation of authority is as follows:



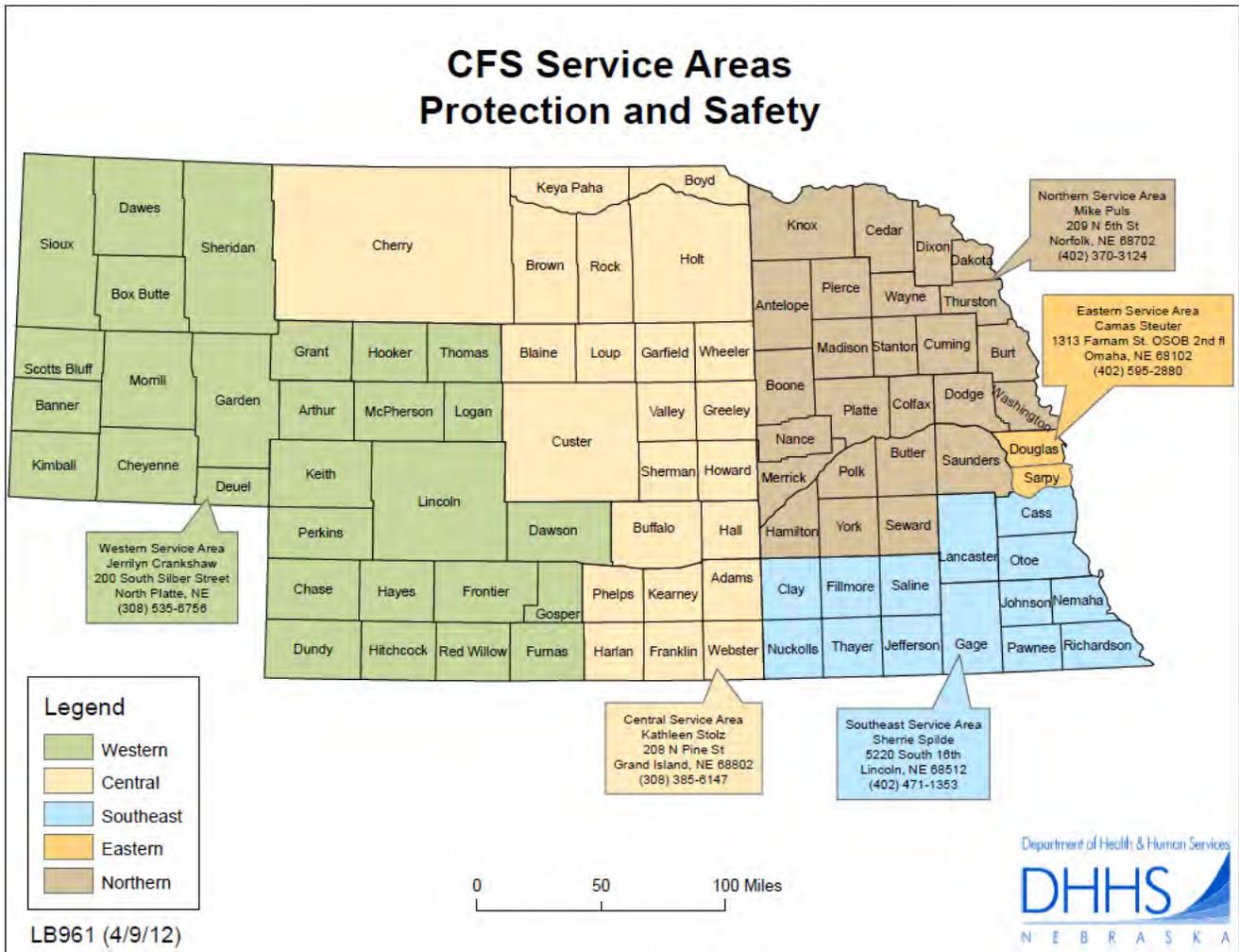
## APPENDIX C

### Emergency Response Teams in the Nebraska Emergency Management Structure

Below is a simplified organizational chart representing placement of deployed emergency response teams in the Nebraska emergency management structure.



APPENDIX D



**Central Service Area: Kathleen Stolz, 208 N Pine St, Grand Island NE 68802 308-385-6173**

**Northern Service Area: Mike Puls, 209 N 5<sup>th</sup> St, Norfolk NE 68701 402-370-3359**

**Southeast Service Area: Doug Kreifels, 5220 S 16<sup>th</sup> St, Lincoln NE 68512 402-471-1353**

**Western Service Area: Brenda Brooks, 200 S Silber St, North Platte NE 69101 308-535-6756**

**Eastern Service Area: Camas Steuter, 11949 Q St, Omaha NE 68137 402-595-3257**

## APPENDIX E

### Service Area Disaster Plan Template: Identified Service Area

Contact Information		
Primary Contact for Decision-Making and Authority	Name:	
	Address:	
	Primary Phone:	
	Secondary Phone:	
Secondary Contact for Decision-Making and Authority	Name:	
	Address:	
	Primary Phone:	
	Secondary Phone:	
Tertiary Contact for Decision-Making and Authority	Name:	
	Address:	
	Primary Phone:	
	Secondary Phone:	
Current List of all Staff and Emergency Contact Information		
Date of Last Update of List:		
Hard Copy located where:		
Electronic Copy located where:		
Current List of Foster Care Homes and Emergency Contact Information:		
Date of Last Update of List:		
Hard Copy located where:		
Electronic Copy located where:		
Current List of Group Homes and Congregate care, Shelter Settings:		
Date of Last Update of List:		
Hard Copy located where:		
Electronic Copy located where:		
Communication Plan		
Identify where your emergency office will be located		
Alternative location		
Describe process for quarterly updating personnel lists and corresponding emergency contact numbers		
Describe process for contacting and		

verification of staff safety and availability to work in the event of a disaster	
Describe process for updating contact information for group homes and other congregate care facilities in the Service Area	
Describe process for requesting service providers to contact the department in the event of an emergency and the method for contact:	
Describe method for communicating with agencies caring for youth in out-of-home care in the event of a disaster	
<b>Emergency Preparedness</b>	
Describe how DCFS Specialists' will advise and encourage families receiving in-home services and families with children placed in out of home placements will develop and update disaster plans.	
Describe how families will have access to DCFS Specialist phone numbers in an emergency to access information about their child.	
Describe how the expectation for Traditional Foster Families develop and maintain a disaster plan will be enforced.	
Describe the process for requiring foster families to communicate with the	

department in the event of an emergency:	
Describe how expectations of Traditional foster families to maintain communication with the department throughout a disaster will be enforced.	
<b>Child Location Verification</b>	
Describe the method the Service Area will take to identify and locate all children in that designated Service Area.	
Describe how priority will be given to medically fragile children, physically impaired children, youth with cognitive and/or developmental deficits and youth participating in independent living arrangements.	
Describe process for responding to youth needing new placement and care and placement of unaccompanied minors.	
Describe the process for notification of each child's status to the biological family if the child is in an out-of-home placement.	
<b>Staff</b>	
Describe how Disaster Drills will occur in your Service Area	
Describe plan to train staff on disaster planning and procedures for checking in after a disaster	
Describe procedures on action that will be taken for staff that do not	

contact/report to duty after a disaster.	
<b>Supplies</b>	
Describe how emergency supplies will be maintained in each office (including satellite office(s)).	
Describe procedures to maintain a current list of equipment that can be accessed in the event of disaster (e.g. laptops, cell phones, pagers)	

## **APPENDIX F**

### **Communications with Federal Department of Health and Human Services (DHHS) Partners during a Disaster**

If Nebraska is affected by either a natural or man-made disaster that affects the children, youth and families receiving services through DCFS or inhibits the ability to provide services, the following communication steps shall be followed:

- The Director of the Nebraska Department of Health and Human Services Children and Family Services Division or his/her designee(s), or the Protection and Safety Deputy Director shall call Deborah Smith, the RPM with the Children's Bureau with Region 7 Office, at (816) 426-2262.
- If Ms. Smith is unavailable, the Director or designee shall call the Administration of Children and Families (ACF) Region 7 Office at (816) 518-8630.
- If there is no response from the ACF Region 7 Office, the Director or designee shall call the Children's Bureau at (202) 205-8618.
- The content of the call shall be a summary of the situation and a request for any assistance that may be necessary or appropriate.

### **Communications with Other State and National Organizations**

If Nebraska is affected by either a natural or man-made disaster that affects the children, youth and families receiving services through DCFS or inhibits the ability to provide services, the following communication steps shall be followed related to notification of other states and national groups:

- The Director of the Nebraska Department of Health and Human Services Children and Family Services Division or his/her designee(s), or the Protection and Safety Deputy Director shall call The Nebraska Emergency Management Agency at (402) 471-7421.
- A DCFS Administrator shall notify the Executive Director of NFAPA (402 476-2273) who in turn will notify the National Foster Parent Association.
- The Director of the Nebraska Department of Health and Human Services Children and Family Services Division or his/her designee(s), or the Protection and Safety Deputy Director shall call the administrative office of the American Public Human Services Association (APHSA) at 202/682- 0100 and the League of America (CWLA) at 703/412-2400.

## APPENDIX G

### DCFS Employee Duty Coverage Procedures:

1. Whether the disaster occurs when employees are on or off duty:
  - a) DCFS personnel shall, upon learning of the disaster, contact their regularly assigned Supervisor for emergency response assignments. Personnel shall immediately report to their designated work site and conduct their assigned duties and responsibilities. There may be situations wherein following the normal chain of command is not possible. In those situations, personnel shall follow the directives of Supervisors and/or Administrators for other divisions of the Agency.
  - b) If personnel are unsure of what to do or whether to check in, they should listen to local news broadcasts, Emergency Broadcast Station announcements and/or other media to determine the nature of the emergency.
  - c) Unless otherwise directed, all personnel are required to work their regularly scheduled work calendar and hours.
  
2. During or after a disaster, the status of children under the DCFS' care will be determined as follows:
  - a) If possible, during normal working hours, all DCFS personnel with an assigned caseload will contact the children on their assigned caseloads via telephone and/or personal home visits. The information needed (i.e. caretaker's name, address and telephone number for each child) is located in each case file. If the assigned CFS Specialist is not available, another assigned DCFS personnel shall make the contacts.
  - b) Caseload coverage shall be ensured by each DCFS Supervisor or Administrator. Other DCFS personnel may be assigned to help contact all children and families. Contacts must also be done on behalf of all children placed via the Interstate Compact on the Placement of Children and children residing in the state whereby courtesy supervision services are being provided.
  - c) In the event other states request courtesy safety home visits on behalf of their dependents, DCFS personnel shall honor those requests.
  - d) Supervisors shall maintain a comprehensive list of all children under the care, custody and control of DCFS on a monthly basis utilizing a computer-generated report. This list must be able to be accessed in the event of an emergency to DCFS personnel who may be operating on a skeleton crew or after normal working hours. In that event, staff who are directed to be responsible for making the contacts will have an up to date list to utilize.
  - e) All attempted and completed contacts will be entered into N-FOCUS as soon as reasonably possible and in accordance with data entry procedures. Hand written notes shall be kept on every contact until the data can be entered into N-FOCUS
    1. The following information, at minimum, shall be kept: child's name, caretaker's name, who the DCFS Specialist spoke to (Staff must speak to the caretaker, child or approved secondary caretakers), information about the child's health, safety and welfare, the child's location throughout the disaster and any services the child may require. If required, all other documents or forms must be filled out by hand.
  
3. During or after a disaster, services shall be provided to children under DCFS care as follows:

- a) Active efforts to follow all Court Orders made prior to the disaster will be made. DCFS personnel will require the approval of management to act in opposition to an existing Court Order and a Court Report will be filed as soon as possible explaining why the applicable Court Order could not be followed.
- b) For any situation that emergency services or medical care on behalf of a child must be acquired, DCFS personnel will seek guidance from Supervisors or Administrators prior to giving consent for the procedures. Upon direction, DCFS personnel may provide written consent for the emergency procedure.
- c) For non-life threatening emergencies, which may become life threatening and require consents above those typically reserved for caretakers and parents, DCFS personnel must make every reasonable effort to obtain a Court Order for care. If one cannot be reasonably obtained, DCFS personnel may approve the procedures in writing after consulting with a Supervisor or Administrator.
- d) All other rights given to caretakers and parents by Nebraska Revised Statute also will apply during a disaster situation.
- e) If a child has died, DCFS personnel shall follow the policies and procedures in relation to child deaths as soon as reasonably possible.
- f) If the child and/or caretaker needs any other services (i.e. transportation, food, shelter, clothing, crisis counseling, water), DCFS personnel shall make every reasonable effort to acquire the services via community-based providers and/or emergency shelters.
- g) DCFS personnel shall document all efforts, services, contacts and the results in N-FOCUS when reasonably possible, regardless of which child or family it is they come into contact with. Hand written notes shall be kept until it is possible to enter the data. Any required documents or forms must be filled out by hand, if necessary.

4. The after-hours policies and procedures shall be followed during and after a disaster to ensure the Agency meets its mandatory 24 hour emergency response requirements. The Emergency Response Supervisor shall coordinate after-hours emergency response coverage to ensure staff and Supervisors are on call as scheduled.

- a) All information shall be entered on documents and forms by hand if N-FOCUS is not available. Information shall be entered as soon as reasonably possible.
- b) In the event the disaster results in a necessity for DCFS personnel to be stationed at emergency shelters to handle intake and emergency response duties, staff shall be assigned to provide those services in a rotating manner. Otherwise, the services can be provided via the normal after-hours call in procedures.

5. Emergency Response services to the public shall continue during and after a disaster. Child abuse and neglect investigations shall be conducted in accordance with regulations, legislation and Agency policies and procedures active prior to the disaster. DCFS personnel shall place children into protective custody as necessary and locate foster care placements on behalf of those children. Emergency relative and home approvals shall be done in accordance with agency procedures and policies during and after a disaster.

- a) DCFS personnel shall continue searching for placement on behalf of detained children until safe, suitable and approved/licensed placements are found and made. During the placement search, DCFS personnel shall be assigned to rotating shifts for the care and supervision of detained children. The care and supervision site may be in a designated shelter or other facility that is safe and has food, water and proper sanitation for the children.
- b) Welfare and Institutions Code Petitions and Reports must be prepared and filed within statutory guidelines during and after a disaster in the event the Court system is functioning. The Agency is still held to statutory requirements for the detention

of children if Court days are being counted in the County. All other legal and civil rights accorded to children and their families will also continue to apply during or after a disaster; therefore, DCFS personnel will make active efforts to comply with those regulations.

6. DCFS personnel shall assist unaccompanied minors resulting from the disaster. These children may be delivered to DCFS personnel, sent to emergency shelters and/or must be responded to by DCFS personnel in other areas of the Service Area. DCFS personnel shall make every effort to locate the children's parents, legal guardians and/or responsible relatives to release the children to during or after the disaster in accordance with policies and procedures.

- a) If children can be released safely, all efforts, services and contacts shall be entered into N-FOCUS as a referral and closed appropriately. Hand written notes, documents and forms shall be completed if N-FOCUS is not available and the information shall be entered as soon as possible when N-FOCUS becomes available.
- b) If children cannot be safely released to an appropriate caretaker, DCFS personnel shall treat the referral as an intake.

## APPENDIX H

### Emergency Plan for Foster Parents

Natural or human-made disasters such as floods, hurricanes and tornadoes, fires, and chemical spills can occur at any time and any place. Disasters may occur on a local scale or be widespread and impact multiple counties and/or states. Regardless of the size and scope of the disaster or emergency, the impact may result in a major disruption of normal operations. In the event of a disaster, essential services to children, youth and families could be disrupted or seriously compromised. Therefore, it is especially important for agencies caring for vulnerable populations, such as foster children, to do what they can to prepare for a disaster and any subsequent disruption of services. In order to address safety issues of children in out of home care during an emergency situation, the following procedure has been established:

This procedure will be communicated to foster parents via the NFAPA newsletter, personal letter and face-face contact.

1. Foster parents are directed to develop and display a family emergency plan. The plan will include:
  - where the foster family, foster children and youth would go in an evacuation (if possible, identify 2 alternate locations);
  - personal telephone numbers and contact information (cell phone numbers, fax numbers, e-mail address, names, address);
  - emergency contact information for foster families (out-of-area relatives or friends);
  - a list of critical items to take when evacuating with children/youth, including identification documents for the child, the child's medical information, health insurance card, medication and/or medical equipment; and
  - emergency contact or toll free telephone numbers for DCFS, to include: the CFS Specialists phone number, ACCESS Nebraska toll free number, the Nebraska Adult & Child Abuse Neglect Hotline number, as well as the contact information for Service Area staff.
2. Resource Development staff, along with NFAPA, will provide foster parents with a template (Appendix A) to complete. They will also work with foster parents to ensure that the plan is completed.
3. Once the plan is completed, foster parents will submit the plan to their local resource development office to be made part of their licensing record.

\*Note: Agency supported foster families will submit their plans to both the local resource development office and their supporting agency.

4. Once the plan is submitted, Resource Development staff will document the plan in NFOCUS under Home Detail-Contact. Create a new narrative entitled "Disaster Plan".
5. Foster parents will review and update, if necessary with their foster children (age appropriate), the case worker and the Resource Development Staff every six months. The Resource Development staff person and the case worker will document the review date, as well as any changes.

6. Foster parents are also directed to assemble a disaster supply kit. Items to include in the kit:
  - A three day supply of water (one gallon per person per day) and food that won't spoil.
  - One change of clothing and footwear per person, and one blanket or sleeping bag per person;
  - A first aid kit that includes your family's prescription medications;
  - Emergency tools including a battery-powered radio, flashlight and plenty of extra batteries;
  - An extra set of car keys and a credit card, cash or traveler's checks;
  - Sanitation supplies;
  - Special items for infant, elderly or disabled family members; and,
  - An extra pair of glasses.

These items should be stored in a waterproof container.

In the event of a mandatory evacuation order, foster families must comply with the order. Foster parent must ensure that their foster children are evacuated according to the plan and procedures set forth by the Nebraska Emergency Management Agency (NEMA).

- Once they have reached safety, foster parents are directed to inform DCFS of their whereabouts and contact information as soon as possible.

\*In some instances, evacuation may not be necessary or possible; however, informing DCFS of foster family and foster children whereabouts still remains necessary.

*In the Central Service Area:*

The foster parent must contact a Resource Development Supervisor at 308-385-6141 or 308-850-7003, or 1-800-779-4855 as soon as possible.

In the event that the Resource Development Supervisor is not available the foster parent must contact, Resource Development Administrator at 308-385-6173 or 308-390-9436.

The Resource Development Supervisor will relay information regarding children's emergency situations daily to the Resource Development Administrator who will then forward this information to: birth parents/relatives, Service Area Administrator, DCFS Director and central office staff.

Foster parents are expected to communicate with DCFS in an effort to keep families and DCFS staff current on the well-being and safety of children in their care.

*In the Northern Service Area:*

Foster parents must call their local office and contact their RD worker, the child's CFS Specialist or coverage staff during normal working hours to inform DHHS of an emergency. For after-hours emergencies, foster parents will be provided with pager information and phone numbers for a coverage office if that is needed in the event of an emergency. If none of those numbers can be reached they should use the SIX system to contact their RD worker and the child's CFS Specialist and provide as much information as possible so that they can be contacted.

The CFS Specialist or coverage worker is responsible for contacting the birth parents if rights are intact. The worker will consult with their supervisor or the coverage supervisor informing them of the child's situation. The supervisor will create a list documenting where the child is located and

any safety issues and provide that to their DCFS Administrator within 24 hours. The DCFS Administrator will report to central office.

If staff identify immediate safety issues, daily communication will take place until the child and foster family are safe. If the child and foster family are safe, weekly communication is sufficient.

*In the Western Service Area:*

Foster parents must attempt to call the local office to notify the assigned CFS Specialist or Resource Developer of the emergency situation. If the CFSS or RD is not available, the foster parent must request to speak with an Administrator.

If normal communication channels are down, the foster parent must follow the steps outlined by local emergency management personnel to communicate the emergency situation affecting the children in their care.

The DCFS personnel who receive the report from the foster parent will communicate as needed birth families, Service Area Administrator, Protection & Safety Administrator, DCFS Director and/or Central Office personnel regarding the emergency situation affecting the child/children in the foster home.

If the emergency situation continues more than one week, the foster parent will report the status of the effected child/children in their care at least one time per week. If at any time during the emergency situation the physical location of the child/children changes the foster parent immediately notify DHHS of such change

*In the Eastern Service Area:*

Foster Parents/ASFC Contractors are required to call the Adult & Child Abuse Neglect hotline at 800-652-1999 with their required information when there is an emergency situation. Hotline staff will maintain a list of the foster parents, their location and the children in their care and report that information to central office.

Foster Parents will be required to check in with the designated communication site initially and if their location or situation changes.

*In the Southeast Service Area:*

As information is gathered by DCFS staff and an emergency situation has occurred with a youth, the critical incident process will be utilized to include contacting birth parents. Both a coverage plan and calling tree procedure will be in place to aid in this process.

Foster parents are directed to keep DCFS informed of their situation as directed.

All foster parents and foster supported agencies have contact people within Resource Development as well as many have access to the SIX System. When phones are working Foster parents will be asked to call in or send an e-mail to report their current status.

If the local offices are not accessible due to the emergency situation, the foster parent must call the Adult & Child Abuse Neglect Hotline at 800-652-1999 and report the emergency situation affecting the children in their care. Hotline staff will maintain a list of the foster parents, their location and the children in their care and report that information to the service area and central office.

In the event that the Hotline becomes overburden or unusable, the DCFS will work with IS&T and the phone company to set up an alternative number for foster parents. The Coordinator will then work with the Nebraska Emergency Management Agency (NEMA) to get the number communicated via the state relay network that includes radio and television.

- Foster parents will be contacted as soon as possible to determine what assistance is needed and to address any concerns that foster parents may have at the time.
- If a foster family has relocated to another state, local staff will inform the ICPC Administrator as soon as possible.
- The Child Welfare Administrator will notify the Executive Director of NFAPA of the foster parent's situation as soon as possible.
- Local office staff will notify the courts, parents, attorneys and schools as soon as possible regarding information about the child's whereabouts.

Phone lines for parents will be set up and designated for parents to obtain information about the welfare of their children. The number will be broadcast through NEMA.

Circumstances of the disaster and instructions provided will determine the frequency of contact.

## APPENDIX I

### **Operational Disaster Kits for Managers could include:**

- Laptop computer with extra batteries
- 1 gigabit USB thumb drive (with important documents loaded before a disaster)
- Phone lists, address book, with employee and management contact information
- Employee lists
- Cell phones, satellite phones, radios/walkie-talkies, wireless handheld devices
- Radios and extra batteries
- Disaster plans
- Maps, driving directions to alternate facilities
- Portable GPS devices (if available)
- Flashlight, lanterns, with extra batteries
- First aid kit
- Pocket knife or multi-tool
- Car chargers for laptop and cell phone
- Personal hygiene items

## APPENDIX J

### Emergency Plan for Families

Family's Last Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Household Address: \_\_\_\_\_

Location of Disaster Supply Kit(s): \_\_\_\_\_

First Names of Family Members	Age	Social Security Number	Date of Birth	Medical Information (including allergies)

Pets	Rabies Vaccination #	Vet Name and Number

**Car Information:**

Car 1: Make \_\_\_\_\_ / Model \_\_\_\_\_ / Year \_\_\_\_\_ License # \_\_\_\_\_

Car 2: Make \_\_\_\_\_ / Model \_\_\_\_\_ / Year \_\_\_\_\_ License # \_\_\_\_\_

Car 3: Make \_\_\_\_\_ / Model \_\_\_\_\_ / Year \_\_\_\_\_ License # \_\_\_\_\_

Household Phone(s): \_\_\_\_\_

Work Phone(s): \_\_\_\_\_

Alternative Phone(s): \_\_\_\_\_

E-mail Contact Information: \_\_\_\_\_

Day Care / Pre-School: \_\_\_\_\_

School(s) Phone(s): \_\_\_\_\_

Back-up Contacts: (include name/town or state)

Close Friend or Neighbor (someone that will know your whereabouts in case of an emergency): \_\_\_\_\_

Relative: \_\_\_\_\_

Out-of-State Contact: \_\_\_\_\_

Emergency Numbers: 911

Law Enforcement: City: \_\_\_\_\_

County: \_\_\_\_\_ Highway Patrol: \_\_\_\_\_

Medical Contacts: Doctor: \_\_\_\_\_  
 Doctor: \_\_\_\_\_  
 Hospital: \_\_\_\_\_



Evacuation plans should include:

- Two places to meet.
  1. Outside your home in case of a sudden emergency.
  2. Outside your neighborhood/community in case you can't return home or there is an evacuation.

Who will the contact person be and their phone number.

<b>Insurance/Other Information (Health, auto/home/life)</b>		
<b>Name</b>	<b>Policy #</b>	<b>Phone</b>

**Disaster Kit Content List**

<b>In Kit</b>	<b>Item</b>	<b>Perishable/Dated (Put expiration date.)</b>
	<b>Store at least 3 days of food and water for all family members</b>	
	<b>Change of Clothing for each person</b>	
	<b>Sleeping bag or bedroll for each child</b>	
	<b>Battery powered radio or television</b>	
	<b>Extra batteries</b>	
	<b>Flashlight</b>	
	<b>Sanitation supplies</b>	
	<b>Special Needs Items for each person - Extra Medication, extra pair of glasses</b>	
	<b>Names and numbers of Emergency Contacts</b>	
	<b>Copy of Emergency Plan</b>	
	<b>First Aid Supplies</b>	
	<b>Personal Document and ID</b>	
	<b>Money</b>	
	<b>Sanitary Supplies</b> - Include extra toilet paper, feminine supplies, personal hygiene products, bleach, and any other personal products you may need in your preparedness kit.	
	<b>Pet Supplies</b>	
	<b>Tools</b>	

**Overview:** Consider the following when assembling or restocking your kit to ensure your family is prepared for any disaster:

- Keep your kit where it is easily accessible.
- Remember to check your kit every six months and replace expired or outdated items.

**This information is confidential and protected!**

**Minor and Special Needs Information:**

**Child/Individual's Name:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**Medications / Reason:**

**(Dosage should be included / General Information, not diagnosis)**

\_\_\_\_\_/\_\_\_\_\_  
\_\_\_\_\_/\_\_\_\_\_  
\_\_\_\_\_/\_\_\_\_\_

**Special Needs (allergies, no contact orders, ect.):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Identifying Information:**

**Hair:** \_\_\_\_\_ **Eyes:** \_\_\_\_\_ **Height:** \_\_\_\_\_ **Weight:** \_\_\_\_\_ **Other:** \_\_\_\_\_

**Location Information:**

Babysitter  Day Care  Pre-School  Elementary School  High School

Other: \_\_\_\_\_

**Contact Person (Name, Contact Number, Alternative Number):**

\_\_\_\_\_

**Emergency Contact Information:**

**1<sup>st</sup>:** \_\_\_\_\_ **at** \_\_\_\_\_

**2<sup>nd</sup>:** \_\_\_\_\_ **at** \_\_\_\_\_

**3<sup>rd</sup>:** \_\_\_\_\_ **at** \_\_\_\_\_

**Child** \_\_\_\_\_ **of** \_\_\_\_\_ **in household.**

**Critical Items to Bring in an event of an Evacuation:**

	<b>Item</b>
	<b>Birth Certificate</b>
	<b>Social Security Cards</b>
	<b>Citizenship Documentations/Letters of Entitlement</b>
	<b>Information of Medical History</b>
	<b>Health Insurance/Medicaid Card</b>
	<b>Extra Medication and any Medical Equipment</b>
	<b>Existing Court Orders</b>
	<b>Contact Information for DHHS</b>
	<b>Contact Information for Biological Parents (if know)</b>

**APPENDIX K**

**POST INCIDENT REVIEW QUESTIONNAIRE**

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Staff: \_\_\_\_\_

Nature of the event: \_\_\_\_\_

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Is there any threat to personal safety? Fallen shelves, slippery floor, falling tiles, exposed electrical hazards?

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Is there structural damage? Are utilities affected? Electricity, heat, air conditioning, telephone?

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What kinds of records are damaged?

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Is there damage to furnishings, equipment, computers?

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What is the nature of the damage? Is the material damp or wet? Was the water muddy, oily, contaminated, or clean? Is there additional damage from fire, soot, or heat?

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Is the water in a flooded area contaminated? Water may be contaminated by soot, ash, sewage, or by having passed through a pipe or gutter.

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How many and what type of records are affected? Identify the size of area affected as well as nearby area. Estimate the approximate number from the relative size of items and the length of shelving.

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Is the institution capable of maintaining services? Full or selective? Can areas be restricted on a selective basis if necessary?

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What equipment will be needed? Dehumidifiers, water vacuums, fans, book trucks, freezer trucks, sump pumps, packing crates, generators, other.

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What mistakes were made during the response and salvage operations?

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How can staff better prepared for similar incidents in the future?

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What supplies were needed on hand, but were not readily available?

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# Safety Manual and Emergency Action Plan

(Updated March 12, 2018)

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## **1.0 INTRODUCTION**

1.0.1 Assessing risk, reducing vulnerabilities, and increasing the level of preparedness will help to minimize potential threats and consequences.

1.0.2 It is essential, therefore, that key personnel at PromiseShip are well trained in risk factors, planning an appropriate response, informing employees and visitors, and implementing the PromiseShip Evacuation Plan.

1.0.3 In addition, a required Emergency Evacuation Plan is incorporated as a supplement to the PromiseShip Emergency Action Plan (EAP).

### **1.1 Purpose**

This Emergency Action Plan provides instructions and guidance to effectively address the safety of all individuals in attendance at PromiseShip with regard to evacuation, sheltering in place, or relocation. The Emergency Action Plan describes procedures for responding to an emergency or critical incident at the PromiseShip. The Evacuation Plan provides guidance for developing and implementing procedures to evacuate, shelter in place, or relocate in response to an emergency or critical incident.

### **1.2 Scope**

The PromiseShip Emergency Action Plan guides a coordinated staff response to an emergency, disaster, or event and aids in directing emergency response activities toward reaching an agreed upon goal. The PromiseShip Emergency Action Plan procedures are scalable in order to address incidents that may develop over time and those that may occur without warning.

### **1.3 Objectives**

The objectives for the Emergency Action Plan are as follows:

- Protect the safety and welfare of patrons, staff, and visitors.
- Provide for a safe and coordinated response to emergencies.
- Protect the PromiseShip facilities and properties.
- Enable PromiseShip to restore normal conditions with minimal confusion in the shortest time possible.
- Provide guidance in terminating the emergency and recovering after the emergency and returning the facility back to normal operations.

### **1.4 Legal Compliance**

This plan will comply with federal regulation: 29 CFR 1910.38(a), (b), (c), Employee Emergency Plans and Fire Prevention Plans.

As regulations are revised, the plan should reflect these changes as necessary.

This plan will be reviewed annually and updates will be accomplished.

## **1.5 Authority Statement**

The PromiseShip Emergency Response Team recognizes that during emergency situations special procedures must be followed to control and mitigate an emergency. Therefore the team, by the acceptance of this Emergency Action Plan, grants authority to those responsible individuals and/or positions named or unnamed in these procedures to implement and carry out the Plan to the termination of the emergency situation. The PromiseShip Emergency Response Team also recognizes that those individuals authorized to respond to emergency situations shall be properly trained in those procedures and emergency techniques, such as evacuation, CPR/First aid/AED, use of fire extinguishers, and other areas as determined by their duties and responsibilities.

## **1.6 Education and Training**

To ensure that the EAP is properly followed during emergencies, a training program will be provided for all persons who have leadership responsibility, management, supervisors and employees.

The objectives of the training program are to ensure that personnel understand:

- Their roles and responsibilities concerning this EAP.
- The procedures necessary to affect a safe response to emergency situations.
- All personnel will receive training at the appropriate level of their anticipated involvement.
- All employees will be trained in the general procedures related to the EAP to include evacuations, incident discovery, and notifications.

## **1.7 Drills/ Exercises**

1.7.1 The PromiseShip Emergency Response Team will conduct “table top” scenarios with the assistance of Lion’s Gate Security Solutions Inc. to evaluate the plan and to implement any and all changes. Any member of this group will also receive additional training in specific duties, actions, and responsibilities of their position during an emergency situation as identified in the Emergency Action Plan.

1.7.2 To ensure that the Emergency Action Plan will meet current conditions and that all involved individuals will respond properly, the Emergency Action Plan will be tested periodically or when major changes to the plan are implemented. All persons are required to participate in all evacuation drills.

1.7.3 The purpose of drills and exercise is to evaluate the preparedness of all personnel, the evacuation procedure, proper function of alarms and communication systems, response time of PromiseShip Emergency Response Team, and adherence to

the Emergency Action Plan procedures.

1.7.4 All drills and exercises will be documented. This documentation will include the date and time they were conducted, evaluations by the Emergency Response Team, problems identified, and corrective actions taken.

1.7.5 PromiseShip Emergency Response Team will maintain this document and present it for review at the Emergency Response Team meetings.

## **1.8 Frequency of Training**

1.8.1 All employees will receive training during initial employment orientation and refresher training at least annually. Training will also be conducted when employees change areas or departments. Supervisors are responsible for ensuring that training is conducted.

1.8.2 All affected employees will receive training whenever the Emergency Action Plan is revised.

1.8.3 The PromiseShip Emergency Response Team (PS-ERT) will establish the requirements and will develop and maintain the specific training plans.

## **1.9 All Employees' Responsibilities**

All employees are to be trained on the primary and secondary exit strategies of the areas they usually work in. Employees are responsible for assisting any visitors out of the building. Employees should exit the building via the nearest exit, whether it's the primary location (which is the front parking lot on the east side of the building) or the secondary location (which is the parking lot for the park on the northwest side of the building).

## **1.10 Means of Egress**

All employees should evacuate to their assigned positions. All employees shall remain at their assigned location until accounted for.

## **1.11 Communications**

All employees are to be trained on the various types of communications used internally and externally during emergency operations. No employees should speak to any members of the media regarding emergency situations.

## **1.12 Reporting Procedures**

During an emergency situation, the faster you can regain control of a situation the more

likely you are to reduce losses to people and property. Early recognition and reporting of an incident is critical in the success of managing the incident.

### 1.13 Building Description



<b>Occupancy type</b>		<i>Office Building</i>	
<b>Total Square footage</b>		33,654 SF	
<b>Year building was built</b>	?	<b>Date of most recent renovations</b>	
<b>Number of floors</b>	1	<b>Is there a basement?</b>	No
<b>Type of construction</b>		<i>Brick Construction</i>	

Table 1.13

Office build out includes offices, conference room, training room & open cubicle area. The building has banded windows & high ceilings. Close access to Interstate & W Dodge Rd. Banks, restaurants, park, walking trails, motel, fitness & other services are within walking distance. The building is located on the west side of Papillion Parkway, just North of Blondo Street.

Property Management for PromiseShip Main Building  
 Investors Realty  
 Stephanie Chevalier or Jenny DeCock  
 402-330-8000 (o)  
 402-778-7526 (c)

[schevalier@investorsomaha.com](mailto:schevalier@investorsomaha.com)  
[jdecock@investorsomaha.com](mailto:jdecock@investorsomaha.com)

### 1.14 Emergency Contact Numbers

PERSONNEL	PHONE #
Primary Dave Newell – President & CEO	402-445-7926 (o) 402-982-9613 (c)
Secondary Melissa Nance, Interim – VP of Programs	402-492-2508 (o) 402-889-5259 (c)
Tertiary Monika Anderson – General Counsel & VP of Legal	402-445-7928 (o) 402-431-3098 (c)
Quaternary Sherrie Chester – Office & Facilities Manager	402-445-7930 (o) 402-680-3081 (c)
Omaha Fire	911
Omaha Police	911
Sheriff’s Office (Douglas Co.)	911
State Highway Patrol	911

Table 1.14

## 2.0 INCIDENT COMMAND SYSTEM

2.0.1 The Incident Command System (ICS) is a standardized, on-scene, all-hazard incident management concept. ICS is based on a flexible, scalable response organization providing a common framework within which people can work together effectively.

2.0.2 A key principle of ICS is its flexibility. The ICS organization may be expanded easily from a very small size for routine events to a larger organization capable of handling catastrophic events.

2.0.3 Standardization through the use of common terminology is an important part of ICS. Common terminology helps to define organizational functions, incident facilities, resource descriptions, and position titles. Incident terminology should be known before an emergency, disaster, or event.

### 2.1 Primary Incident Command System Functions

#### 2.1.1 Incident Commander (the “leader”)

The Command Section is responsible for overall policy, direction, and coordination of the emergency response effort during the incident. The Command Section Staff is also responsible for interacting with response agencies.

### 2.1.2 Operations Section (the “doers”)

The Operations Section is responsible for coordinating all operations in support of the emergency response and for implementing action plans. This section includes response teams that work toward reducing the immediate hazard, mitigating damage, and establishing control and restoration of normal operations.

### 2.1.3 Planning/Intelligence Section (the “thinkers”)

The Planning and Intelligence Section is responsible for collecting, evaluating, and disseminating information; maintaining documentation; and evaluating incoming information to determine the potential situation in the not-too-distant future.

### 2.1.4 Logistics Section (the “getters”)

The Logistics Section is responsible for providing all types of support for the emergency response operation. This section orders all resources from off-site locations and provides facilities, services, personnel, equipment, transportation, and materials.

### 2.1.5 Finance and Administration Section (the “collectors”)

The Finance and Administration Section is responsible for accounting and financial activities such as establishing contracts with vendors, keeping pay records, and accounting for expenditures. This section is also responsible for all other administrative requirements and acts as the clearinghouse for documentation during the recovery phase.

## **3.0 EMERGENCY RESPONSE ROLES**

In the event of an emergency, personnel must be aware and familiar with their emergency response roles and responsibilities. Select personnel emergency response roles are identified and described in this section.

### **3.1 Emergency Response Team**

The PromiseShip Emergency Response Team (PS ERT) is responsible for coordinating emergency response by all staff and patrons at PromiseShip. The Emergency Response Team will remain in charge of the incident until relieved by emergency first responders.

### **3.2 Non-Instructional Staff**

Non-Instructional staff members not assigned as Emergency Response Team members will assist with emergency response duties as assigned by the Administrator or designee.

### **3.3 PromiseShip Manager**

The PromiseShip Site Manager or designee implements the PromiseShip Emergency Action Plan when notified of a declared emergency or when deemed necessary; establishes a Site Command; orders evacuation from building and/or site as deemed

appropriate; directs PromiseShip Emergency Response Team (PS ERT) response to life safety threats (fires, fallen electrical lines, hazardous material spill, etc.); collects, analyzes, and reports status and damage information and determines the need for and requests public safety assistance when necessary.

### **3.4 Media Relations**

3.4.1 In the event of an emergency at PromiseShip, The following procedures will be followed when dealing with the media:

- a. The Incident Commander will identify the individual responsible for communications. The individual identified is the only PromiseShip official authorized to communicate with the media. The Omaha Police and Fire Department Public Information Officers may coordinate information with the identified individual in order to relay accurate and unified communications to the media concerning the emergency. PromiseShip employees are not authorized to make any statements or remarks to the media.
- b. All requests from the public or the media for information shall be channeled through the identified representative.
- c. The Incident Commander will prepare official statements for press releases.
- d. The Site Manager will approve all statements prior to being released to the press.
- e. The PromiseShip Incident Commander will obtain incident updates and schedule specific times to brief the media.

## **4.0 EMERGENCY RESPONSE ACTIONS**

4.0.1 The following emergency response actions refer to the Site Manager or appropriate designee as the Incident Commander and Public Information Officer (PIO) for PromiseShip.

4.0.2 It is important to note that PromiseShip administrators are responsible for the health and safety of patrons and staff during an emergency. Although the following procedures refer to specific actions, PromiseShip administrators must exercise discretion in implementing standardized procedures, and should consider modifications, as necessary, to ensure the health and safety of all personnel during an emergency.

4.0.3 Every effort has been made to address the requirements for the special needs population, where appropriate. It is the responsibility of the PromiseShip administrator, individual managers to ensure that hearing, sight, mobility impaired visitors or staff, as well as other special needs patrons, are accounted for and receive appropriate instructions.

## **5.0 PromiseShip HAZARDS**

### ***Threat or Harm to Employees or Persons Served***

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#### **5.1 To prevent or respond to threats of potential harm.**

Employees are expected to be alert and aware and immediately inform a supervisor and/or receptionist or agency manager if there appears to be a suspicious visitor or if they receive a threat from a client, co-worker, or agency visitor.

Each agency location has a plan in the event of a threatening or hostage situation. When notified, it is expected that this agency's de-escalation team takes action and the police are immediately called by someone on this team.

#### **PromiseShip Main Location:**

The main receptionist has a panic button. Once this button is pressed, an alarm goes off at the security company and is then forwarded to the Omaha Police Department as an emergency at this location.

When employees feel threatened they are to immediately seek assistance from the nearest person. That person can then alert reception, supervisor, and/or agency manager.

In the event of immediate threat or harm, or a hostage situation, immediately call the police (911) and notify reception, if possible.

In the event that a PromiseShip employee or client is involved in a threat or hostage situation, an employee incident report is to be completed within 1 (one) business day.

#### **East Campus:**

The East Campus is a locked site and should not have visitors in the building. However, in the event that there is a threat or harm to employees at East Campus, the above procedure would be followed with the exception that there is not a panic button.

#### **Sarpy County Location:**

The Sarpy County office does not have a panic button. In the event of a threat or harm to employees at this location, the main location procedure would be followed.

## ***Aggressive Clients in the Community***

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### **5.2 To limit the risk of personal safety for all employees who provide to clients with a history of violence and/or threats and/or express extreme anger with DHHS and/or PromiseShip.**

Employees of PromiseShip in the Operations department will receive de-escalation and safety intervention training as part of their mandatory training.

Employees of PromiseShip are invited to become members of the Safety Committee at their work location.

The following options shall be considered ***with a supervisor*** when visiting with such clients in the community and in residences.

- Visit the client/family with another person. This could include a co-worker, another provider working with the client/family, a trusted informal support, etc.
- Halt visits in the community/residence and enforce all visits occur in a PromiseShip office.
  - PromiseShip supervisor must discuss and receive approval from DHHS
  - If this decision is made, it must be documented in N-FOCUS as a consultation point explicitly describing the safety threat and a plan to return visits to the community or residence.
- Terminate the visit immediately upon experiencing any aggressive or threatening behaviors or statements.
  - Immediately contact someone using your work cell phone to prevent attacks as you leave the visit
  - Contact 911 if you fear for your immediate safety

An Employee Incident Report is required to be completed within one (1) business day of any threat of violence or violent act committed by a client or those associated to that client's case.

## **Office Hazards**

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### **5.3 To ensure the safety of all PromiseShip employees, employees and visitors of our partnering agencies, and minimize the risk to agency property.**

Employees are not permitted to have any lit candles, incense, or other open flames, or any heat producing items at any location.

All personal lighters and matches must be securely hidden and/or locked up.

Space heaters and fans may not be allowed at your office location. It is required that employees contact their office location's office manager to request approval for purchase and use of said items.

Approved space heaters and fans may require employees to use an outlet different than the one used for necessary office equipment including computers.

**DO:** Practice good housekeeping, follow the smoke free policy, dispose of matches and cigarettes in the proper receptacles outdoors, use an approved outlet strip, and monitor for potential circuit overload.

**DON'T:** Use electrical equipment carelessly, store flammable materials in any room with the potential for high temperatures, smoke anywhere other than designated outdoor areas, overload circuits.

## ***Medical Emergencies***

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### **5.4 In the event of a serious medical emergency (death or hospitalization of employees or visitors).**

Determine that there is an injury or illness.

Then, contact emergency medical service (**Call 911**).

Have someone meet the ambulance or rescue personnel and direct them to the injured party.

**DO NOT** move the patient unless he/she is in imminent danger at the present location.

Keep individual calm and comfortable until help arrives (example - lying down, covered, and warm).

First aid or medical treatment should not be applied unless the responder is certified in First Aid/CPR or the person is acting under "Good Samaritan" guidelines.

#### **Document all events of the medical emergency:**

Make sure the Person In Charge obtains as much information as possible and documents the incident.

See appendix for form to complete.

## **Severe Weather**

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### **5.5 In the event of or a threat of severe weather.**

Email Emergency Response Team.

Monitor the Weather Radio.

Contact building management.

Review the safety manual.

#### **If severe weather is detected in the vicinity of the building:**

Make an announcement in the building three times.

**“Attention PromiseShip employees and visitors, The National Weather Service has sounded a Severe Weather (Tornado) Warning for this area. Please move away from windows and move to the designated shelter in the building. Please stay there until the ‘all clear’ has been given.”**

Check all areas of the building to make sure everyone has moved to a designated area.

*Note: Management does not have the authority to detain visitors and employees who desire to leave the building during severe weather or tornado conditions. Do not lock exit doors.*

#### **When the ‘all clear’ is given over the weather radio:**

Make the “all clear” announcement over the P.A. system and consult with management regarding reopening the building.

**Document if there is any property damage as a result of the severe weather and notify Facilities Manager.**

**Note: The East Campus and Sarpy Locations do not have PA systems. Members of the Safety Committee will ensure all employees know when to move to a designated shelter area and announce the all clear when appropriate.**

## **Fire**

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**5.6 In the event that you are not sure if a real fire emergency exists, it is best to have the fire department respond and not be needed than to have them arrive too late for potential rescue.**

1. Assist any person in immediate danger to safety, if it can be accomplished without risk to yourself.
2. Immediately activate the building fire alarm system. This will automatically notify the fire department and get help on the way. It will also sound the fire alarm bells to evacuate the building.
3. If the fire is small enough, use a nearby fire extinguisher to control and extinguish the fire. Do not fight a fire if the following conditions exist:
  - You don't know what's burning.
  - The fire is spreading rapidly.
  - You don't have the proper equipment.
  - You can't do so with your back to an exit.
  - The fire might block your means of escape.
  - You might inhale toxic smoke.
  - Your instincts tell you not to do so.
4. If the first attempts to put out the fire do not succeed, evacuate the building immediately.
5. Doors, and if possible, windows, should be closed as the last person leaves a room or area.
6. **Do not use elevators, use building stairwells.**
7. Upon evacuation of the building, all should proceed to a designated meeting area where head counts can be taken.
8. Never reenter a building without permission from the fire department or the Emergency Response Coordinators.

**Never** open a door if the knob or interior of the door feels hot!

**PromiseShip:**

*Fire Drills*

- To prepare employees and clients for a potential fire evacuation, PromiseShip conducts two drills annually.

*Evacuation Procedures*

- When the fire alarm or drill sounds, all employees are to evacuate the building immediately.
- Employees are to exit the nearest exit doors and proceed to the closest designated area.

**East Campus Location:**

**When the Fire Alarm is activated:**

- You will hear a message to evacuate the building, together with flashing strobe lights.
- Please calmly proceed to your designated assembly area on the North or East parking lots.
- This will include everyone in the building – no exceptions.
- Please move well clear of the building and drive lanes.
- Facilities and Security staff will inform employees it is safe to re-enter the building.

**Sarpy Count Location:**

- Fire alarm will sound together with flashing strobe lights.
- Please calmly proceed to your designated assembly area in the main parking lot well clear of the drive lanes to allow emergency vehicles access to the building.
- This will include everyone in the building – no exceptions.
- Facilities and Security staff will inform employees it is safe to re-enter the building.

## **Flood**

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### **5.7 If there is a threat of a flood:**

An employee should monitor the weather radio or local news broadcast.

Call your emergency contacts:

Primary Dave Newell – President & CEO 4530 Maass Road, Bellevue, NE	402-445-7926 (o) 402-982-9613 (c)
Secondary Melissa Nance, Interim – VP of Programs 4530 Maass Road, Bellevue, NE	402-492-2508 (o) 402-889-5259 (c)
Tertiary Monika Anderson – General Counsel & VP of Legal 4530 Maass Road, Bellevue, NE	402-445-7928 (o) 402-431-3098 (c)
Quaternary Sherrie Chester – Office & Facilities Manager 4530 Maass Road, Bellevue, NE	402-445-7930 (o) 402-680-3081 (c)

To avoid damage, prepare to elevate all items at least 12-inches off the floor.

**Flood Watch:** Flooding is possible. Be prepared to evacuate. Tune to local radio and television stations for additional information.

**Flood Warning:** Flooding is already occurring or will occur soon. Take precautions at once. Be prepared to go to higher ground. If advised, evacuate immediately.

### **If the flood is detected in the vicinity of the building:**

Begin sandbagging operations. Review water contamination procedures. Make sure that all items are elevated.

Turn off electric power at the main switchgear. When the building is ready for evacuation, shut off the emergency generator (if applicable).

Review evacuation procedures.

### **Evacuate building if the safety of visitors and employees is threatened, and/or you are ordered to evacuate by civil authorities:**

Assign an employee to every fire exit.

**“Attention. A flood has occurred in the building and it is necessary to evacuate immediately. Please move to the nearest emergency exit.”**

Meet at the predetermined assembly area,

---

### **Driving Flood Facts:**

- **DO NOT DRIVE THROUGH FLOODED AREAS...** Even if it looks shallow enough to cross.
- Six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling.
- A foot of water will float many vehicles. Water only one foot deep can displace 1500 lbs.
- Two feet of rushing water can carry away most vehicles including sport utility vehicles and pick-ups.
- Roadways concealed by floodwaters may not be intact.
- Be aware of areas where floodwaters have recently receded. Roads may have weakened and could collapse under the weight of a car.
- The large majority of deaths due to flash flooding are due to people driving through flooded areas.

PromiseShip expects its employees to use their best judgment when driving during flood season. PromiseShip advocates that employees use caution and remember that no meeting or appointment is worth risking anyone's life to drive into any type of flooded driving paths.

### **Accountability**

Verify that all building occupants and employees are accounted for and outside of the building.

Floods and Flash Floods are prevalent in Nebraska during certain times of the year.

## ***Tornados/High Winds***

---

### **5.8 To ensure safety for PromiseShip employees and persons served during tornado season.**

The potential for these storms exist from April through July with more than half striking between 3pm and 7pm.

#### Tornado Evacuation Preparation

All PromiseShip office locations conduct occasional and unannounced tornado drills to ensure all office members are aware of their role and evacuation standards. Specific evacuation standards are provided in the agency/location specific section of this manual.

#### Tornado Evacuation

When the weather radios or sirens alert employees to a potential tornado, employees move to tornado evacuation areas immediately. PromiseShip employees are to follow all standards of the agency where they are located.

#### Travel

##### *Tornado Watch:*

- When working in an environment that calls for evacuation during a tornado watch, PromiseShip employees are to follow this plan. It is not acceptable for an employee to leave this environment instead of following the evacuation plan.
- Employees may choose to cancel or delay any travel during a watch and will be supported by PromiseShip. Employees must discuss delaying travel to court hearings or court ordered services with their supervisor immediately.
- Employees are not to transport clients during a watch.
- If a tornado watch occurs while driving and/or mid-transport of a client:
  - Keep your radio tuned into weather reports
  - Continue to drive at a safe and legal speed to your destination unless you are driving into an area currently in a tornado warning

##### *Tornado Warning:*

- Seek shelter immediately
  - Follow the procedures of the agency or location where you are located
  - If in a residence, seek shelter:
    - In the basement
    - In a closet
    - In a bathroom/tub
    - Underneath a stairwell
    - Under a bed or table
    - Covered by a mattress
  - If in a mobile home:
    - Exit the home and seek shelter at the community shelter
    - Find a close sturdy permanent building

- Find a low lying part of ground
- Employees **must** cancel or delay any travel during a warning. Employees must discuss delaying travel to court hearings or court ordered services with their supervisor immediately.
- If a tornado warning occurs while driving and/or mid-transport of a client:
  - Seek shelter immediately:
    - Park your car if time permits
    - Find a permanent sturdy building
    - Find a low lying part of ground

**PromiseShip Main Location:**

*Tornado Evacuation Preparation*

PromiseShip conducts one Severe Weather Drill during Tornado Awareness week each year.

*Tornado Evacuation*

When the weather radios or sirens alert employees to a potential tornado, employees and clients are to move to tornado evacuation areas immediately. Evacuation maps are posted on the wall at each building entrance.

**East Campus:**

Please see Attachment A

**Sarpy County Location:**

*Tornado Evacuation Preparation*

PromiseShip conducts one Severe Weather Drill (ideally) during Tornado Awareness week each year.

*Tornado Evacuation*

When the weather radios or sirens alert employees to a potential tornado, employees and clients are to move to tornado evacuation areas immediately. Evacuation maps are posted on the walls throughout the building.

## ***Earthquake***

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### **5.9 To ensure safety for employees in the event of an earthquake.**

#### **Earthquake Procedures Inside:**

- DROP to the ground. For those building visitors and staff who are physically unable to drop to the ground, they should remain seated and cover their heads with their arms and hands.
- COVER under or near desks, tables, or chairs in a kneeling or sitting position.
- HOLD onto seats or rails. Protect eyes from flying glass and debris by using your arm to cover your eyes.
- Remain in the DROP position until ground movement ends. Be prepared to DROP, COVER, and HOLD during aftershocks.
- PromiseShip staff should check for injuries and assess the general safety of the room.
- Document any hazards to the Building manager.
- All Emergency Response Team (ERT) members should report to the PromiseShip Administrators Office or pre- designated location.

#### **Earthquake Procedures Outside:**

- Move away from overhead hazards such as power lines, trees, and buildings.
- DROP to the ground and COVER the back of the neck with your hands.
- Do not enter buildings until it is safe to do so.
- Report any hazards to the Building management.

## **Power Failure**

### **5.10 In the event of a power failure:**

- Check for trapped employees in all possible areas. Determine if you need to evacuate the building (see below).
- Call your emergency contacts:

Primary Dave Newell – President & CEO 4530 Maass Road, Bellevue, NE	402-445-7926 (o) 402-982-9613 (c)
Secondary Melissa Nance, Interim – VP of Programs 4530 Maass Road, Bellevue, NE	402-492-2508 (o) 402-889-5259 (c)
Tertiary Monika Anderson – General Counsel & VP of Legal 4530 Maass Road, Bellevue, NE	402-445-7928 (o) 402-431-3098 (c)
Quaternary Sherrie Chester – Office & Facilities Manager 4530 Maass Road, Bellevue, NE	402-445-7930 (o) 402-680-3081 (c)

### **If the power failure affects the building location and surrounding area in your community:**

- Ask the Omaha Public Power District (OPPD) when they anticipate that the electrical services will be restored.
- Shut down any equipment and compressors that could be damaged when power is restored.
- Cover all refrigerated perishable items and keep walk in cooler/freezer doors closed.

### **If the power failure affects the building location only:**

- Conduct a site inspection to determine any obvious reasons for a power outage.
- Shut down any equipment and compressors that could be damaged when power is restored.
- Cover all refrigerated perishable items and keep walk in cooler/freezer doors closed.
- Call your local power company to restore power.
- Keep Emergency contacts informed of the progress.

**Evacuate the building if the safety of visitors and employees is threatened:**

- **“Attention in the building, an emergency has occurred and it necessary to evacuate immediately. Please move to the nearest emergency exit.”**
- Meet at a predetermined location outside of the building, if safe to do so.
- Check all areas of the building to make sure everyone has evacuated.

**Accountability**

- Verify that all building occupants and employees are accounted for and outside of the building Contact Building Management.

**Document all Incidents / Expenses**

- Make sure a location Person-In- Charge records and documents all incidents/expenses incurred as a result of the emergency.
- See appendix for forms

## ***Infection Control/Blood Borne Pathogens***

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### **5.11 Any situation or accident where there is a potential exposure to a person's blood or body fluids.**

All PromiseShip employees receive blood borne pathogens training as part of the initial safety orientation.

#### **Precautions:**

Take universal precautions whenever responding to blood borne incidents:

Assume all blood and body fluids are infectious, wear personal protective equipment (gloves, goggles, etc.), and use a protective "pocket mask" when performing rescue breathing.

Each PromiseShip location houses first aid kits, hazardous waste bags, cleaning solution, and gloves. Employees will receive a tour of their location during orientation and learn the locations of these items. These are located in the kitchen/break room areas at both the Main and East Campus locations.

Only employees trained in the appropriate use of personal protective equipment should respond to the incident.

PromiseShip employees must always wear gloves in the following situations:

- When coming into contact with open wounds
- When coming into contact with mucus membranes of the mouth, eyes, or nose
- When changing a diaper
- When cleaning diarrhea or vomit

Use additional protective equipment based on the risks present, i.e. protective apron, facemask, and/or goggles.

After properly removing and disposing of the gloves, employees are to thoroughly wash their hands with hot soap and water.

#### **When blood or other potentially infectious materials need to be cleaned up:**

Clean up procedures:

- Thoroughly spray contaminated surface areas with a disinfectant solution made of at least one part bleach to ten parts water (1:10).
- Pick up any contaminated solid material making sure not to use your hands to pick up any sharp objects, such as glass. Use a broom, dustpan or similar cleaning tool to pick up sharp objects.
- Wipe down contaminated area with a paper towel moistened with disinfectant.

Nebraska Division of Children and Family Services Disaster Plan

- Place all contaminated solids or clean up materials in the red Biohazard bag contained in the kit.
- Sharp objects should be placed in a puncture proof container before being placed in the bag.
- Clean and disinfect any tools or other non-disposable items used in the clean up.
- Remove personal protective equipment and place them in the red Biohazard bag.
- Wrap and tie the red bag and give the Biohazard bag to the person-in-charge.
- Wash your hands and face immediately using soap.

**If you are exposed to blood borne pathogens:**

Immediately wash all exposed portions of your body.

- Notify management of the incident.
- Seek medical assistance and follow-up.
- Document on an incident report.

Please also reference page 80 and the document title “Help Stop the Spread of Germs” for more information.

## ***Poison Control***

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### **5.12 To ensure the safety and well-being of PromiseShip employees and our clients in case of accidental or intentional poisoning.**

In case of poisoning, employees are to call 1-800-222-1222 or 911(9-911 if on Boys Town property) immediately following the recommendations below.

Has the person collapsed or stopped breathing?

- Call 911 immediately

Has the person swallowed poison, the wrong medicine, or too much medicine?

- Call 1-800-222-1222

Has the person inhaled poison?

- Get to fresh air immediately
- Call 1-800-222-1222

Has the person's skin been exposed to poison?

- Remove any clothing the poison has touched
- Call 1-800-222-1222

Have the person's eyes been exposed to poison?

- Call 1-800-222-1222

Upon following the above instructions, immediately contact your supervisor.

An injury report shall be completed with any of the above occurrences within 24 hours.

## ***Gasoline/Chemical Spills***

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### **5.13 In the event of a gas spill.**

Determine the severity of the gas spill. If the gas spill is determined to be severe, call **911**.

Determine the wind direction so that you know which direction to evacuate.

Evacuate uphill and upwind away from the spill.

## Natural Gas/Propane Leak

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### 5.14 In the event of a gas leak.

If the natural gas leak is detected or the gas cannot be shut off, call **911**.

Contact your gas utility for assistance.

Call your emergency contacts:

Primary Dave Newell – President & CEO 4530 Maass Road, Bellevue, NE	402-445-7926 (o) 402-982-9613 (c)
Secondary Melissa Nance, Interim – VP of Programs 4530 Maass Road, Bellevue, NE	402-492-2508 (o) 402-889-5259 (c)
Tertiary Monika Anderson – General Counsel & VP of Legal 4520 Maass Road, Bellevue, NE	402-445-7928 (o) 402-431-3098 (c)
Quaternary Sherrie Chester – Office & Facilities Manager 4530 Maass Road, Bellevue, NE	402-445-7930 (o) 402-680-3081 (c)

Secure site, limit access to area/scene.

#### **Evacuate:**

Check wind direction before any evacuation is accomplished

Evacuate the building if the safety of visitors and employees is threatened.

Assign an employee to the exit. Announce an evacuation of the building three times.  
Sample

**“Attention. An emergency in the building makes it necessary to evacuate immediately. Do not use any electronic equipment at this time. Please move to the nearest emergency exit.**

Meet at either the primary or secondary designated area and await further instruction.

Check all areas of the building to make sure everyone has evacuated, if safe to do so.

#### **Accountability**

Verify that all building occupants and employees are accounted for and outside of the building Contact Building Management.

**Document all Incidents / Expenses:**

Make sure a location Person-In -Charge records and documents all incidents/expenses incurred as a result of the emergency.

## ***Suspicious Substances/Packages***

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### **5.15 Document the received information regarding a suspicious substance.**

Secure the area around the substance. Do not handle the suspicious substance/package.

Determine if any threatening circumstances exist (Threats received by phone, mail, etc. that could indicate an intentional placement of a hazardous substance in the building and/or on product).

If a legitimate source of the substance is not identified or a threatening circumstance exists:

- Contact 911
- Immediately evacuate the area.
- Determine the scope of the hazard.
- Provide a listing of all exposed items to law enforcement.
- Secure the area and or product.

Determine who may have come in contact with the substance.

Potentially exposed person(s) should be staged in an area away from others.

Contact company representatives:

Primary Dave Newell – President & CEO 4530 Maass Road, Bellevue, NE	402-445-7926 (o) 402-982-9613 (c)
Secondary Melissa Nance, Interim – VP of Programs 4530 Maass Road, Bellevue, NE	402-492-2508 (o) 402-889-5259 (c)
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### **If the substance is determined not to be hazardous:**

Take appropriate measures to remove and clean the area/product.

Communicate the findings to potentially impacted visitors and employees.

### **Document all Incidents / Expenses:**

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

## **Bomb Threats**

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### **5.16 React to the bomb threat quickly and calmly:**

Immediate evacuation from the building is the number one priority to protect employees and clients. Upon exiting the building, a designated agency member will contact 911 using a cell phone.

Shut down the following electronic equipment (such as):

Beeper/Pager systems 2-way Radios Cellular Phones

In the event of receiving a bomb threat, immediately inform supervisors, office managers, and receptionists in person; either verbally or on a written note. The use of a land-line or cell phone could result in igniting the bomb.

### **Contact your building emergency contacts:**

Primary Dave Newell – President & CEO 4530 Maass Road, Bellevue, NE	402-445-7926 (o) 402-982-9613 (c)
Secondary Melissa Nance, Interim – VP of Programs 4530 Maass Road, Bellevue, NE	402-492-2508 (o) 402-889-5259 (c)
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### **Evacuate the building if:**

- A bomb threat is called in
- A suspected explosive device is found in the building
- Local authorities order the evacuation
- The safety of visitors and employees is threatened

### **Evacuation procedures:**

Assign an employee to every exit.

**“Attention. An emergency has occurred and it is necessary to evacuate the building immediately. Do not use any electronic equipment at this time. Please move to the nearest emergency exit and meet at either the primary or secondary designated area and await further instruction.”**

Meet at either the primary or secondary designated area and await further instruction.

**Accountability**

Utilize your incident report forms and record all information. Call 911 police department.

Verify that all building occupants and employees are accounted for and outside of the building.

**East Campus**

See Attachment A

If possible, the employee should alert a co-worker to begin the evacuation process while remaining on the phone with the caller to obtain the following information:

A bomb-threat checklist is attached on page 34. This checklist will be provided to the police.

**Sarpy County Location**

Will follow main location procedure.

***NOTE:***

***The search will be done in coordination with the Omaha Police Department Bomb Squad. Do not initiate this search on your own. You may be asked by the bomb technician to assist with the search.***

## ***Robbery Procedures***

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**5.17 Our primary concern is staff safety. If you are a victim in a robbery, write down a description of the robber, escape vehicle, and license plate number. Do not attempt to follow the robber.**

Call **911**. Call your emergency contacts:

Primary Dave Newell – President & CEO 4530 Maass Road, Bellevue, NE	402-445-7926 (o) 402-982-9613 (c)
Secondary Melissa Nance, Interim – VP of Programs 4530 Maass Road, Bellevue, NE	402-492-2508 (o) 402-889-5259 (c)
Tertiary Monika Anderson – General Counsel & VP of Legal 4520 Maass Road, Bellevue, NE	402-445-7928 (o) 402-431-3098 (c)
Quaternary Sherrie Chester – Office & Facilities Manager 4530 Maass Road, Bellevue, NE	402-445-7930 (o) 402-680-3081 (c)

Document the incident and complete a Robbery Description Report.

### **Do not disturb the crime scene:**

Make sure that the area is secured to prevent anyone from entering the crime scene or surrounding area.

## Civil Unrest

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### 5.18 If civil unrest appears imminent, based on observations or assessment by authorities:

Contact your emergency contacts:

Primary Dave Newell – President & CEO 4530 Maass Road, Bellevue, NE	402-445-7926 (o) 402-982-9613 (c)
Secondary Melissa Nance, Interim – VP of Programs 4530 Maass Road, Bellevue, NE	402-492-2508 (o) 402-889-5259 (c)
Tertiary Monika Anderson – General Counsel & VP of Legal 4520 Maass Road, Bellevue, NE	402-445-7928 (o) 402-431-3098 (c)
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### Close the building if directed to do so by PromiseShip authorities.

Evacuate the building of all visitors and employees if safe to do so.

Secure the building.

### Evacuation procedures:

Assign an employee to every emergency exit.

**“Attention. An emergency has occurred in the community and it is necessary to evacuate the building immediately. Please collect your essential personal belongings and move to the nearest emergency exit. We encourage you relocate to a safe environment. Additional information will be communicated to you when available.”**

Check all areas of the building to make sure everyone has evacuated, if safe to do so.

## **Workplace Violence**

---

### **5.19 If a violent attack or shooting occurs:**

Call **911**.

- Do not attempt to apprehend or detain the attacker.
- If it can be safely accomplished, evacuate the area.
- Do not do anything to jeopardize your safety or the safety of others.
- Carefully note the physical description of the attacker, including any distinguishing characteristics, vehicle description, and license plate number.

### **After the attacker has left the premises:**

Care for injured visitors and employees using universal precautions. Provide first aid, if qualified.

- Call **911** and report the current circumstances to potentially include number of people needing medical care.
- Call your emergency contacts:

Primary Dave Newell – President & CEO 4530 Maass Road, Bellevue, NE	402-445-7926 (o) 402-982-9613 (c)
Secondary Melissa Nance, Interim – VP of Programs 4530 Maass Road, Bellevue, NE	402-492-2508 (o) 402-889-5259 (c)
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Take actions to secure the scene. Protect potential evidence. Keep Emergency contacts informed of progress.

Document the event.

### **Media inquiries:**

Refer any media inquiries to the Incident Commander and/or Ann Pedersen with OBI Creative at 402-403-0095.

## ***Unarmed Intruder***

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**5.20 An intruder is defined as an individual who loiters or creates disturbances on property. If an intruder is found on site:**

- Assess the situation and if it appears safe to approach the intruder, greet the individual in a polite and non-threatening manner.
- Identify yourself as a PromiseShip official.
- Ask the intruder for identification.
- Ask them what his/her purpose is for being in the building.
- Advise the intruder of trespass laws. *“You realize you are trespassing.”*

If the intruder refuses to respond to your requests, inform him/her of your intention to summon security or law enforcement officers.

If the intruder gives no indication of voluntarily leaving the premises, call security or 911 and provide a description and location of the intruder.

If deemed safe to do so, staff should approach the perpetrator in a calm, non-confrontational manner and ask him/her to leave the building.

## ***Active Shooter***

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**5.21 An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated place; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly.**

Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10-15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

An active shooter in your workplace may be a current or former employee or an acquaintance of a current or former employee.

Staff may notice characteristics of potentially violent behavior in an employee.

Alert your Human Resources Department if you believe an employee exhibits potentially violent behavior.

To best prepare your staff for an active shooter situation, create an Active Shooter emergency plan/procedure and conduct training exercises.

This will prepare staff to effectively respond and help minimize the loss of life.

The most effective way to train your staff to respond to an active shooter situation is to conduct mock active shooter training exercises.

- Ensure that your building has at least two evacuation routes
- Post evacuation routes in conspicuous locations throughout your building
- Be aware of indications of workplace violence and take remedial actions accordingly
  
- Institute access controls (keys, security pass codes)
- Make sure your plans include relevant information and address individuals with special needs/functional needs Assemble crisis kits
- Radios
- Floor plans
- Staff roster with contact information
- First aid kits
- Flashlights

### Components of an Active Shooter Training Plan

- Recognizing the sound of gunshots
- Reacting quickly when gunshots are heard and/or when a shooting is witnessed
- Evacuating the area

- Hiding out
- Acting against the shooter as last resort
- Calling 911

### 5.21.1 Reacting when law enforcement arrives

#### Adopting the survival mindset during times of crisis Response

Quickly determine the most reasonable way to protect your own life. Remember that patients are likely to follow the lead of employees and managers during an active shooter situation.

- Take note of the two nearest exits
- If you are in an office/room, stay there and secure the door (door should open in)
- If you are in a hallway, get into a room and secure the door (door should open in)
- Call 911 when it is safe to do so and alert police to the shooter's location. If you cannot speak, leave the line open and allow the dispatcher to listen
- If active shooter is nearby: lock the door, silence your cell phone, turn off any source of noise, hide behind large items and remain quiet Evacuate: (if escape route is accessible)

#### Have an escape route in mind

- Evacuate regardless of whether others agree to follow
  - Leave your belongings behind
  - Help other escape, if possible
  - Prevent individuals from entering an area where the active shooter may be
  - Keep your hands visible
  - Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

#### **Hide Out:** (if evacuation is not possible)

- Hiding place should be out of shooter's view
- Provide protection if shots are fired in your direction
- Do not trap yourself or restrict your options for movement
- Lock the door
- Blockade the door with heavy furniture (door should open in)

#### **Taking Action:** (Last Resort, imminent danger)

As a last resort, attempt to take the active shooter down.

When the shooter is close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her

- Attempt to disrupt and/or incapacitate the active shooter

Nebraska Division of Children and Family Services Disaster Plan

- Act as aggressively as possible against him/her
- Throwing items and improvising weapons , Yelling
- Commit to your actions

Critical Incident Stress Debriefing and/or counseling should be made available to impacted parties to provide any necessary physical, emotional and psychological support.

## **6.0 RELATED SAFETY POLICIES**

### ***Off-Site Safety Procedures***

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#### **6.1 To limit the risk of personal safety for all employees who provide service in the community and client residences.**

Every PromiseShip employee will participate in the Personal Safety training during their orientation with PromiseShip. PromiseShip Operations employees will receive mandatory de-escalation and intervention technique training. All PromiseShip employees are invited to participate in these trainings.

PromiseShip provides work cell phones to employees based on work need.

In order to assure community safety for our employees, the following procedures should be followed.

- Employees are expected to have their work cell phones with them at all times on the job.
- Employees shall have co-worker and supervisor contacts entered into their work phones.
- Employees will develop a plan with their supervisor regarding after hours visits.
- Employees will enter all their scheduled visits in their Outlook Calendar to include the family name and address of the visit and keep their Outlook up to date.
- Employees will give Outlook Calendar access to their direct supervisor.

## ***On-Site Safety Procedures***

---

### **6.2 To limit the risk of personal safety for all employees who work in an office location.**

Every PromiseShip employee will adhere to this procedure as well as follow the procedures developed by the agency of their work location.

#### **PromiseShip Employee Family Members**

PromiseShip staff must accompany their family members at all times while in the facility.

All other visitors must enter the building through the main entrance.

PromiseShip employees will:

- Ask all visitors to sign in at the main reception desk for that office location for any appointment.
- Ask all visitors to wear a “Visitor” badge while in the facility.
- Accompany all visitors at all times.
- Reserve Family Team Meeting Rooms for appointments with clients.
- Not allow anyone access to a locked building without having full knowledge of this person’s right to enter the locked building.

#### **Vendors**

Vendors are permitted to enter the secured areas of the facility after signing in and wearing a “Visitor” badge.

#### **Clients/Family Members Visitors**

Clients and their family members are not permitted to enter the secured areas of the facility.

#### **After Hours/Weekends**

Procedures remain the same for after hours and weekends. Sign in sheets and “Visitor” badges will be available at the reception window.

#### **PromiseShip Sponsored Events**

During PromiseShip sponsored events appropriate safety precautions will be taken.

## Drug-Free Workplace

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**6.3 PromiseShip has established a Zero Tolerance policy on the use or possession of alcohol, drugs, or other controlled substances on PromiseShip premises or property (Reference Drug Free and Alcohol Free Workplace Policy #4250).**

PromiseShip employees are required to read and fully understand the PromiseShip policy regarding a drug-free workplace.

PromiseShip employees work closely with clients who may abuse or have a dependence to alcohol, illegal drugs, and/or non-prescribed drugs.

If a PromiseShip employee encounters a *client* (youth or parent) who is suspected to be under the influence of any mood altering substances:

- Request an immediate drug/alcohol screen if the client is court ordered to complete these. You may ask clients to voluntarily complete a screen, but it may not be held up in court.
- Contact 911 immediately if they are trying to drive and/or are attempting to care for children.
- Contact your supervisor.

If a PromiseShip employee encounters a *provider* (relative placement, family support worker, foster parent, etc.) who is suspected to be under the influence of any mood altering substances:

- If the provider is trying to drive, call police immediately!
- Contact your supervisor immediately:
  - You and supervisor may request provider complete a drug/alcohol screen.
  - Supervisor will Director and determine next steps.
- Complete a critical incident report if the suspected provider is caring for a client at the time of suspicion.
- Complete a provider complaint form and provide to PromiseShip's Quality Assurance department.

If you find illegal drugs on a client or provider, immediately contact your supervisor, as it is likely that you will need to contact the police.

## ***Tobacco-Free Workplace***

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### **6.4 To ensure the well-being of PromiseShip employees and persons served and prevent fires in all agency locations.**

PromiseShip employees will adhere to the PromiseShip Tobacco-Free Workplace policy. (Reference Tobacco-Free Policy Number 4550).

Employees are allowed to carry legal tobacco products, matches, and lighters with them and have in the workplace; however, these items should be safely locked up at all times.

## ***Weapon-Free Workplace***

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### **6.5 To ensure the safety of PromiseShip employees, agency employees, and persons served.**

PromiseShip does not tolerate or allow any weapons to be carried by its employees. Weapons are identified as:

- Any firearm
- Any type of knife

If an employee or client is found to have what is perceived to be a weapon:

- They will be asked to leave the premises immediately
- The police may be called
- The employee may receive disciplinary action

## ***Transporting Clients***

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### **6.6 To ensure the safety and well-being of PromiseShip employees and persons served.**

PromiseShip employees are expected to have read and understand the policy “Vehicle Safety” and follow this policy (Reference Policy Number 4650).

PromiseShip employees are allowed to transport clients if they:

- Have a valid driver’s license
- Have the proper insurance and is verified by HR
- Have completed Defensive Driving training
- Have received child passenger safety training (when transporting clients requiring car seats)

PromiseShip mandates that any client riding in an PromiseShip employee’s vehicle must use the proper restraints. If a person refuses to use the restraints, the transport must not occur.

PromiseShip encourages its employees to pre-plan transports with their clients. In pre-planning, the following should be considered:

- Check tires and oil prior to any trip one hour or longer
- Car seats for the proper age, weight, and size are available and properly installed
- Ensure enough gasoline is in the vehicle prior to the transport
- If transporting a person of the opposite sex, consider the need to bring another professional on this transport
- If transporting or traveling a long distance, consider the need to bring another professional on this trip

## **Workplace Injuries**

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### **6.7 To ensure the immediate care and well-being of PromiseShip employees in case of an injury while on the job.**

PromiseShip employees are expected to have read and understand the “Workers Compensation” policy.

Employees are considered to be ‘on the job’:

- While driving to a meeting or other work location once their day has already begun,
- Walking on agency property including at the start and end of the work day,
- While working in any of the agency properties
- While working directly with a client, regardless of location.

Employees are not considered to be ‘on the job’:

- While driving to work at the beginning of their day,
- While driving home from work,
- While on the phone or laptop in their own home

1. For any employee injury, supervisors are required to:

- Contact PromiseShip Human Resources and the Executive Director immediately. After hours/weekends/holiday the supervisor should leave a voicemail or email.
- Complete the Supervisors Report of Injury/Accident form within one business day.
- Ensure the employee completes Form 50 (Supervisor’s Report of Injury/Accident, p. 70) within one business day.

2. Treatment for injuries

Car accident:

- Call 911.
- Failure to contact the police (unless during a snow emergency) can negatively affect your car insurance claim and proper documentation for yourself and PromiseShip should the accident result in a personal injury.
- Contact your supervisor immediately.

Medical Emergency:

- Call 911 to be taken by ambulance to the nearest emergency room for care.
- Inform paramedics and doctors that this is work related.
- Contact your supervisor as immediately as possible.

Medical Non-Emergency:

- Contact your supervisor immediately.
- If the injury occurs Monday-Friday between 8am-5pm:
  - Drive or have someone drive you to **WorkFit**.

- **WorkFit** is located at 140 S. 77<sup>th</sup> St, Omaha NE (behind McDonalds on 77<sup>th</sup> and Dodge Streets).
  - There is no need to make an appointment.
  - Their phone number is 402-934-4535.
  - If the injury occurs after hours or on a weekend or holiday:
    - Drive or have someone drive you to **Midwest Minor Medical**
      - **8610 West Dodge Road**—402-827-6511.
        - Open 7 days/wk from 8am-9pm.
      - **5310 S. 84<sup>th</sup> St (84<sup>th</sup> and Q)**—402-827-6510.
        - Monday-Friday 8am-9pm
        - Saturday 8am-6pm
        - Sunday 10am-6pm
      - **13518 West Center Road**—402-827-6502
        - Monday-Friday 8am-8pm
        - Saturday and Sunday 10am-6pm
    - OR to **the emergency room at Bergan Mercy Hospital**
      - 7500 Mercy Road
    - OR to **the emergency room at Clarkson West EmergiCare**
      - 2727 S. 144<sup>th</sup> St (144<sup>th</sup> and Center)
  - Inform the receptionist and/or doctors that this is a work related injury.
3. If treatment is provided, the employee must bring the original paperwork and physician's note/recommendations to the HR Generalist at the PromiseShip Administrative offices within 24 hours.
4. If an employee chooses to deny treatment after an accident or injury, an injury report must still be completed and the employee must report denial of treatment to Human Resources within 24 hours of the incident occurring.

## **Shelter/Evacuation Procedures**

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### **7.0 To ensure employees are aware of shelter and evacuation procedures.**

#### **7.1 Shelter-in-Place**

Shelter-in-Place may be directed if there is a danger in the community that could present a danger to the facility population or a situation at the facility that could harm visitors or staff if they are outdoors.

Shelter-in-Place will be routinely practiced during the year

- **Shelter:** Move all personnel and visitors to designated shelter location inside.
- **Shut:** Lock all doors and close windows.
- **Listen:** Remain quiet in order to hear any critical updates on the emergency from Administrators and/or emergency responders.

Remain in shelter until the Site Manager and/or emergency responders give the all clear or evacuation signal.

#### **7.2 On-Site Evacuation Locations**

In the event of an emergency, evacuation may be necessary. In order to be prepared, PromiseShip must identify safe evacuation locations to relocate the building population

#### **7.3 Off-Site Evacuation Location**

PromiseShip should pre-identify alternate locations to act as the off-site evacuation location.

These evacuation sites identified must house the entire facility population. A secondary off-site location must also be identified.

List the organization, address, and contact information of the identified off-campus evacuation locations below:

##### **Primary Off-Site Evacuation Location**

Organization	. Boys Town – Headquarters Building
Address	. 14100 Crawford St., Boys Town, NE 68010
Point of Contact	. Lisa Batenhorst, Vice President Site Operations
Phone Number	. 402-498-3033

##### **Secondary Off-Site Evacuation Location**

Organization	. Child Saving Institute
Address	. 4545 Dodge St., Omaha, NE 68132
Point of Contact	Peg Harriott, CEO/President
Phone Number	. 402-553-6000

Tables 7.3

## **7.4 General Evacuation Procedures**

**The following procedures apply to any evacuation situation:**

- Become familiar with your building. Know the location of emergency exits.
- In any emergency situation, contact the Omaha Police or Fire Department 911.
- In the event an evacuation is necessary, you will be directed by the site manager, the fire department, or building coordinators to evacuate.
- Remain calm. Try to keep others calm.
- Exit the building using stairwells. Never use the elevators. Close and secure all doors behind you.
- Proceed to the designated meeting area(s). Keep quiet and listen for directions from the site manager, security, or the fire department.
- Notify the first responding agency of any disabled, trapped or injured persons.
- Never re-enter the building unless directed to do so by the site manager, security, or the fire department.

## **7.5 Fire/Smoke Evacuation Procedure**

**If a fire alarm sounds, take it seriously. If you notice a fire or smell smoke:**

- DO NOT fight the fire. Remain calm.
- Call the Omaha Fire Department at 911.
  - 1) Give your name.
  - 2) Give the name and address of the building.
  - 3) Give your location and type of problem.
- Pull the fire alarm box located next to any exit.
- Exit the building. Never use the elevators. Close and secure all doors behind you.
- Proceed to the designated meeting area(s). Keep quiet and listen for directions from the site manager, security, or the fire department.

- Notify the first responding agency of any disabled, trapped or insured persons.
- Never re-enter the building unless directed to do so by the site manager, security, or the fire department.

## **7.6 Evacuation Procedure for Persons with Disabilities**

PromiseShip recognizes that due to the differences in building construction, the limitations presented by various types of disabilities, and the range of possible circumstances that could be presented by different types of disasters.

- a. If circumstances require evacuation from the facility, the disabled person is to evacuate the building by the safest and nearest exit and follow the general procedures for emergency evacuation.
- b. If a disabled person is unable to evacuate without assistance, he/she may request that any available person notify the fire department, the security staff, or the emergency team member at the scene that they are in need of assistance.
- c. The disabled person should provide PromiseShip with any information that may be required in the evacuation process (e.g., wheelchair bound, lift required, etc.). In the event a fire alarm sounds, a designated person will search out disabled persons reported to be in the building and assist them in evacuating the building.

Kris Limback and Liz Davis-Lindmier– East Campus

Matt Oliver and Deb Hume – Main Building

Andrew Christensen and Jo Ann Queeney – Sarpy County Location

# EVACUATION MAP

## Nebraska Families Collaborative Site Map



**Primary and alternate evacuation Routes**

*Attachment A*

**VII. EMERGENCY PROCEDURES**

**OVERVIEW**

**C**B Richard Ellis takes Fire and Life Safety very seriously. Our objective is to provide our tenants with a safe and comfortable working environment. With this in mind, this Emergency Procedures Manual was developed.

While the Fire/Life Safety Systems in the building are engineered to ensure the safety of all occupants in the building in the event of a fire, it is important that all individuals working in the building understand the building's emergency procedures. However, each emergency is unique and sometimes the recommended procedures may not be suitable for all conditions that arise. Therefore, common sense should always be the primary element of any emergency procedure.

Please take the time to familiarize your entire staff with these procedures. If you have any questions regarding these procedures or any of the Fire & Life Safety systems in place in, please contact the CBRE Management Office.

**EMERGENCY PHONE NUMBERS**

Emergency:	911
Fire Department:	402.444.5700
Police Department:	402.444.5600
CBRE Management Office:	763.212.3446
CBRE Facilities Knowledge Center:	1.866.277.6555
CBRE Security and After-Hours Emergencies	402.504.2460

**FLOOR RESPONSE TEAM**

At the time of move-in, each tenant is asked to complete the **Floor Response Team Form** (found in Section VIII of this Manual) designating personnel that will be responsible for taking charge in the event of an emergency. It is up to each tenant to assure that this form is updated when designated personnel leave employment of the firm or for other reasons is no longer able to perform the outlined duties of emergency personnel.

**STAIRWELL MONITOR RESPONSIBILITIES (2 positions)**

**Duties**

- Takes position at assigned exits and assists in the evacuation of all personnel
- Feels stairwell door with back of hand for heat. If no heat is detected, opens door slowly to inspect stairwell for possible heat and smoke conditions before evacuation
- Instructs personnel to form single file lines in stairwell and directs personnel to exit along the right side of the stairwell
- Supervises and monitors evacuation flow while remaining calm and encouraging others to remain calm and orderly during evacuation
- Remains at exit until Searchers have cleared all personnel for the floor

**ELEVATOR MONITOR (Primary)**

**Duties**

- Under the supervision of the Floor Warden, Elevator Monitors are responsible for ensuring that no one uses the elevators during an emergency.
- Is positioned at the elevators and directs employees to the nearest stairway
- Must be familiar with the building's emergency procedures and the location of all stairwells
- Remains at designated post until instructed to evacuate by the Floor Warden

**SEARCHER (2 Positions)**

**Duties**

- Under the supervision of the Floor Warden, Searchers are responsible for finding and evacuating all personnel from the floor, specifically from remote areas such as storage rooms, file rooms, coffee/break areas, restrooms, etc.
- Check all rooms including restrooms, conference rooms, reception areas, offices and remote areas.
- Close, but do not lock, all doors after you have determined that the room has been evacuated.
- Advises any remaining personnel on the floor of the emergency and insists on their evacuation.
- Evacuates non-employees found on the floor.
- Must be familiar with the building's emergency procedures and the location of all stairwells

While the CBRE Management Office may periodically host Floor Response Team training, the general responsibilities are outlined here. It is the responsibility of all Floor Response Team personnel to familiarize themselves with these guidelines as well as all of the building's Emergency Procedures.

Primary Floor Response Team positions are:

- **Floor Warden** – Responsible for controlling staff in event of emergency and explaining/overseeing all emergency actions.
  - Each tenant should designate an alternate Floor Warden in case the Floor Warden is out of the office when an emergency occurs.
- **Stairwell Monitor** – At direction of Floor Warden, leads employees to exit stairwells and monitors the safe and efficient evacuation via stairwells.
- **Elevator Monitor** – Is positioned at elevator banks and ensures that no one uses the elevators during an emergency.
- **Searcher** – After all personnel have evacuated the suite, the searcher returns to the office suite to ensure that all have in fact evacuated and that there are no injured persons left behind.
- **Assistant to the Physically Impaired** – Assists any handicapped individuals during an emergency and/or building evacuation.

### FLOOR WARDEN RESPONSIBILITIES

Each member of the building's Floor Response Team has an extremely important job to perform in the event of an emergency. Each Floor Response Team designee should become familiar with the following duties.

#### Floor Warden (Primary/Backup)

- Appoints personnel to the emergency team and fills all vacant positions
- Maintains an updated roster of Floor Response Team personnel
- Keeps CBRE Management Office updated on any changes in Floor Response Team personnel
- Alerts Floor Response Team designees of potential emergencies
- Supervises the activities and training of Floor Response Team
- Responsible for informing and training Floor Response Team in emergency procedures
- Ensures that Floor Response Team know their assigned duties and locations in case of an emergency
- Pre-plans the handling of physically impaired personnel during evacuation
- Responsible for the evacuation of Floor Response Team
- Responsible for notifying Elevator Monitor to evacuate

**ASSISTANT TO THE PHYSICALLY IMPAIRED (1 position)**

**Duties**

- Under the supervision of the Floor Warden, the Assistant to the Physically Impaired is responsible for the safe evacuation of any physically impaired personnel.
- Maintains an up-to-date list of impaired employees.
- Moves all wheelchair bound personnel to the stairwell area and waits with them until emergency personnel arrive.

**FIRE**

**IF A FIRE IS DISCOVERED INSIDE YOUR SUITE**

1. Advise others and move everyone away from the fire
2. Confine the fire by closing all doors in the area
3. Notify the Fire Department (911) and provide the following information:
  - Building Name
  - Building Address
  - Nearest Cross Street
  - Suite Number or Exact Location of Fire
  - Your call back number

**NOTE:** Do not hang up until the Emergency Operator does so.

4. Notify or instruct someone to contact CBRE Security (404.504.2460).
5. Attempt to extinguish the fire only under the following conditions:
  - If the fire is small and can easily be extinguished.
  - You are familiar with the operation of an extinguisher and it can be done safely.
  - You have someone with you.
  - You have your back facing and exit.
6. Proceed to the nearest exit to evacuate. Exit via stairwells; do not use the elevators.
7. Once outside the building, move to a safe refuge area away from the building and Fire Department operations.

**IF A FIRE IS DISCOVERED OUTSIDE OF YOUR SUITE**

If you are in your suite, smoke or heat is evident in the corridor, and you are not able to exit, proceed as follows:

1. Call 911 and provide the following information:
  - Building Name

## Nebraska Division of Children and Family Services Disaster Plan

- Building Address
- Nearest Cross Street
- Suite Number or Exact Location of Fire
- Your call back number

**NOTE:** Do not hang up until the Emergency Operator does so.

2. Contact CBRE Security (402.504.2460).
3. FEEL THE DOOR. If it is hot or warm, DO NOT OPEN IT!
4. CLOSE AS MANY DOORS AS POSSIBLE BETWEEN YOU AND THE FIRE.
5. IF SMOKE ENTERS YOUR SUITE FROM BENEATH THE DOOR, seal the area with a fire blanket, wet towel or other mist material.

### **FIRE SAFETY REMINDERS**

1. Post Emergency Phone Numbers for all employees.
2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
3. In a fire or other emergency, follow the instruction of your designated Floor Warden and other Emergency Personnel.
4. Never use the elevator.
5. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.
6. Most fire-related deaths are the result of smoke inhalation, poisonous gas or panic. Panic can be avoided by being well prepared for an emergency. Learn all the emergency procedures as if they were second nature.

### **FIRE PREVENTION TIPS**

1. Replace any electrical cord that has cracked insulation or a broken connector.
2. Do not pinch electrical cords under or behind furniture.
3. Do not run electrical extension cords under chair mats or across doorways where they can be stepped on or chafed.
4. Leave space for air to circulate around heat-producing equipment such as copiers and computer terminals.
5. Turn off or unplug all appliances, including coffee makers and hot plates at the end of each workday.
6. Keep exits, storage areas and stairways free from waste paper, empty boxes, dirty rags and other fire hazards.
7. Know the locations of fire extinguishers in the building and your work area.
8. Remove trash on a regular basis.

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9. Close all doors after working hours.
10. Observe the building's NO SMOKING policies. Never throw matches or cigarette butts into waste containers (inside or outside of building).

#### FIRE EXTINGUISHER LOCATION & BASIC OPERATION

All extinguishers in the building may be used on fires originating from wood, paper, plastic, grease, oil and electricity.

##### Operating a Fire Extinguisher:

- To open the cabinet, turn the handle and pull open.
- Remember the "P-A-S-S" method for effective fire extinguisher use:
  - P - Pull the safety pin. This is usually the pin with a string attached.
  - A - Aim the hose, nozzle or horn at the base of the fire.
  - S - Squeeze the trigger handle
  - S - Sweep from side to side and watch for the re-flash of the fire.

NOTE: ALWAYS MAINTAIN A THREE-FOOT CLEARANCE AREA AROUND FIRE EQUIPMENT. ONCE THE EQUIPMENT HAS BEEN USED, DO NOT TRY TO RE-HANG IT, EVEN FOR A FEW SECONDS. USED EXTINGUISHER'S SHOULD BE SERVICED IMMEDIATELY!

#### TORNADOS

##### Tornado Preparedness

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event that a tornado leaves you temporarily stranded in the office building:

**Emergency Lighting** - flashlights, light sticks

**Batteries** - keep a fresh supply

**Medical** - keep a well-stocked First Aid Kit

**Blankets** - lightweight fire and shock retardant emergency blankets

**Radios** - portable transistor radios with extra batteries and two-way radios

**Medications** - persons on medication should keep a 72-hour supply in their desk.

There are two designations placed on a Tornado: a **WATCH** and a **WARNING**. A Tornado **WATCH** indicates weather conditions are right for a tornado. A Tornado **WARNING** indicates that a tornado has been sighted in the immediate area.

##### IN THE EVENT OF A TORNADO WATCH

1. Whoever is made aware of the threatening weather should notify the office manager and designated Floor Warden.

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2. Floor Warden or office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
  - Immediately close the blinds in your office
  - Once this is accomplished, stay away from the windows
  - Remain at your normal work station
  - Tune in any battery operated radios to a station with weather updates
  - If possible, you should remain in the building until the weather has cleared

#### **IN THE EVENT OF A TORNADO WARNING**

1. Move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
2. Floor Wardens and other emergency personnel will direct you towards corridors, stairwells and elevator lobbies.
3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel.
7. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Manual.
8. If any portion of your offices or surrounding building areas has been damaged, please notify building management immediately.

#### **MEDICAL EMERGENCIES**

Should a medical emergency situation develop which requires immediate intervention by trained personnel, proceed as follows:

1. Call 911. Reassure the injured person that help is on the way. Remain calm and provide the following information:
  - Nature of medical emergency.
  - Building name and address
  - Exact location and name of sick or injured person.

**NOTE:** Do not hang up until the emergency operator does so.

2. Call CBRE Security (402.504.2460) so they can assist police/paramedics to your suite.
3. Provide the following information:

- Your name and company name
  - Nature of medical emergency
  - Exact location and name of sick or injured person
  - Whether or not you have called for trained assistance
  - A number where you can be reached
4. Direct any on-lookers away from the area of the injured person. Clear the area of any objects that might impede the rescue or interfere with emergency personnel.
  5. Remain with the victim. DO NOT move the victim unless there is immediate danger of further injury. Keep the victim comfortable and warm.
  6. Designate a responsible person to do the following:
    - Wait at the building's main entrance for medical personnel. When they arrive, direct them to the injured person.
    - Whenever possible, have an elevator standing for the rescue team.

**NOTE:** CPR training and first aid courses are available through your local American Red Cross and are sometimes offered through CBRE. All occupants are encouraged to participate.

#### **BOMB THREATS**

Bomb threats should always be taken seriously. Do not assume that a bomb threat is a prank call or that they are only made to the CBRE Management Office. Anyone can receive a bomb threat and all building occupants should be prepared.

1. The person receiving the call should try to get as much information as possible from the caller and should **WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER**.
2. **LISTEN CAREFULLY.** You may be able to help authorities identify the caller, his location, or the location of the explosive by his comments, vocal characteristics and any background noise.
3. Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.
4. Obtain as much information from the caller as possible such as location of bomb, time of detonation, appearance of bomb, and callers' reason for planting the bomb (please see the **Bomb Threat Questionnaire** found in Section VIII of this manual).
5. Remind the caller that the building is occupied and that the bomb might cause the deaths of innocent people.
6. Once the caller has hung up, immediately contact CBRE Security (402.504.2460) and provide the following information:
  - Your name
  - Your location (building and suite number)
  - Your phone number

- Name of any other person who heard the threat
  - Name of any employee threatened by the caller and his/her work location
  - Time the bomb is to detonate if known
  - Location and description of the bomb if known
  - Any reason given for planting the bomb
  - Any other information received from the bomb threat perpetrator
7. Complete the Bomb Threat Questionnaire and provide it to management personnel immediately after the call was received.

#### **Searching Your Suite for a Suspected Bomb**

Once a bomb threat has been reported to CBRE Security (402.504.2460), occupants should search their suites for any suspicious packages. Following are some search guidelines:

- Do not rely on random searches in logical places.
- Explosives are concealed most easily in areas that have the easiest access
- Be aware of out of the ordinary articles that are foreign to the area.
- The bomb is likely to be packaged in a common container such as a shoe box, cigar box, a book, a grocery bag, an athletic bag, and airline bag, a suitcase or briefcase.
- Anything that does not belong, such as a book in the restroom, should be considered a suspicious object.
- When searching individual rooms/offices, start at the outside walls and move towards the center of the room.

**NOTE:** If a suspicious object is found, **DO NOT TOUCH IT.** Report the finding immediately to your designated emergency personnel and to CBRE Security (402.504.2460).

#### **Suspicious Packages**

Upon the delivery of all packages always be aware and:

- Do not accept the contents of any container as bona fide simply because it was delivered in a routine manner.
- Do not assume that container marking and/or appearance is sole evidence of its content, identification or legitimacy.
- Be aware of packages with incorrect titles or those marked "Confidential" or "Personal".
- Do not open any suspicious package. Do not cut any cord, rope or wire on a suspicious package.

Be aware of the following signs that a package may include a bomb:

- Excessive postage
- No return address

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- Excessive weight
- Incorrect titles
- Restrictive markings (such as "Confidential" or "Personal")
- Oily stains or discoloration

**Upon Receipt of a Suspicious Package**

1. Do not allow anyone to handle the package.
2. Immediately call CBRE Security (402.504.2460).

**SUSPECTED BOMB SAFETY PRECAUTIONS**

The following safety precautions will acquaint all occupants with the dangers inherent in a bomb threat, bomb search, discovery and handling of all suspected bombs, or if you have any other reason to suspect a bomb is in the building.

While some of the precautions may seem elementary, do not dismiss them as unimportant. Adequate knowledge of these precautions may save your life as well as the lives of other persons working in or visiting the building.

1. If it is suspected that a bomb is in the building:
  - Do not use radio equipment to transmit messages
  - Do not change lighting conditions
  - Remove all flammables
2. Please make only necessary phone calls. Open phone lines are essential to effectively controlling the emergency.
3. If a suspected bomb is identified:
  - Do not touch it
  - Do not attempt to move or carry it
4. Remove all flammable from the area
5. During a bomb threat emergency, cooperate with all fire department instructions, including building evacuation.

## **9.0 TERMINATION OF THE EMERGENCY**

### **9.1 Recovery of Operations**

- a. The recovery of facility operations and services will depend on the extent of damage suffered by the facility.
- b. The Emergency Team will need to prioritize activities that can be accomplished with available staff and resources.
- c. Immediately following the emergency phase of the incident, the Emergency Team will begin the implementation of the PromiseShip recovery plan.

### **9.2 Documentation**

Documentation of emergency activities is of critical importance following the emergency situation. All records and forms used during the incident to document activities must be retained for future reference.

### **9.3 Responsibility for Incident Documentation**

- a. Following an emergency situation, the Emergency Team will have the responsibility for collecting all records and forms used during the incident.
- b. These will be used for several purposes, such as incident investigation, insurance claims, and potential legal actions.
- c. The Emergency Team must prepare a report documenting activities that took place during the emergency situation.
- d. The report and all related documentation, will be reviewed by the Emergency Team for review and necessary follow-up actions.
- e. The Emergency Team leader shall report the findings and necessary corrective actions to PromiseShip administration.

### **9.4 Incident Investigation**

- a) The emergency situation must be investigated as soon as possible following its occurrence. The investigation is designed to determine why the incident occurred and what precautions can be taken to prevent a recurrence.
- b) In general, the local governmental authorities will conduct investigations related to fires and explosions.
- c) The Omaha Fire and Police Department will generally solicit input and assistance from PromiseShip personnel during the investigation process.

### **9.5 Investigation Responsibilities**

9.5.1 The Emergency Team is responsible for ensuring that an incident investigation is conducted following all emergency situations that occur at the facility.

## **9.6 Responsibility for Damage Assessment**

6.8.1 The Emergency Team will have the primary responsibility for conducting the damage assessment following an incident. Assistance will be obtained as needed from administrative staff and outside organizations.

## **9.7 Damage Assessment**

Following the incident, an assessment of damage that has occurred to the building and equipment must be conducted. The major goal of this assessment will be to determine the extent damage to facilities, safety hazards resulting from the incident, and repairs that must be initiated to minimize further damage and restore the facility for operational use.

## **9.8 Grief Counseling**

Following a disaster or major emergency, the management of PromiseShip will collaborate with Human Resources to organize or arrange for Critical Incident Stress Debriefing (CISD) Teams to debrief and counsel emergency responders, staff, and visitors as necessary.

### **REUNIFICATION LOCATIONS**

<b>NAME</b>	<b>ADDRESS</b>	<b>LOCATION</b>
Boys Town	14100 Crawford Street	
Papillion Parkway	2110 Papillion Parkway	
CSI	4545 Dodge Street	

Table 9.8

## **9.9 Incident Debriefing**

The purpose of incident debriefing is to inform personnel about any hazards that may still remain on the facility property following the incident and to identify unsafe conditions that may still exist.

## **9.10 Critique**

The critique of the incident is a review of what actions took place during the incident, both good and bad. A critique is not designed to place blame, but rather to allow for the flow of ideas and recommendations to improve the emergency action plan and the facility policies and procedures.

## **10. SAFETY COMMITTEE/SAFETY TRAINING/SECURITY MAINTENANCE**

### ***Safety Training***

---

#### **10.1 To ensure PromiseShip employees receive knowledge and skill based training to ensure the well-being of PromiseShip employees and clients.**

Upon employment, every PromiseShip employee will participate in the following trainings within one month of hire:

- Safety Orientation to include Blood Borne Pathogen and Fire Safety Training
- Personal Safety in the workplace and community
- Review of PromiseShip Safety Manual

Child Passenger Safety Training is mandatory for many of our Operations employees; however, this training is available to any employee at no cost. This training is available through the PromiseShip Training Department and is trained by Certified Child Passenger Safety Technicians.

### ***Safety Committee***

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#### **10.2 To ensure PromiseShip employees are aware of and assist in maintaining safety at agency locations.**

The purpose of a safety committee is to support safe work practices, increase employee participation, improve accident and loss prevention, and improve employee safety awareness.

To find out who your Safety Committee members are or to request to be a member, please contact your supervisor.

### ***Emergency Response Team***

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#### **10.3 To ensure PromiseShip employees are aware of and assist in managing emergencies at agency locations.**

The purpose of an emergency response team is to ensure members of staff are trained to respond expediently and follow the emergency response plan when an emergency occurs.

To find out who your Emergency Response Team members are or to request to be a member, please contact your supervisor.

## **Security Systems**

---

### **10.3 To ensure the safety and security of PromiseShip's employees, employees of partnering agencies, and persons served.**

PromiseShip and its partnering agencies continually work to ensure the working environments provide safety and security to the employees and clients.

It is the responsibility of every PromiseShip employee to adhere to the security systems and policies of each agency location.

- Employees are not to allow persons unknown to them into locked facilities without prior approval of that agency.
- Employees are to fully shut secure doors behind them upon entering and exiting.
- Employees are not to use disabled door assist unless they are disabled.
- Employees are to alert agency personnel immediately upon finding a breach in the security system or that the system is not in proper working order

All locations allow cleaning staff to enter locked offices after hours. It is the responsibility of every PromiseShip employee to fully lock up all client information and lock up or take home any valuable items.

#### **PromiseShip Papillion Parkway**

The Papillion Parkway location provides 24/7 access to all full time employees through the use of PromiseShip issued security badges.

Badges and access permissions are managed by the IT staff. IT requests 24 hours' notice of any new staff member that will require a security badge.

The main lobby doors are unlocked from 8 AM – 5 PM Monday through Friday. All other doors require the use of the security badge to gain entry.

All visitors are required to check in with the receptionist desk in the front lobby and must be accompanied by a PromiseShip employee when inside the secure areas of the building. If the visitors work with PromiseShip on a regular basis they may conduct their business without an escort (examples include the HVAC contractor, the food vendor, and the Matrix copier technicians).

Only CQI staff and designated directors are allowed 24/7 access to the records and file rooms. All other staff are granted access to the records management office area from 8-5 Monday through Friday. Any access outside these times must be coordinated with the Records Management staff or the CQI and Data Management Director.

#### **East Campus**

Please see Tenant Handbook – Stored with the Office Manager

**Sarpy County Location**

The Sarpy County Location provides 24/7 access to all full time employees through the use of Olymbec issued security badges.

Badges and access permissions are managed by the Office & Facilities Manager. Office & Facilities Manager requests 24 hours' notice of any new staff member that will require a security badge.

The main lobby doors are unlocked from 7 AM – 5 PM Monday through Friday. All other doors require the use of the security badge to gain entry.

All visitors are required to check in with the receptionist desk in the front lobby and must be accompanied by a PromiseShip employee when inside the secure areas of the building. If the visitors work with PromiseShip on a regular basis they may conduct their business without an escort (examples include the HVAC contractor, the food vendor, and the Matrix copier technicians).

## ***Inspection Records***

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### **10.4 To ensure regular inspection of safety and emergency response equipment at PromiseShip.**

<b>EQUIPMENT</b>	<b>INSPECTED BY</b>
AED	PromiseShip, monthly
Portable Radios	PromiseShip, Before use
Audible Alarm	Bi-annually by a professional (Continental Fire for Main Location & FireGuard for Sarpy Location)
Emergency Lighting	PromiseShip, monthly
Fire Extinguisher	Annually by a professional (Continental Fire for Main Location & FireGuard for Sarpy Location)
First Aid Kit	PromiseShip, monthly
Smoke Alarms	Bi-annually by a professional (Continental Fire for Main Location and FireGuard for Sarpy Location)
Flashlight	Professional annually
Pull Stations	Bi-annually by a professional (Continental Fire for Main Location & FireGuard for Sarpy Location)

Table 10.4

Accurate logs will be maintained by the Office & Facilities Manager of inspections of critical emergency response equipment in order to release liability in the event that someone is injured using the equipment.

**Note: East Campus Location inspections conducted by the building management company (Carlson/Radisson).**

## ***Maintenance Procedures***

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**10.5 To provide a safe and secure workplace the agency has established a regular schedule of maintenance and inspections for agency equipment and facilities as shown below:**

TYPE	M	EC	RESPONSIBLE PARTY
Sprinkler	A	A	Property Management Company - M Ahern Fire Protection – EC FireGuard - SL
Backflow	A	A	Property Management Company - M Ahern Fire Protection – EC FireGuard - SL
Fire Alarm System	S	S	SEI – M General Fire – EC FireGuard - SL
HVAC Inspection	S	S	Property Management Company - M Pitlor Mechanical Crop – EC Prairie Mechanical - SL
Fire Extinguishers	M	M	Property Management Company – M Security Monthly – EC FireGuard - SL
Security System	A	A	SEI – M Sentrixx – EC Olymbec - SL
Utilities	A	A	Property Management Company – M MUD – EC MUD - SL
Snow Removal/Lawn Service	A	A	Property Management Company – M New Era Excavation Co. – EC GreenLife Gardens - SL
Janitorial Service	D	D	Property Management Company - M The Office Cleaners – EC AC Cleaning - SL

Frequency Key: A = Annual S = Semi-Annual Q = Quarterly M = Monthly  
D = Daily A = As Needed

Location Key: M = Main Campus EC = East Campus SL= Sarpy Location

To ensure quick responses to emergency situations, all staff are provided emergency numbers for management staff, who maintain a call sheet of contractors to respond to in emergency maintenance situations. Routine maintenance issues are reported to the administrative staff.

## ***Emergency Supplies***

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**10.6 Designated employees should know how and where to access safety equipment and emergency preparedness supplies as needed.**

Emergency supplies include the following:

- First aid kits
- Automatic External Defibrillators (AEDs)
- Fire extinguishers
- Smoke and carbon monoxide alarms
- Portable Radio

Shelter-in-place supplies:

- Water, amounts for portable kits will vary. Individuals should determine what amount they are able to both store comfortably and to transport to other locations. If it is feasible, store one gallon of water per person per day, for drinking and sanitation
- Food
- Battery-powered radio and extra batteries
- Flashlight and extra batteries
- First Aid kit
- Moist towelettes for sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
- Garbage bags and plastic ties for personal sanitation

## **Service Area Disaster Plan: PromiseShip in Eastern Service Area**

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<b>Contact Information</b>		
Primary Contact for Decision-Making and Authority	Name:	David Newell
	Address:	4530 Maass Road, Bellevue, NE
	Primary Phone:	402-445-7926
	Secondary Phone:	402-982-9613 (cell)
Secondary Contact for Decision-Making and Authority	Name:	Melissa Nance- interim
	Address:	4530 Maass Road
	Primary Phone:	402-492-2508 (o)
	Secondary Phone:	402-889-5259 (c)
Tertiary Contact for Decision-Making and Authority	Name:	Monika Anderson
	Address:	4530 Maass Road
	Primary Phone:	402-445-7928
	Secondary Phone:	402-431-3098 (cell)
Current List of all Staff and Emergency Contact Information		
Date of Last Update of List:		Monthly – last day of the month
Hard Copy located where:		No hard copy
Electronic Copy located where:		p:\Leadership\safety committee\2016 folder
Current List of Foster Care Homes and Emergency Contact Information:		
Date of Last Update of List:		Weekly - Monday
Hard Copy located where:		No hard copy
Electronic Copy located where:		p:\Leadership\safety committee\2016 folder
Current List of Group Homes and Congregate care, Shelter Settings:		
Date of Last Update of List:		Weekly - Monday
Hard Copy located where:		No hard copy
Electronic Copy located where:		p:\Leadership\safety committee\2016 folder
<b>Communication Plan</b>		
Identify where your emergency office will be located	Staff located at East Campus will relocate to Main Campus. The address for Main Campus is 2110 Papillion Parkway, Suite 110. If Main Campus is damaged, staff from both locations will locate at CSI or Boys Town, Headquarters Building.	
Alternative location	PromiseShip Sarpy Location, 4530 Maass Road, Bellevue, NE CSI, 4545 Dodge St., Omaha, NE Boys Town, 14100 Crawford St., Boys Town, NE	
Describe process for monthly updating personnel lists and corresponding emergency contact numbers	HR Manager will ensure monthly updates of the employee's personal phone numbers and will confirm employee emergency contact information. Updated lists will be completed on the last day of each month. These lists will be stored on the P:Drive in the p:\Leadership\safety committee\2016 folder,	

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Describe process for contacting and verification of staff safety and availability to work in the event of a disaster	A calling tree will be followed whereby Executive Leadership staff will contact their direct reports, who will contact their direct reports and so on. Leadership will confirm staff safety and check staff's ability to work in the event of a disaster. Specific questions to ask: 4. Are you and your family safe? 5. Can you assist PromiseShip in performing follow up with children and families served? 6. If so, confirm work/ reporting location with staff.
Describe process for updating contact information for group homes and other congregate care facilities in the Service Area	The Network Management Coordinator will ensure a list with specific provider contact information is maintained on a quarterly basis. Updated lists will be completed in January, April, July and October of each year. This information will also be updated at the time each network contract is renewed. The information will be kept on the P:drive at p:\Leadership\safety committee\2016 folder.
Describe process for requesting service providers to contact PromiseShip in the event of an emergency and the method for contact:	Each group home and other facility contracts describe the method of contact necessary during an emergency. This information will be kept on the P:drive at p:\Leadership\safety committee\2016 folder.
Describe method for communicating with agencies caring for youth in out-of-home care in the event of a disaster	The Network Management Coordinator will relay information regarding children's emergency situations daily to the designated providers via phone call and email. Additionally, providers have cell phone information for all assigned FPSs with supervisor contact information in the event the FPS cannot be reached.
<b>Emergency Preparedness</b>	
Describe how FPSs will advise and encourage families receiving in-home services and families with children placed in out of home placements will develop and update disaster plans.	FPSs are required to maintain monthly contact with the children and families served. A prompt has been added to monthly contact template encouraging staff to ask families about their own disaster plans in April and October. This information will be included in documentation in FAMCARE. For licensed homes, floor plans are included along with disaster plans should they be needed,
Describe how families will have access to FPS phone numbers in an emergency to access information about their child.	All families we serve are provided FPS cell phone numbers. Additionally, their voice mail messages provide their supervisor contact information. In the event of a disaster, PromiseShip first responders will begin the process of confirming status of children and notifying families through a calling tree model. In-home families and kinship placement providers will also be contacted through a calling tree model to assure safety and to determine immediate needs to maintain family unit.
Describe how the expectation for Kinship/Relative Families develop and maintain a disaster plan will be enforced.	Twice a year a letter will be issued by the Kinship Unit Supervisor to all kinship/relative families not supported by a child placing agency encouraging them to develop and implement a disaster plan. These letters will be issued in April and October.
Describe the process for requiring foster families to communicate with	Foster families will work with their respective agency and foster care specialist regarding communication in the event of an emergency. Foster parents also have information to contact all levels of leadership at PromiseShip. This information is provided

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<p>PromiseShip in the event of an emergency:</p>	<p>on a one page information sheet distributed at the time each placement is made. The information will include phone numbers and email addresses.</p>
<p>Describe how expectations of kinship/relative families to maintain communication with PromiseShip throughout a disaster will be enforced.</p>	<p>In the event of a disaster, a calling tree will be utilized to reach out to kinship/relative placement families. Staff will confirm plan implementation and child/youth safety and ongoing placement needs.</p> <p>In the event that cell towers are disabled, the landline that can be contacted is the DHHS Hotline (1-800-652-1999) All staff, foster families and parents will be trained to call the hotline if cell phones/towers are disabled.</p>
<p><b>Child Location Verification</b></p>	
<p>Describe the method the Service Area will take to identify and locate all children in that designated Service Area.</p>	<p>Weekly list of children served and their placement information will be placed on p:\Leadership\safety committee\2016 folder. The list will contain child names, placement information, contact information on placement, and biological parent name and contact information. A calling tree will be followed to contact placement providers, youth and parents to determine safety status and immediate placement needs. Information will be compiled and held with Primary and Secondary Contacts listed in Disaster Plan.</p>
<p>Describe how priority will be given to medically fragile children, physically impaired children, youth with cognitive and/or developmental deficits and youth participating in independent living arrangements.</p>	<p>Foster families will work with their respective agency and foster care specialist regarding communication in the event of an emergency. Foster parents also have information to contact all levels of leadership at PromiseShip. This information is provided on a one page information sheet distributed at the time each placement is made. The information will include phone numbers and email addresses.</p> <p>Providers of DD group homes, EFH's and Intensive Foster homes will be called first.</p>
<p>Describe process for responding to youth needing new placement and care and placement of unaccompanied minors.</p>	<p>In the event new placements are needed, employees will work with PromiseShip's placement staff to obtain new placements for these youth. Efforts will be made to find appropriate matches within PromiseShip's network of providers.</p> <p>Hotel rooms and other arrangements to be made are determined by the Primary and Secondary Contacts. If children are moved for emergencies, DHHS will be notified in a timely fashion. All moves for emergency purposes will be tracked and maintained on a roster and provided to DHHS. Hotels that can be contacted that have a maximum of five to six children (to maintain sibling strips) per room include:</p> <ol style="list-style-type: none"> <li>1. Doubletree Suites Omaha 7270 Cedar Street Omaha, NE 68124 Contact the Sales Dept. 402-397-5141</li>   <li>Doubletree Suites Omaha 1616 Dodge Street Omaha, NE 68102 Contact the Sales Dept. 402-346-7600</li> </ol>

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	<p>2. Holiday Inn Omaha Downtown 1420 Cuming Street Omaha, NE 68102 Contact the Sales Dept. 402-341-0124</p> <p>3. Residence Inn Omaha 6990 Dodge Street Omaha, Ne 68132 Contact the Sales Dept. 402-553-9989</p> <p>PromiseShip will work collaboratively with network providers to ensure all children have adequate shelter as quickly as possible.</p>
<p>Describe the process for notification of each child's status to the biological family if the child is in an out-of-home placement.</p>	<p>A list of children served and their placement information will be updated monthly and placed on the P: drive at p:\Leadership\safety committee\2016 folder. The list will contain child names, placement information, contact information on placement, and biological parent name and contact information. A calling tree will be followed in contacting all youth, their placement provider and family to determine safety status and immediate placement needs. Information will be compiled and held with Primary and Secondary Contacts listed in Disaster Plan.</p>
<p><b>Staff</b></p>	
<p>Describe how Disaster Drills will occur in your Service Area</p>	<p>Disaster drills we be conducted on a yearly basis, two tornado drills and one fire drill. After the drills are held, a debriefing will be scheduled within the week to identify deficiencies and recommend opportunities for improvement.</p> <p>The Office / Facilities Manager is responsible for facilitating this process, ensuring drills are held.</p>
<p>Describe plan to train staff on disaster planning and procedures for checking in after a disaster</p>	<p>All PromiseShip staff will be trained on implementation of the Emergency Response Plan on an annual basis. This information will also be included in New Employee Orientation at time of hire.</p>
<p>Describe procedures on action that will be taken for staff that do not contact/report to duty after a disaster.</p>	<p>PromiseShip's Emergency and Adverse Weather Policy #4300 will be used as guidelines for the suspension of non-essential operations during emergency and adverse weather conditions. In the event of a disaster, a calling tree will be followed whereby Executive Leadership employees will contact their direct reports, who will contact their direct reports and so on. Information obtained during the call will confirm staff safety and check staff's availability to work in the event of a disaster. Staff will determine their ability to arrive to work taking into consideration their ability to drive, vehicle and road condition and immediate impact of the disaster on them personally.</p> <p>If the staff cannot report to work, they must contact their immediate supervisor as soon as possible to report their absence which will be reported to the assigned Director. If an employee's</p>

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	<p>normal work site is not available they should report to the alternative work location as described in the disaster plan.</p> <p>To assure all employees are safe and accounted for, employees must contact their supervisor to report their inability to come to work. If the employee fails to report as scheduled, HR will be notified and the need for further action will be determined.</p>
<b>Supplies</b>	
Describe how emergency supplies will be maintained in each office (including satellite office(s)).	First Aid Kits are located in each break room at the main PromiseShip location and in the East Campus location with all staff knowing the locations.
Describe procedures to maintain a current list of equipment that can be accessed in the event of disaster (e.g. laptops, cell phones, pagers)	Executive Team members, Directors, Operations Supervisors, Family Permanency Specialists and Aftercare Specialists all have assigned cell phones and lap tops to utilize in executing the PromiseShip Disaster Plan.
Describe plan to review and update Disaster Plan	Disaster Plan will be reviewed at least twice a year, with updates to be completed in April and October.

## Appendix



Employee/Visitor Incident Report

This form must be completed at the time of an incident provided to your immediate supervisor within 24 hours of the incident.

**PART I – GENERAL INFORMATION**

NAME OF EMPLOYEE/VISITOR		
FIRST	MIDDLE	LAST
R		
JOB TITLE	REPORTING SITE/HOME OFFICE LOCATION	THREAT AND/OR ASSAULT INITIATED BY: <input type="checkbox"/> CLIENT <input type="checkbox"/> ASSOCIATE OF CLIENT <input type="checkbox"/> PROMISESHIP EMPLOYEE <input type="checkbox"/> COMMUNITY MEMBER

**PART II – DESCRIPTION OF INCIDENT**

DATE OF INCIDENT	TIME	LOCATION OF INCIDENT
<b>IF CLIENT:</b>	MC# OF AGGRESSOR	INITIALS OF CLIENT
<b>IF ASSOCIATE OF CLIENT</b>	NAME OF AGGRESSOR	RELATIONSHIP TO CLIENT
<b>IF PROMISESHIP EMPLOYEE</b>	NAME OF AGGRESSOR	JOB TITLE
<b>IF COMMUNITY MEMBER:</b>	NAME OF AGGRESSOR	RELATIONSHIP TO YOU

OTHERS NOTIFIED: <input type="checkbox"/> PROBATION OFFICER <input type="checkbox"/> JUVENILE COURT <input type="checkbox"/> ATTORNEYS <input type="checkbox"/> PARENTS <input type="checkbox"/> HHS/CFS <input type="checkbox"/> POLICE PROMISESHIP: <input type="checkbox"/> SUPERVISOR <input type="checkbox"/> PROGRAM DIRECTOR <input type="checkbox"/> HR <input type="checkbox"/> QA DIRECTOR <input type="checkbox"/> EXECUTIVE DIRECTOR
OTHERS NOTIFIED: <input type="checkbox"/> PROBATION OFFICER <input type="checkbox"/> JUVENILE COURT <input type="checkbox"/> POLICE <input type="checkbox"/> ATTORNEYS <input type="checkbox"/> CLIENT <input type="checkbox"/> HHS/CFS PROMISESHIP: <input type="checkbox"/> SUPERVISOR <input type="checkbox"/> PROGRAM DIRECTOR <input type="checkbox"/> HR <input type="checkbox"/> QA DIRECTOR <input type="checkbox"/> EXECUTIVE DIRECTOR
OTHERS NOTIFIED: <input type="checkbox"/> SUPERVISOR <input type="checkbox"/> PROGRAM DIRECTOR <input type="checkbox"/> HR <input type="checkbox"/> QA DIRECTOR <input type="checkbox"/> EXECUTIVE DIRECTOR <input type="checkbox"/> HHS/CFS
OTHERS NOTIFIED: <input type="checkbox"/> POLICE <input type="checkbox"/> PROGRAM DIRECTOR <input type="checkbox"/> HR <input type="checkbox"/> SUPERVISOR <input type="checkbox"/> EXECUTIVE DIRECTOR <input type="checkbox"/> QA DIRECTOR

BELOW PLEASE DESCRIBE IN DETAIL WHAT HAPPENED – BE VERY SPECIFIC!:

IF THREAT/ASSAULT RESULTED IN INJURY, SUPERVISOR MUST COMPLETE INJURY REPORT AS WELL

**WITNESSES**

NAME	PHONE	NAME	PHONE
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**PART III – SAFETY/PROTECTIVE PLAN**

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EMPLOYEE'S NAME

DATE OF REPORT

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SUPERVISOR'S NAME

DATE OF REPORT



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DESCRIBE ANY UNSAFE CONDITIONS:				
IS EMPLOYEE BEING/HAS EMPLOYEE BEEN TAKEN FOR MEDICAL TREATMENT?			Yes	<input type="checkbox"/>
			No	<input type="checkbox"/>
HOSPITAL	<input type="checkbox"/>	NAME OF HOSPITAL/CLINIC/PHYSICIAN		PHONE
CLINIC	<input type="checkbox"/>	ADDRESS	CITY	STATE AND ZIP
PHYSICIAN	<input type="checkbox"/>			

\_\_\_\_\_  
 SUPERVISOR'S NAME

DATE

# EMPLOYEE'S CHOICE OR CHANGE OF DOCTOR FORM

## NOTICE TO EMPLOYER:

GIVE THIS FORM TO THE INJURED WORKER AS SOON AS POSSIBLE  
AFTER EACH INJURY

### PART A: NOTICE REGARDING CHOICE OR CHANGE OF DOCTOR

Under the Nebraska workers' compensation laws, you may have the right to choose a doctor to treat you for your work-related injury. You may choose a doctor who has treated you or an immediate family member before this injury happened. Immediate family members are your spouse, children, parents, stepchildren, and stepparents. The doctor you choose must have records to show that past treatment was provided. Your employer may ask the person who was treated to give permission so the doctor can verify past treatment.

If you want to choose your doctor, you must tell your employer the name of the doctor you choose. Do this as soon as possible after your employer gives you this notice and **before** getting any treatment unless it is emergency medical treatment. Once you tell your employer the name of the doctor, you may not change your choice unless your employer agrees or the Nebraska Workers' Compensation Court orders a change.

If you do not choose your doctor, your employer has the right to choose the doctor to treat you. The employer may also choose the doctor to treat you if you or your family member does not give permission so your employer can verify past treatment by the doctor you choose.

You may choose a doctor if your claim is denied. You may also choose the doctor to do major surgery or for an amputation.

You may use Part B (below) to tell your employer the name of the doctor you choose.

My employer has informed me of the above information regarding choice or change of doctor

\_\_\_\_\_  
(SIGNATURE OF EMPLOYEE)

\_\_\_\_\_  
(DATE)

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**PART B: CHOICE OF DOCTOR**

- I choose the following doctor to treat me for this work-related injury. I certify that this doctor has treated me or an immediate family member before the work-related injury.
- I do not have or I do not wish to choose a doctor who has treated me or an immediate family member.

\_\_\_\_\_  
(DOCTOR'S NAME)

\_\_\_\_\_  
(SIGNATURE OF EMPLOYEE)

\_\_\_\_\_  
(DOCTOR'S ADDRESS)

\_\_\_\_\_  
(DATE)

**PART C: USE TO CHANGE THE CHOICE MADE IN PART B, ABOVE**

I wish to change my choice of doctor or I wish to choose a doctor to treat me for my work-related injury. I certify the doctor named below has treated me or an immediate family member before this work-related injury. I understand that I cannot make this change unless my employer agrees or unless the Nebraska Workers' Compensation Court orders a change.

\_\_\_\_\_  
(DOCTOR'S NAME)  
SIGNATURE)

\_\_\_\_\_  
(SIGNATURE OF EMPLOYEE & DATE OF

\_\_\_\_\_  
(DOCTOR'S ADDRESS)  
SIGNATURE)

\_\_\_\_\_  
(SIGNATURE OF EMPLOYER & DATE OF

## Bomb Threat Checklist—Telephone Procedures

Action to take immediately after call is received:

- Notify any co-worker through signal or written note—do not use your computer, cell phone, or another land line.
- Co-workers are to:
  - Notify director, supervisor, office manager, and/or receptionist
  - Notify 911

Instructions regarding receiving a bomb threat: Keep the caller talking. If he or she seems agreeable to further questions, ask questions like the following:

When will the bomb go off? \_\_\_\_\_ Time remaining? \_\_\_\_\_

Where is the bomb located? \_\_\_\_\_

Where is the caller now? \_\_\_\_\_

How does the caller know so much about the bomb? \_\_\_\_\_

Callers name? \_\_\_\_\_ Phone number? \_\_\_\_\_

Address? \_\_\_\_\_

Inform the caller that detonating the bomb could cause injury or death

Date: \_\_\_\_\_ Current time: \_\_\_\_\_ Number on Caller ID: \_\_\_\_\_

Male or female? \_\_\_\_\_ Approx age? \_\_\_\_\_ Ethnicity? \_\_\_\_\_

### Voice Characteristics

- \_\_\_ Loud
- \_\_\_ High-pitched
- \_\_\_ Raspy
- \_\_\_ Intoxicated
- \_\_\_ Soft
- \_\_\_ Deep
- \_\_\_ Pleasant
- \_\_\_ Other

### Accent

- \_\_\_ Local
- \_\_\_ Foreign
- \_\_\_ Race
- \_\_\_ Not local
- \_\_\_ Regional
- \_\_\_ Other

### Speech

- \_\_\_ Fast
- \_\_\_ Distinct
- \_\_\_ Stutter
- \_\_\_ Slurred
- \_\_\_ Slow
- \_\_\_ Distorted
- \_\_\_ Nasal
- \_\_\_ Lisp
- \_\_\_ Other

### Demeanor

- \_\_\_ Calm
- \_\_\_ Rational
- \_\_\_ Coherent
- \_\_\_ Deliberate
- \_\_\_ Righteous
- \_\_\_ Angry
- \_\_\_ Irrational
- \_\_\_ Incoherent
- \_\_\_ Emotional

### Background sounds

- \_\_\_ Office machines
- \_\_\_ Factory machines
- \_\_\_ Bedlam
- \_\_\_ Animals
- \_\_\_ Quiet
- \_\_\_ Music
- \_\_\_ Mixed
- \_\_\_ Trains
- \_\_\_ Voices

### Language

- \_\_\_ Excellent
- \_\_\_ Fair
- \_\_\_ Foul
- \_\_\_ Good
- \_\_\_ Poor
- \_\_\_ Other

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Laughing

Airplanes

Street traffic

Party atmosphere

Write out the message in its entirety, as received from the caller, and any other comments, on the reverse side of this checklist.

## **Help Stop the Spread of Germs**

### Cough Etiquette

- Cough and sneeze into your upper sleeve, not your hands

OR

- Cover your mouth and nose with a single use tissue when you cough or sneeze

### To Avoid Illness

- Clean your hands often
  - Wet hands with warm water
  - Lather up both hands with soap
  - Scrub hands together for at least 20 seconds
  - Rinse hands thoroughly
  - Dry hands completely
  - Alcohol-based sanitizers can be substituted for soap and water—do not use with water.
- If hands are visibly dirty, ALWAYS use soap and warm/hot water if possible
- Avoid touching your eyes, nose or mouth
- Stay home when you are sick
- Check with a health care provider when needed
- ALWAYS wash or sanitize your hands after smoking
- Do not share cups, glasses, or eating utensils
- Get the appropriate vaccines when available

**Hazard Likelihood & Response Checklist**

Hazard/Scenario	Likelihood of incident High/Medium/Low	RESPONSE ACTION Evacuate/Shelter Combination of both
<b>Medical Emergency</b>		
<b>Weather Emergency</b> <input type="checkbox"/> <input type="checkbox"/> Rain <input type="checkbox"/> <input type="checkbox"/> Lightning <input type="checkbox"/> <input type="checkbox"/> Tornado		
<b>Severe/Thunderstorm/Heavy/Rain /Flooding</b> • High Winds • Heavy Snow		
<b>Robbery</b>		
<b>Fire</b> <input type="checkbox"/> <input type="checkbox"/> Wildfire <input type="checkbox"/> <input type="checkbox"/> Structural <input type="checkbox"/> <input type="checkbox"/> Fuel		
<b>Utility/Power Failure</b>		
<b>Mass Casualty Event</b>		
<b>Food Borne</b>		
<b>Suspicious Package</b>		
<b>Gas/ Propane Explosion</b>		
<b>Water Supply</b>		
<b>Civil Disturbance</b>		
<b>Earthquake</b>		
<b>Plane Crash</b>		
<b>Hazmat</b> • Transport on Highway (Hazmat) • Accidental release (Chemical • Biological, Radiological)		
<b>IED/Bomb Threat</b>		
<b>Active Shooter Situation</b>		
<b>Terrorism</b> <input type="checkbox"/> <input type="checkbox"/> Dirty Bomb <input type="checkbox"/> <input type="checkbox"/> WMD <input type="checkbox"/> <input type="checkbox"/> Explosion <input type="checkbox"/> <input type="checkbox"/> Chemical/Biological event		



## **Emergency Contacts**

In the event of an emergency, please call 911. Then call the following people to notify of the emergency. In the event of an emergency maintenance issue, notify Sherrie Chester.

Primary Dave Newell – President & CEO 4530 Maass Road, Bellevue, NE	402-445-7926 (o) 402-982-9613 (c)
Secondary Melissa Nance, Interim – VP of Programs 4530 Maass Road, Bellevue, NE	402-492-2508 (o) 402-889-5259 (c)
Tertiary Monika Anderson – General Counsel & VP of Legal 4530 Maass Road, Bellevue, NE	402-445-7928 (o) 402-431-3098 (c)
Quaternary Sherrie Chester – Facilities Manager 4530 Maass Road, Bellevue, NE	402-445-7930 (o) 402-680-3081 (c)

### FLOOR PLAN – Main Location



## FLOOR PLAN – Sarpy County Location

PromiseShip

4530 Maass Road Suite 200

Second Floor of Building

