



Disaster and Emergency Plan
10/1/09

As part of Nebraska Families Collaborative (NFC) obligation to protect children and families served, personnel, and facilities during emergency situations, NFC recognizes the need to enhance its ability to prevent and mitigate, respond to, and recover from disaster and emergency situations.

COMPREHENSIVE APPROACH

NFC recognizes that in order to achieve a state of emergency preparedness the approach must be comprehensive. This requires that planning include the implementation of prevention and mitigation measures before a disaster or emergency occurs, timely and adequate response during an occurrence, and provision of short and long term recovery after the occurrence of a disaster or emergency.

Every effort must be made to coordinate with existing Emergency Operation Guidelines of local jurisdictions to insure maximum preparedness. The State of Nebraska Emergency Management Plan (www.nebema.org) and the Iowa Emergency Management Division Plan (www.state.ia.us/government) will be followed in the absence of any local plans. In addition, the following websites will be employed as expert assistance where appropriate: www.redcross.org, www.pandemicflu.gov, www.cdc.gov, www.hhs.gov, and www.who.int.

GUIDELINES FOR STAFF RESPONDING TO LOCAL, REGIONAL, AND NATIONAL CRISIS/DISASTERS

NFC will maintain a sufficient number of staff to be available to meet the needs of NFC children and families, NFC programs and the community at large in the event of a disaster.

The Executive Director and Director of Operations will be responsible for

1. Maintaining a current roster of all NFC staff and calling tree
2. Maintaining a current roster of all children and families served by NFC
3. Maintaining a Disaster and Emergency Management Handbook that includes procedures, resources, and management planning guidelines

4. Making contact with subcontractors to determine any needs that hinder them from providing service to children and families.
5. Coordinating assignments of NFC staff to disaster sites to provide emergency services and working with NFC supervisors regarding staff absence from usual assignments
6. Arranging for debriefing and support of staff upon their return to regular work assignment
7. Evaluating the effectiveness of critical incident interventions a) after each incident and b) periodically, at least once a year, for the purpose of continuous improvement of the process
8. Reviewing the need for additional trained staff on an annual basis and arranging for additional internal and/or external agency training as needed.

PANDEMICS & OTHER MAJOR HEALTH RISKS

The NFC Human Resources and Senior Management are designated as the responsible planning and implementation teams in the event of a pandemic or other disaster. Staff availability will be specifically targeted and problem solving in order to continue to serve the community in times of special needs.

Wherever possible, as outlined by OSHA and recommended/required by leading authorities:

- Employee hygiene will be stressed including hand washing and sanitizing.
- Employees will be encouraged to cover coughs and sneezes with tissues.
- Close contact with co-workers and customers will be avoided (6 ft.).
- Laptops, computers, other equipment, and work surface areas will be periodically cleaned with disinfectant.
- Employees will be discouraged from using other employees' phones and equipment.
- Employees will be encouraged to stay at home when the level of safety warrants it as recommended by health authorities.
- Other measures will be taken as recommended by expert authorities including the following leading websites: www.redcross.org, www.pandemicflu.gov, www.cdc.gov, www.hhs.gov, and www.who.int.
- American Red Cross Pandemic Flu Brochures will be in stock and distributed to each employee.

TRACKING CHILDREN AND FAMILIES ASSIGNED TO NFC

The NFC maintains a roster of all children and families assigned to NFC from the DHHS. This list is maintained on the Director of Operations and a Service Coordinator Supervisor's H drive and is printed every Friday.

NFC utilizes Penelope software which assists in managing Service Coordinators' caseloads and to assist with billing needs. Penelope assists with utilization management by tracking the services that our youth and families utilize. A record of all NFC

subcontractors is located on Penelope. Penelope is Web-based for easy access, but is secure as it uses encryption to secure the data.

COMPUTER LOCAL AREA NETWORK (LAN) & WIDE AREA NETWORK DATA BACKUP

Full backups are done every week beginning on Friday evening. Differential backups (partial backups that capture all files created or changed since the last full backup) are done on Monday – Thursday evenings. Differential backups are done to the Storage Area Network (SAN) and are overwritten every two weeks. Retention periods of tape backups are as follows:

Time of Backup	Media	Retention Period
Last Friday of Month	Tape	One Year
Last Friday of Year	Tape	Three Years
First Friday of each month	Tape	Three weeks (minimum)
Second, and third Fridays	Tape	One month
Fourth Friday (in month with 5 Fridays)	Tape	Two weeks
All Fridays	SAN	Three weeks

Backup media to be transported offsite are stored in a fireproof safe that resides in the ante room of the National Headquarters building loading dock, approximately 320 feet from the computer room. It weighs 4,020 pounds and can withstand temperatures up to 4,000 degrees Fahrenheit up to four hours. The safe is locked at all times. Only the Operations Manager and Operations staff have the combination. The combination periodically changed and is changed whenever required by personnel turnover.

EDUCATION

The New Employee Orientation Team, which consists of the NFC Training Coordinator, HR and Service Coordinator Supervisors are responsible for reviewing this disaster plan and all policies and procedures with new employees. The NFC Safety & Wellness Committee conducts two semi-annual trainings to cover all safety and wellness related policies and procedures.

EMERGENCY RESPONSE TEAM

In situations where there has been significant destruction of NFC property due to internal or external emergency conditions, the Emergency Response Team works to bring the NFC back to total recovery as soon as possible. The State of Nebraska Emergency Management Plan (www.nebema.org) and the Iowa Emergency Management Division Plan (www.state.ia.us/government) requirements take precedent over the Family Service Emergency Plan.

The following clarifies the key functional areas that will need attention when responding to emergencies:

1. **Emergency Command** - the person who will lead. This person manages the overall response effort including the other functions below.
 - a) Coordinates or assigns responsibility for coordinating with disaster relief agencies (American Red Cross), other service coordinating associations (United Way, Chambers of Commerce) and with local authorities and emergency responders regarding external and internal emergencies.
 - b) Along with those listed below, will determine those primary services that cannot be disrupted, the critical resources needed to sustain those services, and the degree to which staff and other resources and be deployed to assist outside of NFC operations.
 - c) Maintains emergency contact information for the Board and contact the Board as needed.
 - d) Maintains emergency contact information for DHHS and other essential CFS personnel and contact them as needed. This includes but is not limited to:
 - i. ESA Administration
 - ii. Central Office
 - iii. Other Leads if necessary
 - e) Identifies measures to be taken to communicate with the media and establish and maintain media contact as needed.

Responsible staff person: NFC Executive Director

2. **Operations** - the person who will do the work. Has responsibility for whatever the NFC does in an emergency to respond to client needs. Directs the carrying out of initial response functions, some of which may be delegated to other staff.
 - a) Establish an emergency control center for coordination and communication.
 - b) Identifies facilities to permit continued NFC operations, including fax, telephone and internet.
 - c) Ensure all children and families are accounted for.
 - d) Initiate plans for locating anyone not initially accounted for.
 - e) Account for the well-being and needs of children and families by establishing the availability of services.
 - f) Identifies other community resources which can be employed to ensure the least disruption of services.
 - g) Facilities that can provide housing, computer connection and phone hook-ups include:
 - i. Boys Town 498-1977
 - ii. Omaha Home for Boys 457-7000
 - iii. Doubletree Hotel
 - iv. Holiday Inn

Responsible staff: NFC Director of Operations

3. **Logistics** - the person to get the resources. Responsible for getting everything operations (above) needs to function to ensure the health and safety of clients, staff and volunteers.

Responsible staff person: All NFC Program Directors

4. **Emergency Responders** – the persons who will serve as liaisons with local and regional agencies coordinating disaster relief. They will identify and locate all children and families. Notify families of the destination of children in out-of-home care and status. They will identify, locate and continue availability of services for children and families that are displaced or adversely affected by a disaster. They will contact, organize and assign staff to provide disaster services, debriefings and other crisis intervention services that may be needed by NFC staff, programs, subcontractors, NFC children and families; or as needed in community disaster responses. Respond to new CFS cases in areas adversely affected by a disaster and provide service in those cases.

Persons Responsible: NFC Service Coordinator Supervisors, Service Coordinators, Team Support Specialists, Intake Worker, Clinical Clinician

5. **Finance** - the person who will track all activities and costs. Oversees the processing and documenting of all disaster-related costs (includes keeping track of all receipts, etc.). This person must also ensure there are safe backup copies for the following NFC documents:
 - a) Articles of Incorporation (e.g., verification of tax exempt status);
 - b) Recent Photographs documenting the interior and exterior of your facility;
 - c) Insurance Documentation,
 - d) Licensing documentation, if appropriate;
 - e) Updated Mission Statement on your letterhead

Responsible staff person: NFC Director of Accounting

6. **Information/Planning** - keeps everyone in the know. Gathers facts and provides current information on the NFC situation. Develops projections with those above (i.e., what are we going to do in the next 24-hours), and longer term needs for client and NFC recovery.
 - a) Maintain employee contact information for their program staff, clients, parents and legal guardians.
 - b) Contacts employees as needed.
 - c) Account for whereabouts of staff, NFC children and families.
 - d) Maintain contact with persons served, parents and legal guardians and organizations that need to be notified in case of emergency/disaster situations.

Responsible staff person: All NFC Program Directors and Human Resources

EMERGENCY HOUSING

In the event evacuation is needed, the Executive Director and Director of Operations will contact affected subcontractors regarding actions to be taken.

Hotel rooms and other arrangements to be made are determined by the Director of Operations. If children are moved for emergency situations, 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:

1. Doubletree
2. Holiday Inn
3. Residence Inn