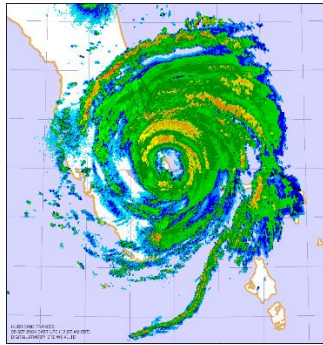


# THE LORD'S PLACE CONTINUITY OF OPERATIONS PLAN (COOP)



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- I. **Mission Statement** – A leadership supported, cost-effective, and documented plan that provides agency-wide capability for organized preparation and timely recovery from a major unforeseen disruption.
- II. **Introduction** – This document contains the process and activities required to be performed in the event a disaster should take place at The Lord’s Place. The information is intended to create awareness of the major subjects and items requiring attention in case of a disaster, and to prevent an operational outage in any area of the agency from having a significant impact on the critical operations of the agency as a whole.

The Chief Executive Officer (CEO), or his/her designee, in coordination with the Emergency Response Team (ERT), will provide all instructions in order to insure maximum coordination. Depending on the severity of the event and the services available, directives (including declaration of the disaster, policies for preparing and recovering from the disaster issued before and after the disaster, will be communicated to the Directors and Supervisors via telephone, text, **Emergency Hotline Number (561-433-6033)**, or through a general coordination meeting. In turn, each Director and Supervisor will convey directives and decisions to their respective staff.

- III. **Policy Statement** – It shall be the policy of The Lord’s Place to provide a Continuity of Operations Plan (COOP) to protect the assets, records, information, well-being and safety of employees and to provide for the continuation of essential services to the organization and its clients. The major objectives of the COOP are to provide a program to achieve the following ends in the event of a disaster in our facilities:
  - Ensure that The Lord’s Place is prepared to respond to emergencies, recover from them, and mitigate against their impacts.
  - Ensure that a viable capability exists to continue essential TLP functions across a wide range of potential emergencies, specifically when the primary facility is either threatened or inaccessible.
  - To protect the employees of TLP from any further damage to their health and safety.
  - To continue operations in order to maintain essential client services, to recover and continue support services in a timely and orderly manner, and to maintain the confidence of clients, employees, funding providers and vendors.
  - To provide for the re-establishment of critical operations within 24 to 48 hours of a declared disaster at the agency.

- To identify and designate principals and support staff to be relocated.
- To facilitate decision-making for execution of the COOP and the subsequent conduct of operations.

A viable COOP capability:

- Must be maintained at a high level of readiness.
- Must be capable of implementation, both with or without warning.
- Must be operational no later than 12 hours after activation.
- Must maintain sustained operations for up to 30 days.
- Should take maximum advantage of existing local, state or federal government infrastructures.

**Approved by:**

\_\_\_\_\_  
**Chief Executive Officer**

\_\_\_\_\_  
**Date**

**Reviewed on date: May 3, 2021**

#### IV. Agency Emergency Information Hotline Telephone Numbers

Facility Management 561-628-8270

Agency information contact number & available resources 211  
<http://www.211florida.org/index.htm>

Palm Beach County Fire/Police/Emergency Services 911

Florida Power & Light 1-800-4outage

**Employee Emergency Hotline 561-433-6033**

#### Weather Links:

National Hurricane Center 305-229-4470 <http://www.nhc.noaa.gov>

#### **Relevant Websites and Telephone Numbers**

##### Federal Entities

Federal Emergency Management Agency <http://www.fema.gov>

FEMA – Guide to Citizen Preparedness [www.fema.gov/areyouready](http://www.fema.gov/areyouready)

FEMA Disaster Information 800-621-FEMA

FEMA Helpline 800-525-0321

Disasterhelp.gov [http://www.disasterassistance.gov/daip\\_en.portal](http://www.disasterassistance.gov/daip_en.portal)

Homeland Security guide to individual preparedness [www.ready.gov](http://www.ready.gov)

Small Business Administration (SBA)  
<http://www.sba.gov/services/disasterassistance/index.html>

Center for Disease Control <http://www.cdc.gov>

World Health Organization <https://www.who.int>

PBC Emergency Operations Center discover.pbcgov.org/public safety

Administration on Aging 202-619-0724;  
<http://www.aoa.gov>

Pandemic – Avian/Bird Flu – Business Planning Resources

<http://www.pandemicflu.gov>  
<http://www.whitehouse.gov/homeland>  
<http://www.cdc.gov/business>

State Entities

Florida Division of Emergency Management <http://www.floridadisaster.org>

Legal Aid Society's Nonprofit Legal Assistance Project  
Vanessa Coe (561) 721-6015 [vcoe@legalaidpbc.org](mailto:vcoe@legalaidpbc.org)

Florida Department of Financial Services 800-342-2762 or [www.fldfs.com](http://www.fldfs.com)

Florida Public Assistance <http://www.floridapa.org>

Florida Information – Disasters & Emergency Information <http://myflorida.com>

Department of Children & Families Economic Services [www.dcf.state.fl.us/ess](http://www.dcf.state.fl.us/ess)

Attorney General Price Gouging Information Hotline 866-966-7226  
<http://myfloridalegal.com/pages.nsf/4492d797dc0bd92f85256cb80055fb97/e73752ffc1a191af85256cc9005dc192!OpenDocument>

Florida Department of Transportation 866-374-FDOT (3368)  
[www.dot.state.fl.us](http://www.dot.state.fl.us)

Department of Health & Human Services <http://www.hhs.gov>

FL Department of Health Toll-Free Info Line available 8 am -8 pm/7 days/week  
877-352-3581

Florida County Emergency Management Websites

Palm Beach County Emergency Management  
<http://www.pbcgov.com/publicsafety/emergencymanagement>

Local Relief Agencies

American Red Cross <https://www.redcross.org>  
Salvation Army <https://www.salvationarmy.org>

- V. **Employee Contact List** - The most recent contact list is attached and is updated continuously on the shared P drive in a document titled Staff Directory and Property Listing. In the event of major hurricane that may

prompt staff to leave the state, a separate contact list containing staff and their preferred alternate contact information will be created.

- VI. Emergency Response Team (ERT)** – The primary responsibility of the COOP ERT is to ensure the preparation, recovery and coordination of the various departments within The Lord’s Place prior to and following an emergency. The ERT will direct the activities required to prepare, recover and restore those agency functions disrupted from a disaster in an expeditious manner.

**Emergency Response Team & Task Assignments**

Diana Stanley, CEO – 561-628-8401 – Decision-maker. Communicate to media and provide direction to employees. Coordinate client communication with all Directors and Supervisors.

Jan Phillips – CHRO – 561-628-8402 – Coordinate all employee communication, ensure employee contact information is correct, update messages on the Emergency Hotline number.

Kerry Diaz –COO – 561-307-0844 – Coordinate facility preparation and IT security.

Cristina Lucier – 508-353-9736 and Calvin Phillips – 561-329-6065 – Coordinate all program and client preparation with program staff.

CFO – – Coordinate any finance-related issues.

Anne Noble – CAO – 561-512-7220 – Assist with any additional preparation as needed.

See Appendix A – Notification Procedures and List of ERT

See Appendix B – ERT Responsibilities

**Task & Duties – Pre-Disaster**

ERT:

- Participate in the ERT meeting and update the COOP as needed.
- Review and update mission-essential functions annually (See Appendix C – Mission Essential Functions.)
- Develop notification cascades/telephone tree for agency personnel and update annually as required.



- Ensure, in conjunction with the CEO, that each Director and Supervisor has reviewed a Department COOP Worksheet (Appendix D – Department Worksheet), which contains department-specific recovery procedures.
- In conjunction with the CEO, conduct an annual review of lines of succession, and alternate facilities and modify if needed. (See Appendix G – Alternate Facilities, Appendix H – Alternate Facility Communications, and Appendix I – Site Support Procedures.)
- Participate in COOP training and exercises.
- Participate in local and state disaster preparedness training.
- Develop a Go-Box list in conjunction with the CEO for Directors and Supervisors. (See Appendix E – Go-box list.)
- Develop plan for off-site storage of data to include vital records and databases, in conjunction with the COO (See Appendix F – Vital Records.)
- Update, revise, print, and distribute client consumer disaster flyers, brochures and other relevant information.

#### CEO:

- Identify, in conjunction with the Board of Directors, successor(s) to CEO and other main leadership positions, to ensure continuity of mission-essential functions, in the event that agency leadership is unexpectedly incapacitated and unable to fulfill leadership role(s), and communicate information to ERT and key Directors and Supervisors, including means on notification/communication as defined in the plan, review annually for accuracy and revise as necessary. (See Appendix J – Delegations of Authority).
- Identify staff, including point persons, to serve on ERT (See Appendix A – Notification of Procedures/List of ERT and Appendix B – ERT Responsibilities).
- Determine mission-essential functions in conjunction with Directors and Supervisors and ERT members (See Appendix C – Mission Essential Functions).

#### CHRO:

- Verify the employee emergency contact list and alternate numbers is current.
- Ensure that each Director and Supervisor has reviewed by May 1<sup>st</sup> of each year, a Department COOP Worksheet (Appendix D – Department Worksheet), which contain specific department recovery procedures.
- Determine a primary and secondary alternate facility for potential relocation, ensuring adequacy of space and all other related required

resources. (See Appendix G – Alternate Facilities, Appendix H – Alternate Facility Communications and Appendix I – Site Support Procedures).

- In conjunction with the ERT, conduct an annual review of alternate facilities and modify if needed.
- Provide guidance to ERT and Directors and Supervisors on the requirements for and contents of Go-Box. (See Appendix E – Go-Box List).
- Schedule meeting with ERT and prepare or update the COOP.
- Send all staff a copy of the current COOP, prior to June 1<sup>st</sup> of each year, and assure that all existing and new employees are prepared for COOP contingencies, including advice on how to be personally prepared by developing personal disaster/emergency plans – provide employees with copy of Appendix L – Family Disaster Plan.
- Participate, or designate participants, in disaster preparedness trainings.
- Participate, or designate ERT, to discuss collaboration or a cooperative agreement with similar, local service providers.
- Ensure clear communication is made with all employees.

#### COO:

- Develop a plan for off-site storage of data to include vital records and databases, in conjunction with ERT (See Appendix F – Vital Records).
- Gather all of the agency’s insurance policies and agent contact information, including claims procedures.
- Ensure that the insurance coverage is adequate in the event of disaster damage or destruction of the building, equipment, and continuation of business as appropriate.
- Maintain a current inventory list of the agency’s office equipment and other personal property, which includes the date of purchase and any maintenance contracts.
- Maintain a current computer equipment inventory, which includes desktops, laptops, servers, peripherals, printers, and network devices and the serial numbers, model, brand, assignment, and physical location of the equipment.
- Verify that the contact information for the agency’s facility management is current.
- Maintain current photographs and/or a video of all of the agency’s equipment, furniture, and other personal property.
- Coordinate the purchase and distribution of plastic covering for electronic equipment.

- Ensure that Cloud back-up services provided by KB Technologies is happening.
- Verify with KB Technologies the integrity and success/failure of each backup process and identify any problems.
- The backup is run every night to ensure that all critical data is being backed up.
- If the computer systems are moved or unplugged for any reason, be sure the backup system is plugged back into a Universal Power Supply to ensure the smooth operation of the backup system.
  - If TLP closes, the network and backup system will be shut down completely.
  - Supervise staff members, Directors and Supervisors with downloading files onto jump drives.
  - Ensure computer equipment is appropriately covered.

VP of Community Programs and VP of Housing Services:

- Ensure that all program/client needs are addressed with program directors and supervisors.

#### Tasks & Duties – Immediately Before Disaster Strikes

ERT:

- Monitor the development of the disaster.
- Obtain a copy of the Presidential Declaration of Disaster and the names and contact information of federal and state disaster officials.
- Immediately notify Directors and Supervisors of the impending disaster by meeting, e-mail, phone or text, and inform them that the COOP is being activated.
- Ensure that the individual program plans have been activated.
- Ensure that the agency is secured.
- If travel or agency location conditions become (or are about to become) dangerous, determine agency closing, and release non-essential personnel.

CEO:

- Activate the ERT.
- Ensure clear communication is made with all staff regarding activation of COOP.
- Ensure clear communication of the agency's decision to close the office and implement the agency's disaster payroll policy (See Appendix M – Agency Closing Emergency Policy), if appropriate.
- Ensure the agency is safely secured.

CHRO:

- Distribute employee emergency contact information to directors and supervisors.
- Ensure all employees have the employee hotline number.
- Constant communication with all employees with instructions.

COO:

- Ensure electronic data, files, tapes or servers are properly backed up.
- Ensure agency's computer equipment and hard files are secured.
- Ensure the Go-Box includes pertinent agency documents, lists, policies, accounting statements, and other needed documents for the agency to continue providing essential services to the community. (See Appendix E – Go-Box List).

VP of Community Programs and VP of Housing Services:

- Ensure all program/client directors and supervisors have everything they need and clients are ready.

Task Assignments and Duties - Post-Disaster

ERT:

- Provide necessary support to staff whose personal lives have been impacted.
- Take steps to salvage office files and equipment, if necessary.
- Determine whether any administrative orders were issued which address emergency procedures, and present those procedures to the CEO.
- Visit Disaster Recovery Centers and voluntary agencies and meet with local officials as needed.
- Disseminate disaster assistance flyers and public service announcements.
- Follow CEO's directions on conducting the initial agency assessment and determine level of operations for the agency.
- In conjunction with the CEO, assist with the opening of the agency, where conditions are safe, or activate relocation to the pre-assigned alternate facility ensuring that Directors and supervisors and essential personnel promptly follow directions of relocation.

CEO:

- Contact members of the ERT and designate which members will conduct the initial agency assessment.

- Meet with the ERT and determine the level of operations for the agency.
- Contact 211 to provide an update of the agency's status, including information on exact services that are operational post-disaster.
- Discuss any emergency procedures instituted by the County, or other authority, with the Directors and Supervisors, and ensure that they are followed, if appropriate.
- Authorize opening of the agency, where conditions are safe, or direct ERT to relocate to the alternate facility.
- Advise Directors and Supervisors on the preliminary damage assessment and report any damage to the COO.
- Ensure that post-disaster operations are instituted based on the level of agency operations.

#### CHRO

- Update Employee Emergency Hotline with instructions.
- E-mail all staff with same instructions.

#### COO:

- Contact the agency's Director of Property Management to obtain a status regarding restoration of power to facilities, as well as to determine the severity of any damage to each facility and the foreseeable length of time the agency could be displaced.
- Conduct an assessment of any loss to the agency in conjunction with the ERT, using the Preliminary Assessment Report, which includes taking photographs and/or video of the damage to the agency's equipment, furniture, and other personal property.
- Maintain complete documentation of any and all expenses incurred by the agency as a result of its displacement.
- Promptly submit the necessary claims to the agency's insurance providers.

#### VP of Community Programs and VP of Housing Services:

- Contact all Program Directors and Supervisors and schedule a meeting to discuss the level of agency operations.

**VII. INDIVIDUAL PREPARATION** – Individual action steps are only to be taken when authorized by the Director of Supervisor. Upon notification of a disaster warning from the staff member's supervisor or ERT member, all TLP staff should attempt to accomplish the following on an individual basis:

### Pre-Disaster Responsibilities

- Ensure that a personal family disaster plan is in place for yourself and your family. (See Appendix L – Family Disaster Plan).
- Turn off (disconnect, when possible) all electrical equipment including computers, lights, microwaves, etc. Cover all electronic equipment in plastic, such as CPYs, monitors, keyboards, telephones, etc. Do not unplug the telephones.
- If practical, move desks, file cabinets and equipment away from windows and off the floor. Store as much equipment as possible in closets or in windowless rooms away from external walls.
- Ensure that all client files, documents, personal property are properly secured.
- TLP is not a designated official hurricane shelter. Employees are prohibited from seeking shelter at agency facilities.
- Prior to leaving the office, notify your immediate supervisor whether you plan to evacuate or stay at home; provide an address and telephone number where you can be reached if you evacuate.
- Stay in close touch with authorities through radio and/or television for updates on the impending situation. All instructions given by the local authorities should be followed. No attempt to come to the office should be made until the “all clear” is given by authorities.

### Post-Disaster Responsibilities

- After the storm, call the **Employee Emergency Hotline (561-433-6033)** to determine the status of the agency. If possible, call or text your designated contact for your department to determine whether to report to work.
- If TLP has no electrical power, Directors and Supervisors will instruct its staff members to provide only essential services to the community.
- Follow the county’s post-disaster proceedings, where appropriate, including any administrative orders issued.
- If there has been extensive damage to the agency, essential staff members will report to the agency’s pre-designated alternative work site and will perform critical services.

## VIII. PROGRAM LEVEL PREPARATIONS

### Program Director/Supervisor Action – To be done routinely Pre-Disaster

- Assure, through regular training that all existing and new employees are prepared for COOP contingencies, including advice on how to personally prepare by developing a personal family disaster/emergency plan – annually and at orientation, provide employees with a copy of Appendix L – Family Disaster Plan.
- Ensure that all copiers, fax machines, printers, shredders are turned in the off position at the end of the day.
- Ensure all important documents are stored safely in drawers or filing cabinets.
- Ensure that client files are stored safely in filing drawers or cabinets.
- Determine, in conjunction with CEO and VP of Community Programs and VP of Housing Programs, and designate critical personnel to perform mission-essential functions to stay on-site during a disaster and/or to report back as soon as possible after a disaster to perform mission-essential functions.
- Complete Department COOP Worksheet, Appendix D – Department Worksheet, in order to draft specific department recovery procedures, and update annually.

### Program Director/Supervisor Action – Once a disaster has been declared

- Provide to each staff member the “General Contact Telephone Numbers” for your department and an agency-wide general contact list with evacuation assembly and alternate locations, if relevant, and ensure that all information listed is current.
- Ensure that all copiers, fax machines, printers, shredders are unplugged and moved off the floor.
- Ensure that all electronic equipment listed above is moved away from the windows and covered with plastic bags or tarps.
- Ensure all important documents are stored safely in drawers or filing cabinets.
- Ensure individual actions of staff members have been satisfactorily completed; assist everyone with vacating the facility as soon as possible and do a final walk-through of your area before leaving.

### Program Director/Supervisor Action – Post-Disaster

- Stay in close touch with authorities through radio and/or television for updates on the situation. All instructions given by the local authorities should be followed. No attempt to come to the office should be made until the “all clear” is given by local authorities.

- Attempt to call or text each person in his/her chain-of-command and relay the information and guidance provided by the CEO/CHRO.
- Make a second attempt to contact those individuals who were not initially available. If this attempt is unsuccessful, the Program Director/Supervisor will leave a message, text or any other method of communications available to make contact.
- Contact the CHRO/CEO with an update on status of employees who report to you and obtain information on the status of any employees who have reported to the Program Director/Supervisor or by other means (See Appendix Q - Employee Status Report).
- Contact **Employee Emergency Hotline at 561-433-6033** to determine the status of the agency, if unsuccessful in communicating directly with the CEO or other member of the ERT.
- Complete a Personnel Status Report for each employee and determine the degree of injury/damage to staff and their homes.
- Review applicable directives issued by the county, if any, with essential staff members.
- Designate predetermined essential staff members to report to work and perform critical tasks.
- Ensure that essential staff members contact clients to advise them of emergency procedures, if any.
- Maintain accurate records of staff work hours and provide original time sheets to the finance department weekly.



## **IX. EMERGENCY CONDITIONS PROCEDURES AND ACTION PLANS**

### **1. Hurricane and Storm Preparation**

**HURRICANE SEASON IS JUNE 1 – NOVEMBER 30**

Tropical storm development is constantly monitored by the CHRO and the ERT during the Atlantic Hurricane Season. The ERT is immediately notified if there is any indication of a storm tracking toward the South Florida area. At the beginning of Atlantic Hurricane Season, each individual program should review program level preparation plans. Whenever a hurricane is within a 1000-mile radius of South Florida, meetings of the ERT will be held.

#### Action Steps – Hurricane/Tropical Storm

Alert – (Storm strike 72 -36 hours away) – ERT meets as needed and monitors the situation (meetings may be conducted by telephone.)

Watch – (Storm strike 36 – 24 hours away) – ERT meets as needed and monitors the situation (meetings may be conducted by telephone.) All staff and maintenance personnel secure the agency.

Warning – (Storm Strike 24 – 0 hours away) – ERT meets as needed and monitors the situation continually. All staff are informed of the situation by meeting, email, fax or voice. The ERT ensures that the department and individual plans have been activated, and secures the agency. If travel or agency location conditions become, or are about to become, dangerous, the agency may be closed or non-essential personnel may be released.

## **X. OTHER DISASTER PREPARATION AND RESPONSE STEPS**

### **2. Fire Disaster Preparation and Evacuation Plan**

The COO, in coordination with the ERT will conduct an annual review of the fire emergency and general building evacuation plans with the Program Directors/ Supervisor and staff by April 30<sup>th</sup> and forward any changes to the CHRO (See Appendix K – Facility Evacuation).

The evacuation assembly area is a designated location outside at and at a safe distance away from the building.

The fire alarm pull stations are located in the following places: At each location, pull stations are located at each exit door.

The CEO and the ERT must be notified of every fire, regardless of size, even if it is already extinguished.

An alarm bell or horn will automatically put evacuation procedures into effect.

### **Fire Emergency Activities**

#### **Duties of the CHRO**

- a. Ensure via the COO fire extinguishers are in a fully charged condition and are inspected annually.
- b. Ensure that the evacuation assembly area (primary and secondary) is communicated throughout the agency.
- c. Instruct staff at the time of hire and annually thereafter in:
  - Fire reporting
  - Evacuation procedures
  - Location and operation of portable fire extinguishers
  - Dangers in fighting small fires
  - Procedures if exit is blocked
- o Ensure via the COO that backup computer data and copies of difficult-to-replace information is kept in a fireproof safe or other secure location.
- o Maintain employee phone and address list.
- o Conduct a supervised fire drill as appropriate.
- o Discuss any special arrangements for disabled evacuation.

#### **Duties of the CEO**

- o Communicate the fire emergency, where appropriate – An announcement over the telephone paging system will be made directing staff, clients and visitors to evacuate the building.
- o Direct the staff to assemble at pre-designated outside assembly area.
- o Prohibit reentry into the building until cleared by authorities at the scene.
- o Instruct staff not to throw away any damaged material. This does not prohibit the agency from removing burned or damaged material to the outside of the building. All damaged material will be kept in a specially designated area for insurance claim purposes.
- o Ensure that all records of authorized expenditures are maintained and forwarded to the COO.

### **Activities and Responsibility of Staff Members**

- o If no announcement is heard, and the alarm continues for more than 30 seconds, staff, clients and visitors are instructed to immediately evacuate the building via the nearest safe exit, stairwell, etc. and are instructed not to use elevators.
- o TLP's goal is to protect the safety of staff, clients and visitors. Staff members should make every effort to assist disabled individuals out of the building and to the pre-designated outside assembly area.

- Appropriate staff member should promptly notify the Fire Department about the fire and immediately activate fire alarm pull station.
- Staff member should notify his/her immediate supervisor about the fire, or any available manager and CEO.
- Ensure that all doors and windows surrounding the fire area are kept closed in order to contain the fire.

**Duties of the COO– Where Possible**

- Safely secure all valuable records.
- Secure the agency’s offices and its property from further damage or loss.
- Arrange for temporary protection such as boarding up windows, rigging tarpaulin and so forth.
- Arrange security if needed to prevent looting or vandalism.

**3. Chemical, Biological, Explosion or Radiological Disaster Plan**

- If the agency becomes aware of an external hazard, such as an overturned tanker releasing chemicals, staff, clients and visitors will be instructed to remain inside the building until further instruction.
- Exterior doors and windows should remain closed.
- Staff, clients and visitors will not be permitted to use elevators and should seek shelter in an interior room without windows.
- All doors should be closed and the area secured from smoke, gases, vapors, and dust. If possible, wet towels should be used to seal large gaps under doors.
- Staff will be instructed to provide assistance to others who may need help.
- Staff will be instructed to remain alert and be prepared to proceed to another area or exit the building if instructed to do so by the appropriate authorities.

**If event is inside of the building:**

- If the agency becomes aware of an internal hazard, staff, clients and visitors will be instructed by someone, via the telephone paging system, to immediately evacuate the building and to not use elevators.
- If paging system fails, staff, clients and visitors will be verbally advised to evacuate the building and will not be permitted to use elevators.
- Staff will be instructed to close all doors and windows (offices should not be locked unless there is something highly sensitive i.e. large amounts of cash, etc.)
- Staff, clients and visitors should exit via the nearest safe exit/stairwell and proceed to predetermined outside assembly area.

- Each Director/Supervisor is responsible for reporting anyone missing to emergency personnel.

**If Trapped:**

- Staff is instructed to secure their area from smoke, gases, vapors and dust and to close all doors, and use any available means to seal large gaps under doors. Staff should not open any windows or break glass.

**4. Bomb Threat Guidelines**

In the event a threat is received during normal business hours, the staff is instructed to notify the CEO, COO, CHRO, VP of Community Program, or VP of Housing Services, and evacuate immediately.

If a threat is received during non-business hours, notify the CEO, COO, CHRO, VP of Community Programs or VP of Housing Services immediately. It will be the responsibility of each employee to evacuate, if necessary.

**Employee Action:**

- Remember and record (in writing) all details of the conversation and the following information concerning the caller:
  - Whether the person has a foreign accent or not.
  - Gender of the caller.
  - Any innuendoes as to location of the bomb.
  - Respond in a matter-of-fact manner and ask them to repeat what they said.
  - Immediately report the incident to your supervisor. CEO, COO, CHRO, VP of Community Programs, or VP of Housing Programs. .
  - If a suspicious object is found, do not touch it. Report it to the CEO, COO, CHRO, VP of Community Programs, VP of Housing Services, or your supervisor and clear the area.

**Action Steps:**

Immediately report the incident to the CEO, COO, CHRO, VP of Community Programs, VP of Housing Services, or supervisor. They will contact other departments and officials (i.e. bomb squad, emergency services, etc.)

**CHRO will:**

- Start building evacuation, and ensure that staff, clients and visitors are instructed to meet at the pre-designated outside assembly area.

- Ensure official records and files are protected if possible.
- Arrange to have members of staff or qualified personnel available to accompany emergency services on inspection.
- Keep a running log of conditions as they occur.

## 5. Thunderstorms, Lightning and Tornado Guidelines

Observe the following rules if lightning is occurring or is about to begin:

**Indoors** - Stay away from doors and windows. Avoid water, telephone lines, and all metal objects, including electric wires, machinery, motors, power tools, etc. Do not use the telephone. Turn off, unplug and stay away from appliances, computers, power tools, TV, etc. Lightning may strike exterior electric and phone lines, inducing shocks through inside equipment.

**In your car** – Because cars are supported on rubber tires (an effective electric insulator) they are generally safe from lightning strikes. Electrical current will also generally follow a path around, rather than through, the passenger compartment.

**In an open area** – Go to the nearest ditch or ravine and drop to your knees. Do not stand in an open area or underneath a tree. Do not seek shelter in a small structure in an open area. Do not go near anything metal. If you feel your hair standing on end, drop to your knees and bend forward, putting your hands on your knees. Do not lie flat on the ground. Injured persons do not carry an electrical charge and can be handled safely. Apply first aid procedures to a lightning victim if you are qualified to do so. Call 911 or send for help immediately.

**Tornadoes** – When a tornado watch is announced, this means that tornadoes may occur. Keep your radio, TV or NOAA weather radio tuned to a local station for information and advice from Weather Service. When a tornado warning is issued, take shelter immediately.

A tornado has actually been sighted. Keep in mind the following:

- If at TLP, go to an interior hallway on the lowest level. Seek out interior spaces that form a protective core; closets and bath rooms in the center offer the greatest protection. Stay away from windows, exterior walls and exterior doors. If possible, cover yourself with a rug or blanket. Do not use an elevator.
- If in a car and a tornado is nearby, get out. Do not try to outrun a tornado with your vehicle. If it is not possible to find suitable

shelter inside a building, lay flat in a ditch, culvert or low area. Cover your head with your hands.

- If you are outside, lie face down in a ditch or nearest low area and cover your head with your hands. This procedure is preferable to remaining in a car or mobile home.

After the tornado, stay alert! Take extreme care when moving about in an area damaged by a tornado. Watch for downed power lines, shattered glass, splintered wood, or other sharp protruding objects.

## 6. Utility Failure

Utility failures can be caused by a wide variety of events. If you are involved in an emergency which triggers the utility failure, reference the section related to the emergency you are dealing with for more specific guidelines. Only personnel specifically trained in emergency shut-off procedures should attempt to turn on or shut off local and/or main utility lines to a campus building.

### **Electrical/ Light Failure:**

- Call the appropriate power company to report the outage.
- Provide assistance to others who may be unfamiliar with the space.
- Do not use candles or other type of open flame for lighting.
- Do not leave work unless told to do so by an authorized person.
- Proceed cautiously outdoors or to an area that has emergency lighting.
- In most cases, power will be restored shortly or you may be relocated to another area with power.

### **Elevator Failure:**

- Activate the emergency button/telephone.
- Call Security if you do not get a response from the emergency button/telephone: 305-243-6000.
- Do not attempt to evacuate the elevator or help others evacuate.
- Do not pry open elevator doors or climb through the elevator roof escape hatch.

### **Gas Leak:**

- Electrical arcing through gas-filled air can trigger an explosion.
  - Stop whatever you are doing.
  - Do not turn on lights, any electrical equipment, or use the phone inside of the building.
- Evacuate the building and keep a safe distance from the leak. A distance of at least 300 feet is recommended.
- Call 911.

### **Water Leak/Flooding:**

- Electrical arcing through water can lead to electrocution.
  - Stop whatever you are doing.
  - Do not turn on lights or any electrical equipment.
- Call the Director of Property Maintenance at 561-628-8270.
- If you can do so safely, turn the local water source off.
- If you can do so safely, cover or move objects that could be damaged by water.
- Evacuate the area.

**Water Supply Failure:**

- Call the Director of Property Maintenance at 561-628-8270.
- Do not consume tap water until told it is safe to do so by authorized personnel.

**7. Pandemic Guidelines**

There are different stages of the onset of pandemic. Information on each stage is obtained from the World Health Organization, the Centers for Disease Control, media, and alerts from the Society for Human Resource Management.

**Stage 1** – There are no new virus sub-types detected in humans. An virus sub-type that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered to be low.

During this time, the agency will ensure that a stockpile of personal protective equipment (PPE) is maintained. PPE includes face masks, gloves, hand sanitizer and disinfectants. Routine cleaning of frequently touched surfaces will be carried out at least twice daily. Quarantine will be identified at each facility.

**Stage 2** – No new virus sub-types have been detected. However, a circulating animal virus sub-type poses a substantial risk of human disease.

During this time, the agency will follow all procedures in Phase 1, and ensure that routine cleaning of frequently touched surfaces is increased to three times daily.

**Stage 3** - Human infection(s) with a new sub-type identified with evidence of human-to-human spread.

During this time, the agency will follow all procedures in Phases 1 and 2. In addition, signs will be posted on the need for frequent and proper

handwashing. Hand sanitizer will be placed in high traffic areas. Social distancing will be practiced (6 feet). All supervisors will be placed on alert and will prepare for the possibility of remote work. PPE will be distributed to all facilities to prepare for distribution. Gatherings will be limited to less than 10. In-office staffing will be determined and communicated by the Executive Leadership Team.

**Stage 4** - Suspected case(s) on-site or suspected/confirmed cases in Palm Beach County – Only Essential Personnel required to report to the workplace.

During this time, the agency will begin working remotely with face-to-face contact only when social distancing is available and only in the event of emergencies. Facilities will be closed to the public, with meetings by appointment only. Services will adhere to CDC and governmental guidelines. Volunteers will be advised to stay home until further notice. An Essential Business Waiver will be issued to essential staff. (See Appendix R).

**Stage 5** - Confirmed case(s) on-site.

During this time, anyone having contact with a confirmed case individual will be required to self-quarantine and be tested. The Department of Health, along with any critical funders will be notified. Only essential personnel will be required to report to the workplace on an as-needed basis. Any directions given by the Department of Health will be followed. All other staff will work remotely.

**Leadership Team will do the following depending on the severity:**

- Communicate with employees about the severity
- Follow all guidelines posted by the Centers for Disease Control (CDC) including symptoms and prevention.
- Communicate and provide education and training to all staff regarding virus; basic infection control practices (hand hygiene, cough etiquette, social distancing, etc.).
- Ensure compliance with infection control procedures in all agency facilities.
- Monitor situation
- Advancement Department – Contact donors, review special events, maintain media relations.
- Identify and notify applicable agency areas for quarantine planning
- Review information and work with Media Relations for appropriate reporting to agency community
- Notify Directors/Supervisors

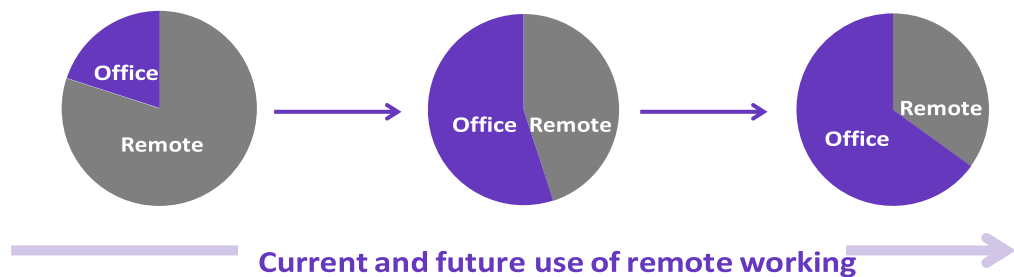


- Consider restricting movement on and off agency sites — minimize social contacts
- Based on US State department recommendations, agency recommends staff not to travel to affected countries or states with a significantly higher infection rate.
- Communicate with Palm Beach County Health Department regarding planning and surveillance
- Communicate and benchmark with other local nonprofit agencies
- Plan, review, and update
- Communicate situation to agency site(s) via Email and website, etc.
- Identify building ventilation systems
- Identify quarantine/isolation areas
- Contract with hazardous materials vendor for professional cleanup

**RETURN TO THE WORKPLACE GUIDELINES** - Number of confirmed cases begin to lessen significantly in Palm Beach County and guidelines issued by government officials will be carefully considered.

There are three phases of the return to the workplace. Return will be voluntary and gradual, and all precautionary measures will be strictly enforced until the threat of spread has fully diminished.

#### Phases of Return to the Workplace -



To best regulate the health and safety of our workforce during a transition back to the physical workplace, the following multi-step approach will be taken and guided by criteria at government, facility, Director/Supervisor, and individual levels.

#### Phase 1

- Government shelter in place restrictions are lifted.
- Facility review and preparations have been completed – Facility leaders work with maintenance and their team to ensure their site is prepared for return and determine staff to return. (See Appendix S – Facility Preparations for Return to Workplace)

- Business effectiveness assessment has been completed – Directors and Supervisors identify most critical work processes and teams to be prioritized for return. Designated days of work at the workplace will be scheduled with a Team A/Team B approach. Initial return will be on a voluntary basis taking into consideration the following possible issues:
  - availability of childcare
  - reduced public transportation service
  - the need to care for others
  - increased risk due to health conditions
- Employee Self-assessment and onboarding is completed.
  - Employees assess exposure risks to confirm return readiness.
  - Employees complete Pledge of Personal Responsibility (see Appendix S)
  - Employees review New Office Protocols and Etiquette (see Appendix U).
  - Employee is informed and agrees to new alternative in-office schedule.
- Approximately 25 percent of the workforce currently working remotely will plan to return to the workplace using the Team A/Team B approach.

### Phase 2

- Further government restrictions are lifted, and the number of cases continue to decline.
- Up to 50 percent of the workforce working remotely will return to the workplace using the Team A/Team B approach.

### Phase 3

- Government restrictions are fully lifted, and the number of cases has further declined.
- Up to 75 percent of the workforce working remotely will return to the workplace using the Team A/Team B approach.

As cases continue to decline and a vaccine is developed and proven effective, regular office hours will resume with the understanding that remote work, when available and effective, may continue.

## 8. Violent Incidents

Workplace violence may occur in a variety of circumstances and situations including: robberies and other crimes, actions by frustrated or dissatisfied clients or acts perpetrated by disgruntled co-workers or

former co-workers, and domestic incidents that spill over into the workplace.

Actual threats should always be taken seriously and responded to immediately.

As stated in the Violence in the Workplace Policy, it is our policy to promote a safe environment for our clients, employees and visiting public and to maintain an environment that is free from violence, harassment, intimidation and other disruptive behavior. Violence or threats of violence in all forms will not be tolerated. It is up to each employee to help make the agency a safe workplace for all of us by treating other employees, clients and visiting public with dignity and respect.

There are many forms of workplace violence. Some examples include the following:

- Concealing or using a weapon
- Physical assault upon oneself or another person
- Actions which damage, destroy or sabotage property
- Intimidating or frightening others
- Harassing, stalking or showing undue focus on another person
- Physically aggressive acts, such as shaking fists at another person, kicking, pounding on desks, punching a wall, angrily jumping up and down, screaming at others
- Verbal abuse including offensive, profane and vulgar language
- Threats (direct or indirect), whether made in person or through letters, phone calls, texts or emails.

There are three levels of violence and responses. It should be noted that any one or combination of warning signs at the three levels may be indicative of a potentially violent situation. Employees may have to make a judgment call as to the appropriate action in a given situation. If unsure what to do, contact any director or supervisor for guidance.

### **Level One (Early Warning Signs)**

The person is intimidating/bullying; discourteous/disrespectful; uncooperative and/or verbally abusive.

If behavior above is observed, report concerns to your supervisor; document the observed behavior. Director/Supervisor should meet with the offending employee/client/visiting public to discuss concerns,

identify the conduct, identify steps to correct the problem and set limits on what is acceptable behavior/performance.

### **Level Two (Escalation of the Situation)**

The person argues; refuses to obey agency policies and procedures; sabotages equipment and steals property for revenge; verbalizes wishes to hurt co-workers, clients or visiting public; sees self as victimized.

If behavior above is observed, call 911, if warranted. Immediately contact a supervisor, and if needed, the supervisor will contact other appropriate officials or personnel. Secure your own safety and the safety of others. Document the observed behavior

### **Level Three (Further Escalation – Usually Resulting in an Emergency Response)**

The person displays intense anger resulting in suicidal threats; physical fights; destruction of property; display of extreme rage; and/or utilization of weapons to harm others.

If behavior above is observed, call 911 immediately. Remain calm and contact supervisor. Secure your safety and leave the area, if possible. Cooperate with law enforcement when they have responded to the situation.

## **XI. PARTIAL OR TOTAL DESTRUCTION OF BUILDING-SHORT-TERM BUSINESS CONTINUITY PLAN & TEMPORARY RELOCATION**

If severe damage resulted in the administrative office building being untenable, the agency's services would resume off-site at the following alternate locations:

1. Family Campus, 4964 Wedgewood Way, West Palm Beach, FL
2. Men's Campus, 1750 NE 4<sup>th</sup> Street, Boynton Beach, FL

### **Tasks and Duties of CEO**

- Announce and provide directives to the ERT (CHRO, CFO, COO, CAO, VP of Community Programs, and VP of Housing Services) of the need to temporarily relocate the agency off-site.
- Make a Public Service Announcement advising the public of the agency's temporary relocation.
- Promptly consult with the agency's attorney and its Board of Directors.
- Assign at least two employees from each facility to conduct outreach efforts in areas deemed critical by each Program Director/Supervisor in an

effort to promote TLP's goal of providing a continuity of essential services to the community.

- Assign at least two employees to conduct intake and/or distribute brochures and emergency public assistance flyers at the various Disaster Recovery Centers in Palm Beach County, including the western portion of the county (Belle Glade).
- Assign one exempt employee to Palm Beach County's Emergency Operations Center (EOC), if appropriate.
- In coordination with the Advancement Department, make every effort to secure emergency grant funding.
- In conjunction with the COO, CHRO, VP of Community Programs, and VP of Housing Services, ensure that all necessary and preplanned communications and information systems are established, adequate and functioning properly.
- In conjunction with the CHRO, develop reconstitution and termination plans and schedules to ensure an orderly transition of all functions, personnel, equipment and records from the temporary alternate location to a new restored facility.
- Approve final plans and schedules prior to the cessation of operations.
- Prior to relocating back to the restored facility or another facility the CEO, in conjunction with the COO and CHRO will ensure that appropriate security, safety and health assessments are conducted. (See Appendix N – Security and Access Controls).
- An after-action review information collection process will be initiated prior to the cessation of operations at the alternate facility. The information to be collected will include information from employees working during COOP activation and a review of lessons learned to include processes that were effective and less than effective. The after-action-review should provide recommended actions to improve areas identified as deficient or requiring improvement. The information should be incorporated into a COOP remedial action plan. Recommendations for changes to the COOP and any accompanying documents will be developed and incorporated into the COOP annual review process. (See Appendix Q – Test, Training, and Exercise Program).

#### **Tasks and Duties of the CHRO**

- Notify staff members of the temporary relocation of the agency via voice mail, text, email, Employee Emergency Hotline, or other appropriate means.
- Inform staff members of the agency's decision to implement its Disaster payroll policy, if appropriate (See Appendix M – Agency Closing Emergency Policy Sample).

### **Tasks and Duties of the COO**

- Contact the Director of Property Management to obtain a status regarding restoration of power, as well as determine the severity of the damage to the building and the foreseeable length of time that the agency could be displaced.
- Conduct an assessment of any loss to the agency, which includes taking pictures and/or video of the damage to the agency's equipment, furniture and other personal property.
- Maintain a complete documentation of any and all expenses incurred by the agency as a result of its displacement.
- Promptly submit the necessary claims to the agency's insurance providers.

### **Tasks and Duties of VP of Community Programs and VP of Housing Services**

- Assign at least one employee to conduct outreach off-site for services deemed by each Director/Supervisor as being essential to TLP's goal of providing a continuity of services to the community.
- Ensure that its staff promptly records all hours worked.
- Supervise all work performed off-site.
- Continuously assess the effectiveness of the delivery of services to the public that is conducted off-site.

### **Tasks and Duties of Critical Employees**

- Promptly record all work performed off-site.
- Determine financial and case eligibility of potential client.
- Obtain the facts, information and documentation of the applicant.

## Appendix A – Notification of Procedures

- The CEO will notify the CHRO to activate the COOP.
- Upon notification to activate the TLP COOP, the CHRO will perform the following duties:
  - Contact the Program Directors/Supervisors informing them of the current situation and that the COOP is being activated.
  - Notify the alternate facility supervisor of the appropriate facility regarding the activation of the TLP COOP.
  - Notify City/County Emergency Operations Center that an emergency activation or anticipated activation of the TLP’s COOP is expected or in progress.
  - Report the progress of the notification process to the TLP CEO.
- Once the COOP is activated, the Program Directors/Supervisors will contact their staff using the following procedures:
  - Attempt to call or text each person in his/her chain of command and relay the information and guidance provided by the ERT Chief.
  - Make a second attempt to contact those individuals who were not initially available. If this attempt is unsuccessful, the Director/Supervisor will leave a message, text or use any other method of communications available to make contact.
  - Report status of cascade, including names of personnel not contacted to the CHRO.

### Staff Roster

Name	Title	COOP Role	Office Phone	Mobile Phone
Diana Stanley	CEO	Response Team	561-494-0125 ext. 1135	561-628-8401
Jan Phillips	CHRO	Response Team	561-494-0125 ext. 1141	561-682-8402
Kerry Diaz	COO	Response Team	561-494-0125 ext. 1128	561-307-0844
Anne Noble	CAO	Response Team	561-494-0125 Ext. 1159	561-512-7220
	CFO	Response Team	561-494-0125	
Cristina Lucier	VP of Comm. Programs	Response Team	561-494-0125 Ext. 3314	508-353-9736
Calvin Phillips	VP of Hsg. Svcs.	Response Team		561-329-6065
Laura Allianic	HR Generalist	Support Team	561-494-0125 ext. 1123	561-389-8669

Christy Smith	IT/Finance Asst.	Support Team	561-494-0125 ext. 1139	561-767-0740
Debbie Breen	Controller	Support Team	561-494-0125 ext. 1148	845-797-7674
Tasha Harris	Operations Coordinator	Support Team	561-494-0125 ext. 1176	
David Rogers	Volunteer Coordinator	Support Team	561-494-0125 ext. 1140	
Ingrid Carranza	Program Assistant	Support Team	561-494-0125 ext. 1111	
LaChiquita Moore	Campus Administrator	Support Team	561-494-0125 ext. 2211	
Mary Johnson	Campus Administrator	Support Team	561-494-0125 ext. 3311	
Tyrina Pinkney	Dir. of Clinical Services	Support Team	561-494-0125 ext. 3316	561-713-8162
Edna Hixson	Client Advocate-BP	Support Team	561-494-0125 ext. 1168	
Crystal Dole	Store Manager	Support Team	561-494-0125 ext.	561-932-9424
Susan LaRocca	Store Manager	Support Team	561-494-0125 ext. 4411/4412	
Marilyn Munos	Dir. Of Advancement & Mktg.	Support Team	561-494-0125 ext. 1159	561-603-7732
Val Stanley	Dir. Of Women's Svcs.	Response Team	561-494-0125 ext. 1167	561-603-9301
Maria Garcia	FC-Supervisor	Response Team	561-494-0125	
John Gilmore	MC-Supervisor	Response Team	561-494-0125	
Sam Vickner	Client Advocate-HP	Response Team	561-494-0125 ext. 1153	
Leon Escobar	Dir. Of Property Mgmt.	Response Team		561-628-8270
Robert Coleman	Dir. Of Food Services	Response Team	561-494-0125 ext. 1129	561-541-1546
Jennifer Sellars	Dir. Of Outreach/Eng.	Support Team	561-494-0125 ext. 1130	
Mary Anderson	Housing First Supervisor	Response Team	561-494-0125 ext. 1179	
Wenfred Dorsey	Reentry Program Supv.	Response Team	561-494-0125 ext. 1127	561-941-0334
Complete All-Staff Listing is Appendix A1				



ERT Support members are not assigned to relocate to the alternate facility during COOP activation, but should be prepared to support the COOP activation. ERT Response members will relocate to the alternate facility where they will be responsible for performing their area of responsibility as it applies to ensuring that mission-essential functions continue to be carried out.





## APPENDIX B – COOP ERT RESPONSIBILITIES

- Attend ERT meetings as scheduled.
- Keep CHRO apprised of COOP matters.
- Review and update mission-essential functions annually.
- Develop notification cascades for agency personnel.
- Update as required.
- Participate in COOP training and exercises.
- Develop Go-Box List.
- Develop plan in conjunction with COO for off-site storage of data to include vital records and databases.
- Prepare department COOP Implementation Plans and Standard Operating Procedures and update as necessary.
- Annually review the composition of the working group staffing to ensure the assigned staff are adequate.

### COOP ERT Members

Name	Title	Phone #	E-mail @ thelordsplace.org	Responsibility
Diana Stanley	CEO	561-628-8401	dstanley	Decision-maker
Jan Phillips	CHRO	561-628-8402	Jphillips	ERT Chief
Kerry Diaz	COO	561-307-0844	kdiaz	Coordinate IT and facilities
	CFO	561-		Coordinate finance-related info
Anne Noble	CAO	561-512-7220	Anoble	Coordinate volunteer and website preparations
Leon Escobar	Dir. Of Property Mgmt.	561-628-8270	Lescobar	Coordinate facility preparations
Calvin Phillips	VP of Housing Services	561-329-6065	Cphillips	Coordinate Men's, Family Campus, & OHR client preparations
Cristina Lucier	VP of Comm. Programs	508-353-9736	Clucier	Coordinate all Comm. Programs
Val Stanley	Dir. Of Women's Svcs.	561-603-9301	Vstanley	Coordinate Burckle Place, BPW, Helen's Place, Halle Place client preparations

Laura Allianic	HR Generalist	561-389-8669	Lallianic	Assist CHRO in staff communication
Christy Smith	Finance	561-767-0740	Csmith	Assist CFO to ensure IT security
David Rogers	Volunteer Coordinator		Drogers	Coordinate volunteer communications
Ingrid Carranza	Program Assistant	561-494-0125 ext. 1111	Slarocca	Coordinate safety of guests.
LaChiquita Moore	Campus Administrator/FC	561-494-0125 ext. 2211	Lmoore	Assist w/safety of residents-FC
Marie Garcia	FC-Supervisor		mgarcia	Coordinate safety of residents & staff-FC
John Gilmore	MC – Supervisor		kgilmore	Coordinate safety of residents & staff-MC
Mary Johnson	Campus Administrator-MC	561-494-0125 ext. 3311	Mjohnson	Assist w/safety of residents-MC
Edna Hixson	Client Advocate	561-692-5940	Ehixson	Assist w/safety of residents @ BP & BPW
Crystal Dole	Store Manager-3	561-932-9424	Cdole	Ensure safety of customers & employees @ thrift store
Susan LaRocca	Store Manager-1	561-436-9734	Slarocca	Ensure safety of customers & employees @ thrift store
Sam Vickner	Client Advocate-Halle Place		svickner	Ensure safety of Halle residents
Mary Anderson	Housing First Supervisor		manderson	Assist with OHR clients

## APPENDIX C – MISSION-ESSENTIAL FUNCTIONS

1. Mission-essential functions that must be performed give a ONE DAY disruption. (After one day of emergency operations, either normal operations must be reinstated or emergency operations must ensure the functions listed in Item 2 are performed.)
  - Telecommunications capability with staff and clients.
  - Ensure all clients/residents are provided clear direction with regard to possible relocation.
  - Determine if staff should remain at work or be released.
  - Confirm IT operations are working properly.
2. Mission-essential functions that must be performed given a disruption of greater than ONE DAY, but less than ONE WEEK. (After one week of emergency operations, either normal operations must be reinstated or emergency operations must ensure the functions listed in item 3 are performed.)
  - Continuation of functions listed under number 1.
  - Damage assessment.
  - Determine if relocation is necessary.
  - Ensure all clients/residents are provided clear direction and accounted for.
  - Telecommunications capability with staff and clients/residents.
3. Mission-essential functions that must be performed given a disruption of greater than ONE WEEK, but less than ONE MONTH. (After one month of emergency operations, all TLP functions should be resumed at some level.)
  - Continuation of functions listed under numbers 1 & 2.
  - Damage assessment.
  - Timesheets for payroll.

Agency Section	Mission-Essential Function	Number of Personnel	Resources, Equipment, Systems or Vital Records/Database
TLP Leadership Team	Telecommunications capability with TLP Directors & Supervisor	4 – CEO, CHRO, CFO, COO, CAO, VP-CP, VP-HS	Satellite Number (561-433-6033) Cell numbers Internet
Family Campus Men’s Campus Burckle Place BP West Halle Place Thrift Store1&2 Café Joshua OHR	Coordinate client/resident to provide direction	7 – Directors and Supervisors of each program	Vehicle Cell Phones Internet

Outreach			
ERT	Damage Assessment	ERT Team Members	Cameras Cell Phones Vehicles for Transport Internet

## **APPENDIX D – Administrative Office COOP Recovery Procedure**

### Critical Functions:

- Keep abreast of county instructions from local authorities via local news or other means of communication.
- Keep open line of communication with Directors/Supervisors for plan of action after getting an all-clear from local authorities.
- After receiving an all clear to travel, contact maintenance team for assessment status of building.

### Critical Function Recovery Timeline:

0-3 hours	Establish a meeting between CEO & all Directors to discuss plan of action.
0-6 hours	Assess damage, including any IT issues.
24 hours	Meet with maintenance team to determine any damage to facilities or equipment.
48 hours	Establish testing of all equipment to make sure it's working properly. Maintenance team will walkthrough all facilities to assess needs and damages.
1 week	Review move-in/relocation needs of Admin office.
30 days	Continue to assess

### Critical Staff:

CEO	Diana Stanley	561-494-0125 ext. 1135	561-628-8401
CHRO	Jan Phillips	561-537-4639	561-628-8402
COO	Toby Douthwright	561-494-0125 ext. 1128	617-595-8552
CFO			
CAO	Anne Noble	561-494-0125 ext. 1159	561-512-7220
VP-CP	Cristina Lucier	561-494-0125 ext. 3314	508-353-9736
VP-HS	Calvin Phillips		561-329-6065

### Directors:

Jim Rhoads	Employment Svcs	561-494-0125 ext. 1121	609-385-6014
Robert Coleman	Food Svcs.	561-494-0125 ext. 1129	561-541-1546
Tyrina Pinkney	Care & Clinical Svcs	561-494-0125 ext.	561-713-8162
Marilyn Munoz	Adv. & Comm.	561-494-0125 ext.	561-603-7732
Jennifer Sellars	Outreach & Eng.		
Leon Escobar	Maintenance		561-628-8402

Evacuation Rally Point: North parking lot of building.

Relocation or Co-Location Site: Family Campus (1); Men's Campus (2)

Suggested Go-Box Kit Contents:



Cell phone w/charger	10
Computer – Laptop/Tablet w/charger	5
Flash drive	5
Important contact numbers	2
Copy of the COOP	3
Paper pads	10
Flashlight/extra batteries	5
Tape	5
Vendor Lists	2
Staff Listing	3
Pencil (boxes)	2
Pens(boxes)	2
Legal Pads	10
Fax Machine	1
Computer w/connectivity to network	5
Printer	1
Telephone	5
Desks, 8' Tables	4
Chairs	10
High Volume Copier	1
Cases of Copy Paper	2
Trash can	1
Shredder	1
Scanner	1
MS Office Suite	1
Jump Drive	5

Vital Records to Recover, if possible:

Emergency call list  
Key vendor list  
Commercial insurance documents  
Donor database

## APPENDIX D –COOP Recovery Procedures for Burckle Place, Halle Place, Men’s Campus and Thrift Stores

### Critical Functions:

- Have constant contact with local Emergency Response Center (ERC).
- Have open line of communication with CEO/CHRO for next plan of action after getting “all clear from ERC.
- After receiving “all clear” to travel, contact maintenance team for assessment of facility to determine any possible damage.
- Contact direct staff and clients as to “all clear” and ability to return to facility.

### Critical Function Recovery Timeline:

0-3 hours	Establish a meeting with CEO and leadership team to discuss plan of action moving forward.
0-6 hours	Establish contact with staff and clients to assess their needs or any damage to building. For precaution, have water and other supplies for those that may need it.
24 hours	Meet with maintenance at each site to determine any damage to building or equipment.
48 hours	Establish testing of all equipment to make sure everything is working properly. Maintenance will do a walkthrough of all rooms to assess any needs or damages.
1 week	Meet with residents to determine needs/support services due to possible trauma of events.
30 days	Continue to assess residents and staff for any aftermath from critical situation.

### Critical Staff:

#### Burckle Place:

Director	Val Stanley
Resident Advocate	Edna Hixson

#### Halle Place:

Director	Val Stanley
Client Advocate	Sam Vickner

#### Family Campus:

Supervisor	Marie Garcia
Client Advocate	Shakiyla Hart
Client Advocate	Damba Koroma
Client Advocate	Gregory Clay
Youth Education Coord.	Fred Weitz

Men's Campus:  
Supervisor                      John Gilmore  
Client Advocate                Stephanie Police

Thrift Store:  
Store Manager                 Crystal Dole  
Store Manager                 Susan LaRocca

**Evacuation Rally Point:**

Burckle Place:

1. Intersection of S. J and 7<sup>th</sup> Avenue (corner by stop sign)
2. Intersection of S J and 8<sup>th</sup> Street (corner by stop sign)

Halle Place: Parking lot a safe distance away from the buildings.

Family Campus: Parking lot a safe distance away from the buildings.

Men's Campus: Parking lot a safe distance away from the buildings.

Thrift Stores: Parking lot a safe distance away from the building.

**Relocation or Co-Location Site:**

Burckle Place:

1. Burckle Place West, 704 S. Dixie Hwy., Lake Worth, FL
2. South Grade Elementary, 716 S. K St., Lake Worth, FL

Halle Place:

Family Campus:

1. Computer Room
2. Youth Center

Men's Campus:

1. Computer Room
2. Weight Room

Thrift Store: N/A

**Go-Box Kit Contents (Programs):**

Cell Phones w/chargers  
Flash drives

PDA or Rolodex w/ contact numbers  
Copy of COOP  
Paper pads  
Pens  
Flashlights w/batteries  
Emergency Call Lists & Procedures  
Pencils  
Tape  
Markers

**Necessary Support Equipment:**

Fax Machine  
Laptops  
Copier  
Shredder  
Scanner  
Clocks  
Desks/Tables  
Chairs  
Copy paper  
Trash cans

Computer Files & Programs: CD-RW w/ various data files, MS Office Suite, Nextel Directory

Vital Records to be recovered from primary location, if possible: Operational orders, COOP, Emergency call list & procedures, Key vendor list

## Appendix E – Go-Box List

### **Administration:**

- Cell phones
- Laptop Computers
- Weather radio
- List of Board of Directors w/phone numbers
- List of employees' phone numbers
- Contact information for PR/Media consultant
- List of surrounding county directors' phone numbers
- Contact numbers for legal staff
- Contact numbers for County and State EOCs
- Contact numbers for commercial insurance agents
- Copy of COOP
- Office Supplies
- Corporate finance material (checks, accounts payable/receivable info)
- Archived agency historical information
- Articles of Incorporation
- By-laws
- 501(c)3 designation letter
- State sales tax exempt letter
- Payroll information
- Leases (buildings, storage facilities, etc.)
- Vendor contracts
- Funder contracts
- Commercial insurance documents
- Budget documents
- Policy and Procedure manuals
- Property inventory listing
- Building plans and specs
- Office supplies (pens, paper, legal pads, stationery, envelopes, calculator, etc.)

### **Staff:**

- Copy of COOP
- Supervisory contact list
- Employee Emergency Hotline Number
- Office supplies as needed

## Appendix F – Vital Records

The following checklist can be used when determining which vital records are critical to ensure continuation of mission-essential functions:

- Storage of duplicate records off-site.
- Back-up off-site of electronic records and databases.
- Pre-position vital records and databases at the alternate facility prior to deployment.
- The COOP should describe a maintenance program to assure records are accurate, current and frequently updated.
- Identify vital records, systems and data (hard and electronic) critical to performing functions.
- Ensure availability of emergency operating records.
- Ensure back-up for legal and financial records.

Additional Recommendations:

- Ensure backup copies of vital records and databases (hard and electronic) are maintained, updated and stores in a secure off-site location. Ensure that the plan to maintain records is frequently updated, identifies vital records, systems, and data critical to performing mission-essential functions and provides for ensuring availability of emergency operating records, and ensures back-up for legal and financial records. This management plan is highlighted below:
  - Maintain current copies of vital records essential to the continued functioning or reconstitution of an organization during and after an emergency in a secure off-site location. Included are – Emergency plans and directives; Orders of succession; Delegations of authority; Staff Roster; Staffing assignments; Related records of a policy or procedure nature that provide staff with guidance and information necessary for conducting operations during any emergency, and for resuming formal operations at its conclusion.
  - Maintain current copies of vital records critical to carrying out an organization's essential legal and financial functions and activities, and protecting the legal and financial rights of individuals directly affected by its activities in a secure off-site location. Included are records having such value that their loss would significantly impair the conduct of essential agency functions, to the detriment of the legal or financial rights or entitlements of the organization or of the affective individuals. Examples of this category of vital records are – accounts receivable; contracts and acquisition files; official personnel files; social security; payroll; retirement; insurance records; property management and inventory records;

**TLP Vital Records Include:** Policy and Procedure Manuals; Financial and Donor Records; Commercial Insurance Documents; Staffing/Personnel Lists; Corporate Documents (Articles of Incorporation, By-laws, 501(c)3 designation letter, state sales tax-exempt letter, critical contracts (facility information, vendor and funder contracts). All documents are stored electronically in a database and backed up in the Cloud. Documents are also in hard copy format.

### Appendix G – Alternate Facilities

Type of Facility	Name	Location	Capacity	Primary Contact(s)
Primary Facility	Administrative Office	2808 N. Australian Ave. West Palm Beach	60	Diana Stanley Jan Phillips Kerry Diaz
Alternate	Family Campus	4964 Wedgewood Way, West Palm Beach	50	Marie Garcia
Alternate	Men's Campus	1750 NE 4 <sup>th</sup> St., Boynton Beach	50	John Gilmore
Alternate	Burckle Place	711 S. J, Lake Worth	20	Val Stanley
Alternate	Burckle Place West	704 S. Dixie Hwy., Lake Worth	20	Val Stanley
Alternate	Halle Place	627 6 <sup>th</sup> St., West Palm Beach	10	Val Stanley

Alternate Facility Operations should have pre-positioned resources to sustain operations for 3 days without resource support. The alternate facility will require installation of telephones, computers/LAN, fax machines, copiers, and furniture. It may also require vendor and resource support to provide the labor and equipment to outfit the facility.

Memorandum of Understand (MOU) considerations – The CEO will establish MOU(s) or pre-arranged contracts with facility managers and other organizations to provide basic support to TLP during COOP events. Copies of MOUs and/or pre-arranged contracts will be maintained in Appendix I – Site Support Procedures.

Joint Facility Support Requirements – The COO is responsible for developing a coordinated support plan with the facility manager of the primary alternate facility. At a minimum, the plan will address the following items – Receiving, supporting, and relocating personnel at the alternate facility; repositioning supplies and equipment at the alternate facility; adequate logistical support; adequate infrastructure; adequate services; capability of the facility to accept the COOP team and operations; and



capability of the facility to sustain COOP operations for a minimum of 30 days. The details of the coordinated support Plan will be incorporated as part of this appendix.

Review and Update – The CEO, in consultation with the COO, will conduct an annual review of space allocations at the alternate facility to ensure the adequacy of assigned space and other resources.

Alternate Facility Selection Process –The alternate facilities should be fixed facilities identified from existing city, state or county facilities, or from leased facilities. The alternate facilities must be capable of supporting emergency operations in a safe environment, as determined by the geographical location of the facility, an assessment of the local threat, and the collective protection characteristics of the facility. The facility requirements, selection, and occupancy planning should be based on a worst-case scenario. A list cataloging each facility and its capability and capacity will be used to assist in the selection process. TLP's COO is responsible for maintaining the facility list and ensuring the accuracy of the data. The facilities should be located in areas where the ability to initiate, maintain, and terminate operations will not be disrupted. The following considerations will be used in the selection of the alternate facilities: The ability to be operational no later than 12 hours after deployment and to sustain operations for up to 30 days; number of personnel per shift required for accomplishing these functions for 30 days or until the emergency ends; Minimum amount of space relocated TLP employees need to accomplish their functions under emergency conditions; space allocations consideration include that the site must be able to accommodate 20 members and an estimated 1000 sq. feet will be required (# of people X 100 sf = total sf); the distance from the threat area to any other facilities (e.g. hazardous materials/nuclear power plant, etc.); facility construction must be such that it is uniquely resistant to natural disaster risk factors; access to essential resources such as food, water, fuel, etc.; the availability of transportation and parking; power requirements to support the facility; interoperable communications in sufficient quantity, mode, and media to effectively interface with critical customers, including other state, county and city agencies; availability of existing equipment and furniture in the facility that can be used by the COOP ERT.

Alternate Facility Acquisition – If the facility is not owned or leased by the county, an MOU will be established with the owner or occupant of the facility. Each MOU will include a time period from notification of requirement to availability of facility for occupancy, space and services to be provided, and provision for sole use of allocated space during the period of occupancy. Site support procedures and copies of MOUs or pre-arranged contracts will be maintained in Appendix I.

Alternate Facility Reevaluation – Any alternate facility identified and rated will be reevaluated for suitability and functionality. The annual review of the TLP COOP will include a review of the alternate facilities to ensure that the facilities still meet the

current needs. Recommendations will become part of the remedial action process and any shortfalls in the equipment, maintenance or improvement and modernization of the facilities will be incorporated into the multi-year strategy and program management plan.

Below is additional information that can be used to determine alternate relocation capabilities during the planning phase:

- Hot Site – is a building already equipped with processing capability and other services. Operational standby facilities require a subscription contract and charge various fees. Normally, a 3 – 5 year contract is negotiated and includes specific hardware configurations with detailed communications requirements, which must be updated when changes occur.
- Cold Site – is a building for housing processors that can be easily adapted for use. Vendor contracts should be in place to make the facility operational in a short period of time.
- Redundant Site – is a site equipped and configured exactly like the primary site.
- Reciprocal Agreement – is a formal agreement that allows for two organizations to back each other up. The agreement is usually with an external agency. Although low development and maintenance cost are the principal advantage to this alternative, consideration must be given to establishing an agreement with an organization that will not be affected by the same disaster.
- Hybrids – any combination of the above, such as having a hot site as a back-up in case a redundant or reciprocal agreement site is damaged by the same or separate event.

**Requirements for Alternate Work Sites:**

Essential Function	Number of Personnel	Human Needs	Power	Communication	Space Requirements
Administration	7 employees	Food/Water	Standard	7 phones, internet connection, laptops	700 sq ft
Advancement	4 employees	Food/Water	Standard	4 phones, internet connection, laptops	400 sq ft
Finance	4 employees	Food/Water	Standard	4 phones, internet connection, laptops	400 sq ft
Programs	7 employees	Food/Water	Standard	7 phones, internet connection, laptops	700 sq ft

## Appendix H – Alternate Facility Telecommunications Capabilities

The table below indicates the modes of communications that have been identified as currently existing for TLPs alternate facility.

Column 1 lists telecommunications capabilities that are available at the alternate facility in order of priority. Columns 2 and 3 denote whether the communications function is internal to the organization only, external only, or if it is used both internally and externally. Column 4 identifies whether the communications functions can be used outside of the alternate facility as a mobile communications capability. Column 5 identifies whether or not the function has security measures in place.

Communications Functions	Internal Use	External Use	Mobile Capability	Secure
Cellular Telephone	X	X	X	X
Landline telephone	X	X		X
Internet and email	X	X	X	X
Fax	X	X		X
Satellite communications	X	X		X

## Appendix I – Site Support Procedures

1. Designate an Alternate Facility Manager and prepare alternate facility site support procedures in support of the COOP to ensure the smooth transition of mission-critical functions, personnel, equipment, and vital records from the administrative office to the alternate facility.
2. Identify areas where outside support will be required in alternative facility operations; implement existing mutual aid, MOU, vendor contracts, and other agreements as necessary to ensure site support.
3. Assemble necessary documents and equipment required to continue performance of mission-essential functions at the alternate facility.
4. Order additional resources, including equipment and office supplies, and other supplies that are not in place or readily available among existing agency resources.
5. Continue essential operations at the normal operating facility if available until alternate facility is operational.
6. Support the orderly transition of all critical agency functions, personnel, equipment, and records from the primary or impacted agency facility to the alternate facility and then to a new or restored agency facility.
7. Identify those alternate facility mission-essential functions that can be deferred or terminated in the event the COOP is implemented.
8. Provide for the proper storage of backup copies of vital records and databases, and other pre-positioned resources and assets.
9. Designate any available personnel to assist the arriving COOP ERT.
10. Involve alternate facility site support procedures in periodic coordination reviews and annual exercises.
11. Keep the CHRO informed of any site vulnerabilities or changes in site resources that may impact the effective execution of the COOP.
12. Support the orderly transition of all agency functions, personnel, equipment and records from the alternate facilities to a new or restored agency facility.

**Push Kit Inventory:** The following is used to assist the ERT during a relocation and represents the minimum amount of equipment needed to meet critical functions.

Description	Quantity	Source Information
Desks	7	Tables on site
Chairs	60	On site
Computers	16	Laptops, computers from other locations
Printers	4	Onsite
Copiers	1	Onsite
Phones	8	Cell phones

## Appendix J – Delegations of Authority

Date: April 1, 2020

### MEMORANDUM

TO: Chief HR Officer, Chief Financial Officer, Chief Operating Officer

FROM: Chief Executive Officer

SUBJECT: Delegation of Authority

The authority to take actions listed below is hereby delegated to you in your respective positions at TLP to the incumbents of the positions designated herein. This delegation is effective as of 4/1/2020.

All authority hereby delegated shall be exercised in accordance with applicable laws, rules, and administrative directives, and budget allocations. This authority cannot be re-delegated.

Travel authorization - CHRO, CFO, COO

Leave authorization – CHRO, CFO, COO

Purchase requisitions/spending authority – CFO

Execution of contractual agreements – CFO, COO

Check signing – CHRO, COO

Key Position	Authorities	Grantor of Those Authorities
Chief Executive Officer	Check and contract signing, and all other approvals	CFO COO
Chief HR Officer	Check signing, travel and leave authorization	CEO, CFO, COO
Chief Operating Officer	Check signing, travel and leave authorization	CEO, CHRO, CFO

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Chief Executive Officer of The Lord's Place

## Appendix K – Facility Evacuation

**Purpose** – To provide specific directions to all staff in the event of an emergency requiring the evacuation of the facility.

### **Responsibilities** –

- TLP's CEO shall identify a line of succession and recognize a safe room for sheltering in place in the event that this becomes necessary.
- TLP's CEO shall be responsible for monitoring the evacuation procedures and insure all employees are participating; identify him/herself to responding emergency personnel and provide any information or assistance as requested; station him/herself outside the facility to receive employee check-off lists from directors and supervisors and coordinate with emergency personnel.
- The program directors and supervisors shall be responsibility for monitoring their facilities as follows: Know the status of all assigned staff (on site, in the field, paid time off?); ensure staff are trained in the evacuation procedures an in dealing with clients and staff who may become confused or panic in an emergency situation; assign at least two alternate staff in the event the primary is absent; insure all alternates are properly trained in their duties; obtain check-off lists from CHRO and report employee accountability to the CEO.
- Directors and supervisors are responsible for maintaining a check-off list to account for all staff members after evacuation and for reporting their findings to the CEO.
- Staff are responsible for ensuring disabled employees and visitors are assisted from the facility; staff with public visitors should exit the facility with the visitors; staff much search for and insure that any clients who are in offices, restrooms, etc. evacuate with the staff immediately.

**Procedure** – Evacuation may be ordered by the following mechanisms:

- Fire Alarm Signal (Continuous ringing bell) – Close all doors to help prevent the fire from spreading and to decrease smoke damage to other areas.
- Announcement via intercom system – which may include advising to exit the building via the closest exit; not to return to your work area and to exit the facility from the area you are in; where to assemble; report to your director or supervisor; not to reenter the facility until directed to do so.
- Severe weather conditions or other special circumstances may require sheltering within the facility. In this situation, an announcement will be made over the intercom advising all to report to the designated safe area of the facility.

**Training Requirements** – the CHRO, Director of Property Management, program directors/supervisor and their alternates, and all new staff members when hired, and general staff upon initiation of this operating procedure.





## Appendix L – Family Disaster Plan (adapted from FEMA and the American Red Cross)

Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home. What would you do if basic services (water, gas, electricity, etc.) were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away. Families can cope with disasters by preparing in advance and working together. Follow the steps listed below to create your family's disaster plan. Knowing what to do is your responsibility and best protection.

### Steps to Safety:

- **Find out what could happen to you** – Contact your local Red Cross or emergency management office and ask what types of disasters are most likely to happen. Request information on how to prepare for each. Learn about your community's warning signals – what they sound like and what you should do when you hear them. Ask about animal care after disaster. Animals may not be allowed inside emergency shelters. Find out how to help elderly or disabled persons, if needed. Find out about the disaster plans at your workplace, your children's school/daycare, and other places where your family spends time.
- **Create a disaster plan** – Meet with your family and discuss why you need to prepare for disasters. Explain the dangers of fire, severe weather, and other disasters to children. Plan to share responsibilities to work as a team. Discuss the types of disasters that are most likely to happen and what to do in each case. Pick two places to meet – Right outside of your home in case of sudden emergency like a fire or outside your neighborhood in case you can't return home. Everyone must know the address and have phone numbers. Ask an out-of-state friend or family member to be your contact. Other immediate family members should call this person and tell them where they are. Discuss what to do in an evacuation. Plan how to take care of your pets.
- **Complete this checklist** – Post emergency telephone numbers by phones (fire, police, etc.). Teach children how and when to call 911 or local emergency medical services for help. Show family members how and when to turn off water, gas, and electricity at the main switches. Check to make sure you have adequate insurance coverage. Teach family members how to use a fire extinguisher and where it's kept. Install smoke detectors on each level of your home and near bedrooms. Conduct a home hazard hunt and fix any potential hazards. Stock emergency supplies and assemble a supply kit. Take a first aid/CPR class. Determine escape routes from your home – find 2 ways out of each room. Identify safe zone in your home for sheltering in-home.
- **Practice and maintain your plan** – Quiz children every six months so they remember what to do. Conduct fire and emergency evacuation drills. Replace stored water every 3 months and stored food every 6 months. Test and recharge

fire extinguishers according to manufacturer's instructions. Test smoke detectors every month.

- **Neighbors helping neighbors** – Working with neighbors can save lives and property. Meet with your neighbors and plan how the neighborhood could work together after a disaster until help arrives. If you have a homeowners' association, ensure disaster preparedness is discussed. Find out if your neighbors have special skills (medical/technical, etc.) and consider how you could help neighbors who have special needs, such as disabled and elderly persons. Make plans for childcare in case parents can't get home.
- **Evacuation** – Evacuate immediately if told to do so. Listen to your battery-powered radio and follow instructions of local emergency officials. Wear protective clothing and sturdy shoes. Take your disaster supply kit. Lock your home. Use travel routes specified by local authorities. Don't use shortcuts because certain areas may be impassable or dangerous.
- **If you have time** – Shut off water, gas and electricity before leaving if instructed to do so. Post a note telling others when you left and where you are going. Make arrangements for your pets.
- **Emergency supplies** – Keep enough supplies in your home to meet your needs for at least 3 days. Assemble a supply kit with items you may need in an evacuation. Store these supplies in a sturdy container. Include water (one gallon/person per day) and food that won't spoil; a change of clothing and footwear per person; a blanket or sleeping bag per person; first aid kit including prescription medications; tools, flashlight w/batteries; extra set of car keys; credit card/cash; sanitation supplies; items for infants, elderly or disabled family members; extra glasses; important family documents in a waterproof container. Keep a smaller kit in the trunk of your car.
- **Utilities** – Know where the main electric fuse box, water service main and natural gas main are. Learn how and when to turn these utilities off. Teach all responsible family members. Keep necessary tools near gas and water shut-off valves. Remember, turn off the utilities only if you suspect the lines are damaged or if you are instructed to do so. If you turn the gas off, a professional must turn it back on.
- **If disaster strikes** – Remain calm and patient, and put your plan into action. Check for any injuries - give first aid and get help for seriously injured people; listen to your battery-powered radio for news and instructions; and evacuate if advised to do so. Wear protective clothing and sturdy shoes. Check for damage in your home – Use flashlights, and do not light matches or turn on electrical switches if you suspect damage; sniff for gas leaks starting at the water heater, and if you suspect a leak, turn off the main gas valve, open windows and get everyone outside quickly; shut off any other damaged utilities; clean up spilled medicines, bleaches, gasoline and other flammable liquids immediately. Remember to confine/secure your pets; call your family contact; check on

neighbors; make sure you have adequate water supply; and stay away from downed power lines.

- **Pets and disasters** – If you must evacuate, the most important thing you can do to protect your pets is to evacuate them too. Leaving a pet behind, even in a safe place, is likely to result in their being injured, lost or killed. Only designated pet shelters will accept pets, unless it is a service animal, so plan ahead. Be sure to have leashes or carriers to transport any pet safely. Carry a current photo of your pets. Have enough food, water, and any other pet needs on hand. Plan to be sure where you are going will accept pets. Do not leave your pets behind.
- **Home confinement disaster supplies kit** – *Assemble a first aid kit containing:* bandages, safety pins, cleansing agent/soap, latex gloves, sunscreen, sterile gauze pads, nonprescription drugs, scissors, tweezers, moistened towelettes, antiseptic, thermometer, Vaseline. *Assemble tools and supplies:* paper plates, cups, plastic utensils, battery-operated radio, extra batteries, cash, nonelectric can opener, fire extinguisher, pliers, tape, compass, matches, aluminum foil, plastic storage containers/bags, signal flare, paper and pencil, shut-off wrench, whistle, plastic sheeting, map of area. *Assemble sanitation supplies* – toilet paper, towelettes, soap/liquid detergent, feminine supplies, personal hygiene items, plastic garbage bags, plastic bucket with tight lid, disinfectant, household bleach. *Clothing/bedding* – rain gear, sturdy shoes, towels, hat/gloves. *Special items* – for babies – formula, diapers, bottles, powdered milk, medications. *Entertainment* – games, books, etc. *Important family documents* – wills, insurance policies, deeds, passports, bank account numbers, credit card companies and account numbers, inventory of valuable household goods, important phone numbers, family records.
- **Storing your disaster kit** – Store your kit in a convenient place known to all family members. Keep items in an airtight container. Change water supply every three months, and every six months for food.

## **Appendix M – TLP Closing Policy – Emergency or Disaster-related**

Under certain weather conditions or emergency situations (power outages/flooding, etc.), TLP may have to close for partial or whole days. This policy addresses how employees will be paid in these circumstances, as well as what will be expected of employees if mobilized to respond in a natural disaster.

**Communication of closing** – Office closings will be communicated to employees in any or all of the following ways – face-to-face meetings, emails, phone tree, text, and **Emergency Hotline Number (561-433-6033)**. If the emergency hotline number is utilized, a prerecorded message will be updated as often as necessary giving information on whether or not employees should report to their assigned facility or to an alternate location. Under these conditions, the CEO or designee will determine when the provisions of the agency's COOP are to be activated. Once notified of the facility closing, employees are to ensure they have their COOP with them.

**Advance planning and preparing for emergencies** – TLP strongly encourages all employees to have a personal disaster/emergency evacuation plan in place in the event of an emergency such as a hurricane. This plan should include provisions for the care of children or dependent adults and include back up care plans in the event schools or other facilities are closed.

**Pay policies during inclement weather, natural disasters or facility closing** – TLP follows the provisions of the Fair Labor Standards Act (FLSA) which spell out how employees are to be paid at a minimum in accordance with the law. Please be aware that the CEO of TLP has the discretion to pay MORE than the law requires and will make that determination on a case-by-case basis, and communicate the decision to all employees as appropriate.

Employees who are able to report to work, but cannot because the facility is closed or there is nowhere to report will be paid for day(s) the facility is closed. In addition, if an employee misses a full day because of personal auto or road damage due to the inclement weather and cannot get to their assigned work location, they will be paid. If the facility and/or assigned work location is open and an employee cannot report to work due to family reasons, loss of electricity at home, or chooses not to report, they will not be paid unless they elect to take vacation, personal or other paid time off. Those employees who do not have any paid time off available will not be paid. As with any absence, it is the employee's responsibility to inform his/her immediate supervisor or any other director/supervisor as a last resort as quickly as possible. All employees, regardless of exemption status, may be paid for full workday(s) when the office closes early or remains closed due to inclement weather.

If an employee cannot access the Emergency hotline number or contact his/her supervisor due to inclement weather, and the roads are dangerous or impassable to travel, employees are encouraged to stay home for their safety. Once communication has been reestablished, employees will work with their supervisor or the CHRO to

determine how missed days are to be handled. Employees should maintain documentation regarding unsuccessful communication attempts.

If an employee does not want to report to their assigned work location after an emergency has been declared, the employee may request paid leave time if available, and obtain supervisory approval. As with any absence, it is the employee's responsibility to inform his/her immediate supervisor or any other supervisor (as a last resort) as quickly as possible.

Employees are encouraged to take precautions they believe to be in the best interests of their family in an emergency. If an employee cannot report to work because they are stranded out of the area after a storm and need additional time to return, they may use paid time off.

**Taking work home during a disaster** – While TLP appreciates employee dedication and commitment to work, it is recommended that no work be taken home during a disaster, especially if the information is of a proprietary or confidential nature. Agency information/property may be compromised in these situations. Only employees designated by the leadership team to take materials home are authorized to do so.

**Overtime and non-exempt employees during disaster relief efforts** – Non-exempt employees may not work overtime (more than 40 hours in a work week) unless previously authorized to do so. Every attempt to keep overtime to a minimum should be taken.

**Worker's compensation during disaster efforts** – Should an employee be hurt in the performance of disaster relief efforts; he/she is covered under the agency's worker's compensation policy. If employees are injured, they are to report it immediately to their supervisor or to Human Resources. If the situation is a medical emergency, 911 should be called first. The health and safety of our employees is paramount, so please exercise caution and common sense in the aftermath of a storm. Employees are encouraged to wear appropriate footwear and clothing when performing disaster relief work. The use of other safety devices is strongly encouraged and will be provided as appropriate. Use the buddy or team system when delivering relief supplies to individual homes. If traffic lights are out and/or standing water remains on the roadways, employees are reminded to use extreme caution when driving in these conditions. If an employee must stay home due to a work-related injury, worker's compensation covers lost time wages. Agency-provided paid time off may also be used.

## Appendix N– Security and Access Controls Information

**Access controls** – Facility access controls include a visitor log, video monitoring, and where available, security codes at entrances and exits.

**Physical security** – All facilities are equipped with hurricane shutters, impact resistant windows and doors, or other means to secure windows, such as plywood.

**Communications and information systems/cyber security** – All facilities are equipped with a secure server and Cloud back-up.

**Augmentation of security levels based on threat** – In order to be prepared to augment security levels based on changing or escalating threats during terrorist attacks or threats of attacks, TLP will follow the procedures identified by the Department of Homeland Security’s Homeland Security Advisory System (HSAS). HSAS includes five threat condition levels that indicate the threat of a terrorist attack on the U.S. interests according to intelligence gathered from federal, state and local sources. HSAS shall be binding on the executive branch and suggested, although voluntary, to other levels of government and the private sector. There are five threat conditions levels, each identified by a description and corresponding color. The table below describes the threat conditions:

### RED (Severe condition)

Severe risk of terrorist attacks. In addition to the previously outlined protective measures, the following may be applied – assigning emergency response personnel and pre-positioning specially trained teams; monitoring, redirecting or constraining transportation systems.; closing public and government facilities; and increasing or redirecting personnel to address critical emergency needs.

### ORANGE (High condition)

High risk of terrorist attacks. In addition to the previously outlined protective measures, the following may be applied: coordinating necessary security efforts with armed forces or law enforcement agencies; taking additional precaution at public events; preparing to work at an alternate site or with a dispersed workforce; and restricting access to essential personnel only.

### YELLOW (Elevated Condition)

Significant risk of terrorist attacks. In addition to the previously outlined protective measures, the following may be applied: Increasing surveillance of critical

locations; coordinating emergency plans with nearby jurisdictions; assessing further refinement of protective measures within the context of the current threat information; and implementing, as appropriate, contingency and emergency response plans.

**BLUE (Guarded condition)**

General risk of terrorist attack. In addition to the previously outlined protective measures, the following may be applied: checking communications with designated emergency response or command locations; reviewing and updating emergency response procedures; and providing the public with necessary information.

**GREEN (Low condition)**

Low risk of terrorist attacks. The following protective measures may be applied: refining and exercising preplanned protective measures; ensuring personnel receive training on HSAS, departmental or agency-specific protective measures; and regularly assessing facilities for vulnerabilities and taking measures to reduce them.

## **Appendix O – Test, Training and Exercise**

This plan will be reviewed annually by all COOP ERT members and approved by the CEO. The CHRO will ensure training of all TLP employees on the key aspects of this plan. This training will be conducted at new employee orientation and annually. This plan will be practiced annually by use of a tabletop exercise or a field exercise. Support plans and communications equipment at the alternate facilities will be tested annually as part of the Test, Training, and Exercise. Equipment pre-positioned at the alternate facilities will be tested annually as part of the Test, Training and Exercise program. The exercise will include a test of the alert and notification plan, with and without warning, during duty and non-duty hours. The CHRO will identify and incorporate lessons learned and remedial actions from exercises into annual revisions of the COOP.



**Appendix O – Participant Observation/Comment Form**

**Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**1. Observations:** \_\_\_\_\_

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**2. Discussion or background information:** \_\_\_\_\_

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**3. Reference(s):** \_\_\_\_\_

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**4. Recommendations:** \_\_\_\_\_

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**5. What was done well during exercise?** \_\_\_\_\_

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**6. What could be improved upon?** \_\_\_\_\_

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## Appendix P – Preliminary Damage Assessment

**Building location:** \_\_\_\_\_

**Examined by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Category</b>	<b>Condition</b>	<b>Priority</b>
<b>Primary Structure</b>		
Foundation		
Exterior Walls		
Roof		
Ancillary structures		
<b>Secondary Structure</b>		
Interior walls		
Floors/carpets		
Ceiling		
Stairways		
Interior doors		
Exterior doors		
Windows		
Elevators		
A/C-Heating		
Plumbing		
Electrical		
<b>Communication</b>		
Fire alarms		
Security systems		
<b>Kitchen</b>		
Coffee Makers		
Refrigerators		
Other appliances		
<b>Electrical Equipment</b>		
Computers		
Printers		
Monitors		
Peripherals		
Copiers		
<b>Communications</b>		
Telephones		
Fax machines		
Email		
<b>Furniture</b>		
Desks		
Chairs		
Other		

**Appendix Q – Personnel Status Report**

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Individual and family status:** \_\_\_\_\_

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

**Status of living quarters and vehicles:** \_\_\_\_\_

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

**Access to alternate living quarters and transportation:** \_\_\_\_\_

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

**Supplies needed:** \_\_\_\_\_

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

**Visitation needed (if so, when/where):** \_\_\_\_\_

**Next contact (time, place, number):** \_\_\_\_\_

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

**Identify critical assignments pending:** \_\_\_\_\_

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

**Assess ability to return to work and/or assist with the recovery efforts:** \_\_\_\_\_

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

**Reported by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Title:** \_\_\_\_\_

## APPENDIX R – ESSENTIAL BUSINESS WAIVER



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

Dear Local Law Enforcement Partners:

Please be advised that this business performs a critical role in providing services to our homeless population. As the Chief Executive Officer of The Lord's Place (TLP), I hereby designate TLP employees, including our Client Advocates, Program Supervisors and Directors, and all other duly appointed staff who are responsible for the safety of our clients as essential personnel needed to assist in meeting client needs as our state responds to this pandemic.

As a result, I authorize these individuals to travel outside of established curfews during the declared State of Emergency related this pandemic. I authorize such travel only when it is necessary to deliver critical care and support to TLP clients and facilities.

These professionals are working around the clock to keep clients safe during this emergency. Their dedication is an integral part of Florida's response and recovery to this pandemic.

Thank you for your commitment to assisting as these individuals perform an essential public health function.

Blessings,

Diana Stanley  
Chief Executive Officer

P.O. Box 3265, West Palm Beach, FL 33402 | Phone (561) 494-0125 | Fax (561) 494-2922 | [www.TheLordsPlace.org](http://www.TheLordsPlace.org)

To inquire about putting The Lord's Place into your will, please contact the Advancement Office at 561.578.4928

The Lord's Place is a 501(c)(3) organization and all donation are tax-deductible according to IRS Rules and Regulations. Tax ID # 59-2240502



## **APPENDIX S – FACILITY PREPARATIONS FOR RETURN TO WORKPLACE**

COO and Operations team will assist in preparing the facilities for staff return to the workplace by doing the following:

- Ensure that signage is placed throughout each facility in key locations that identify the use of face masks, proper handwashing, to stay home if sick, and any other important signage recommended and provided by the CDC.
- Establish an enhanced cleaning schedule for each location and communicate schedule with all employees.
- Ensure that all desks are spaced to allow for 6 feet distancing.
- Establish directional guidance on entering and exiting the building where necessary.
- Ensure that all employees have access to cleaning supplies, hand sanitizer and other PPE.
- In the initial return to work, increase the frequency of:
  - Replacing air filters
  - Restocking paper products
  - Cleaning up cluttered surfaces so they can be disinfected appropriately

## APPENDIX T – PLEDGE OF PERSONAL RESPONSIBILITY

All staff will sign this Pledge upon return to the workplace.



### THE LORD'S PLACE Pledge of Personal Responsibility

I, \_\_\_\_\_, am aware of the potential spread of a pandemic virus that could result in severe illness and potential death. Therefore, I will, to the best of my ability:

- Practice proper social distancing at work and outside of the office as recommended by health department directives;
- Practice good hygiene (handwashing, use of hand sanitizer);
- Wear a mask when in common areas, especially where social distancing is difficult;
- Stay at home if I feel sick or caring for someone who is sick or has tested positive for the designated pandemic virus;
- Follow any other health recommendations as outlined by the Center for Disease Control.

I HAVE NOT:

- Tested positive or presumptively positive with the pandemic virus or been identified as a potential carrier of the pandemic virus or similar communicable illness ("Coronavirus");
- Experienced any symptoms commonly associated with the Coronavirus;
- Been in any location positively designated as hazardous and/or potentially infected with the Coronavirus by a recognized health or regulatory authority, such as a country for which the Center for Disease Control and Prevention ("CDC") issued a Level 3 Travel Advisory for Coronavirus;
- Been in direct contact with or the immediate vicinity of any person I knew and/or now know to be carrying the Coronavirus or has been identified as a potential carrier of the Coronavirus.
- Experienced a fever in the last 72 hours.

Further, should I become ill, I promise to self-report the illness and contact my supervisor immediately to set parameters of my return to the office. I will adhere to testing guidelines and work with my own primary care providers. If I am exposed or suspected to be exposed to a pandemic virus, I will self-quarantine and notify my supervisor.

If I have had coronavirus or was exposed, I am fully recovered or it has been more than 14 days since the time I was exposed.

I understand this is not an exhaustive list, and agree to follow agency-wide directives as things may need to change from time to time.

I understand that failure to adhere to the items outlined in this Pledge, together with the guidelines established by The Lord's Place, may be subjected to disciplinary action, up to and including termination of employment.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

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

## **APPENDIX U – NEW OFFICE PROTOCOLS AND OFFICE ETIQUETTE**

Upon returning to the workplace, employees will be required to follow the following office protocols:

- No handshaking, hugging or congregating is allowed.
- Social distancing of a minimum of 6 feet must be practiced.
- Face masks must be worn when away from your workstation and especially when social distancing is difficult.
- Cleaning of personal workspace upon arrival and departure on the days in the office.
- Kitchen areas are off limits to office staff and visitors until the danger of infection is reduced to a manageable level. i.e. danger is the same as annual flu rates.
- Regular appropriate office attire should resume.
- Employees should sanitize their hands prior to and after the use of shared office equipment.

### **GUESTS:**

- Ensure specific plans are made prior to any guest coming to the workplace. The person making arrangements should plan to instruct the guest on office protocols, as well as make arrangements to personally meet the guest at the entrance point established.
- Limit guest exposure by using meeting rooms closest to the entry.
- Office tours for guests will not resume until all restrictions are lifted.
- Provide disposable masks to guests.
- Have a plan to isolate any guest who becomes ill while visiting and arrange for their safe return home or to a medical facility.

### **DELIVERIES:**

- Limit outside delivery personnel to the reception and/or loading dock areas of the building.
- Consider the most direct route for outside delivery personnel to access restrooms and to wash their hands.
- Frequently clean equipment used to process incoming and outgoing packages including scanners, scales, and packing supplies.
- Consider modifying delivery and pick-up protocols to minimize congestion and the number of times a package is handled in route to employees.
- Remind employees to wash their hands immediately after handling a package.
- Ask employees to discontinue shipping personal packages to the office during the transition phase.





**ACKNOWLEDGEMENT OF RECEIPT OF CONTINUITY OF OPERATIONS PLAN  
(COOP)**

I, \_\_\_\_\_, (employee) acknowledge that I have received a copy of The Lord's Place COOP and agree to the terms therein. I understand that the policies states therein may be revised at any time and such revisions will be binding on me as soon as I am notified of them.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor/HR Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date