

EMERGENCY PREPAREDNESS & CONTINUITY OF OPERATIONS PLAN

NWF Health Network

Abstract

This document describes NWF Health Network's plan to assure command and control of operations, the deployment and management of personnel and resources, process for planning and addressing resource requirements and the management of logistics in the event of an emergency or disaster.

Fiscal Year 26/27, Updated September 2026

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Overview

The following document contains the written Emergency Preparedness Plan / Continuity of Operations Plan and procedures for NWF Health Network (NWFHN). This document is intended to address provisions for dealing with fires, natural disasters, workplace threats and violence, hazardous materials, MRSA, pandemics, and other emergencies or crises.

Some emergencies, such as fire or chemical spills come without warning. With others, such as tornadoes or hurricanes, there may be several hours or several days' notice. Although hurricanes are the primary emergency for which we can plan ahead, the basic principles contained in this plan apply to other emergencies as well.

This plan addresses the needs of NWF Health Network (NWFHN) staff, volunteers, interns/trainees, visitors and persons served. This plan is to be used in conjunction with the Department of Children and Families *Continuity of Operations Plan / Emergency Preparedness Plan for Circuits 1, 2, and 14* in coordination with Contracted Child Protection and Behavioral Health Services Provider Agencies' Disaster Preparedness Policies and Procedures.

NWF Health Network is committed to providing child protection, behavioral health and related services in partnership with community providers. In part, this will be accomplished by focusing upon staff competence, safety, measurable outcomes in services and consumer satisfaction.

All NWF Health Network policies and procedures are revised and updated on a routine basis to ensure compliance with all local, state, federal funding, accreditation and regulatory standards.

Emergency Response Protocol

Leadership and Chain of Command

Official notices regarding a disaster/emergency situation, including the initiation of the Tactical Operations Center (TOC) protocol will emanate from the NWFHN CEO. If the CEO is unavailable, the COO, CFO or designee will coordinate actions to take in disaster/emergency situations.

Emergency Contacts

Tallahassee Administrative Office:	850.410.1020
Mike Watkins, CEO Cell:	850.408.4583
Courtney Stanford, COO Cell:	850.258.5846

Tactical Operations Center (TOC) Protocol

In the event of an emergency or natural disaster affecting or with the potential to significantly affect NWFHN operations, the Agency utilizes a *Tactical Operations Center* response protocol (TOC) to exercise command and control of operations, the deployment and management of personnel and resources, planning and addressing resource requirements and the management of logistics. While the protocol included here can most-readily be

utilized in response to weather-related emergencies such as hurricanes, it can be adapted to address any of the emergency/crisis situations included in this plan. The purpose of the TOC Protocol is to:

1. Support Mission Critical Tasks
2. Coordinate Efforts, Ensure Efficiency and Prevent Duplication of Effort
3. Expedite Procurement of Mission-Critical Resources (Staffing, Goods & Supplies)

The TOC protocol is initiated by NWFHN's CEO (or designee) and the TOC remains open unless or until the disaster/emergency reaches a level of severity that precludes staff from inhabiting the TOC. The TOC is not a place for staff, significant others or visitors to congregate, but a centralized hub through which information between Leadership and the field flows to assure the efficient continuity of operations. See Attachment 1 for an example of NWFHN's use of this protocol implemented in response to Hurricane Michael in 2018.

TOC Location

NWFHN's emergency response is directed from the TOC, designated as the NWFHN Administrative Office located at 525 N. Martin Luther King Blvd., Tallahassee, FL 32301. This facility is selected as it houses the Agency's key administrative functions and is considered at low-risk for potential evacuation - it is not located in a listed flood zone, nor is it susceptible to storm surge. Should the site not be usable due to damage, NWFHN has a variety of locations across the eighteen county area that may be used in the event the administrative office is to be evacuated. The NWFHN temporary locations will be designated based on safety and accessibility for staff.

Evacuation & Return

Notification for both the evacuation of the service centers and the notice that it is safe to return will come from the NWFHN TOC Leadership (the CEO, COO, CFO or other designee) in consultation with the Chief Executive Officer and partner agency Executive Directors, including the following:

211 Big Bend	Early Learning Coalition of Florida
211 Northwest Florida	ECHO
Ability 1 st	Embrace Florida Kids
Anchorage Children's Home	Emerald Coast Children's Advocacy Center
Apalachee Center	Escambia County Sheriff's Office
Baptist Hospital	Families Connect
Bay County Sheriff's Office	Families First Network
Bay District Schools	Families First of Florida
Boys and Girls Club of Bay County	FC Outreach
Boys Town North Florida	Florida Springs Wellness and Recovery Center
Bridgeway Center	Franklin County Sheriff's Office
Calhoun County Sheriff's Department	Ft. Walton Beach Medical Center/HCA Florida
Capital City Youth Services	Gadsden County Sheriff's Office
CDAC Behavioral Healthcare	Gulf Coast Children's Advocacy Center
Chemical Addictions Recovery Effort (CARE)	Gulf County Sheriff's Office
Children in Crisis	Habilitative Services
Children's Home Society	Holmes County Sheriff's Office
DISC Village	Inspire Group

Jackson County Sheriff's Office
Jefferson County Sheriff's Office
Lakeview Center
Leon Felony Drug Court
Leon County Public Defender's Office
Leon County Sheriff's Office
Liberty County Sheriff's Office
Life Management Center of Northwest Florida
LifeView Group
Lutheran Services of Florida
Madison County Sheriff's Office
Mental Health Association of Okaloosa/Walton County
Okaloosa Board of County Commissioners
Okaloosa Bridgeway

Okaloosa County Sheriff's Office
One More Child (Florida Baptist Children's Home)
Ounce of Prevention
Pancare
Panhandle Behavioral Services
Resilience Training and Education Institute (RETI)
Safe Connections/Judge Ben Gordan
Santa Rosa County Sheriff's Office
Taylor County Sheriff's Office
Turn About
Twin Oaks Juvenile Development
Wakulla County Sheriff's Office
Walton County Sheriff's Office
Washington County Sheriff's Office

NWFHN staff are expected to check on the protection of other staff and communicate with their supervisors and/or Disaster Coordinators as the situation allows. NWFHN will determine when staff are to return to work on a case-by-case basis. In circumstances involving damage to facilities, alternate service center worksites within the region may be designated for affected staff. If staff are unsure of when or where to return to work, they are instructed to call/contact their direct supervisor for directions.

Additional sources of information for when it is safe to return to work include television and radio stations and NWFHN's social media pages (Facebook and Twitter), see Attachment 2. When feasible, the information will also be disseminated via e-mail or text.

Response Priorities

- Assure the safety and well-being of children and adult service recipients in the NWFHN system with emphasis on identifying, locating and continuing availability of services for those displaced or adversely affected by a disaster.
- Respond as appropriate to new child protection cases in areas adversely affected by a disaster and provide services in those cases.
- Remain in communication with caseworkers, essential child protection and behavioral health personnel who are displaced due to a disaster and assure their safety and well-being.
- Safeguard agency records, equipment, and buildings (note: agency records shall **always** be stored in a way that best protect them from theft, fire and flood.)
- Cooperate with other agencies, as feasible, to provide assistance to the community at large. Coordinate services and share information with other states.

Personnel Policies

The CEO of NWFHN will consult with the Executive Directors of the contracted agencies regarding personnel policies during an emergency. This pertains to closings, evacuation decisions, etc. Each contracted agency has provided a current emergency plan to NWFHN that addresses personnel issues for their agency during a disaster. Their respective plans are updated each year and placed in the contract file.

In the event of any emergency, the CEO in concert with the specified contracted agency Executive Director, may need to cancel holiday observances and vacation. If an emergency occurs on the weekend, designated staff members are expected to come to the site and/or participate in conference calls to adequately assess and handle the situation.

NWFHN is committed to providing time in an emergency so that employees may secure their property and families. After services for recipients, community tasks, and the service centers are secured, the TOC will provide direction to staff to return to their private lives to prepare their own property and families and “ride out the storm.”

Disaster Coordinators

In the event of an emergency, the following staff serve as the Agency’s **Disaster Coordinators**. Disaster Coordinators are responsible for making decisions affecting the overall agency, its services and for delegating duties and responsibilities to the other staff members:

Mike Watkins
Chief Executive Officer

Sharron Washington
Regional Program Administrator

Courtney Stanford
Chief Operating Officer

Kate Palazesi
Director of Contract Administration

Rae Kerr
Chief Financial Officer

Tara Taylor
Director of Administration

Christa Pate
Circuit 1 Administrator

Charles Scherer
Director of Projects

Kelly Faircloth
Circuit 14 Administrator

Maryann Roberts
Director of Community Relations

Charles McDonald
Circuit 2 Administrator

Darci Lolley
Contract Compliance & Attestation Manager

- In the event that a NWFHN Disaster Coordinator or Management Team member is unreachable or unable to complete a critical task, the next person in the chain of command on the calling tree is to be contacted.

Emergency/Disaster Roles & Responsibilities

Staff	Preparation & Readiness	During an Emergency/Disaster
Agency CEO	Assure that NWFHN's Continuity of Operations Plan (COOP) is reviewed and updated annually	Activate TOC and TOC Leadership Team
	Collaborate with the COO and CFO to assure access to cash when a disaster is imminent and foreseeable	Consult with Partner/Provider Agency Executive Directors and the Department regarding Emergency personnel matters
		Oversee of the entire lead agency and provider agency evacuation, if necessary
		Serve as the Point of Contact with Department of Children and Families to provide updates on current situations and action taken, if any, via phone, email and/or video teleconference.
		Interface with media on the emergency's impact upon NWFHN.
		Determine, in consultation with other TOC Leaders and Partner/ Provider Executive Directors, the necessity for evacuation of the service centers and the appropriate time for a return and assure notification of staff
Agency COO	Serve as the Point of Contact with Department of Children and Families regarding emergency preparedness	Serve as a Point of Contact with Department of Children and Families to provide updates on current situations and action taken, if any, via phone, email and/or video teleconference.
	Collaborate with the CEO and CFO to assure access to cash when a disaster is imminent and foreseeable	Ensuring that NWFHN and its Contracted Provider Agencies are collaborating on the Disaster Protocol established for the situation. Implementation carried out through following partner agencies' own emergency plan in conjunction with NWFHN's COOP/TOC protocol.
	Distribute a copy of NWFHN COOP/Emergency Preparedness Plan to each staff member, CMO and Contracted Provider agency at least annually	Determine, in consultation with other TOC Leaders and Provider Executive Directors, the necessity for evacuation of the service centers and the appropriate time for a return and assure notification of staff.
Circuit Administrators	Providers' call tree information will be verified/updated during a regularly scheduled Quarterly meetings and/or monthly calls, as applicable	Coordinate on-the-ground emergency procedures related to NWFHN staff, co-located provider staff, facilities and equipment.
	Facilitate a call tree test in the form of annual verification of contact information with providers during a regularly scheduled meeting/call	Communicate with other Disaster Coordinators/TOC staff to assure information is shared real-time.
Regional Program Administrator	Providers' call tree information will be verified/updated during a regularly scheduled	Coordinate on-the-ground emergency procedures related to NWFHN staff, co-located provider staff, facilities and equipment.

Staff	Preparation & Readiness	During an Emergency/Disaster
	Quarterly meetings and/or monthly calls, as applicable	
	Facilitate a call tree test in the form of annual verification of contact information with providers during a regularly scheduled meeting/call	Communicate with other Disaster Coordinators/TOC staff to assure information is shared real-time.
Director of Projects	Providers' call tree information will be verified/updated during a regularly scheduled Quarterly meetings and/or monthly calls, as applicable	Coordinate on-the-ground emergency procedures related to NWFHN staff, co-located provider staff, facilities and equipment.
	Facilitate a call tree test in the form of annual verification of contact information with providers during a regularly scheduled meeting/call	Communicate with other Disaster Coordinators/TOC staff to assure information is shared real-time.
Director of Contract Administration	Facilitate a call tree test in the form of annual verification of contact information with providers during a regularly scheduled meeting/call	Communicate with other Disaster Coordinators/TOC staff to assure information is shared real-time.
Director of Administration [Information Technology & Facilities]	Review operating policies related to Information Systems Data Back-Up (OP-911) and Management of Information Systems Handbook (OP-915 and OP-915 x1) at least annually and update as needed. Review operating policy Series 1400 – Building & Facilities Management at least annually and update as needed. Assure keyed accessed to all NWFHN facilities/offices are accessible in case of emergency.	○ Implement Information Systems data back-up operating policy. ○ Provide guidance, instruction and assistance to staff to preserve network computer/electronic equipment. ○ Facilitate return of electronic/information systems functioning post-emergency. ○ Oversee and implement facilities preparation and response as dictated by the situation.
Contract Compliance & Attestation Manager	Review and update NWFHN Emergency Preparedness/Continuity of Operations Plan with input from NWFHN Disaster Coordinators	○ Schedule Tactical Operations Center (TOC) meetings with Disaster Coordinators and agency partners
	Update NWFHN's Emergency Management reporting documents	○ Update and disseminate/post NWFHN's Emergency Management reporting documents
Contracted Provider Executive Directors	Providing NWFHN with a copy of their calling tree, which should be updated on a regular basis	Ensure that the agency protects its service recipients and staff (including all foster homes, residential and treatment facilities for which their agency provides oversight) from the effects of the disaster using their agency's established emergency plan/disaster protocol.
	Assure that annual Emergency Plans submitted to NWFHN contain required components (i.e., personnel policies, evacuation and emergency response).	Assure the safety of children in foster and residential group care and child protection and behavioral health service recipients and identify

Staff	Preparation & Readiness	During an Emergency/Disaster
		what the plans are for each facility (i.e., evacuate, what location, go to local shelter, etc.).
	Assure a calling tree or communication plan are in place for their agency's staff	Child Protection Staff under the direction of the Contracted Provider Executive Directors/Program Directors will assure the safety of vulnerable families served through in-home services as well as relative/non-relative placements.
		In consultation with NWFHN' CEO & COO, determine the necessity for evacuation of the service centers, the appropriate time for a return and assure notification of staff.
All NWFHN Staff	Assure that your Supervisor has your emergency contact information (including cellular and home telephone numbers). Also, be sure that you have your Supervisor's contact information so that you can contact him or her. We all want to assure ourselves that everyone is safe!	Stay in contact with your Supervisor to keep updated.
		Monitor the appropriate Television, Radio and/or Social Media channels for information. See Attachment 2 for stations, channels and URLs.

Emergency/Disaster Specific Components

Weather-Related Emergencies and Disasters

Hurricane

General Information

Hurricane season begins on June 1 and lasts through November 30 each year. There are two (2) types of official hurricane-related notifications:

1. A *Hurricane Watch* means a hurricane **MAY** strike an area within 48 hours. All employees are expected to come to work during a *Hurricane Watch*.
2. A *Hurricane Warning* means a hurricane is **EXPECTED** to strike within the next 36 hours. During a *Hurricane Warning*, the CEO, in consultation with other provider Executive Directors, will provide direction as to work schedules.

In Preparation for Hurricane Season

Prior to any Hurricane Watch or Warning, all subcontracted NWFHN Programs, Contracted Provider Agencies should direct case managers, service and other related staff to discuss service recipients' plans should a hurricane strike the area as part of their ongoing service activities.

As part of general preparation, in-house and contracted Foster Home Licensing agencies will discuss the essential preparations necessary in case of a hurricane (such as stocking of supplies, food, water, etc.) with all foster families. Every licensing and re-licensing packet will clearly document foster parents' evacuation plans. Resources to assist families in planning for emergencies are included in Attachments 4 – 8.

NWFHN staff are encouraged to develop emergency preparedness plans with their families. Resources to assist families in planning for emergencies are included in Attachments 4 – 8.

NWFHN will review and update this plan and the agency Calling Tree (Attachment 3) and distributed to NWFHN staff annually.

Upon the Issuance of a *Hurricane Watch*

NWFHN Response

Once a *Hurricane Watch* affecting any Circuits 1, 2 or 14 counties is declared, the TOC will open and will be the central point for information exchange. See the Emergency Response Protocol beginning on page 5.

Staff Response and Tasks:

- Responsible Staff: A collaborative effort of the Facilities & Maintenance Manager, IT Manager, Circuit Administrators, Chief Operations Officer, Chief Executive Officer, Office Managers, and Contracted Provider Agency Executive Directors
- Tasks

1. Assure that service recipient and agency records are stored in such a way to protect them from theft, fire, and flood. These records should be stored in the file room with the door secured in a room with no windows.
2. Backup file server.
3. Back up vital information on computers, (data should be downloaded to disk and stored). Assist others in securing computers.
4. Maintain plastic sheeting, rope for protecting equipment and computers.
5. Ensure availability of emergency tools and flashlights.

All CMOs and Contracted Provider Agencies

All CMO and Contracted Provider Agencies Leadership will direct case managers, service and other related staff to:

1. Assess the vulnerability of persons served and their residences, including assessment in consultation with group, residential and foster care staff.
2. Staff should attempt to contact service recipients thought to be *at risk* to review their options and plans, particularly if a Warning is issued. Service recipients will be encouraged to check in with their case manager as soon as possible after the storm, to apprise the case manager of their situation.
3. For those service recipients and families residing in low lying areas, persons with medical conditions or frailty, families with housing that might be unsafe and others that are felt to be *at risk*, staff should encourage planning for evacuation should it become necessary (and note contact information should the family/client plan to evacuate).
4. Explain (when applicable) any necessary relocation to children affected to assist them in coping with relocation.

Independent Living

In order to assure the safety of our Independent Living young adults, IL staff will:

1. Make contact with the young adults to determine their plans for evacuation and if they need assistance.
2. At point of contact, IL Staff will provide the young adults with contacts phone numbers in case the young adult's situation changes and they need additional support.

Foster Family Support Services and Kinship Care

When a Hurricane Watch is posted, Foster Family Support and Kinship Care staff and other staff will contact all foster/kinship homes to assure awareness and advance preparation for the possible storm. Foster parents/Kinship Caregivers will be advised to prepare children for possible relocation, if applicable.

Upon the issuance of a Hurricane Warning

NWFHN Response

The NWFHN CEO, COO and CFO will assure access to cash if the disaster is imminent and foreseeable. The cash will be acquired by means of writing a check to the NWFHN bank to acquire the estimated amount needed for services. A company credit card can also be accessed if the community infrastructure would still be available to process the charge.

1. See the Emergency Response Protocol for additional instructions. Tasks
 1. All computers and phones should be unplugged and placed on **top** of the desks on ground floors, **under** the desks on upper floors, then covered in plastic. Telephones should be unplugged last.
 2. Inform key staff members to unplug copiers, shredders, TVs, VCRs, etc. and assure water and electricity are shut off.
 3. For detailed description of Information Technology response, see NWFHN Operating Policy 921 x 1, IT Disaster Recovery Plan.

Foster Family Support Services and Kinship Care

Upon the issuance of a Hurricane Warning, Foster Family Support and Kinship Care staff and others as assigned will:

- Contact foster/kinship families to review their preparations for their families and the children in their care, to include noting contact information should the family/service recipient plan to evacuate.
- Notify NWFHN of the plans for any children for whom NWFHN has responsibility for their care and custody by providing a roster of children with the plan by either e-mail or shared documents/files.

NWFHN will review the roster of foster/kinship families, respite families and foster children in coordination with the other provider agencies and will keep the Department of Children and Families apprised.

Post-Storm

Post-Storm Immediate Priorities

1. Assess the Safety and Availability of NWFHN Staff
 - a. See Calling Tree Protocol in Attachment 3
 - b. Ensure that staff and their families are provided assistance as needed.
2. Assess Condition of Facilities and Equipment
 - a. The NWFHN Disaster Coordinators will work with Contracted Provider agencies to conduct this assessment.
 - b. Employees returning for facilities damage assessment are to exercise the utmost caution and care, utilizing the following guidelines:
 - i. Do not proceed through floods/downed power lines, or life threatening situations.

- ii. Do not proceed into any facility without first looking for downed lines that may be touching the building.
 - iii. Check for visible damage that may make the program or facility dangerous to enter.
 - iv. Do not confront looters.
 - v. Cooperate with law or fire department/enforcement staff that may be operating in the area. Common sense and caution should prevail.
- c. Procedures for Assessing Damage
 - i. Examine the building for any visible damage.
 - ii. List each item of damage, noting what will be needed to repair the damage.
 - iii. Prioritize damage into immediate need verses what can wait.
 - iv. Take pictures of damage at the program or facility.
 - v. To the extent possible with available resources, make any possible repairs to items of immediate need (for example, flagging down a Utilities truck in the neighborhood to request assistance in restoring electricity, covering a broken window to stop further water damage, etc.).
 - vi. Notify the TOC of the site's status and needs as soon as communications can be established.
 - vii. For any leased properties, NWFHN (in consultation with its affected provider agencies) will make contact with the building lessor to provide a situation report as soon as communications can be re-established.
- 3. Determine/secure alternate work site(s) as demanded by the conditions and re-assign staff. Ensure that staff is aware of any resulting work site changes.
- 4. Determine the essential functions affected by the storm, identify those in which waivers or flexibility may be appropriate and suspend non-mission-critical activities. Ensure that staff is aware of any resulting changes in duties/functions.
- 5. Ensure that provider staff and their families are provided assistance as needed.

After All Clear/Return

All Child Protection Contracted Providers will conduct an immediate, initial assessment of the location and needs of the children under supervision, their parents and caregivers. Assess the need for additional services to meet their basic biological needs as well as their emotional well-being.

After the All Clear/Return notification, Contracted Provider agencies staff will:

- Contact their active caseload by telephone or in person if the situation dictates, to assess the service recipient's situation and need for assistance, within twenty-four (24) hours, if possible.
 - Child Protection case managers should access FSFN/CCWIS remotely should their office be unreachable or out of commission, or if the case manager had to evacuate.
 - If the Child Protection case manager has cellular service and FSFN/CCWIS is functional, case managers are expected to update FSFN/CCWIS as contacts with service recipients are made. Case managers should also be prepared to communicate via email if cellular coverage is available.
 - NWF Connects ([NWF Health Connects by findhelp - Search and Connect to Social Care](#)) can be utilized to assist families in accessing services.



- CMOs and Contracted Provider agencies will notify NWFHN at the end of this 24-hour period to provide an update on service recipients' status and well-being. NWFHN will provide this information to DCF.

Foster Family Support Services and Kinship Care

After the All Clear/Return notification, Foster Family Support and Kinship Care staff and others as assigned will:

- Attempt to contact foster/kinship families. (Families should also attempt to reach Child Protection case managers to notify the agency of their status.)
 - If telephones are working, the initial contacts will be made by telephone.
 - If telephones are not working, a physical visit to the foster/kinship families that have not been reached will be completed as soon as it is safe to travel the roads.

Flood

The most likely time for flooding in North Florida is during or after a hurricane or tropical storm. In any case, NWFHN and Contracted Provider agency hurricane procedures will be implemented to ensure the safety of children, service recipients and staff.

In the event of a flood evacuation order, staff will follow these procedures:

- Continuously listen to Emergency Management Systems (EMS) broadcasts for updates.

- Elevate file cabinets, electronic and/or electrical equipment (computers, appliances, television, DVD, etc.), furniture and stored food. If possible, obtain sand and bags to minimize the risk of water entering the facility.
- Follow the instructions included in the Evacuation & Return section beginning on page 5.

Staff are encouraged to make use of FEMA guidance included in Attachment 9 and the Florida Department of Health recommendations below in flood situations.

Flood-Related Health Risks

Tropical storms and hurricanes can cause flooding. Although skin contact with flood waters does not, by itself, pose a serious health risk, health hazards are a concern when waters become contaminated. Flood waters may contain fecal material, associated bacteria and viruses.

DOH recommends the following precautions to prevent possible illness from flood waters:

- Basic hygiene is critical. Wash your hands with soap and water that has been boiled or disinfected before preparing or eating food, after toilet use, after participating in flood cleanup activities, and after handling articles contaminated with floodwater or sewage.
- Avoid eating or drinking anything that has been contaminated with floodwaters.
- Do not wade through standing water. If you do, bathe and put on clean clothes as soon as possible.
- Avoid contact with floodwaters if you have open cuts or sores. If you have, any open cuts or sores and cannot avoid contact with floodwaters, keep them as clean as possible by washing well with soap to control infection. If a wound develops redness, swelling, or drainage, seek immediate medical attention. Residents who sustain lacerations and/or puncture wounds and have not had a tetanus vaccination within the past ten (10) years require a tetanus booster.
- If there is a backflow of sewage into your house, wear rubber boots and waterproof gloves during cleanup. Remove and discard absorbent household materials, such as wall coverings, cloth, rugs, and sheetrock. Clean walls and hard-surfaced floors with soap and water and disinfect with a solution of 1/4 cup of bleach to one gallon of water. Thoroughly disinfect food contact surfaces (counter tops, refrigerators, tables) and areas where small children play. Wash all linens and clothing in hot water. Air dry larger items in the sun and spray them with a disinfectant. Steam clean all carpeting.

If your plumbing is functioning slowly or sluggishly, you should:

- Conserve water as much as possible; the less water used the less sewage the septic tank must process. Minimize use of your washing machine. Go to a Laundromat. Rental of a portable toilet for a temporary period may be another option.
- Do not have the septic tank pumped. Exceptionally high water tables might crush a septic tank that was pumped dry. If the fundamental problem is high ground water, pumping the tank does nothing to solve that problem.
- If you cannot use your plumbing without creating a sanitary nuisance, i.e., without sewage being exposed, consider moving to a new location until conditions improve.

- Do not have the septic tank and drain field repaired until the ground has dried. Often systems are completely functional when unsaturated conditions return. Any repair must be permitted and inspected by your county health department.

For further information, please contact your local county health department or visit:

<http://www.floridahealth.gov/> or <http://www.floridadisaster.org>.

Public Information Emergency Support Function: [Emergency Support Functions | Florida Disaster](#)

Tornado

If there is any **warning** prior to a tornado strike:

- Staff and any visitors will move to interior rooms without windows until the All Clear/Return notification is given. The senior staff member will tour the facility; get a flashlight and the battery-powered radio.
- If injuries occur, staff will follow emergency medical procedures.

For additional guidance related to tornados, see Attachment 10.

If a tornado strikes **without** warning, assessment and treatment of injury and/or damage become the priority. In this case, staff actions will follow the same procedures as outlined in the Hurricane section of this document and follow the instructions included in the Evacuation & Return section beginning on page 5 as the situation dictates.

Other Extreme Weather Conditions

In the event of other extreme weather conditions (such as a heat or cold wave), agency staff will ensure that service recipients have the necessary supplies to safely survive the extreme conditions. See Attachments 11 – 13 regarding Extreme Heat, Power Outages and Winter Storms for further guidance. Staff will contact families, following the same procedures as outlined in the Hurricane section of this document.

Fire-Related Emergencies

NWFHN Location Fire

Fire Preparedness - Fire Drills

Responsible Parties: The NWFHN administrative offices as well as each service center have designated employees identified to conduct random fire drills and be the liaison with the fire inspector.

- Fire Drills are held randomly at NWFHN locations a minimum of once per year.
- A map of evacuation routes is posted in conspicuous places on each floor of each NWFHN Service Center/building.
- Staff will ensure that they, all volunteers, and visitors to NWFHN locations leave by the nearest exit and proceed to the designated meeting places. Staff will point out the posted floor plans and exits to all new employees, volunteers and residents.
- Supervisors will assign specific staff to assure that all occupants have exited the building.
- Smoke alarms, fire extinguishers, fire safety, and lighting systems will be checked each time a fire drill is conducted.
- A record will be kept of each fire drill and review of equipment/systems.
- The individual conducting each fire drill will be responsible for completing the Emergency Test Report, see Attachment 14.

- In the event of an unscheduled fire drill (such as a ‘false alarm’), a supervisor of that service center will complete and submit an Incident Report as instructed in NWFHN OP 805 – Incident Reporting and Client Risk Prevention.

In the Instance of a Fire at a NWFHN Location

If a fire occurs at any NWFHN location, staff will immediately:

Evacuate the Building and Call 911 to Summon the Fire Department

- When evacuating, staff are instructed to close all windows and interior doors in order to contain and block the spread of fire if it is safe to do so.
- Supervisors are instructed to check to ensure that all occupants have exited.
- If the fire is small and can possibly be contained, staff will use the fire extinguishers that are mounted throughout the building. Staff are instructed to use great care when entering any smoke-filled areas, as visibility could be poor and smoke inhalation is a high risk.
- DCF will be notified within 24 hours of the occurrence of fire, explosion, and/or major damage to any NWFHN or provider facility, particularly if the health and safety of DCF service recipients has been threatened.

Wildfire

In the event of a wildfire within NWFHN’s service area, agency and Contracted Provider staff will ensure that service recipients have the necessary supplies and/or a plan for responding to situation. Staff in the affected areas will contact families, following the same procedures as outlined in the *Hurricane* section of this document. See Attachment 15 for further guidance.

Post-Fire Response – Repair or Rebuilding

In responding to a fire affecting a NWFHN location or wildfire affecting the service area, NWFHN will utilize a process similar to that described in the *Hurricane – Post-Storm Immediate Priorities* section of this document. In doing so, NWFHN will:

1. Identify steps necessary to ensure that there are resources to meet the capacity of the service needs and the workload. Take into consideration the possibility of an influx of families to the area due to fleeing their homes. Emergency Management will be able to assist with identifying the volume. The following shall also be considered with workload management:
 - Consider children that may have become separated from their families during the disaster. Move quickly to reunify or communicate with loved ones.
 - Work through the Interstate Compact on the Placement of Children Office to coordinate services and share information with other states about relocated children and families;

- Inventory placement resources for emergency placement changes.
2. Address the emotional needs of staff as related to their job responsibilities as well as their own family situation.
 3. Conduct debriefings with staff, Contracted Providers and DCF as the situation dictates. Frequency will be dictated by the current circumstances.
 4. Document strengths, weaknesses and lessons learned to be shared with staff, Contracted Providers, service providers, caretakers and families.

Biologic/Chemical Emergencies or Crises

Methicillin-Resistant Staphylococcus Aureus (MRSA)

MRSA is a type of Staphylococcus (staph) resistant to some antibiotics. The department of Health has established a surveillance program aimed at MRSA in the community. The Department of Health highlights the following Centers for Disease Control and Prevention recommended precautions:

- Keep your hands clean by washing thoroughly with soap and water or using an alcohol-based hand sanitizer.
- Keep cuts and scrapes clean and covered with a bandage until healed.
- Avoid contact with other people's wounds or bandages.
- Avoid sharing personal items such as towels or razors.

Each one of our service centers have a constant flow of traffic by professionals, caretakers, children and other persons served. An exaggerated effort is made to keep the lobby area clean as well as door handles, phones and conference areas. Special attention is paid to toys in the common areas. Cleaning and good hygiene can also prevent:

- Influenza
- The common cold
- Strep throat
- Intestinal disorders
- Pneumonia

Epidemic/Pandemic

NWFHN is dedicated to ensuring that employee's needs are met should there be threat of such an event as an Epidemic or Pandemic. The following is an excerpt from the Department of Health regarding an outbreak of any Epidemic/Pandemic (such as Bird Flu, SARS, COVID-19, etc.). This checklist can be used to allow staff to gather the information and resources needed in case of an epidemic or pandemic.

1. To plan for an epidemic or pandemic:

- Store a two-week supply of water and food. During an epidemic or pandemic, if you cannot get to a store, or if stores are out of supplies, it will be important for you to have extra supplies on hand. This can be useful in other types of emergencies, such as power outages and disasters.
- Have any nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes, and vitamins.
- Volunteer with local groups to prepare and assist with emergency response.
- Get involved in your community as it works to prepare for epidemics or a pandemic.

2. To limit the spread of germs and prevent infection the State Surgeon General provided these recommendations:

People with respiratory illness should stay home from work or school to avoid spreading infections to others in the community.

- Avoid close contact with people who are coughing or otherwise appear ill.
- Avoid touching your eyes, nose and mouth.
- Wash hands frequently to lessen the spread of respiratory illness.
- People experiencing cough, fever and fatigue, possibly along with diarrhea and vomiting, should contact their physician.
- If you think you have influenza or other respiratory illness, please call your health care provider and discuss whether you need to be seen in their office, an emergency department or stay home.

For More Information

- Visit the Centers for Disease Control and Prevention's (CDC) *Emergency Preparedness and Response* page: <https://emergency.cdc.gov/>
- The Centers for Disease Control and Prevention (CDC) hotline, 1-800-CDC-INFO (1-800-232-4636), is available in English and Spanish, 24 hours a day, 7 days a week. TTY: 1-888-232-6348. Questions can be e-mailed to cdcinfo@cdc.gov.
- The Centers for Disease Control and Prevention (CDC) COVID-19 information page: [Coronavirus Disease 2019 \(COVID-19\) | CDC](#)

Links to state departments of public health can be found at [CDC - Health Department Directories - Public Health Gateway](#).

Hazardous Materials/Conditions

Chemical Spills

In the event of an evacuation ordered due to a chemical spill in the area, staff will follow the procedures outlined Emergency Response Protocol beginning on page 5 as the situation demands.

Hazardous Materials

The safety of staff and the people we serve is a primary priority. It is the policy of NWFHN to follow operating practice that will assure optimal safety in the workplace. A **Safety Committee**, consisting of a member from the NWFHN Administrative offices and a member from each Service Center will meet regularly to review incident/accident reports and any potentially hazardous conditions that may exist, including hazardous material on-site. The objective of the Safety Committee is to monitor and reduce workplace hazards. Staff are required to cooperate in following NWFHN and Contracted Provider agency safety rules and to report any hazards that might cause injury to themselves, co-workers, volunteers, visitors or service recipients. Direct and constructive participation of all staff is most important in assuring a safe environment.

NWFHN is responsible for enforcing all safety and health practices, and for ensuring that all job duties are performed and materials are handled with regard for the safety of NWFHN employees, Contracted Provider agency employees, persons served, volunteers and visitors.

The following rules are the minimum guidelines for working safely:

In a hazardous materials event, building evacuation will follow fire drill procedures with the fire alarm system being activated secure the area as quickly as possible. Ensure that co-workers, volunteers, visitors and service recipients leave the area. If appropriate, apply first aid for any injury and call 911 for medical assistance.

Report any unsafe conditions, practices or materials that might cause an accident or injury. Reports are to be made to any supervisor or member of the NWFHN Safety Committee in person or in writing through incident report or email as situation dictates.

Use tools, equipment and potentially hazardous material only when authorized and trained to operate/use safely and properly. Use the proper tool, equipment or material for the job being performed. Wear appropriate protective equipment, such as goggles, gloves, etc. and ensure that this equipment is in good working condition.

Always maintain good housekeeping in working areas. Store tools and material in the proper places and place waste material in dumpsters.

Obey all NWFHN safety rules, instruction and signs. Comply with all governmental safety regulations. If you are not familiar with the rules and regulations for a specific job or material, ask a supervisor for instruction.

In the event of an evacuation ordered due to a chemical spill in the area, staff will follow the procedures outlined Emergency Response Protocol beginning on page 5 as the situation demands.

Nuclear Incidents

In the event of an evacuation ordered due to a nuclear incident, staff will follow the procedures outlined Emergency Response Protocol beginning on page 5 as the situation demands.

Workplace Safety

Identification Badges or ID Cards

Employees should carry their NWFHN picture ID for presentation when requested for security reasons.

Visitors

Visitors should check in with the receptionist and should be escorted while in the building and not allowed to wander freely. This applies to children as well as adults, persons served and professionals in the service centers as well as the NWFHN administrative office.

Domestic Violence

It is important for NWFHN and its Contracted Providers to know if an employee has reason to fear a spouse, ex-spouse or significant other, or if there have been any previous physical altercations or threats. With this knowledge, NWFHN and its Contracted Provider agencies can assist the employee in designing a safety plan to reduce the likelihood of a problem occurring at a work site. Issues arising at a NWFHN location will be addressed utilizing the guidance in the Workplace Violence section below. For additional information related to domestic violence, see NWFHN OP 1130 – Domestic Violence Leave available on the agency website: [Employee Forms & Documents – NWF Health Network](#).

Workplace Violence

Violence can strike from the outside or from within. The perpetrator can be a stranger or someone known to all. It can be the result of a robbery, jealous spouse or over a disgruntled employee or angry service recipient. The policy at NWFHN is one of zero tolerance toward violence. Because of this, all acts or threats of violence will be taken seriously.

NWFHN defines a threat or act of violence as follows:

- Including, but not limited to, any act or gesture intended to harass or intimidate another person.
- Any act or gesture likely to damage company property.
- Any act or gesture likely to leave another person injured or fearing injury.

All employees are responsible for helping to maintain a violence free workplace. To that end, each employee is asked to report the act or threat to his or her immediate supervisor and/or a member of the Management Team. An incident/accident report form should be utilized for this purpose. Reports may be made confidentially or anonymously if the employee feels the need.

ALL INCIDENTS ADDRESSED IN THIS (Threatened Injury or Violence) SECTION
MUST BE REPORTED BY COMPLETING A CRITICAL INCIDENT REPORT

Each act or threat of violence will be investigated and appropriate action will be taken. Any such act or threat by an employee may lead to discipline, up to and including termination.

Precautions

There are certain precautions that employees of both NWFHN and its Contracted Provider agencies can use to help protect themselves from danger.

Recognizing Warning Signs/Stages of Violence

There are always warning signs, signals that, when observed, and understood, assist in preventing disruptions or physical violence in the workplace.

1. Stage 1/Level 1 (Early potential for violence)
 - Dehumanizing other people, name calling, racial insults or sexual harassment, other verbal abuse
 - Challenging authority, insubordination, refuses to cooperate with immediate supervisor
 - Regularly being argumentative, alienating service recipients or co-workers, consistently argues with co-workers or management
 - Spreads rumors or gossip.
2. Stage 2/Level 2 (Escalated potential for violence)
 - Ignoring or refusing to obey company policies and procedures
 - Stealing from the agency or co-workers, sabotaging equipment, service recipient files or agency property
 - Making threats verbally, in writing, by E-mail or voice mail
 - Blaming others for all problems, sees self as victimized by management
3. Stage 3/Level 3 (Potential for violence is realized)
 - Displaying or brandishing a weapon (knife, gun, etc.)
 - Physical fights, punching, kicking, slapping
 - Committing assault, arson, murder, suicide

Protection in Parking Areas/Outside Buildings

- Park within the designated parking areas, especially when working after dark
- Do not leave purses, briefcases, or other valuables in sight, as thieves can easily smash a window and steal these items in seconds
- Be aware of surroundings at all times
- When leaving the building, especially in late evening, attempt to leave with another staff

Hostage Situations

- A hostage situation involving service recipients, visitors and/or staff will be reported immediately to 911.
- Service recipients, visitors and Staff not involved in the situation will be removed to safety.
- Anyone creating hostage situations will be prosecuted to the fullest extent provided by law.
- If applicable, the Executive Director of any affected Contracted Provider agency must be notified immediately of any hostage situation.

Coping With an Angry or Hostile Service Recipient, Visitor or Co-Worker

- Stay calm and listen attentively
- Maintain eye contact
- Be courteous and patient
- Keep the situation in your control

For A Person Shouting, Swearing and Threatening

- Signal a co-worker or supervisor that you need help
- Do not make any telephone calls yourself (this could be perceived as threatening and escalate the situation)

For Someone Threatening You with a Gun, Knife or Other Weapon

- Stay calm, quietly signal for help, press panic button if available
- Stall for time
- Maintain eye contact
- Keep talking, but follow instructions of the person with the weapon
- Don't risk yourself or others

- Never try to grab a weapon
- Watch for a safe chance to escape to a safe area

Active Shooter Situation

Recent national tragedies remind us that the risk is real. The Federal Emergency Management Agency (FEMA) makes the following recommendations.

Preparedness

- If you see suspicious activity, let an authority know right away
- Familiarize yourself with agency emergency/active shooter plans
- Know at least two exits for your worksite
- Map out places to hide
- Take advantage of active shooter and any first aid training available

In an Active Shooter Situation

- Run
- Hide
- As a last resort – Fight

Be Safe After

- Keep hands visible and empty
- Follow law enforcement's instructions exactly
- Consider seeking professional help to cope with trauma

See Attachment 18 for further guidance.

Bomb Threats/ Telephone Threats

- A bomb threat should NEVER be ignored.
- The building should be evacuated and procedures should be followed as outlined in the Fire section of this plan.

Telephoned Threat

In the event that a telephone threat is received, the employee should:

- Keep calm, keep talking and don't hang up (or place the call on hold)

- Signal a co-worker to immediately call 911
- If possible, signal a co-worker to listen and place the call on speaker
- Ask the caller to repeat the message and write it down
- For a bomb threat, ask where the bomb is and when it is set to go off
- Listen for background noises, write down a description
- Note if it is a man's or woman's voice, notice pitch of voice, accent, and anything else you hear
- After the call has ended, immediately notify supervisor

Attachments

Attachment 1(a) Tactical Operations Center Protocol – Hurricane Michael Example

MISSION CRITICAL HURRICANE RESPONSE COMPONENTS			
I.	Activate Tactical Operations System		
	A.	Activate TOC Leadership Team	
	i.	TOC Chief	
	ii.	Exec	
	iii.	Finance	
	iv.	Operations	
	v.	Logistics & Coms	
	B.	Create & Staff On-Site Command/Tactical Operations Center	
	i.	Purpose: 1. Support Mission Critical Tasks 2. Coordinate Efforts, Ensure Efficiency, Prevent Duplication 3. Expedite Procurement of Mission-Critical Resources (Staffing, Goods & Supplies)	
	ii.	TOC Established: MLK Board Room	
	iii.	Assign POCs for Critical Functions and Mission Objectives	
		County Points of Contact	
		BAY	
		CALHOUN, HOLMES, JACKSON & WASHINGTON	
		GULF, FRANKLIN	
		GADSDEN, LIBERTY & WAKULLA	
		JEFFERSON	
		LEON	
	iv.	Establish Daily TOC Updates [8:00 am, 4:00 pm, 7:00 pm. EST]	
	C.	Suspend Non-Mission Critical NWFHN Functions and Re-Assign Staff to Disaster Response Team	
	i.	Quality Management	
	ii.	Revenue Maximization	
	iii.	Operations	
II.	NWFHN Critical Functions		
	A.	Manage Communications	
	i.	Stakeholder Communications	
	ii.	Public Relations	
	iii.	Response Plan & Progress Documentation	
	B.	Determine Worksite Status & Assure Security	
	C.	Mitigate Property Damage	
	D.	Facilitate Restoration of Power, Utilities & Coms and/or Secure Alternate Worksites	
	E.	Assess Staffing Status – NWFHN & Frontline – Identify Lodging and Food Needs	
	F.	Coordinate efforts to address Transportation, Fuel and Navigation needs	
	G.	Equipment Management	
	H.	Records Management	
III.	System Of Care (SOC): Child Protection Mission Critical Activities		
	A.	Post-Storm Accounting of Kids & Parents	
	B.	Support Caregivers - Foster, Kinship, Relative/Non-Relative, Adoptive, Group Care	
	C.	License Foster and Kinship Homes	
	D.	Receive & Respond to Family Requests/Needs	
	E.	Support/Retain Case Managers	
IV.	System Of Care: Behavioral Health Mission Critical Activities		
	A.	Restore Crisis Stabilization Unit - Circuit 14	
	B.	Restore Detox Unit - Circuit 14	
	C.	Restore/Maintain Clinical Capacity for Community MH/SA	

MISSION CRITICAL HURRICANE RESPONSE COMPONENTS			
	D.	Establish Medication Management Post-Storm (Restore Rx Medications)	
	i.	Medication Assisted Treatment	
	ii.	Psychotropic Medication Management	
	E.	Receive & Respond to Emergency MH/SA Requests	
	F.	Staff Disaster Recovery Centers	



BBCBC Lead Agency Workforce & Administration

AS OF 5/28/2020 9:11 AM

WORKFORCE	Normal Staffing Level Reduced Staffing Level Critically Diminished Staffing BIG BEND CBC WORKFORCE STATUS Communications & Community Outreach Contracts Finance & Accounting GAP/Level-1 Licensing Human Resources/Payroll Intake/Placement IT/Facilities Operations - Behavioral Health Operations - Child Protection/GM Operations - Child Protection/FFSS RevMax/Vouchering Training/QA Notes o Lead Agency work has largely been transitioned to remote work.	Normal Operations Reduced Capacity Critically Diminished Capacity BBCBC ADMINISTRATIVE CAPACITY/PRODUCTIVITY Key Processes Finance & Accounting DCF Invoicing Employee Travel Payments Sub-Contractor Invoicing Subsidy Payments Vendor Payments Human Resources Fingerprints - Hiring Hiring/Staffing Payroll Contracting AHMEI Requirements BJ101 Requirements Sub-Contractor Management Sub-Contractor Monitoring IT Accounting Software Staff VPN Access Facilities General Services MLK Tharpe Street P.C. (23rd Street) Marianna Chipley Crawfordville Quincy Public Access MLK – limited access Tharpe Street – by appointment P.C. (23rd Street) – minimized public access Marianna – limited access Chipley – Office Closed Crawfordville Quincy												
WORKSITES	Lead Agency work has largely been transitioned to remote work.	Policy, Environment, Capacity, Barriers and Innovations POLICY o Governor’s Executive Order (EO 20-91) extended an additional 60 days. o Re-Opening Florida – Full Phase 1 Initiative – Safe. Smart. Step-by-Step began 5/18/20. o 5/21/20 – Florida Supreme Court Administrative Order, Amendment 2: Court shutdown remains in effect through July 2. Visitation provisions from the initial Supreme Court order remain in effect. The effective end date has been removed. ENVIRONMENT o DCF’s two residential resources identified as a placement options for 12-17 year olds with COVID-19 exposure closed last week. o Florida State Hospitals anticipate re-opening with diminished capacity (approximately 85 beds) in June. BBCBC prioritizing clients for available beds. o Florida Department of Corrections extends Visitation Suspension at Correctional Institutions Statewide through June 7, 2020. o BBCBC Ongoing Operational Planning – Evaluation & Planning Phase (community & workforce status, etc.) BARRIERS o Summer childcare limitations (summer camps) INNOVATIONS o 5/8/2020 – BBCBC launched its Digital Outreach initiative via social media platforms to increase community access points to our System of Care o Big Bend Community Based Care COVID-19 Hot Sheets and Guidance Document posted on Agency website: https://www.bigbendcbc.org/services/coronavirus-hotsheets												
TELEHEALTH	All BBCBC Network case managers, case manager supervisors, foster family support, care coordination, visitation, safety management services, family support services, adoptions and others have been on-boarded and trained. Utilization is being monitored and competency training offered, as needed. All In-House Dining Closed – Restaurants Open for Drive-Through & Pick-Up													
FOOD & WATER	Florida school districts are disseminating breakfasts and lunches through 5/1/20. Update anticipated for extension through end of school year to align with new school closure date.													
SCHOOLS & CHILD CARE	School Closure Dates All K-12 Public Schools closed for the remainder of the 19/20 school year. Florida Colleges and Universities closed and transitioned to online courses. Child Care Centers & Family Day Care – 5.14.2020 <table><tr><td>Area</td><td>Open for Care</td><td>Area</td><td>Open for Care</td></tr><tr><td>Circuit 1</td><td>71%</td><td>Circuit 14</td><td>64%</td></tr><tr><td>Circuit 2</td><td>67%</td><td>BBCBC</td><td>69%</td></tr></table>	Area	Open for Care	Area	Open for Care	Circuit 1	71%	Circuit 14	64%	Circuit 2	67%	BBCBC	69%	
Area	Open for Care	Area	Open for Care											
Circuit 1	71%	Circuit 14	64%											
Circuit 2	67%	BBCBC	69%											
COURTS	Child Protection: Dependency Court – Implemented via Telephone or Video Conference. Circuits 2 & 14 Court Order replaces face-to-face parent/child visitation with telehealth (Let’s Talk Interactive/Zoom) or telephonic visits.													
FINANCIAL	Partner Agencies/Sub-Contractors to continue documenting pandemic-related expenditures. Information provided regarding two small business loan opportunities. Contact BBCBC Contracts Unit with questions.													

Attachment 2 Media Information Sources

Circuit 1	Television (Cable/Broadcast)		Radio		Social Media	
	Station	Channel #	Station	Channel #	Page	URL
	WEAR	3	WFCT FM	105.5		
	WKRK	5	WFSY FM	98.5	Facebook	https://www.facebook.com/BigBendCBC/
	WALA	10	WILN FM	105.9		
	WPMI	8 / 15	WJTF FM	89.9		
	WSRE		WPAP FM	92.5	Instagram	https://www.instagram.com/nwfhealthnetwork/
			WPBY FM	94.5		
			WPPT FM	94.5	NWFHN Blog	https://nwfhealth.wpengine.com/about-us/blog/
			WYOO FM	101		
			WDIZ AM	590		

Circuit 2	Television (Cable/Broadcast)		Radio		Social Media	
	Station	Channel #	Station	Channel #	Page	URL
	WFSU	5 / 11	XM Radio	254		
	WCTV	9 / 6	WFSU-FM	88.9/93.7	Facebook	https://www.facebook.com/BigBendCBC/
	WTWC	12 / 40	WGLF FM	104.1	Instagram	https://www.instagram.com/nwfhealthnetwork/
	WTXL	7 / 27	WJZT FM	98.9		
	WTHL	10 / 49	WTNT FM	94.9	NWFHN Blog	https://nwfhealth.wpengine.com/about-us/blog/
	FNC	39	WVFS FM	89.7		

Circuit 14	Television (Cable/Broadcast)		Radio		Social Media	
	Station	Channel #	Station	Channel #	Page	URL
	WFSG	11	WRBA FM	95.9		
	WJHG	3	WMXP FM	103.5	Facebook	https://www.facebook.com/BigBendCBC/
	WMBB	2	WLHR FM	107.9	Instagram	https://www.instagram.com/nwfhealthnetwork/
	WPGX	8	WAKT FM	105.1	NWFHN Blog	https://nwfhealth.wpengine.com/about-us/blog/

Attachment 3 Emergency Calling Tree

CALLING TREE 2026 - 2027

Agency	Name	Title	Office #	Cell #	Email Address
NWFHN	Mike Watkins	Chief Executive Officer (CEO)	(850) 410-1020	(850) 408-4583	mwatkins@nwfhealth.org
NWFHN	Courtney Stanford	Chief Operations Officer (COO)	(850) 747-5755	(850) 258-5846	courtney.stanford@nwfhealth.org
NWFHN	Rae Kerr	Chief Financial Officer (CFO)	(850) 410-1020	(850) 363-9204	rae.kerr@nwfhealth.org
NWFHN	Christa Pate	Circuit 1 Administrator		(850) 491-0342	christa.pate@nwfhealth.org
NWFHN	Charles McDonald	Circuit 2 Administrator	(850) 488-0506	(850) 251-1177	charles.mcdonald@nwfhealth.org
NWFHN	Kelly Faircloth	Circuit 14 Administrator	(850) 415-5146	(850) 491-0761	kelly.faircloth@nwfhealth.org
NWFHN	Sharron Washington	Regional Program Administrator		(850) 572-5462	sharron.washington@nwfhealth.org
NWFHN	Tara Taylor	Director of Administration	(850) 747-5755	(850) 630-7750	tara.taylor@nwfhealth.org
NWFHN	Kate Palazesi	Director of Contract Administration	(850) 410-1020	(850) 544-0589	kate.palazesi@nwfhealth.org

Region and State Partners	Name	Title	Office #	Cell #	Website
Children's Medical Services (CMS)	Cindy Evers	Director BNet	(850) 487-2604		Cindy.Evers@flhealth.gov
DCF Region	Terrence Watts	NWR Community Director		(850) 510-1811	Terrence.watts@myflfamilies.gov
DCF Circuit 1 – CPI	Geanetta Salter	OPA	(850) 483-6673	(850) 598-9803	geanetta.salter@myflfamilies.com
DCF Circuit 1 – Contract (CP)	Lisa Cardin	Contract Manager		(850) 624-6457	Lisa.cardin@myflfamilies.com
DCF Circuits 2 & 14 – Contract (CP)	Lisa Carden	Contract Manager		(850) 624-6457	Lisa.cardin@myflfamilies.com
DCF Circuits 2 & 14 – CPI	Necia Little	OPA	(850) 778-4060	(850) 508-7671	necia.little@myflfamilies.com
DCF Northwest Region	Tina Cain	Director of Child Protection	(850) 483-6673	(850) 598-9803	tina.cain@myflfamilies.com
DCF Circuits 1, 2, 14 – Contract (BH)	Shawna Peterson	Contract Manager	(850) 401-6049	(850) 637-4961	shawna.peterson@myflfamilies.com
GAL Circuit 1	Bryan Carter	Circuit Director	(850) 595-3728		bryan.carter@gal.fl.gov
GAL Circuit 2	Deborah Moore	Circuit Director	(850) 606-1218	(850) 294-7545	deborah.moore@gal.fl.gov
GAL Circuit 14	Fred Hapner	Circuit Director	(850) 747-5180		fred.hapner@gal.fl.gov

Sheriff's Offices	Name	Title	Office #
Bay County Sheriff's Office	Tommy Ford	Sheriff	(850) 747-4700
Calhoun County Sheriff's Office	Michael Bryant	Sheriff	(850) 674-5049
Escambia County Sheriff's Office	Chip Simmons	Sheriff	(850) 436-9630
Franklin County Sheriff's Office	AJ Smith	Sheriff	(850) 670-8519
Gadsden County Sheriff's Office	Morris Young	Sheriff	(850) 627-9233
Gulf County Sheriff's Office	Mike Harrison	Sheriff	(850) 227-1115
Holmes County Sheriff's Office	John Tate	Sheriff	(850) 547-3681
Jackson County Sheriff's Office	Donald Edenfield	Sheriff	(805) 482-9624
Jefferson County Sheriff's Office	Mac McNeill	Sheriff	(850) 997-2523
Leon County Sheriff's Office	Walter McNeil	Sheriff	(850) 606-3300
Liberty County Sheriff's Office	Dusty Arnold	Sheriff	(850) 643-2415
Madison County Sheriff's Office	David Harper	Sheriff	(850) 973-4151
Okaloosa County Sheriff's Office	Eric Aden	Sheriff	(850) 651-7410
Santa Rosa County Sheriff's Office	Bob Johnson	Sheriff	(850) 983-1190
Taylor County Sheriff's Office	Wayne Padgett	Sheriff	(850) 584-4225
Wakulla County Sheriff's Office	Jared Miller	Sheriff	(850) 745-7100
Walton County Sheriff's Office	Michael Adkinson	Sheriff	(850) 892-8111
Washington County Sheriff's Office	Kevin Crews	Sheriff	(850) 638-6116

Contracted Providers/Partners	Name	Title	Office #	Cell #	Email
211 Big Bend	Randy Nichols	CEO/Director	(850) 561-3443		president@211bigbend.org
211 Northwest Florida	Mike Martin	Director	(850) 444-7112		mike.martin@uwwf.org
Ability 1st	Mandy Bianchi	CEO/Director	(850) 575-9621		mandybianchi@ability1st.info
Anchorage Children's Home	Krissy Botzong	Executive Director (Interim)	(850) 763-7102	(850) 693-1017	kbotzong@anchoragechildrenshome.org
Apalachee Center	Jay Reeve	CEO/Director	(850) 523-3333	(850) 694-1513	jayr@apalacheecenter.org
Baptist Hospital	Derek Jackson	Director of Managed Care	(850) 434-4096		Derek.jackson@bhcpns.org
Bay District Schools	Donna Richardson	Project Manager	(850) 767-5312	(850) 814-7330	richadr@bay.k12.fl.us
Boys Town of North Florida	Marcus Lampkin	Executive Director	(850) 575-6422	(850) 510-2714	marcus.lampkin@boystown.org
Bridgeway Center	Bonnie Barlow	CEO	(850) 833-7520	(850) 634-0045	BRushton@bridgeway.org
Capital City Youth Services (CCYS)	Gina Dozier	CEO	(850) 576-6000	(850) 576-2504	gina@ccys.org
CDAC Behavioral Healthcare	Leashia Scrivner	CEO	(850) 434-2724	(850) 496-5554	LScrivner@cdac.info
Chemical Addictions Recovery Effort (CARE)	Wanda Campbell	CEO	(850) 872-7676	(850) 814-4742	wanda@care4000.com
Children in Crisis	Kevin Maloney	President/CEO	(850) 864-4242		kevinmaloney@childrenincrisisfl.org
Children's Home Society	Leah Harrison	Regional Executive Director	(850) 266-2700		leah.harrison@chsfl.org
DISC Village	Jordan Cowart	CEO	(850) 575-4388	(850) 528-4003	jcowart@discvillage.com
Early Learning Coalition of NW Florida	Suzan Gage	Executive Director	(850) 747-5400		suzan.gage@elcnwf.org
ECHO	Fred Branham	Executive Director	(850) 224-3246		fbranham@echoth.org
Embrace Florida Kids/UMCH	Kristin Alberda	Sr. Vice President of Operations	(850) 516-4009		kristin.alberda@embraceflkids.org
Emerald Coast Children's Advocacy Center	Julie Porterfield	Chief Executive Officer	850-400-3488	850-974-8668	julie@eccac.org
Families Connect	Carolanne Patriaco	CEO	(813) 495-6783		cpatriaco@familiesfirstfl.com
Families First Network	Cory Borcharding	President of FFN	(850) 469-3700	(850) 450-7376	cory.borcharding@familiesfirstnetwork.org
Families First of Florida	Miranda Johns	VP of Clinical Operations	(813) 290-8560	(863) 258-6954	mjohns@familisefirstfl.com
FC Outreach	Bradley Lord	Executive Director	(850) 270-7846	(850) 516-6887	blord@firstcirtoutreach.org
Florida Springs Wellness and Recovery Center	Amy Handcock	CEO	(850) 640-1642		ahancock@flsprings.com
Ft Walton Beach Medical Center/HCA Florida	Jacqueline Beck	Director	(850) 863-7686	(850) 445-3925	jacqueline.beck@hcahealthcare.com
Gulf Coast Children's Advocacy Center	Lori Allen	CEO	(850) 872-7760		lori.allen@gulfcoastcac.org
Habilitative Services	Natalie Hardy	Executive Director	(850) 482-5391	(850) 209-0211	hsnf.nhardy@embarqmail.com
Inspire Group	Avery Curry	CEO	(850) 339-3910		acurry@theinspiregroup.org
Lakeview Center	Allison Hill	CEO	(850) 469-3700	(850) 450-7376	ahill@bhcpns.org
Leon County Public Defender	Mark MacNamara	General Counsel	(850) 606-1029		michael.MacNamara@FLPD2.com
Leon Felony Drug Court	Elizabeth Garber	Court Administrator	(850) 606-4427		garbere@leoncountyfl.gov
Liberty County School District	Kyle Peddie	Superintendent	(850) 643-2275		Kyle.Peddie - Liberty County Schools (lcsb.org)
Life Management Center	Ned Ailes	Executive Director	(850) 522-4486	(850) 774-2051	nailes@lifemanagementcenter.org
LifeView Group	Allison Hill	CEO	(850) 469-3700	(850) 450-7376	ahill@bhcpns.org
Lutheran Services Florida	Sherri Kirkpatrick	Regional Director	850-453-2772	(850) 516-3223	sswann@lsfnet.org
Mental Health Assoc. of Okaloosa/Walton	Virginia Barr	CEO/Director	(850) 244-1040		mhaowfl@mhaow.org
Okaloosa Board of Commissioners	Cathy White	Director of Court Services	(850) 595-3055	(850) 595-3055	Cathy.White@FLCOURTS1.GOV
Okaloosa Bridgeway	Bonnie Barlow	CEO	(850) 833-7520	(850) 634-0045	BRushton@bridgeway.org
One More Child (Florida Baptist Children's Home)	Julia Bruce	Executive Director of Foster Care	(904) 721-2711	904-239-8937	julia.bruce@onemorechild.org
Ounce of Prevention Fund of Florida	Jennifer Ohlsen	President/CEO	(850) 921-4494	(850) 933-5597	johlsen@ounce.org
Pancare	Robert Thompson	COO	(850) 747-5599		mhill@pancarefl.org
Panhandle Behavioral Services	Brent Martin	CEO/Director	(850) 747-5755	(850) 326-6937	brent@panhandlebehavioralservices.com

Contracted Providers/Partners	Name	Title	Office #	Cell #	Email
Safe Connections/Judge Ben Gordan	Sharon Rogers	Executive Director	(850) 420-2629		sharon@safe-connections.org
Turn About	Shelly McKendrick	Executive Director	(850) 671-1920	(850) 321-8671	wmckendrick@turnabout.org
Twin Oaks	Jeff McSpaddin	Executive Director	(850) 747-5755	(850) 643-8782	jeff.mcspaddin@twinoaksfl.org

FAME BEHAVIORAL HEALTH MANAGING ENTITIES EMERGENCY CONTACT INFORMATION	LEADERSHIP	MOBILE NUMBER	EMAIL
Northwest Florida Health Network Counties: Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Okaloosa, Santa Rosa, Taylor, Wakulla, Walton, Washington	Mike Watkins, Chief Executive Officer Courtney Stanford, Chief Operations Officer	(850) 408- 4583 (850) 258-5846	MWatkins@NWFHealth.org Courtney.Stanford@NWFHealth.org
Lutheran Services Florida (LSF) Counties: Alachua, Baker, Bradford, Citrus, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Hernando, Lake, Lafayette, Levy, Marion, Nassau, Putnam, St. John's, Sumter, Suwannee, Union, Volusia	Dr. Christine Cauffield, Chief Executive Officer Shelley Katz, Chief Operating Officer	(904) 646-8925 (904) 254-1338	Christine.Cauffield@LSFnet.org shelley.katz@lsfnet.org
Central Florida Behavioral Health Network Counties: Charlotte, Collier, DeSoto, Glades, Hardee, Highland, Hendry, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk, Sarasota	Alan Davidson Chief Executive Officer Kent Runyon, Chief Operating Officer	(813) 924-8040 (813) 365-2485	ADavidson@CFBHN.org KRunyon@CFBHN.org
Central Florida Cares Health System Counties: Brevard, Orange, Osceola, , Seminole	Maria Bledsoe, Chief Executive Officer Trinity Schwab, Chief Operations Officer	(407) 902-7719 (407) 421-0218	MBledsoe@CFCHS.org TSchwab@CFCHS.org
SE Florida Behavioral Health Network Counties: Indian River, Martin, Okeechobee, Palm Beach, St. Lucie	Ann Berner, Chief Executive Officer Becky Walker, Chief Operating Officer	(772) 201-1544 (561) 329-0754	Ann_Berner@SEFBHN.org Becky_Walker@SEFBHN.org
Broward Behavioral Health Coalition County: Broward	Silvia Quintana, Chief Executive Officer Elida Segrera, Managing Director of Operations/Systems of Care	(954) 279-3857 (954) 599-7838	SQuintana@BBHCFFlorida.org ESegrera@BBHCFFlorida.org
Thriving Mind South Florida Counties: Miami-Dade, Monroe	Dr. John Newcomer, President & Chief Executive Officer Laura Naredao, Sr. VP & Chief Operations Officer	(314) 378-0112 (786) 247-2851	JNewcomer@ThrivingMind.org LNaredo@ThrivingMind.org

Emergency Management Contacts	Name	Office #	Website
Emergency Management	Florida Division	(850) 413-9900	floridadisaster.org
Bay County EMS	Bradley Monroe	(850) 248-6040	http://www.co.bay.fl.us/emergency/management.php
Calhoun County EMS	James Norris	(850) 674-8075	http://calhounflorida.org/
Escambia County EMS	Travis Tompkins	(850) 471-6409	http://www.myescambia.com/beready
Franklin County	Jennifer Daniels	(850) 653-8977	http://www.franklinemergencymanagement.com/
Gadsden County EMS	Toshanda Whaley	(850) 627-9233	http://gadsdensheriff.org/emergency_mgmt.html
Gulf County EMS	Matthew Herring	(850) 229-9110	http://www.gulfcounty-fl.gov/EmergencyManagement.cfm
Holmes County EMS	Adrienne Owen	(850) 547-1112	http://www.holmescountyem.org/
Jackson County EMS	Keith Maddox	(850) 718-0007	http://www.jacksoncountyfl.net/emergency-management
Jefferson County EMS	Paula Carroll	(850) 342-0211	http://www.jeffersoncountyfl.gov/
Leon County EMS	Kevin Peters	(850) 606-3700	http://www.leoncountysoc.com/emergency-management
Liberty County EMS	Rhonda Lewis	(850) 643-3477	http://www.libertycountyfl.com/
Madison County EMS	Leigh Basford	(850) 973-3698	http://www.madisoncountyfl.com/emergencymanagement/
Okaloosa County EMS	Michael Schwartz	(850) 651-7150	http://www.co.okaloosa.fl.us/ps/emergency-management
Santa Rosa County EMS	Tom Lloyd	(850) 983-4608	http://www.santarosa.fl.gov/emergency/
Taylor County EMS	John Louk	(850) 838-3575	http://www.taylorcountyem.com/
Wakulla County EMS	Jennifer Nagy	(850) 745-7200	http://www.wcso.org/emergency-management/
Walton County EMS	Jeff Goldberg	(850) 892-8065	http://www.co.walton.fl.us/1063/Emergency-Management
Washington County EMS	Lynne Abel	(850) 638-6203	http://www.washingtonfl.com

CCP Network Service Provider Emergency Contact	Contact Person	Contact Email
Bay County	Douglas Banks	dbanks@baycountyfl.gov
	Angela Williamsen	awilliamsen@baycountyfl.gov
Calhoun County	Carla Hand	chand@calhounclerk.com
	Kay Shuler	kshuler@calhounclerk.com
Escambia County	Elizabeth Kissel	ekissel@MyEscambia.com
Franklin County	Erin Griffith	erin@franklincountyflorida.com
	Michael Moron	michael@franklincountyflorida.gov
Gadsden County	Cathy Johnson	cjohnson@gadsdencountyfl.gov
Gulf County	Erin Kennedy	ekennedy@gulfcounty-fl.gov
	Michael Hammond	mhammond@gulfcounty-fl.gov
Holmes County	David Corbin	hcc@holmescountyfl.org
	Angie Purvee	apurvee@holmesclerk.com
Jackson County	Charlie Brunner	brunnerc@jacksoncountyfl.gov
	Keith Maddox	maddoxk@jacksoncountyfl.gov
	Wilanne Daniels	danielsw@jacksoncountyfl.gov
Jefferson County	Shannon Metty	smetty@jeffersoncountyfl.gov
	Ron Russo	rrusso@jeffersoncountyfl.gov
Leon County	Shington Lamy	lamys@leoncountyfl.gov
	Abby Saunders	sandersa@leoncountyfl.gov
Liberty County	Jace Ford	jford@libertyclerk.com
Madison County	Sherilyn Pickels	admin@madisoncountyfl.com
Okaloosa County	Sheila Fitzgerald	sfitzgerald@myokaloosa.com
	Patrick Maddox	pmaddox@myokaloosa.com
	Darrell Wellborn	dwellborn@myokaloosa.com

CCP Network Service		
Provider Emergency Contact	Contact Person	Contact Email
Santa Rosa County	Kyle Holley	kyleh@santarosa.fl.gov
Taylor County	LaWanda Pemberton	LPemberton@taylorcountygov.com
Wakulla County	Brandy King	bking@mywakulla.com
	Michelle Metcalf	mmetcalf@mywakulla.com
Walton County	Melissa Thomason	thomelissa@co.walton.fl.us
Washington County	Jeff Massey	jmassey@washingtonfl.com
	Wendy White	wwhite@washingtonfl.com



DISASTER SUPPLY KIT CHECKLIST



General

- ☐ Two week minimum supply of medication, regularly used medical supplies, and a list of allergies
- ☐ A list of the style, serial number, and manufacturer information of required medical devices
- ☐ Batteries
- ☐ Flashlights
Do not use candles
- ☐ NOAA Weather Radio
Battery operated or hand cranked
- ☐ Cash
Banks and ATMs may not be available after a storm
- ☐ Cell phone chargers
- ☐ Books, games, puzzles or other activities for children

Phone Numbers

- ☐ Maintain a list of important phone numbers including:
County emergency management office, evacuation sites, doctors, banks, schools, veterinarian, a number for out of town contacts, friends and family

Clothing

- ☐ Rain gear such as jackets, hats, umbrellas and rain boots
- ☐ Sturdy shoes or boots and work gloves

Special Needs Items

- ☐ Specialty items for infants, small children, the elderly, and family members with disabilities

First Aid

- ☐ First Aid Manual
- ☐ Sterile adhesive bandages of different sizes
- ☐ Sterile gauze pads
- ☐ Hypoallergenic adhesive tape
- ☐ Triangular bandages
- ☐ Scissors
- ☐ Tweezers
- ☐ Sewing needle
- ☐ Moistened towelettes
- ☐ Antiseptic
- ☐ Disinfectant wipes
- ☐ Hand sanitizer
- ☐ Thermometer
- ☐ Tube of petroleum jelly
- ☐ Safety pins
- ☐ Soap
- ☐ Latex gloves
- ☐ Sunscreen
- ☐ Aspirin or other pain reliever
- ☐ Anti-diarrheal medicine
- ☐ Antacid
- ☐ Laxative
- ☐ Cotton balls
- ☐ Q-tips

Food and Water

- ☐ Food
Nonperishable packaged or canned food and beverages, snack foods, juices, baby food, and any special dietary items to last at least 7 days
- ☐ Water
1 gallon per person per day
- ☐ Non-electric can opener
- ☐ Paper plates
- ☐ Napkins
- ☐ Plastic cups
- ☐ Utensils

Important Documents

- ☐ Insurance cards
- ☐ Medical records
- ☐ Banking information
- ☐ Credit card numbers
- ☐ Copies of social security cards
- ☐ Copies of birth and/or marriage certificates
- ☐ Other personal documents
- ☐ Set of car, house, and office keys
- ☐ Service animal I.D., veterinary records, and proof of ownership
- ☐ Information about where you receive medication, the name of the drug, and dosage
- ☐ Copy of Will

**Items should be kept in a water proof container*

Vehicle

- ☐ Keep your motor vehicle tanks filled with gasoline

Pet Care Items

- ☐ Pet food and water to last at least 7 days
- ☐ Proper identification
- ☐ Medical records/microchip information
- ☐ A carrier or cage
- ☐ Muzzle and leash
- ☐ Water and food bowls
- ☐ Medications
- ☐ Supplies for your service animal

Find more disaster preparedness tips at
FloridaDisaster.org

Be Red Cross Ready

Hurricane Safety Checklist

Hurricanes are strong storms that cause life- and property-threatening hazards such as flooding, storm surge, high winds and tornadoes.

Preparation is the best protection against the dangers of a hurricane.

Know the Difference

Hurricane Watch—Hurricane conditions are a threat within 48 hours. Review your hurricane plans, keep informed and be ready to act if a warning is issued.

Hurricane Warning—Hurricane conditions are expected within 36 hours. Complete your storm preparations and leave the area if directed to do so by authorities.

What should I do?



- ☐ Listen to a NOAA Weather Radio for critical information from the National Weather Service (NWS).
- ☐ Check your disaster supplies and replace or restock as needed.
- ☐ Bring in anything that can be picked up by the wind (bicycles, lawn furniture).
- ☐ Close windows, doors and hurricane shutters. If you do not have hurricane shutters, close and board up all windows and doors with plywood.
- ☐ Turn the refrigerator and freezer to the coldest setting and keep them closed as much as possible so that food will last longer if the power goes out.
- ☐ Turn off propane tanks and unplug small appliances.
- ☐ Fill your car's gas tank.
- ☐ Talk with members of your household and create an evacuation plan. Planning and practicing your evacuation plan minimizes confusion and fear during the event.
- ☐ Learn about your community's hurricane response plan. Plan routes to local shelters, register family members with special medical needs as required and make plans for your pets to be cared for.
- ☐ Evacuate if advised by authorities. Be careful to avoid flooded roads and washed out bridges.
- ☐ Because standard homeowners insurance doesn't cover flooding, it's important to have protection from the floods associated with hurricanes, tropical storms, heavy rains and other conditions that impact the U.S. For more information on flood insurance, please visit the National Flood Insurance Program Web site at www.FloodSmart.gov.

What supplies do I need?



- ☐ Water—at least a 3-day supply; one gallon per person per day
- ☐ Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- ☐ Flashlight
- ☐ Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- ☐ Extra batteries
- ☐ First aid kit
- ☐ Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- ☐ Multi-purpose tool
- ☐ Sanitation and personal hygiene items
- ☐ Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- ☐ Cell phone with chargers
- ☐ Family and emergency contact information
- ☐ Extra cash
- ☐ Emergency blanket
- ☐ Map(s) of the area
- ☐ Baby supplies (bottles, formula, baby food, diapers)
- ☐ Pet supplies (collar, leash, ID, food, carrier, bowl)
- ☐ Tools/supplies for securing your home
- ☐ Extra set of car keys and house keys
- ☐ Extra clothing, hat and sturdy shoes
- ☐ Rain gear
- ☐ Insect repellent and sunscreen
- ☐ Camera for photos of damage

What do I do after a hurricane?



- ☐ Continue listening to a NOAA Weather Radio or the local news for the latest updates.
- ☐ Stay alert for extended rainfall and subsequent flooding even after the hurricane or tropical storm has ended.
- ☐ If you evacuated, return home only when officials say it is safe.
- ☐ Drive only if necessary and avoid flooded roads and washed-out bridges.
- ☐ Keep away from loose or dangling power lines and report them immediately to the power company.
- ☐ Stay out of any building that has water around it.
- ☐ Inspect your home for damage. Take pictures of damage, both of the building and its contents, for insurance purposes.
- ☐ Use flashlights in the dark. Do NOT use candles.
- ☐ Avoid drinking or preparing food with tap water until you are sure it's not contaminated.
- ☐ Check refrigerated food for spoilage. If in doubt, throw it out.
- ☐ Wear protective clothing and be cautious when cleaning up to avoid injury.
- ☐ Watch animals closely and keep them under your direct control.
- ☐ Use the telephone only for emergency calls.

Let Your Family Know You're Safe

If your community has experienced a hurricane, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org/SafeandWell to let your family and friends know about your welfare. If you don't have Internet access, call 1-866-GET-INFO to register yourself and your family.



For more information on disaster and emergency preparedness, visit RedCross.org.

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BE PREPARED FOR A HURRICANE

Threats from hurricanes include powerful winds, heavy rainfall, storm surges, coastal and inland flooding, rip currents, tornadoes, and landslides.

 **FEMA**
FEMA V-1006/ May 2018

Hurricanes are massive storm systems that form over warm ocean waters and move toward land. The Atlantic hurricane season runs June 1 to November 30. The Pacific hurricane season runs May 15 to November 30.



Can happen along any U.S. coast or territory in the Atlantic or Pacific



Can affect areas more than 100 miles inland



Most active in September

IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY



Determine your best protection for high winds and flooding.



Evacuate if told to do so.



Take shelter in a designated storm shelter or an interior room for high winds.



Listen for emergency information and alerts.



Only use generators outdoors and away from windows.



Do not walk, swim, or drive through flood waters.

HOW TO STAY SAFE WHEN A HURRICANE THREATENS



Know your area's risk of hurricanes.

Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

If you are at risk for flash flooding, watch for signs such as heavy rain.

Practice going to a safe shelter for high winds, such as a FEMA safe room or ICC 500 storm shelter. The next best protection is a small, interior, windowless room in a sturdy building on the lowest level that is not subject to flooding.

Based on your location and community plans, make your own plans for evacuation or sheltering in place.

Become familiar with your evacuation zone, the evacuation route, and shelter locations.

Gather needed supplies for at least three days. Keep in mind each person's specific needs, including medication. Don't forget the needs of pets.

Keep important documents in a safe place or create password-protected digital copies.

Protect your property. Declutter drains and gutters. Install check valves in plumbing to prevent backups. Consider hurricane shutters. Review insurance policies.



If told to evacuate, do so immediately. Do not drive around barricades.

If sheltering during high winds, go to a FEMA safe room, ICC 500 storm shelter, or a small, interior, windowless room or hallway on the lowest floor.

If trapped in a building by flooding, go to the highest level of the building. Do not climb into a closed attic. You may become trapped by rising flood water.

Listen for current emergency information and instructions.

Use a generator or other gasoline-powered machinery ONLY outdoors and away from windows.

Do not walk, swim, or drive through flood waters. Turn Around. Don't Drown.* Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.

Stay off bridges over fast-moving water.



Listen to authorities for information and special instructions.

Be careful during clean-up. Wear protective clothing and work with someone else.

Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.

Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.

Save phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messages or social media to communicate with family and friends.

Document any property damage with photographs. Contact your insurance company for assistance.



Take an Active Role in Your Safety

Go to **ready.gov** and search for **hurricane**. Download the **FEMA app** to get more information about preparing for a **hurricane**.



Family Communication Plan

*Let them know
you're OK!*

Pick the same person for each family member to contact. It might be easier to reach someone who's out of town.

Emergencies can happen at any time. Does your family know how to get in touch with each other if you are not all together?

Before an emergency happens, have a family discussion to determine who would be your out-of-state point of contact, and where you would meet away from your home — both in the neighborhood and within your town.

Important Information

Fill in this information and keep a copy in a safe place, such as your purse or briefcase, your car, your office, and your disaster kit. Be sure to look it over every year and keep it up to date.

Out-of-Town Contact

Name: _____
Home: _____
Cell: _____
Email: _____
Facebook: _____
Twitter: _____

Neighborhood Meeting Place:

Regional Meeting Place:

Work Information

Workplace: _____
Address: _____
Phone: _____
Facebook: _____
Twitter: _____
Evacuation Location: _____

Workplace: _____
Address: _____
Phone: _____
Facebook: _____
Twitter: _____
Evacuation Location: _____

School Information

School: _____
Address: _____
Phone: _____
Facebook: _____
Twitter: _____
Evacuation Location: _____

School: _____
Address: _____
Phone: _____
Facebook: _____
Twitter: _____
Evacuation Location: _____

School: _____
Address: _____
Phone: _____
Facebook: _____
Twitter: _____
Evacuation Location: _____



<http://www.ready.gov/kids>



Important Information (continued)

Family Information

Name: _____ Date of Birth: _____
Social Security Number: _____
Important Medical Information: _____

Name: _____ Date of Birth: _____
Social Security Number: _____
Important Medical Information: _____

Name: _____ Date of Birth: _____
Social Security Number: _____
Important Medical Information: _____

Name: _____ Date of Birth: _____
Social Security Number: _____
Important Medical Information: _____

Name: _____ Date of Birth: _____
Social Security Number: _____
Important Medical Information: _____

Name: _____ Date of Birth: _____
Social Security Number: _____
Important Medical Information: _____

Medical Contacts

Doctor: _____
Phone: _____
Doctor: _____
Phone: _____

Pediatrician: _____
Phone: _____

Dentist: _____
Phone: _____

Dentist: _____
Phone: _____

Specialist: _____
Phone: _____

Specialist: _____
Phone: _____

Pharmacist: _____
Phone: _____

Veterinarian/Kennel: _____
Phone: _____

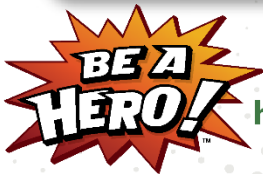
Insurance Information

Medical Insurance: _____
Phone: _____
Policy Number: _____

Homeowners/Rental Insurance: _____
Phone: _____
Policy Number: _____

Text, don't talk!

Unless you are in danger, send a text. Texts may have an easier time getting through than phone calls, and you don't want to tie up phone lines needed by emergency workers.



<http://www.ready.gov/kids>



Family Communication Plan

Emergencies can happen at any time. Do you know how to get in touch with your family if you are not together?

Let them know you're OK!

Pick the same person for each family member to contact. It might be easier to reach someone who's out of town.

Text, don't talk!

Unless you are in immediate danger, send a text. Texts often have an easier time getting through during emergencies, and you don't want to tie up phone lines needed by emergency responders (like 911).



Know the Numbers!

Home: _____

Adult: _____

Parent: _____

Home: _____

Cell: _____

Cell: _____

Work: _____

Neighbor: _____

Parent: _____

Home: _____

Cell: _____

Cell: _____

Work: _____

Neighbor: _____

My cell: _____

Home: _____

Sibling: _____

Cell: _____

Cell: _____

Out of state friend/relative: _____

Sibling: _____

Home: _____

Cell: _____

Cell: _____

Memorize your home and parents' cell phone numbers!



Cut this out and keep it somewhere safe like your backpack, school notebook, or wallet. Or input these numbers into your cell phone if you have one.



<http://www.ready.gov/kids>



Know Where to Go... and How to Get There.

Pick a Meeting Spot

Where will you meet up with your family if you have to get out of your house quickly? Where will you meet if your neighborhood is being evacuated and you're not at home?

In your neighborhood:

(such as neighbor's house or big tree)

Out of your neighborhood:

(such as the library or house of worship)

Draw a Map

Put a Δ to show your home. Put a O to show your school. Mark your out-of-neighborhood meeting spot with an X and label it.

Know the Exits

Do you know two ways out of every room in your house in case of a fire? Draw a floor plan of your bedroom in the space below and circle the two ways to get out. Hint: one may not be a door!



<http://www.ready.gov/kids>



BE PREPARED FOR A FLOOD



FEMA

FEMA V-1005/ March 2018

Failing to evacuate flooded areas, entering flood waters, or remaining after a flood has passed can result in injury or death.

Flooding is a temporary overflow of water onto land that is normally dry. It is the most common natural disaster in the U.S.



Results from rain, snow, coastal storms, storm surge, and overflows of dams and other water systems



Develops slowly or quickly. Flash floods can come with no warning



Causes outages, disrupt transportation, damage buildings, create landslides

IF YOU ARE UNDER A FLOOD WARNING, FIND SAFE SHELTER RIGHT AWAY

Do not walk, swim, or drive through flood waters.



Stay off bridges over fast-moving water.

Determine your best protection based on the type of flooding.



Evacuate if told to do so.



Move to higher ground or a higher floor.



Stay where you are.

HOW TO STAY SAFE

WHEN A FLOOD THREATENS



Know your area's type of flood risk. Visit FEMA's Flood Map Service Center at <https://msc.fema.gov/> portal for information.

Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

If flash flooding is a risk in your location, monitor potential signs such as heavy rain.

Learn and practice evacuation routes, shelter plans, and flash flood response.

Gather supplies in case you have to leave immediately or if services are cut off. Keep in mind each person's specific needs, including medication. Don't forget the needs of pets. Obtain extra batteries and charging devices for phones and other critical equipment.

Obtain flood insurance. Homeowner's policies do not cover flooding. Get flood coverage under the National Flood Insurance Program (NFIP).

Keep important documents in a waterproof container. Create password-protected digital copies.

Protect your property. Move valued items to higher levels. Declutter drains and gutters. Install check valves. Consider a sump pump with a battery.



Depending on where you are, and the impact and the warning time of flooding, go to the safe location that you have identified.

If told to evacuate, do so immediately. Never drive around barricades. Local responders use them to safely direct traffic out of flooded areas.

Listen to EAS, NOAA Weather Radio, or local alerting systems for current emergency information and instructions.

Do not walk, swim, or drive through flood waters. Turn Around. Don't Drown.® Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.

Stay off of bridges over fast-moving water. Fast-moving water can wash bridges away without warning.

If your vehicle is trapped in rapidly moving water, stay inside. If water is rising inside the vehicle, seek refuge on the roof.

If trapped in a building, go to its highest level. Do not climb into a closed attic. You may become trapped by rising floodwater. Go on the roof only if necessary. Signal for help.



Listen to authorities for information and instructions.

Avoid driving, except in emergencies.

Be aware that snakes and other animals may be in your house. Wear heavy gloves and boots during clean up.

Avoid wading in floodwater, which can contain dangerous debris and be contaminated. Underground or downed power lines can also electrically charge the water.

Use a generator or other gasoline-powered machinery **ONLY** outdoors and away from windows.

Be aware of the risk of electrocution. Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off the electricity to prevent electric shock.

Take an Active Role in Your Safety

Go to **ready.gov** and search for **flood**. Download the **FEMA app** to get more information about preparing for a **flood**. Find Emergency Safety Tips under Prepare.



BE PREPARED FOR A TORNADO

 **FEMA**
FEMA V-1010/ March 2018

**Tornadoes can
destroy buildings,
flip cars, and create
deadly flying debris.**

Tornadoes are violently rotating columns of air that extend from a thunderstorm to the ground.



Can happen anytime



Bring intense winds



Can happen anywhere



Look like funnels

IF YOU ARE UNDER A TORNADO WARNING, FIND SAFE SHELTER RIGHT AWAY

Go to a safe room,
basement, or storm cellar.



If you can safely get to a sturdy
building, do so immediately.

If there is no basement,
get to a small, interior room
on the lowest level.



Do not get under an overpass
or bridge. You're safer in a low,
flat location.

Stay away from windows,
doors, and outside walls.



Watch out for flying debris that
can cause injury or death.



Use your arms to protect
your head and neck.

HOW TO STAY SAFE

WHEN A TORNADO THREATENS



Know your area's tornado risk. In the U.S., the Midwest and the Southeast have a greater risk for tornadoes.

Know the signs of a tornado, including a rotating funnel-shaped cloud, an approaching cloud of debris, or a loud roar—similar to a freight train.

Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts. If your community has sirens, become familiar with the warning tone.

Pay attention to weather reports. Meteorologists can predict when conditions might be right for a tornado.

Identify and practice going to a safe shelter for high winds, such as a safe room built using FEMA criteria or a storm shelter built to ICC 500 standards. The next best protection is a small, interior, windowless room in a sturdy building on the lowest level.

Consider constructing a safe room that meets FEMA or ICC 500 standards.



Immediately go to a safe location that you identified.

Take additional cover by shielding your head and neck with your arms and putting materials such as furniture and blankets around you.

Listen to EAS, NOAA Weather Radio, or local alerting systems for current emergency information and instructions.

Do not try to outrun a tornado in a vehicle.

If you are in a car or outdoors and cannot get to a building, cover your head and neck with your arms and cover your body with a coat or blanket, if possible.



Keep listening to EAS, NOAA Weather Radio, and local authorities for updated information.

If you are trapped, cover your mouth with a cloth or mask to avoid breathing dust. Try to send a text, bang on a pipe or wall, or use a whistle instead of shouting.

Stay clear of fallen power lines or broken utility lines.

Do not enter damaged buildings until you are told that they are safe.

Save your phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messaging or social media to communicate with family and friends.

Be careful during clean-up. Wear thick-soled shoes, long pants, and work gloves.



Take an Active Role in Your Safety

Go to **ready.gov** and search for **tornado**. Download the **FEMA app** to get more information about preparing for a **tornado**. Find Emergency Safety Tips under Prepare.



BE PREPARED FOR EXTREME HEAT

Extreme heat often results
in the highest annual
number of deaths among all
weather-related disasters.

FEMA
FEMA V-1004/June 2018

In most of the U.S., extreme heat is a long period (2 to 3 days) of high heat and humidity with temperatures above 90 degrees.



Greater risk



Can happen anywhere



Humidity increases the
feeling of heat as measured
by a heat index

IF YOU ARE UNDER AN EXTREME HEAT WARNING

Find air conditioning, if possible.



Check on family members
and neighbors.

Avoid strenuous activities.



Drink plenty of fluids.

Watch for heat illness.



Watch for heat cramps, heat
exhaustion, and heat stroke.

Wear light clothing.



Never leave people or pets
in a closed car.

HOW TO STAY SAFE

WHEN EXTREME HEAT THREATENS



Find places in your community where you can go to get cool.

Try to keep your home cool:

- Cover windows with drapes or shades.
- Weather-strip doors and windows.
- Use window reflectors such as aluminum foil-covered cardboard to reflect heat back outside.
- Add insulation to keep the heat out.
- Use a powered attic ventilator, or attic fan, to regulate the heat level of a building's attic by clearing hot air.
- Install window air conditioners and insulate around them.

Learn to recognize the signs of heat illness. For more information visit: www.cdc.gov/disasters/extremeheat/warning.html.

Take an Active Role in Your Safety

Go to **Ready.gov** and search for **extreme heat**. Download the **FEMA app** to get more information about preparing for **extreme heat**.



Never leave a child, adult, or animal alone inside a vehicle on a warm day.

Find places with air conditioning.

Libraries, shopping malls, and community centers can provide a cool place to take a break from the heat.

If you're outside, find shade. Wear a hat wide enough to protect your face.

Wear loose, lightweight, light-colored clothing.

Drink plenty of fluids to stay hydrated. If you or someone you care for is on a special diet, ask a doctor what would be best.

Do not use electric fans when the temperature outside is more than 95 degrees. You could increase the risk of heat-related illness. Fans create air flow and a false sense of comfort, but do not reduce body temperature.

Avoid high-energy activities.

Check yourself, family members, and neighbors for signs of heat-related illness.



Know the signs and ways to treat heat-related illness.

Heat Cramps

- **Signs:** Muscle pains or spasms in the stomach, arms, or legs.
- **Actions:** Go to a cooler location. Remove excess clothing. Take sips of cool sports drinks with salt and sugar. Get medical help if cramps last more than an hour.

Heat Exhaustion

- **Signs:** Heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headache, nausea or vomiting, and fainting.
- **Actions:** Go to an air-conditioned place and lie down. Loosen or remove clothing. Take a cool bath. Take sips of cool sports drinks with salt and sugar. Get medical help if symptoms get worse or last more than an hour.

Heat Stroke

- **Signs:** Extremely high body temperature (above 103 degrees) indicated by an oral thermometer; red, hot, and dry skin with no sweat; rapid, strong pulse; dizziness; confusion; and unconsciousness.
- **Actions:** Call 9-1-1 or get the person to a hospital immediately. Cool down with whatever methods are available until medical help arrives.





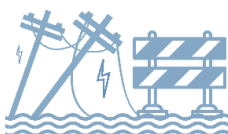
BE PREPARED FOR A POWER OUTAGE

Extended power outages may impact the whole community and the economy.



FEMA
FEMA V-1008/May 2018

A power outage is when the electrical power goes out unexpectedly.



May disrupt communications, water, transportation



May close retail businesses, grocery stores, gas stations, ATMs, banks, and other services



Can cause food spoilage, water contamination



Can prevent use of medical devices

PROTECT YOURSELF DURING A POWER OUTAGE

Keep freezers and refrigerators closed.



Disconnect appliances and electronics to avoid damage from electrical surges.

Only use generators outdoors and away from windows.



Use alternate plans for refrigerating medicines or power-dependent medical devices.

Do not use a gas stove to heat your home.



If safe, go to an alternate location for heat or cooling.



Check on neighbors.

HOW TO STAY SAFE WHEN A POWER OUTAGE THREATENS



Take an inventory now of the items you need that rely on electricity.

Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines. Find out how long medication can be stored at higher temperatures and get specific guidance for any medications that are critical for life.

Plan for batteries and other alternatives to meet your needs when the power goes out.

Sign up for local alerts and warning systems. Monitor weather reports.

Install carbon monoxide detectors with battery backup in central locations on every level of your home.

Determine whether your home phone will work in a power outage and how long battery backup will last.

Review the supplies that are available in case of no power. Have flashlights with extra batteries for every household member. Have enough nonperishable food and water.

Use a thermometer in the refrigerator and freezer so that you can know the temperature when the power is restored.

Keep mobile phones and other electric equipment charged and gas tanks full.



Keep freezers and refrigerators closed. The refrigerator will keep food cold for **about four hours**. A full freezer will keep the temperature for **about 48 hours**. Use coolers with ice if necessary. Monitor temperatures with a thermometer.

Use food supplies that do not require refrigeration.

Avoid carbon monoxide poisoning. Generators, camp stoves, or charcoal grills should always be used outdoors and at least 20 feet away from windows. Never use a gas stovetop or oven to heat your home.

Check on your neighbors. Older adults and young children are especially vulnerable to extreme temperatures.

Go to a community location with power if heat or cold is extreme.

Turn off or disconnect appliances, equipment, or electronics. Power may return with momentary "surges" or "spikes" that can cause damage.



When in doubt, throw it out! Throw away any food that has been exposed to temperatures 40 degrees or higher for two hours or more, or that has an unusual odor, color, or texture.

If the power is out for more than a day, discard any medication that should be refrigerated, unless the drug's label says otherwise. If a life depends on the refrigerated drugs, consult a doctor or pharmacist and use medicine only until a new supply is available.

Take an Active Role in Your Safety

Go to **Ready.gov** and search for **power outage**. Download the **FEMA app** to get more information about preparing for a **power outage**.





BE PREPARED FOR A WINTER STORM

Winter storms create a higher risk of car accidents, hypothermia, frostbite, carbon monoxide poisoning, and heart attacks from overexertion.



FEMA

FEMA V-1014/June 2018

Winter storms and blizzards can bring extreme cold, freezing rain, snow, ice, and high winds.



Greater risk



Can last a few hours or several days



Can knock out heat, power, and communication services

IF YOU ARE UNDER A WINTER STORM WARNING, FIND SHELTER RIGHT AWAY

Stay off roads.



Stay indoors and dress warmly.



Prepare for power outages.



Use generators outside only.



Listen for emergency information and alerts.



Look for signs of hypothermia and frostbite.



Check on neighbors.



HOW TO STAY SAFE WHEN A WINTER STORM THREATENS



Know your area's risk for winter storms. Extreme winter weather can leave communities without utilities or other services for long periods of time.

Prepare your home to keep out the cold with insulation, caulking, and weather stripping. Learn how to keep pipes from freezing. Install and test smoke alarms and carbon monoxide detectors with battery backups.

Pay attention to weather reports and warnings of freezing weather and winter storms. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

Gather supplies in case you need to stay home for several days without power. Keep in mind each person's specific needs, including medication. Do not forget the needs of pets. Have extra batteries for radios and flashlights.

Create an emergency supply kit for your car. Include jumper cables, sand, a flashlight, warm clothes, blankets, bottled water, and non-perishable snacks. Keep the gas tank full.

Learn the signs of and basic treatments for frostbite and hypothermia. For more information, visit: www.cdc.gov/disasters/winter/staysafe/index.html.



Stay off roads if at all possible. If trapped in your car, stay inside.

Limit your time outside. If you need to go outside, wear layers of warm clothing. Watch for signs of frostbite and hypothermia.

Avoid carbon monoxide poisoning. Only use generators and grills outdoors and away from windows. Never heat your home with a gas stovetop or oven.

Reduce the risk of a heart attack. Avoid overexertion when shoveling snow.

Watch for signs of frostbite and hypothermia and begin treatment right away.

Check on neighbors. Older adults and young children are more at risk in extreme cold.



Frostbite causes loss of feeling and color around the face, fingers, and toes.

- **Signs:** Numbness, white or grayish-yellow skin, and firm or waxy skin.
- **Actions:** Go to a warm room. Soak in warm water. Use body heat to warm. Do not massage or use a heating pad.

Hypothermia is an unusually low body temperature. A temperature below 95 degrees is an emergency.

- **Signs:** Shivering, exhaustion, confusion, fumbling hands, memory loss, slurred speech, and drowsiness.
- **Actions:** Go to a warm room. Warm the center of the body first—chest, neck, head, and groin. Keep dry and wrapped up in warm blankets, including the head and neck.

Take an Active Role in Your Safety

Go to **Ready.gov** and search for **winter storm**. Download the **FEMA app** to get more information about preparing for a **winter storm**.



NWF Health Network Fire Drill Log

Building Address: _____

Date	Time	Total Evacuation Time	# of People Evacuated	Issues/Barriers/Comments



BE PREPARED FOR A WILDFIRE

**Wildfires can ruin homes
and cause injuries
or death to people
and animals.**



FEMA
FEMA V-1013/May 2018

A wildfire is an unplanned fire that burns in a natural area such as a forest, grassland, or prairie.



Often caused by humans or lightning.



Can cause flooding or create problems with transportation, gas, power, and communications.



Can damage your property. Set up defense zones to protect your home.



Can happen anywhere, anytime. Risk increases with little rain and high winds.

IF YOU ARE UNDER A WILDFIRE WARNING, GET TO SAFETY RIGHT AWAY

Leave if told to do so.



Listen for emergency information and alerts.

If trapped, call 911.



Use an N95 mask to keep particles out of the air you breathe.

HOW TO STAY SAFE

WHEN A WILDFIRE THREATENS



Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

Know your community's evacuation routes and find several ways to leave the area. Drive the evacuation routes and find shelter locations. Have a plan for pets and livestock.

Gather emergency supplies, including N95 respirator masks that filter out particles in the air you breathe. Keep in mind each person's specific needs, including medication. Don't forget the needs of pets.

Keep important documents in a fireproof safe. Create password-protected digital copies.

Use fire-resistant materials to build, renovate, or make repairs.

Find an outdoor water source with a hose that can reach any area of your property.

Create a fire-resistant zone that is free of leaves, debris, or flammable materials for at least 30 feet from your home.

Review insurance coverage to make sure it is enough to replace your property.



Evacuate. Leave immediately if authorities tell you to do so.

If trapped, call 911 and give your location, but be aware that emergency response could be delayed or impossible. Turn on lights to help people find you.

Listen to EAS, NOAA Weather Radio, or local alerting systems for current emergency information and instructions.

Use an N95 mask to keep particles out of the air you breathe.



Listen to authorities to find out if it is safe to return and whether water is safe to drink.

Avoid hot ash, charred trees, smoldering debris, and live embers. The ground may contain heat pockets that can burn you or spark another fire. Consider the danger to pets and livestock walking the ground.

Send text messages or use social media to reach out to family and friends. Phone systems are often busy following a disaster. Make calls only in emergencies.

Document property damage with photographs. Conduct an inventory and contact your insurance company for assistance.

Take an Active Role in Your Safety

Go to **Ready.gov** and search for **wildfire**. Download the **FEMA app** to get more information about preparing for a **wildfire**.





NWF Health Network Return to Office COVID-19 Protocol

To prepare for a slow and safe re-opening of NWF Health Network offices a team of employees provided input and agreement on how to ensure the safety of our workforce and the families we serve while gradually returning to an in office work environment.

Activities to achieve this are outlined below.

Evaluation of Workforce

- NWF Health Network has conducted an evaluation of our workforce to determine which team members are best suited to return to the office starting June 2020 and which team members should continue to work offsite. The evaluations took into account high risk populations outlined in the Center for Disease Control guidelines, availability of child care, employee performance and preference, as well as other items.

A gradual return to an in office environment is being encouraged as we continue to monitor the public health crisis impacts.

Screening for Entry into Offices

- Prior to daily entry into a NWF Health Network office individuals should have their temperature taken and answer a series of screening questions. Entry via one door will be identified per office to ensure all team members abide by the screening requirements. Depending on office location some doors will be disabled to ensure entry via one door. All doors will allow for exit.

The offices will not be open to the public. Only individuals working, children in care, or those participating in parent/children visitation will be allowed in the offices.

Entry into the offices after hours or on weekends is discouraged. If an employee must enter the office for a business reason they should adhere to the normal screening protocol.

Screening Protocol:

- Temperature
 - A temperature of 100.4 degrees or higher is considered a fever.
 - If the individual has a fever they will not be allowed entry into the office.
- Have you taken fever reducer medication within the last 48 hours?
 - If the answer is "yes" the individual will not be allowed entry into the office.
- Do you have any respiratory symptoms such as cough, difficulty breathing/shortness of breath or respiratory infection such as pneumonia or flu?
 - If the answer is "yes" the individual will not be allowed entry into the office.
- Have you had close contact (within 6 feet) with someone who has a laboratory confirmed COVID-19 diagnosis in the past 14 days?
 - If the answer is "yes" the individual will not be allowed entry into the office.
- Have you, anyone in your household or visitors to your household, traveled either outside of the United States and/or to California, Connecticut, Illinois, Louisiana, Massachusetts, Michigan, New York, New Jersey, Pennsylvania, and Washington, Dade County (Miami), Broward County (Ft. Lauderdale) or Palm Beach County (West Palm Beach) or any other "hot spots" in the last 14 days?
 - If the answer is "yes" the individual will not be allowed entry into the office.

**Another process will be implemented for any team member who has conducted this travel as part of their professional responsibilities. Example: transporters*

In Office Safety Management

- The use of Personal Protective Equipment in common areas will be required. This includes face masks and proper hygiene per the Center for Disease Control's guidelines.
- Center for Disease Control hygiene and safety reminders will be posted throughout each office. Proper hygiene is an individual responsibility.
- NWF Health Network will work with cleaning companies to ensure proper cleaning of the offices and any needed enhancements.
- Cleaning protocols for shared equipment use and restrooms will be required for the workforce.
- Breakrooms should not be used to congregate. Seating will be minimized. In addition, community coffee pots, vending machines, microwaves, water fountains or dispensers, etc will not be used during the initial phase of reopening.
- Any office which conducts parent/child visitation should adhere to approved visitation protocols.

NWF Health Network Entry into Office Process

Prior to entry into the office the following must be completed:

- Temperature Check
 - Offices may designate a point person to complete the checks or allow self-administered checks upon daily entry.
 - A temperature of 100.4 degrees or higher is considered a temperature.
 - If the individual has a temperature, they will not be allowed entry into the office.
- Have you taken fever reducer medication within the last 48 hours?
Circle: Yes or No
 - If the answer is “yes” the individual will not be allowed entry into the office.
- Do you have any respiratory symptoms such as cough, difficulty breathing/shortness of breath or respiratory infection such as pneumonia or flu?
Circle: Yes or No
 - If the answer is “yes” the individual will not be allowed entry into the office.
- Have you had close contact (within 6 feet) with someone who has a laboratory confirmed COVID-19 diagnosis in the past 14 days?
Circle: Yes or No
 - If the answer is “yes” the individual will not be allowed entry into the office.
- Have you, anyone in your household or visitors to your household, traveled either outside of the United States and/or to California, Connecticut, Illinois, Louisiana, Massachusetts, Michigan, New York, New Jersey, Pennsylvania, and Washington, Dade County (Miami), Broward County (Ft. Lauderdale) or Palm Beach County (West Palm Beach) or any other “hot spots” in the last 14 days?
Circle: Yes or No
 - If the answer is “yes” the individual will not be allowed entry into the office.

Name

Date



BE PREPARED FOR AN ACTIVE SHOOTER

Recent national tragedies remind us that the risk is real. Taking a few steps now can help you react quickly when every second counts.



FEMA
FEMA V-1000/March 2018

An active shooter is an individual engaged in attempting to kill people in a confined space or populated area. Active shooters typically use firearms and have no pattern to their selection of victims.



Can happen anywhere



Can happen anytime

IF YOU ARE INVOLVED IN AN ACTIVE SHOOTER INCIDENT

See something, say something.



Learn first aid skills so you can help others.

Before you run, know the exits.



Help law enforcement.

Find a place to hide.



Seek help to cope with trauma.



Run



Hide



Fight

HOW TO STAY SAFE

WHEN AN ACTIVE SHOOTER THREATENS



If you see suspicious activity, let an authority know right away.

Many places, such as houses of worship, workplaces, and schools, have plans in place to help you respond safely. Ask about these plans and get familiar with them. If you participate in an active shooter drill, talk with your family about what you learned and how to apply it to other locations.

When you visit a building such as a shopping mall or healthcare facility, take time to identify two nearby exits. Get in the habit of doing this.

Map out places to hide. In rooms without windows, behind solid doors with locks, under desks, or behind heavy furniture such as large filing cabinets can make good hiding places.

Sign up for active shooter, first aid, and tourniquet training. Learn how to help others by taking FEMA's You Are the Help Until Help Arrives course. Learn more at ready.gov/until-help-arrives.



RUN. Getting away from the shooter or shooters is the top priority. Leave your things behind and run away. If safe to do so, warn others nearby. Call 911 when you are safe. Describe each shooter, their locations, and weapons.

HIDE. If you cannot get away safely, find a place to hide. Get out of the shooter's view and stay very quiet. Silence your electronic devices and make sure they won't vibrate. Lock and block doors, close blinds, and turn off the lights. Do not hide in groups—spread out along walls or hide separately to make it more difficult for the shooter. Try to communicate with police silently—such as through text messages or by putting a sign in an exterior window. Stay in place until law enforcement gives you notice that all immediate danger is clear.

FIGHT. Your last resort when you are in immediate danger is to defend yourself. Commit to your actions and act aggressively to stop the shooter. Ambushing the shooter together with makeshift weapons such as chairs, fire extinguishers, scissors, and books can distract and disarm the shooter.



Keep hands visible and empty.

Know that law enforcement's first task is to end the incident. They may have to pass injured persons along the way.

Follow law enforcement's instructions and evacuate in the direction they tell you to.

Consider seeking professional help for you and your family to cope with the long-term effects of trauma.

Take an Active Role in Your Safety

Go to ready.gov and search for **active shooter**. Download the **FEMA app** to get more information about preparing for an **active shooter**. Find Emergency Safety Tips

