

**ALL FAITHS CHILDREN’S ADVOCACY CENTER
EMERGENCY PREPAREDNESS PLAN**

Policy: It is All Faiths’ priority to ensure the safety and security of clients, staff, and visitors. The emergency preparedness plan includes procedures should a disaster befall our facility, immediate environment or community or should emergency situations caused by inclement weather or other factors require an unplanned closure of our facilities.

Children with special needs will be accommodated according to individual plans developed with their guardian at the time of intake.

Board approved: February 2014

Board revised: September 2018

Procedure:

General Safety Plan:

On a normal business day, all buildings remain locked and visitors and clients are “buzzed in”. Staff will be provided with keys for entry. Outside cameras are monitored by front desk staff.

The Material Safety Data Sheet (MSDS) notebook is located at the Moon office’s front desk. The notebook includes all information required by the federal government’s OSHA regulations and is available to all staff at all times. Copies will be placed in any additional staff building.

Children in therapy or forensic interview sessions must always be accompanied by a parent/guardian who will be in the building during the duration of the minor’s session. Children are not left alone in our building so that in case of an emergency an accompanying adult is available.

Purpose of Plan

The purpose of this document is to outline a step-by-step response plan, provide a framework for notifying various community partners and protect the everyday operations and activities of All Faiths.

A thorough crisis management plan is essential to the survival and benefit of the agency and the maintenance of positive communications on behalf of the agency. Crises affect all aspects of the organization. Therefore, representatives from each agency department are an integral part of the crisis management team. Information shall be provided quickly and accurately, both internally (to employees, board members and affiliated groups) and externally (to constituents, the community at large and the media).

During a crisis situation, a unified agency voice is especially important to the agency. **The most important communications goal, in the event of disaster or crisis situations, will be to present the facts clearly, with openness and honesty to all parties, both internal and external. See media response policy and procedure.**

Effective implementation of this plan requires knowledge and understanding on the part of all departments and employees. Questions regarding this plan should be directed to the CEO. The plan will be periodically reviewed by the Risk Management and the Audit/Compliance Committee.

During a crisis situation, priorities are:

1. The individual with first knowledge of the incident shall immediately inform the CEO or Designee who will inform the Chair of the Board of Directors and staff.
2. The CEO or Designee is to quickly assess the situation and gather facts and coordinate with appropriate local, state or federal authorities as well as emergency responders.
3. The CEO or Designee will notify the Management Team and will begin implementation of the crisis communication procedures outlined below.
4. The CEO or Designee will immediately appoint any appropriate additional members of the crisis management team, including volunteers or board members, with expertise in related areas.

General Consideration

The Management Team and Board of Directors should be kept abreast of all potential crisis situations. Immediate contact should be made with the CEO or Designee as soon as one becomes aware of the situation. All information will remain confidential, but complete facts and concerns should be provided as early as possible. A crisis communication plan will only be effective when the Management Team has all pertinent facts and information about potential complications at hand.

Agency Spokesperson

The CEO or Designee will act as the principal spokesperson, in the event of a crisis. In the absence of the CEO, the Designee or the Chair of the Board of Directors will serve as spokesperson for the agency. When deemed necessary, the CEO will appoint another member of the Management Team or Board of Directors. The Development Department will work closely with that person to prepare all media releases and other information for public dissemination if necessary. The standard agency media relations policy is to be strictly adhered to by all employees and agency affiliates.

In the case of a disaster that is outside of the agency but affects the agency, it is the role of the CEO or designee to coordinate with the appropriate, local, state, and/or federal governmental authorities and to implement the appropriate actions as directed or agreed upon with the authorities. In addition, it is the role of the CEO or designee to coordinate all actions with appropriate emergency responders and with service recipients.

Death or Injury

In the event of a death or injury of an agency employee or client on premises or during the course of the work day, no information will be released to the media until the next of kin (or legal custodian) has been notified. Queries regarding the status of an injured or hospitalized person will be referred to the appropriate hospital. The CEO or Designee will closely coordinate efforts with the hospital public relations staff.

Discussion of Circumstances or Cause

No speculation regarding the circumstances surrounding, or the cause of, any crisis, disaster or accident will be acceptable. Only when outside personnel (fire, police, etc.) have ascertained the cause of a particular disaster, will statements be made to the media. (Premature speculation could easily result in legal action against the agency.) All staff will cooperate fully with law enforcement officers and emergency medical personnel.

Release of Information

The CEO or Designee will control the release of all information regarding a disaster or crisis situation. Protection of clients, employees and confidential agency documents/information will be of primary consideration.

SPECIFIC PLAN FOR EMERGENCY RESPONSE:

1. Upon notification, the CEO or Designee will notify Management Team, Chair of the Board of Directors. The members of the Management Team will keep an up-to-date list of employee telephone numbers along with a copy of this plan, at work and at home. The Board of Directors and the Management Team will be contacted in a timely manner and kept up to date with the events that are occurring. It will be the responsibility of the Management Team to contact their direct supervisees to inform them of the events and any contact to clients that needs to be made. The Board contact info will be maintained by the CEO's Executive Assistant and distributed to all board members as well as to the CEO.
2. The CEO or Designee and the Chair of the Board of Directors will evaluate the need for outside specialists (public relations, legal counsel, etc.) and contact the appropriate individual(s), if necessary.
3. The CEO or Designee will designate a central meeting site and time for further planning and distribution of workload and assignments.
4. In the event of death or injury on agency property or while in the company of agency staff, next of kin will be notified immediately. In the case of client death or injury, the CEO or Designee will determine who will contact the next of kin, state, Medicaid or accrediting agency.
5. The Development Department in conjunction with the CEO or Designee will develop a brief position statement and/or fact sheet and news release. The CEO or Designee will review this information for accuracy.
6. The CEO or Designee will release information to the media if necessary.
7. Copies of all statements, noted with date, time and media contacted will be distributed to the CEO and Chair of the Board of Directors. Original copies will be maintained in the Development Department.

8. After the crisis has passed, the Risk Management Committee will evaluate the effectiveness of the overall plan and make recommendations for any necessary changes.

Inclement weather: Should inclement weather or other emergency situation occur during the workday, All Faiths' management will make the determination regarding whether and what time the business will close. All employees will be paid for their scheduled hours for the remainder of the day, if they are scheduled to work that day.

1. Closing the agency before the end of the day

Once it is determined that the agency will be closed, all efforts will be made to notify employees and clients properly:

- a. Management will inform supervisors who will inform their staff
- b. Front desk staff will notify clients who had scheduled appointments for the day
- c. Front desk staff will put the "night message" on the phone
- d. Front Desk Manager will contact the media and news outlets to notify them of closure.

Upon the agency reopening, all employees are expected to return to work. For any employee who needs more time to tend to repairs or damage beyond the norm, All Faiths' normal leave policies will apply.

In these cases, employees should stay in close communication with their manager to ensure the time off is considered properly.

2. Delaying the opening of the agency

The CEO, COO and Facilities Manager will make a determination whether inclement weather or another emergency situation warrants a partial or a day-long closure of the agency.

- a. Management will then notify supervisors of the closure as soon as possible, preferably by 6:30 am.
- b. Supervisors will be responsible to notify their direct report staff.
- c. Front Desk Manager will contact the media and news outlets to notify them of closure.

d. In preparation for emergencies, the Front Desk will ensure that next day's client schedule is available in the system. Upon closure, the on-call supervisor will start notifying clients of delay in opening or closing of the agency. This task might be divided up between direct line and/or front desk staff. CSWs, wrap facilitators and case managers will contact their own clients.

Upon the agency reopening, all employees are expected to return to work. For any employee who needs more time to tend to repairs or damage beyond the norm, our normal leave policies will apply.

In these cases, employees should stay in close communication with their manager to ensure the time off is considered properly.

Staff who are scheduled to work and who worked the hours during the closure, are eligible to take this paid time as long as it's scheduled and taken within the week of the closure.

Medical Emergency:

In the event of a medical emergency related to an injury, due to an accident or any allergic reaction that may require immediate medical attention, the following steps will be implemented:

- The designated emergency contact, the CEO, and HR will be notified that the person will be taken immediately to the hospital, either by 911 or the parent/emergency contact, depending on the immediacy of the medical needs.
- In case of a client, All Faiths staff will document, in detail, via a critical incident report, the events leading to the emergency, interventions made in response and any relevant medical follow-up.

The state's poison control number is listed on every agency phone contact sheet, which is distributed to every staff member regularly.

First Aid kits are available at multiple locations in the Moon building: the staff kitchen, the north and south wings of the first floor and all agency vehicles. First Aid kits are available at the Constitution location.

In case of a staff member's medical emergency, HR and staff supervisor will complete the necessary paperwork.

On-Site Suicide Response Protocol

This protocol is designed to provide a procedure to follow should an All Faiths client attempt, or be suspected to be at risk of suicide, on site or during a home visit by All Faiths staff.

In the event that an All Faiths' client attempts, in any way, to seriously self-harm, the therapist and his/her immediate Supervisor (or supervisor on call) will immediately seek intervention and/or medical attention. This can be accomplished in one or more of the following ways:

- Contact the parent/guardian/emergency contact and Clinical Supervisor/Director.
- Contacting 911, if the client requires immediate medical attention.

Should the client state that he/she feels like harming self or feels 'like dying' or would 'be better off dead', or should the staff or emergency contact suspect that the client may be suicidal or that he/she may harm self, the staff will direct the parent/guardian/emergency contact to transport the client to the hospital for an evaluation.

The parent/guardian/emergency contact will be encouraged to remain in contact, as frequently as determined necessary and appropriate, with All Faiths' supervisory clinical staff to provide ongoing assessment of continued risk of self-harm.

The staff will complete an incident report. This incident report will be forwarded to the appropriate licensing entity, appropriate payer source, parent/guardian/emergency contact and file, as indicated.

Evacuation of Agency Buildings due to Disasters:

It is All Faiths' plan to ensure the safety and security of the clients charged to our care and the staff who work at the agency. All Faiths has a plan to care for clients should a disaster befall our facility, immediate environment or community. A disaster would include, but not necessarily be limited to:

- Losing heat or air conditioning in any building
- Loss of a building due to fire, flood or storm damage
- Poisoning or pollution of a water system
- Toxic airborne pollutants

- Natural gas leaks
- Bomb threats
- Active shooter
- Government indicated shutdown/quarantine of the City

Implementation:

1. If a disaster befalls a specific building, an attempt must be made to accommodate the clients and staff in the affected building and direct them to an unaffected building. In the case of individuals with mobility challenges or other special needs, the staff member who is working with that individual will be responsible for ensuring the individual is evacuated within the designated time frames and to the appropriate location. Clients and family members with mobility challenges shall be served in areas that are most easily evacuated.
2. All Faiths will make every attempt to arrange for transportation for those clients who have none.
3. Staff will receive training to be prepared to assist under these circumstances.

Infectious Disease Preparedness Plan:

During times of increased risk of infectious disease (e.g., flu season), All Faiths will follow the following protocols:

- Staff and clients will be reminded to not come to the office if they have had a fever in the last 24 hours
- Staff and clients who have coughs will be required to wear face masks.
- Staff and clients will be reminded to wash their hands frequently and avoid touching their eyes, noses, and mouths
- The lobby chairs, front counter, door handles, plastic lobby toys and bathroom door handles will be wiped down with disinfectant as least 3 times a day by front desk staff who are provided rubber gloves

- Staff will be provided with disinfectant in order to keep their offices free of contagion
- Maintenance staff will check bathrooms once a day to make sure that all sinks have sufficient anti-bacterial soap
- Large gatherings will be avoided and large meetings that can happen through electronic means will be facilitated electronically
- Leadership will work with state entities to determine if billable therapy services can be conducted telephonically or through Skype

Situations Involving/Threatening Harm or Violence (a.k.a. Active Shooter):

In case of an individual(s) threatening harm or violence, staff are to immediately, if possible, the front desk staff will hit the panic alarm. Hitting the panic alarm once will trigger the silent internal alarm system. Hitting the panic alarm twice will call 911. The building alarm touchpad has buttons to call the police or fire or ambulance. If staff cannot remove themselves from the situation then they are to subtly hit the page button on the desk phone which alerts the rest of the building to a situation. Upon hearing the open page, the front desk staff will hit the panic alarm.

Upon hearing the panic alarm, the administrative staff will congregate at the top of the stairs. The highest ranking manager (or most skilled de-escalator) will be the coordinator of the crisis situation. They will ascertain if possible, what the situation is and depending on what the issue is they will determine what steps to take. Possible steps to take may include:

- a. Intervene and deescalate
- b. Evacuate the building
- c. Call 911

If there is an active shooter in or outside the building, the front desk will:

- hit the panic alarm twice to contact police
- move clients in the main waiting room to the side waiting room or bathrooms at Moon and toward the Safehouse area at Constitution
- use the phone and page “LOCK DOWN” to all staff

- If possible, email all staff with “LOCK DOWN” in the subject line so that offsite staff do not enter into a dangerous situation.
- Staff upon hearing the page “LOCK DOWN” will lock their doors and remain in their offices until they hear the page “ALL CLEAR”. Offsite staff will not return until they receive an “ALL CLEAR” email.

Off-Site Staff Safety:

All Faiths provides employees working in the field with cellular telephones and back-up on-call coverage to ensure their safety while working in the field. All Faiths will provide specialized safety training for all new employees who will work off-site.

It is All Faiths’ position that personal safety supersedes scheduled client appointments and, in the event that a service provider perceives a safety risk, he/she is instructed to leave the area immediately. The client session will be rescheduled and supervisory staff will determine if the client/family is safe for continued services.

Plan for Continuation of Services in Case of Building Fire or other disaster that does not allow safe building use:

1. The Incident Commander will be the CEO with the COO and CFO, or their designees as backup.
2. More than 90% of client, financials and HR information is electronic and backed up off-site. Staff can access files through the VPN. All leadership will have VPN access set up on their work laptops and personal computers as needed.
3. One of other locations if available (1709 Moon Street NE, 8401 Constitution Ave NE), the Center for Spiritual Living (2801 Louisiana Blvd NE, 87110), and the Valencia County CAC (303 Luna Street, Los Lunas, 87031) will be our alternative locations for gathering staff for debriefs or if that’s not possible, agency-wide emails will be sent with updates.
4. Client contact information is stored electronically on EMR-Bear which is available through the internet via secure staff login ID/passwords. Clients are asked to update contact information at every encounter.

5. A staff database with contact and emergency contact information is available to all leadership via a Google drive. A registry of adoptive and birth parents is created and maintained by the Director of Placement Services in EMR-Bear.
6. Paychex will be able to be accessed remotely so payroll can continue. All HR files are in fire proof and water-resistant file cabinets.
7. Agency-wide texting will be utilized to get information quickly to staff in cases of emergencies. An all staff meeting might be convened at an alternative location (e.g., Albuquerque Center for Spiritual Living) so that a staff debrief can be facilitated.
8. Facilities Manager will contact leadership so that they can notify staff to not report to unsafe work sites or of other plans.
9. Maintenance staff and CEO will lead the search for replacement space if needed. Clinical management will come up with a list of agencies (e.g., churches, schools, DA community work place) and other municipal agencies (e.g., City and County) that could possibly provide temporary space for the specific need.
10. The CDO will coordinate media and municipality notifications of disruption/changes in service delivery. Volunteers will be notified by Development staff.
11. Quality team will be able to access most of their work via VPN remotely. Team can meet off-site. Team will support other programs as needed (e.g., creation of temporary paper forms if computer access is limited).
12. Finance team will be able to access most of their work via VPN remotely. Team can meet off-site. Mail will need to be delivered to another location or held at post office so that payments are received in a timely fashion. Billing can be done remotely. The CFO will coordinate documentation of all costs associated with the emergency. The CFO will coordinate notification of contracted insurances and grantors of changes in service location or provisions.
13. Front desk staff will notify scheduled clients via EMR-Bear remotely. They will be able to update the outgoing messages on the phones and the EMR-Bear reminders. A replacement cell phone for tracking staff in the field may be needed.

14. CEO, COO, CDO and CFO will work on recovery plan to re-establish business as usual.
CEO will notify the Board of Directors.

15. Client Service Continuation:

- a. Safehouse Forensic Interviews: Forensic Director will coordinate the relocation of scheduled interviews to the Albuquerque Family Advocacy Center or our Sandoval County satellite office.
- b. Therapy and Intake: Clinical Director will meet with supervisory team to prioritize clinical clients based on medical need. This will limit the space needed. In-home therapy (possibly in coordination with CCSS/CM) will be strategically utilized to meet client need. Intakes will be prioritized based on need. If the families have access, Skype could be used to meet with clients on-line for Case Management. Depending on computer access, we might have to go to paper forms that the staff would enter into EMR Bear when they got home or to a secure computer. Daily supervisory check-in with staff will occur and clinical staff will support clients who have various needs that arise by recovering from the disaster.
- c. Wraparound facilitation: Wraparound supervisors will meet offsite with the whole team and strategize challenges that they are facing. If there is limited to no internet access, they will use Memo phone app to dictate notes for later use. Daily supervisory check-ins with staff will occur.
- d. Placement Services: Fiesta (post adoption services) and Home Study staff work remotely already. Work should be able to continue. Private adoption staff can work remotely via VPN. Families can be met in their homes or in other community meeting spaces that allow for privacy. Placement Services staff will support and assist adoptive parents with their own emergency plans.
- e. CCSS/Case Management: Staff work in the community already. Most client contact occurs in the community. Those clients seen on-site will be seen at other locations. Replacement laptops, tablets, and/or phones will be needed if they were destroyed. Back-up agency car keys are housed in multiple sites.

In case of a lockdown/City-wide quarantine when all buildings are closed and the agency stops operating for a period of time:

1. All Faiths' systems are available remotely as described above. The server, payroll and clinical electronic health records are accessible via a secure internet connection.
2. Management and others with work laptops will be asked to take their equipment home in order to work from a remote location.
3. Efforts will be made that direct care staff can continue with client care that's confidential, safe, HIPAA compliant, documented and billable.
4. A team of managers and maintenance staff will visit the agency's locations to ensure their safety, cleanliness, etc.
5. Vendor contracts (e.g. cleaning) will have provisions in them that allow for putting the contract on hiatus.
6. Leadership team will stay in touch to ensure that latest information about the status of the shutdown is communicated to all staff and clients in a timely manner.

Staff Emergency Response Training:

- All staff receive an annual training.
- New staff are trained one-on-one the first week on the job.
- The plan is kept on the Google drive so that it is easily accessible to supervisors.
- The plan is kept on the W: drive for all staff to easily access.
- All staff receive CPR training and refreshers.

Off-Site Staff Safety Plan Procedure:

Off-site staff are required to check in and out with the front desk staff before and after every visit with clients and families. This procedure must be followed in order to ensure the safety of our community-based staff.

Community-based staff are required to enter their schedule in EMR-Bear at the end of each work week, for the following week. As new clients are added during the week, these appointments must be added to the scheduler. All client contacts must be in the system as well.

Upon leaving, community-based staff must inform the Front Desk staff that they're going off-site and the location they're traveling to, sharing with the front desk staff the name of the client being visited before leaving the office.

If community-based staff are starting the day on a visit and are not on site, they must call into the front desk and inform that person where they're traveling and share the client's name.

This must be done *prior* to every visit.

At the end of the off-site client visit, community-based staff are required to call or text to inform the Front Desk that they have left that visit and where they are traveling to next as stipulated above.

At the end of the work day, the community-based staff will call or text to check out with Front Desk and inform the Front Desk that they're done for the day.

If staff are finished with a visit after closing time, they must contact the On-Call Supervisor to check out directly with him/her.

If community-based staff do not check out as indicated per the protocol above, then the On-Call Supervisor will attempt to contact them by calling their work and then their personal phone. If there is no response, the emergency contact will be called in order to ensure the staff's safety.

Front desk staff are required to contact the On-Call Supervisor at the close of business each work day to inform the Supervisor of all staff that are still out on visits and the name of the family they are visiting.

If a community-based staff needs to call in sick over the weekend, they are to call the On-Call Supervisor on their cell phone. The On-Call Supervisor is to then inform that staff's direct Supervisor by phone or email the staff member has called in sick.

In the event Front Desk has not heard from a community-based staff member by 12pm on any given work day, Front Desk staff will contact that staff member's Supervisor and/or On-Call Supervisor to report that the community-based staff has not made contact for work that day. The Supervisor will determine if that community-based staff is off, called in sick or in fact has not reported to work as expected that day. When any clinical staff calls in to work for the day (due to being sick or another emergency situation) they must contact their Supervisor and they must inform Front Desk.

Administrative Review: March 2020