



Continuity of Operations Plan and Emergency Preparedness Plan

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Continuity of Operations Plan



1. Purpose and Scope

The purpose of the Continuity of Operations Plan (COOP) is to ensure that all essential functions of the Emerald Coast Regional Council (ECRC) continue in the event of an emergency. The COOP is applicable in all situations where the Chief Executive Officer (CEO) has determined it is necessary to relocate and/or re-establish essential functions of the ECRC.

The COOP provides staff direction and expectations regarding actions to be taken during emergency events. The plan addresses all types of potential threats, crises, and emergencies, but does not apply to temporary disruptions of service, such as short-term power or phone outages. The COOP establishes procedures for preparation for, response to, and recovery from events that could affect the essential functions of the ECRC. Specifically, the COOP establishes mechanisms for the notification of employees, protection of sensitive records, relocation of resources, and identification of alternate facilities. The plan, once activated, is intended to remain in effect until the event has ended, the office buildings can be safely re-occupied, and/or a full-scale alternate facility has been established.

2. Procedures

Execution: The CEO should activate the COOP when any event arises that threatens to disrupt the services and/or functions of the ECRC. Execution could occur as the result of a warning for a threat or as the result of an existing threat. Given the nature and severity of the threat, execution of the COOP may be partial or phased.

The first step in execution is the determination of what staff is needed, where operations will be located, and what operational hours will be utilized (full, partial, or phased execution). When the COOP is executed, it is the CEO's responsibility to notify the managers. The managers will then notify their staff. ECRC reserves the right to provide benefit days to any or all staff based on location, power/internet outages, weather, and situational urgency.

Once these steps have been completed, the CEO must work to ensure all mission-essential functions are continued and/or completed. If the CEO is unable to perform his or her duties, he or she shall appoint a manager from the Core Management Team (**Appendix A**). The CEO should remain in contact with State and County Emergency Management offices as necessary; the contact information for these and other agencies is included in **Appendix B**. After an event has ended and conditions have been deemed safe, normal staffing and operating procedures may resume.

Essential Functions: When the COOP is executed, the CEO must determine which ECRC functions are essential and need to be carried on during the event. For each of the essential functions that must carry on, the CEO must also identify a party responsible for that function; typically, this would be the employee already charged with that function.

Pre-Positioned Resources: In some situations, it is possible to position resources at a designated alternate location(s) prior to an incident occurring. This would occur after a threat has been identified but before the situation becomes dangerous. Having certain resources pre-positioned at an alternate location(s) will help to facilitate the transition. Items included in this set of pre-positioned resources could be computers, cameras, projectors, cell phones, printers, and scanners. The items needed may vary given the nature or duration of an emergency event.

Drive-Away Kits: This is a set of resources that would need to be relocated in an event where the buildings must be evacuated. A drive-away kit contains resources needed to perform essential functions, less any resources that have been pre-positioned. Items in this kit may include flash drives, personal and/or valuable belongings, laptops, cameras, projectors, and other equipment. This kit may be modified based on the nature and duration of the event.

Security: Upon evacuation of the offices, the doors should be locked and any alarms should be armed. The CEO, in conjunction with the Emergency Management Coordinator, shall continuously monitor the situation and take all additional security measures deemed necessary. Staff should not return to the evacuated facility until the CEO and Emergency Management Coordinator deem it is safe.

Alternate Work Locations: The ECRC has two office locations, one in Pensacola and one in Destin. Each of these facilities should rely on the other for use as an alternate facility in the event one of the facilities must be evacuated. If both facilities are threatened and/or unable to be utilized, the CEO, in conjunction with the managers, should locate a new facility or arrange for staff to work remotely for as long as deemed necessary. Facility locations are:

Pensacola Office
4081 E. Olive Road Suite A
Pensacola, FL 32514

Destin Office
36474A Emerald Coast Parkway, Suite 1201
Destin, FL 32541

Phone: 850-332-7976 or 1-800-226-8914

Working Remotely and Information Technology Support: During an emergency event, it may be necessary for ECRC employees to work remotely at home or from another location away from the ECRC offices. Maintaining communications is vital, and all functions of the ECRC rely heavily on the use of computers and the internet. Resources are available for employees to ensure work continues efficiently while working remotely are listed in **Appendix C**.

Regional Board Meeting Continuity: The ECRC serves as the staffing agency for several regional boards. It is necessary to ensure that these boards are still able to convene and continue to do business however possible during a state of emergency. The CEO will establish meeting protocols based on the parameters outlined by all city, county, or gubernatorial emergency declarations and guidance. Staff will strive to conduct meetings and keep the public updated and involved through all available means of communication and technology available. The ECRC will maintain communication with all board members and all partners during an emergency declaration. Regional boards, staffed by the ECRC, follow and reference the ECRC procedure in appropriate board documents, with partners guidance.

Events or Meetings: Depending on the emergency, public meetings and events, staffed by ECRC, will be cancelled or postponed until it can be held safely. Should a situation arise during an event or meeting, staff will follow the appropriate protocols outlined in this

document, based on the situation. This will be applied to any and all events or meetings of programs staffed by the ECRC.

Reconstitution: Once the CEO and Emergency Management Coordinator have indicated the emergency event is over and/or when the facility is deemed safe for use, normal personnel actions and procedures may resume. As part of the reconstitution, an after-action report including a review of actions taken before, during, and after the event will be conducted by the CEO.

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Emergency Preparedness Plan



1. Background

No organization is immune to disasters. Because of this, it is important to analyze and prepare to respond to threats that could prevent the Emerald Coast Regional Council (ECRC) offices from serving the needs of Northwest Florida. Emergency management agencies refer to this process as continuity of operations planning (COOP).

When discussing disasters or emergency events, it is critical to know how the organization will prepare for, respond to, and recover from an event when it occurs. Emergency management agencies discuss this in terms of three phases: preparedness, response, and recovery. These phases serve as the basis for this document.

Emergencies can occur anytime, anywhere, and with or without warning. Early preparation and planning for hurricanes, floods, fires, pandemics, hazardous materials incidents, and other emergencies will reduce danger and damage later. Employees are encouraged to consult Federal, State, and local agency resources to plan for the safety of their homes and family. Personnel at these agencies, such as Emergency Management and Homeland Security offices, can assist in planning evacuation routes and provide shelter locations *prior* to an emergency. For a list of emergency contacts for the region, please see **Appendix B**. For a list of reference materials and agency internet resources, see **Appendix D**.

2. Resources

The ECRC has valuable resources that must be protected to ensure long-term operational capability to support the region: the staff, their families, the buildings, equipment, and data. Annually, by May 1st, the exterior and interior of all facilities and equipment should be videotaped/photographed and an inventory of property taken by the Emergency Management Coordinator. Such action will aid in any future damage and/or insurance loss claims.

A safety deposit box located at the Regions branch at 7130 North 9th Avenue, Pensacola serves as an offsite location for the video/photo inventory and critical files. The ECRC Chief Financial Officer (CFO) has access to the safety deposit box and is responsible for managing its contents.

3. Facilities Description

ECRC Pensacola Office - 4081 E. Olive Rd., Suite A, Pensacola, FL 32514 – This 14,400 square foot office space is in the Lexington Square Center, located north of I-10 and approximately ½ mile from Scenic Highway 90. Formally a retail store, the space was converted to commercial office space in 2007. The ECRC currently leases 9,980 square feet of this facility including the western wing, the storage/filing room, break room, and kitchen. The meeting spot for Pensacola is the Pinch-a-Penny at the end of the parking lot.

(GPS Coordinates: 30.510643, -87.183416)

ECRC Destin Office- 36474A Emerald Coast Parkway, Destin, FL 32541 – This 7,440 two-story stand-alone building located in Old South Center is owned by the ECRC. The Destin meeting spot is the parking lot between Simple HR and Warren-Averett (behind the office).

(GPS Coordinates: 30.385658, -86.400497)

4. Program Administration

The Chief Executive Officer (CEO) has the overall responsibility for assuring an adequate Emergency Preparedness Plan is established and updated annually.

All employees have an overall responsibility to understand and maintain a copy of this Emergency Preparedness Plan.

4.1 Operational Procedures & Responsibilities

4.1.1 Executive Management

The overall responsibility for assuring adequate emergency planning and response rests with the CEO. Specific emergency responsibilities are delegated as follows.

4.1.2 Emergency Management Coordinator (EMC)

The CEO shall appoint an Emergency Management Coordinator (EMC) and this person shall be responsible for overall emergency-related activities.

The designated EMC is **Renee Quick**.

Specific responsibilities shall include:

- Preparing and maintaining the Emergency Preparedness Plan.
- Providing guidance to management and supervising education and training.
- Coordinating, preparing, and executing emergency exercises.
- Coordinating off-location emergency response planning with local, county, and state agencies.
- Coordinating emergency response efforts at the ECRC.
- Determining extent and severity of any emergency event.
- Ensuring appropriate initial response has been made and that continuing responses are maintained during an event.
- Ensuring that IT services remain available during an event, to the extent of their availability.

4.1.3 Public Information Officer (PIO)

The CEO shall appoint a Public Information Officer (PIO) and this person shall be responsible for overall emergency-related communication to staff, the public, and the media as approved by the CEO and EMC.

Specific responsibilities shall include:

- Prepare necessary communications for media requests and respond in a timely manner, even if that response is “We are investigating the situation and will make a statement at a later time.”
- Identify key messages to be conveyed in communications that are accurate, clear, and consistent. Messages will be reviewed and approved by the CEO and EMC before release to news media, employees, and the public.
- Provide employee information updates for disbursement by department managers.
- Identify stakeholders in a situation whose concerns must be addressed in communications. Those groups may include the board of directors, government agencies, elected officials, employees, news media, and the public at large.
 - If possible, communicate with internal audiences before any news media.
- Identify the best means of communication with various key audiences. They may range from:
 - Press conference
 - Email to news media
 - Website postings
 - One on one phone calls
 - Meetings
 - Advertising
- With the direction of the CEO and EMC, contact external PIO(s) from community and governmental agencies. Ascertain and collaborate public information and media messages being developed by those entities to ensure consistent messages from all entities. In disaster and emergency situations, those agencies may or should take the lead role in communicating with news media.
- Assign Public Information Coordinator to monitor radio, TV, newspaper, social media, and other forms of communications during the crisis and report errors or other issues to PIO and CEO.

- If the CEO and EMC determine the crisis will last for an extended period, look at providing scheduled employee and media briefings or releases of written information.
- Document all key activities, actions, and decisions in an emergency log on a continual basis.
- Remind staff that dispersing unauthorized information over social media (or other social channels) or providing unauthorized information to the news media may result in disciplinary action unless expressly authorized by the CEO, EMC, or PIO.
- In a crisis, the PIO will coordinate with the CEO, EMC, and managers on release of information and gain approvals as necessary.
- When a crisis or disaster occurs, the PIO will coordinate with Public Involvement team members and implement the work plan to follow through the duration of the incident, assign roles, and develop work schedules.

Following an emergency event:

- Evaluate the public's perceptions of ECRC and questions they may have:
 - Are we open and operating?
 - Is it safe for employees to return to work?
 - Is it safe for visitors to visit ECRC offices?
 - Are things back to normal?
 - Has our image been changed?
- Develop a plan to address any public perception issues in the aftermath of a crisis.

5. Training and Education

It is extremely important that every employee has knowledge of operational procedures dealing with emergencies. New employees will be briefed on emergency procedures within one week of being hired. All employees will be briefed upon changes to disaster operations procedures as soon as they are implemented. All employees will be briefed each year on hurricane procedures prior to hurricane season.

6. Preparedness, Response, and Recovery

This section examines the various threats the ECRC may face while doing business. It is critical that staff remain knowledgeable of proper actions to take when situations occur.

6.1 Hurricanes

Hurricanes continue to be one of the greatest threats faced by the Northwest Florida Region. Fortunately, this type of natural hazard provides the greatest opportunity to prepare, both before and during hurricane season. Unfortunately, the magnitude of the disaster and the damage can be much larger than any other threat. Therefore, it is critical that all staff members be fully prepared to address the challenges of hurricane landfall.

Most people killed in hurricanes die from flooding associated with rainfall or storm surge. The power of moving water is immense. Drowning is the most frequent cause of death. Fatalities are also caused by flying debris, electrocution, and falls from high locations (while preparing buildings or repairing damage).

From the ECRC office perspective, watches and warnings for tropical storms and hurricanes are issued at least 36 hours in advance of an approaching storm. This should allow for ample preparation time. In a hurricane, the greatest threat to the physical office structure is wind and rain. Wind damage to the front windows or roof could allow air to rush into the building, bringing along rain. Hurricane category descriptions can be found in **Appendix E**.

Historically, the greatest difficulty presented to the ECRC following hurricanes has been an extended period without electricity. The ECRC has hardware and electronic resources available for staff to work remotely if power or access to the main office is unreliable.

From the ECRC's perspective, home preparation, possible evacuation, protecting office equipment and records, and the time to return to work is of utmost importance. Consider waterproof bins for storing anything that is not available in duplicate or cannot be lost.

6.1.1 Preparation

As a hurricane approaches, the CEO and/or EMC will determine when employees should prepare to secure the building and, if necessary, to evacuate. The information listed below is also available in checklist form located in **Appendix F**.

A **WATCH** indicates that conditions **are possible within 48 hours**. Everyone in the area covered by the watch should listen for further advisories and be ready to take precautionary actions, including evacuation, if directed.

- Potential Tropical Cyclone: A storm might attain tropical characteristics within 48 hours.
- Tropical Storm: Sustained winds 39-74 mph are possible within 48 hours.
- Hurricane: Sustained winds of 74+ mph are possible within the area. Because it may be unsafe to prepare for a hurricane once winds reach tropical storm force, the NHC issues hurricane watches 48 hours before tropical storm-force winds are expected.

A **WARNING** indicates that conditions are **expected within 36 hours**.

- Pre-Tropical: A storm is expected to attain tropical characteristics within 36 hours.
- Tropical Storm: Sustained winds 39-74 mph are expected within 36 hours.
- Hurricane: Sustained winds of 74+ mph are expected somewhere within the specified area. NHC issues a hurricane warning 36 hours in advance of tropical storm-force winds to give you time to complete your preparations. All preparations should be complete. Evacuate immediately if ordered.
- Extreme Wind: Sustained winds of a major hurricane (115 mph or greater), usually associated with the eyewall, are expected to begin within an hour. Take immediate shelter in the interior portion of a well-built structure.
- Post Tropical Cyclone: A storm is expected that has lost some tropical characteristics but is still dangerous.

The CEO and/or EMC will:

- Notify all employees of the warning condition.
- Convene an ECRC emergency response team.
- Issue an order to secure the buildings when appropriate.
- Interface with city and county authorities on Emergency Operations Center activation and information.
- Issue a reminder for all staff to take a current copy of the emergency contact list home or to their evacuation location.
- Brief employees on what to do after the disaster, as it related to work functions.

The EMC will:

- Inspect all first aid equipment and restock, if necessary.
- Check emergency flashlight batteries.

- Provide plastic bags for staff to wrap computer monitors and CPUs.
- Place necessary office closure and emergency information on all windows.
- Inspect office spaces to ensure systems have been powered down and protected.
- Coordinate with IT partners to ensure all data is secured and backed up.
- Coordinate with IT partners for any protocol they may have for ECRC systems.
- Fuel up company vehicles and ensure there is a spare tire, tire jack, and first aid kit in each.

All employees will:

- Save active work to SharePoint or OneDrive.
- Record a copy of contacts commonly used to complete their work and take the copy with all materials needed to work remotely to their home or evacuation location.
- Shut down their workstation.
- Disconnect all power and PC connections at workstation.
- Wrap any CPUs in plastic bags (to minimize water damage).
- Move electronic equipment onto a desk and away from windows.
- Notify the EMC when complete.

6.1.2 Response

All staff will notify their manager of their evacuation plans. Once a staff member is at their destination, each will contact his or her manager with a status.

The two primary methods for communicating before, during, and after the storm are:

1. Phones – Each employee will carry a copy of the emergency contact list containing staff emergency contact information as well as business contacts for both the Pensacola and Destin office locations. This list can be accessed via SharePoint at Group-WFRPC/Human Resources/Emergency Preparedness/Resources.
2. Email – Employees may access their email from any web-enabled device by logging in to their Microsoft Office 365 work account at <https://www.office.com>.

LEAVE EARLY from low-lying beach areas that may be swept by high tides or storm waves due to a hurricane. Leave mobile homes for more substantial shelter - they are particularly vulnerable to overturning in strong winds.

Be aware that some areas may flood long before the arrival of the storm. Your escape may be further complicated by the fact that densely populated areas may require evacuation orders to be issued earlier than one day before the storm's arrival. Before the storm, know your evacuation zone (<https://www.floridadisaster.org/knowyourzone>). Don't get caught by the hurricane in your car on an open coastal road.

For those leaving the area, it is important to remember that the extent of damage caused by the storm may prevent immediate return to the area. Florida's 511, <https://fl511.com>, provides information on road closures and status of state roads. For those staying, supplies should sustain you and your family for at least 3 days. Additional planning tips are available at <https://floridadisaster.org/family-plan/>

If road conditions do not permit out-of-area evacuation, employees should consider a public shelter. Information is available and updated by the county regularly (online at <https://www.floridadisaster.org/planprepare/shelters>). A list of items to bring to a shelter is found in **Appendix G**.

6.1.3 Recovery

Immediately after a storm, it is assumed staff will be dealing with personal recovery issues. **Appendix H** includes more information regarding hurricane damage.

- If you are in a public shelter, remain there until emergency officials have announced it is safe to leave.
- Keep tuned to your local radio or television station for information about emergency medical, food, housing and other forms of assistance.
- Stay out of disaster areas which could be dangerous and where your presence will interfere with essential rescue and recovery work. Do not use the telephones except for rescue, serious injuries, or emergencies.
- Don't drive unless necessary. Roads should be left clear for emergency vehicles and debris filled streets are dangerous. Soil may be washed from beneath the pavement or bridge supports, which could collapse under the weight of a car.
- Avoid loose or dangling wires and report them to the power company, local law enforcement, or the fire department. Report broken sewer, gas, or water mains to the appropriate utility company or service authority.

- Prevent fires. Do not use candles.
- Check buildings for possible collapse before re-entry.
- Hurricanes moving inland can cause severe flooding. Stay away from riverbanks and streams. Do not walk through flood waters as they may be contaminated with sewage or industrial chemicals.
- If power has been off, check refrigerated food for spoilage. Do not use tap or well water until you are sure it is not contaminated.
- If you use portable generators, keep them away from open doors and windows (some suggest 30 feet away), and use carbon monoxide detectors. Use appropriately rated electrical cords.
- During post-hurricane cleanup, be aware of dangerous wildlife, snakes, spiders, etc. Avoid overreaching or use chainsaws while on ladders. Use safety ropes when working on roofs.

Following the storm, the ECRC staff will contact their manager to advise of their whereabouts, telephone number, and personal damage status.

Once it is possible to reenter the office (roads clear and power available), the CEO and/or EMC will:

- Notify staff when they are to return to work. If a building is un-occupiable, notify staff where to relocate operations.
- Audit the damage. The CEO, EMC, or designee will audit damage via photo or video.
- Attempt to locate any employee unaccounted for at their local address, once driving conditions permit.
- Utilize ECRC's PIO to inform news media and Emergency Management offices under Emergency Support Function (ESF) 14 Public Information for Escambia, Santa Rosa, Okaloosa, Walton, Bay, Holmes, and Washington counties of ECRC's operational status.

The EMC will:

- Evaluate office damages and impacts. Will the office space(s) be un-occupiable? For how long? If employees/meetings must be moved, what rooms are available? Is backup equipment available? What is the impact on current projects?
- Ensure systems and all equipment are up and running.
- Determine if phone and internet service are working properly.
- Update the ECRC's status on the website.

- Audit damage to technology equipment and provide estimates to the CFO for replacement and insurance claims.

The CFO will contact the insurance company.

ECRC staff will:

- Assess work areas for damage.
- Provide the initial assessment of their assigned area to the EMC or manager on scene. Was any property damaged? To what extent? How much work was lost?
- Contact their manager if there is any question about returning to work or if they cannot return to work on designated workdays.
- Inform manager concerning any impediments to resuming normal workload.

6.2 Adverse Weather Conditions

Adverse weather conditions may produce unsafe conditions to travel to and from work. These conditions include tornadoes, heavy rain events, flooding, ice, and snow. From the employee's perspective, protecting office equipment and records, home preparation, possible evacuation, and the time to return to work is of utmost importance.

6.2.2 Preparation

Each weather event will be different in terms of planning and preparation time. The CEO and/or EMC will determine when employees should prepare to secure the building and, if necessary, to evacuate or seek shelter. All employees should notify their manager if they have any additional needs in preparing for the event.

The CEO and/or EMC will:

- Notify all employees of the warning condition.
- Issue an order to secure the building when appropriate.
- Issue a reminder for all staff to take a current copy of the emergency contact list home or to their evacuation location.
- Brief employees on what to do after the event.

The EMC will:

- Inspect all first aid equipment and restock, if necessary.
- Check emergency flashlight batteries.
- Provide plastic bags for staff to wrap computer monitors and CPUs, if applicable.
- Inspect office spaces to ensure systems have been powered down and protected.

ECRC staff will:

- Record a copy of contacts commonly used to complete their work and take the copy with all materials needed to work remotely to their home or evacuation location.
- Shut down their workstation.

Disconnect all power and PC connections at workstation.

Wrap any CPUs in plastic bags (to minimize water damage), if applicable.

In the case of a tornado, seek shelter in a small, interior room without windows.

6.2.3 Response

The two primary methods for communicating before, during, and after the event are:

1. Phones – Each employee will carry a copy of the emergency contact list containing staff emergency contact information as well as business contacts for both the Pensacola and Destin office locations. This list can be accessed via SharePoint at Group-WFRPC/Human Resources/Emergency Preparedness/Resources.
2. Email – Employees may access their email from any web-enabled device by logging in to their Microsoft Office 365 work account at <https://www.office.com>.

6.2.4 Recovery

Following the event, ECRC staff will contact their manager to verify whereabouts, telephone number, and personal damage status.

Once it is possible to reenter the office (roads clear and power available), the CEO and/or EMC will:

- Notify staff when they are to return to work. If the building(s) is (are) uninhabitable, notify staff where to relocate operations.
- Audit the damage. The CEO or EMC will assign a staff member to audit damage via photo or video.
- Attempt to locate any employee unaccounted for at their local address, once driving conditions permit.
- Utilize ECRC's PIO to inform news media and Emergency Management offices under Emergency Support Function (ESF) 14 Public Information for Escambia, Santa Rosa, Okaloosa, Walton, Bay, Holmes, and Washington counties of ECRC's operational status.

The EMC will evaluate the office damages and impacts.

The Chief Financial Officer will contact the insurance company.

ECRC staff will:

- Inventory work areas for damages.
- Provide an initial assessment of their assigned area to the EMC or manager on scene.
- Contact their manager if there is any question about returning to work or if they cannot return to work on designated workdays.
- Inform manager concerning any impediments to resuming normal workload.

6.3 Hazardous Materials Releases

Use of materials that are hazardous to health and safety are a necessary part of our modern lifestyles. Industry, utilities, commercial services, and governments use hazardous materials daily. The types and quantities of hazardous materials used vary from location to location, depending on products or services being produced.

Hazardous materials emergencies may involve the potential for fire, explosion, and/or escape into air or water. All these scenarios have the potential to directly affect employees. Trying to confront or being exposed to a hazardous materials emergency puts people at risk of being killed or seriously injured. Emergency responders trained in hazardous materials emergencies are the only people who should approach a hazardous materials incident. Employees should stay away!

Emergency management officials could enact two protective procedures in a hazardous materials emergency: Shelter-in-Place or Evacuation. Once emergency management officials determine the severity of a hazardous materials incident, they will advise the office on appropriate procedures to take. For any hazardous materials emergency outside of the ECRC, all staff should be directed to Shelter-in-Place until further information is received.

Shelter-in-place involves getting and keeping people indoors away from exposure to hazardous materials. By sheltering indoors, people are less likely to be exposed to concentrated plumes of hazardous vapors being released or from potential fires or explosions. Generally, shelter-in-place is used when it is impractical to evacuate.

Evacuation includes leaving the premises for safer areas. Orders and directions for evacuation will be issued by fire officials through county emergency management officials, based on the situation at that time.

Most hazardous materials incidents are a result of transportation. Naturally, moving such substances increases risk of an accident. The presence of major highways, railways, pipeline, barge, and air transport increases risk. Additionally, there are several fixed facilities that use or store chemicals, such as, Pinch-a-Penny Pool Supply (in the Pensacola office parking lot) and nearby Ellyson Industrial Park. Other sources may include nearby water wells, and many others throughout the region.

6.3.1 Response

You may receive an automatic telephone notification if a hazardous materials release threatens the area. Listen carefully to the recorded message and follow instructions to evacuate or shelter-in-place. If local government advises evacuation of your area, **DO SO IMMEDIATELY**. Use only the route established by emergency officials. They are knowledgeable on the direction of the hazardous materials plume and wind. Keep your car radio on for further instructions such as the location of emergency shelters.

At work, once notified, the CEO and/or EMC or a manager will:

- Inform employees of the emergency.
- Inform employees of actions recommended by emergency management officials.
- Ensure shelter-in-place measures are taken to the extent possible.
- Ensure employees evacuate immediately when instructed to do so.

In other cases, your five senses may be the only warning you have. It is possible that an ECRC employee may notice a chemical hazard before emergency services knows about it, or before orders are issued. If so, notify your coworkers and 911. Decide whether to shelter-in-place or to evacuate. Shelter-in-place is generally used when chemicals are in such quantity and/or proximity to a place of business that it is safer to remain indoors rather than to evacuate employees. Local fire authorities, emergency managers or an impacted person or business can implement shelter-in-place or an evacuation.

6.3.1.1 Shelter-In-Place

Shelter-in-place means selecting an interior room or rooms within your facility, or rooms with no or few windows, and taking refuge there. In many cases, local authorities will issue advice to shelter-in-place via TV or radio. The basic steps to sheltering in place for chemical hazards are:

- Go inside and stay inside.
- Close doors and windows. Locking may provide a better seal.

- **Turn OFF air conditioning and/or heating** to reduce contamination being drawn into the building. Turn off pilot lights or open flames. Do not smoke.
- Cover doors and windows with plastic and duct tape to slow the chemical's entry. Seal cracks under doors, pipes, etc. Close off non-essential areas.
- Select a shelter room immediately and without delay (one most suited for vapor resistance), generally a smaller room that can be sealed off, is above ground (some chemicals sink), with the fewest or no windows or doors, potentially with a water source (for showering as needed if chemical does not react negatively with water). Bring your disaster kit. Let someone know where you are and what happened. Keep communication lines clear as much as possible. Seal the room. Even if properly sealed, expect that some chemicals will seep into your shelter.
- Tune into local Radio/TV and await further instructions from emergency management. Notification may come directly to the office/home or via local radio and television advisories.
- Strategies for protecting airways include covering mouth and nose and taking shallow breaths through a damp cloth. Strategies for minimizing physical contact include covering exposed skin and showering (if chemical does not react negatively to water).
- Maintain communications throughout the building. No one should leave until told to do so.
- If a release occurs near a school, parents should NOT pick up children since this may expose the parents to hazardous materials near the incident scene. Parents coming to pick up children can increase traffic congestion and cause problems for emergency responders.
- Be aware of the need to ventilate or exit a shelter promptly when the hazardous vapors outside are predicted to be less hazardous than vapors that might have infiltrated the shelter as the plume passed.
- More information on shelter-in-place can be found on OSHA's website at <https://www.osha.gov/chemicalexecutiveorder/LLIS/CSEPPSIPGuideBook.pdf>

6.3.1.2 Evacuation

- When told to leave, do so as quickly and orderly as possible. Remain calm. Based on prevailing conditions, emergency management officials will order the direction and distance of evacuations (upwind of the cloud without driving through it).
- Keep windows and vents closed on evacuating vehicles. Drivers should not use air conditioning, heating, or ventilation systems. If necessary, switch settings from fresh air to recirculate in order to avoid heat stroke and/or collapse.

- Do not drive through a chemical cloud. In addition to the toxic inhalation potential, at certain concentrations vehicles could stall as chemicals displace oxygen.
- Emergency management officials will advise parents through the media where children can be picked up if an incident occurs and requires evacuation of a school.
- Be aware of the potential need to relocate after sheltering-in-place on a different route and to a different destination than might be used for an initial evacuation, as winds shift.

6.3.1.3 Recovery

After an all clear has been given for a hazardous materials release involving your place of residence, your house should be ventilated to flush any residuals.

When the event has happened at the office, the CEO or/or EMC will:

- Ensure the building has been ventilated and is safe for business.
- Notify staff when to return to work.

The EMC or designee will:

- Inspect the office to ensure the space is safe for work.
- Inform the CEO of any problems.

6.4 Bomb Threats

Although 95% of all bomb threats are hoaxes, the potential exists that a deranged individual or disgruntled employee could attempt to bomb the ECRC offices. Therefore, all threats reported will be taken seriously!

6.4.1 Preparation

Although the ECRC offices are public buildings, access can be limited to the main entrances and front desk area, thus minimizing the opportunities for an individual to plant a bomb. Exits shall be secured when unattended. Non-employees should log in at the front desk and be escorted when given access to interior working areas.

All staff must be aware of any signs that point to the possibility of dangerous behavior from individuals entering or leaving the facilities. They should be particularly aware of any individual who brings in a package or item and then leaves without it.

Employees should regularly inspect lobby and workplaces for suspicious, unmarked packages. **Appendix I** provides a Bomb Threat Card that should be placed near all employee telephones.

6.4.2 Response

When a suspicious package is found:

- Report your finding to your manager and call the local law enforcement.
- Evacuate the building. Proceed to the designated meeting location and form a group. For Pensacola, this location is the Pinch-a-Penny at the end of the parking lot. For Destin, this location is the parking lot between Simple HR and Warren-Averett (behind the office). Be alert for secondary hazards/threats (active shooters, IEDs) when evacuating.

If you receive a bomb threat by phone:

- **GET AS MUCH INFORMATION AS POSSIBLE.** Note the exact time of the call. Pay close attention to the caller and make every attempt to determine the location, time of expected detonation, and type of explosive device.
- Immediately notify your manager.
- Once told by management to evacuate, leave immediately.
- **DO NOT** take time to shut off computers - just leave them on.

- After leaving the building **DEPART AREA ON FOOT. DO NOT** use your personal auto parked in the parking area. There is always the possibility that vehicles have been booby-trapped as well.

6.4.3 Recovery

- Do not reenter the building until cleared by law enforcement.
- Provide description of the incident and the perpetrator to law enforcement.

The CEO or designee will:

- Evaluate any damage or impacts.
- Prepare a news release.

6.5 Fires

6.5.1 Preparation

The ECRC offices are equipped with emergency exit lighting. Each system runs off normal electrical power; however, if power is lost to the building(s), emergency battery power will keep the system active. Fire extinguishers are located in the office areas. Employees will be provided annual training to include the proper use of the fire extinguishers.

Site personnel should know at least two evacuation routes. All employees should be aware of all emergency exits, fire extinguishers, and fire alarms. Exit routes from building must be clear and free of obstructions and properly marked with exit signs. All fire safety equipment (fire system, alarms, extinguishers) must be up to code.

Evacuation route maps have been posted in each work area and can also be accessed on SharePoint at Group-WFRPC/Human Resources/Emergency Preparedness/Resources. The following information is marked on evacuation maps:

- Emergency exits
- Primary and secondary evacuation routes
- Locations of fire extinguishers
- Fire alarm pull stations' location
- Assembly points
- The evacuation spot for the Pensacola office is the Pinch-a-Penny at the end of the parking lot.
- The Destin evacuation spot is the parking lot between Simple HR and Warren-Averett (behind the office).

6.5.2 Response

If a fire is reported, the fire alarm should be engaged, (if available and not already activated) to warn occupants to evacuate. Dial 911 or the local fire station immediately to alert the Fire Department. Provide the following information:

- Business name and street address
- Nature of fire
- Fire location (building and floor)
- Type of fire alarm (detector, pull station, sprinkler waterflow)
- Location of fire alarm (building and floor)
- Name of person reporting fire
- Telephone number for return call

If a Fire Alarm has been Activated:

- All employees must evacuate the building using the nearest emergency exits.
- Do not use an elevator during a fire emergency. Assist people with disabilities to the nearest stairwell in the building. Immediately notify the fire department or law enforcement if a disabled individual is waiting on a stairwell landing.
- If trapped in an elevator, use the emergency telephone inside the elevator to call for assistance or press the elevator alarm inside the elevator to signal for help.
- Proceed to the designated meeting spot for your office. If your vehicle is parked nearby the building, do NOT go to it. Go directly to your meeting spot so others will know you are safe.
- A designated employee should grab the Employee Log Sheet from the front desk if possible when exiting the building and a roll call should be conducted to make sure all personnel are accounted for.
- Wait at your meeting spot until emergency personnel inform you it is "all clear" to reenter. Do not go back into the building for any reason. If you have a problem or concern, please inform the responding fire department or law enforcement.

6.5.3 Recovery

After the fire is extinguished, the fire department may clear the building for reentry. The CEO or manager on scene will determine who will enter the building and for what purpose. Any employee entering the premises in the aftermath must exercise caution. Offices, windows, furniture, and equipment could have been damaged or strewn about the area forming barriers or physical hazards.

The CEO, EMC, or CFO shall:

- Contact the insurance company and building owners.
- Evaluate the damage. Provide an initial assessment of your assigned area to the manager on scene. Was any property damaged? To what extent? How much was lost?
- Audit the damage. The CEO or EMC will assign a staff member to audit damage via photo or video.
- Prepare a news release.
- Evaluate the impact. Will the office space(s) be uninhabitable? For how long? If employees/meetings must be moved, what rooms are available? Is backup equipment available? What is the impact on current projects?
- If the building(s) is (are) uninhabitable, staff in the affected building(s) may be directed to relocate or work remotely.

6.6 Criminal incidents

Being an organization that serves the public, we cannot control who will enter our buildings during work hours. The potential exists that a deranged individual or disgruntled employee could enter our facilities with the intent of disrupting business or harming employees.

6.6.1 Preparation

Although the ECRC offices are public buildings, access can be limited to the main entrances. Other exits must be secured when unattended. Non-employees should log in at the front desk and be escorted when given access to interior working areas.

All staff must be aware of any signs that point to the possibility of dangerous behavior from individuals entering or leaving the facilities (an unusually long lobby visit, multiple visits seemingly without purpose, hanging around entrances, suddenly explosive conversations, etc.).

6.6.2 Response

- Report suspicious activities to the CEO or a manager. In cases where the managers are unavailable, the employee will call local authorities for assistance.
- UNLESS ABSOLUTELY NECESSARY, DO NOT ATTEMPT TO SUBDUE OR CONFRONT THE INDIVIDUAL.
- When an employee is threatened or feels threatened by an individual, he or she should exit the area as quickly and discreetly as possible and call law enforcement. When possible, the security alarm or panic button can be used to immediately

summon law enforcement. Other employees should exit the building or barricade themselves in their offices.

- Seek shelter and make every effort to account for all employees.

6.6.3 Recovery

- Do not reenter the building until cleared by law enforcement.
- Provide description of the incident and the perpetrator to law enforcement.
- Evaluate any damage caused by the individual.
- Prepare a news release.

6.7 Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms.

6.7.1 Preparation

In an active shooter situation, personnel should follow the Active Shooter Emergency Response Procedure provided by the Department of Homeland Security (available online at https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf). This procedure provides guidance in the event an individual is actively shooting persons at the workplace.

The ability to evacuate quickly and safely is critical to surviving an active shooter scenario. Personnel must be familiar with the evacuation plan and practice using the nearest exit without exposing themselves to danger. Get as far away from the shooter as possible.

The meeting spot for Pensacola is the Pinch-a-Penny at the end of the parking lot. The Destin meeting spot is the parking lot between Simple HR and Warren-Averett (behind the office).

6.7.2 Response

If an active shooter is threatening the facility, RUN, HIDE, or FIGHT.

RUN. If there is an accessible escape path, run/leave.

- Have an escape route and plan in mind.
- Run fast in unpredictable or zig-zag patterns (if you are visible to the shooter).
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.

- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands in a visible location, when law enforcement is on the scene.
- Follow the instructions of any law enforcement.
- Do not attempt to move wounded people.
- Call 911 when you are safe.
- **Do not attempt to approach the shooter.**

HIDE. If evacuation is not possible, find a place to hide where the active shooter is least likely to find you.

Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door behind cover of hard objects such as file cabinets).
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.
- Use belts/straps or other objects tied around door handles to stop non-locking doors from being opened.
- Silence your cell phone.
- Turn off any source of noise (i.e., radios, televisions).
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.

If evacuation and hiding out are not possible:

- Remain calm.
- Dial 911, if possible, to alert law enforcement to the active shooter's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the shooter(s)
- Number of potential victims at the location

FIGHT. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her (individually or as a group)
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

How to react when law enforcement arrives:

- Remain calm and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove injured.

Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

6.7.3 Recovery

The CEO or designee will respond to any media requests for information. Such representatives will carefully consider the nature of any such requests in order to avoid disclosing information about any person that is confidential or protected by Federal and State privacy and medical information laws.

Recovery from an active shooter scenario will likely be a whole community effort. It may include hospitals, grief counselors, lawyers, employee assistance, and other assistance as required.

6.8 Flooding/Building Leaks

In cases of flooding or roof leaks, staff should carry out the following:

- Cease using all electrical equipment near the flooded area.
- Contact your manager, CEO, or EMC
- Shut off and protect effected electronic equipment.
- Attempt to catch leaks or turn off the source before greater water damage can be done.
- Avoid walking through flooded area.

The CEO or designated representative will coordinate with the building owner for repair and recovery to minimize work interruption and mold formation.

6.9 Health Emergencies

All first aid kits should be fully stocked and easy to locate. All personnel should be informed where the first aid kits are located.

In cases where an employee has a medical emergency, staff should carry out the following:

- Call 911. Provide the following information:
 - Nature of the medical emergency
 - Location of the emergency (address, building, room number)
 - Name and phone number of the person calling
- Do not move victim unless necessary.
- Call personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help. Only trained responders should provide first aid assistance.
- Take universal precautions to prevent contact with bodily fluids and exposure to bloodborne pathogens.
- Meet the ambulance at the nearest entrance or emergency access point; direct them to victim(s).
- Incident should be reported to CEO and managers.

6.10 Public Health and Infectious Disease

In cases where there is a local, state, or national outbreak of an infectious disease, it is important to follow specific directions to decrease the threat of and impact from the identified risk. Essential functions, operations, and support requirements will continue to be people dependent. However, human interactions may be remote or virtual, resulting in the employment of appropriate teleworking and other approved physical distancing protocols. Assumptions regarding pandemics, influenza, and infectious disease implementation can be found in **Appendix J**.

6.10.1 Preparation

Pandemic events and emerging infectious diseases impact people as opposed to physical infrastructure and equipment. When ECRC is made aware of a potential threat by the Florida Department of Health, Center for Disease Control, World Health Organization, or other local, state, or federal authority, all ECRC personnel are to be informed regarding protective actions and/or modifications related to this plan. Messaging and risk communications in preparation of an emerging infectious disease or pandemic will be conducted by the CEO and/or EMC. The CEO and/or EMC will determine the level of risk and subsequent employee interaction that is deemed safe, and conduct the following procedures:

- Notify employees that may be expected to work on-site for various tasks such as check printing, receiving mail, and building management.
- Communicate the potential risk to all employees.
- Inventory and assess teleworking equipment such as laptops, work issued cell phones, office phone service updates, and appropriate software installations.
- Inventory and purchase any necessary first aid kits, disinfectants, hand sanitizers, and other cleaning materials.
- Determine what upcoming work travel may need to be postponed or canceled.

6.10.2 Response

Once the risk level is established, appropriate policies will take effect. Within the workplace, social distancing measures could take the form of:

- Modifying the frequency and type of face-to-face employee encounters (e.g., placing moratoriums on handshaking, substituting videoconferences for face-to-face meetings, staggering breaks, and modified work hours to minimize the number of people interacting with each other)

- Posting infection control guidelines in the office and via email
- Establishing flexible work hours or worksite (e.g., telecommuting)
- Promoting physical distancing between employees and customers to maintain appropriate spatial separation between individuals as instructed
- Implementing strategies that request and enable employees with influenza to stay home at the first sign of symptoms.

If in-office work is still being conducted, the CEO or designee will communicate hygiene etiquette and spatial separation requirements. If an employee becomes ill, their workspace and any other known exposed areas will be cleaned and disinfected.

The CEO or designee will communicate the following work-related changes:

- ECRC will communicate the organizational status and cancelations/postponements of meetings to all internal and external stakeholders. This includes use of the emergency contact list and the ECRC database of board and committee members. Updates to the website, media releases, and other communication efforts will be handled by the PIO with approval by the CEO.
- A phone service to direct office calls to personal cell phones may need to be activated.
- Procedures for type and frequency of communication between managers and department staff will be established.
- Work travel restrictions will be implemented. Previous travel arrangements may be canceled or postponed through coordination with managers and their staff.

6.10.3 Recovery

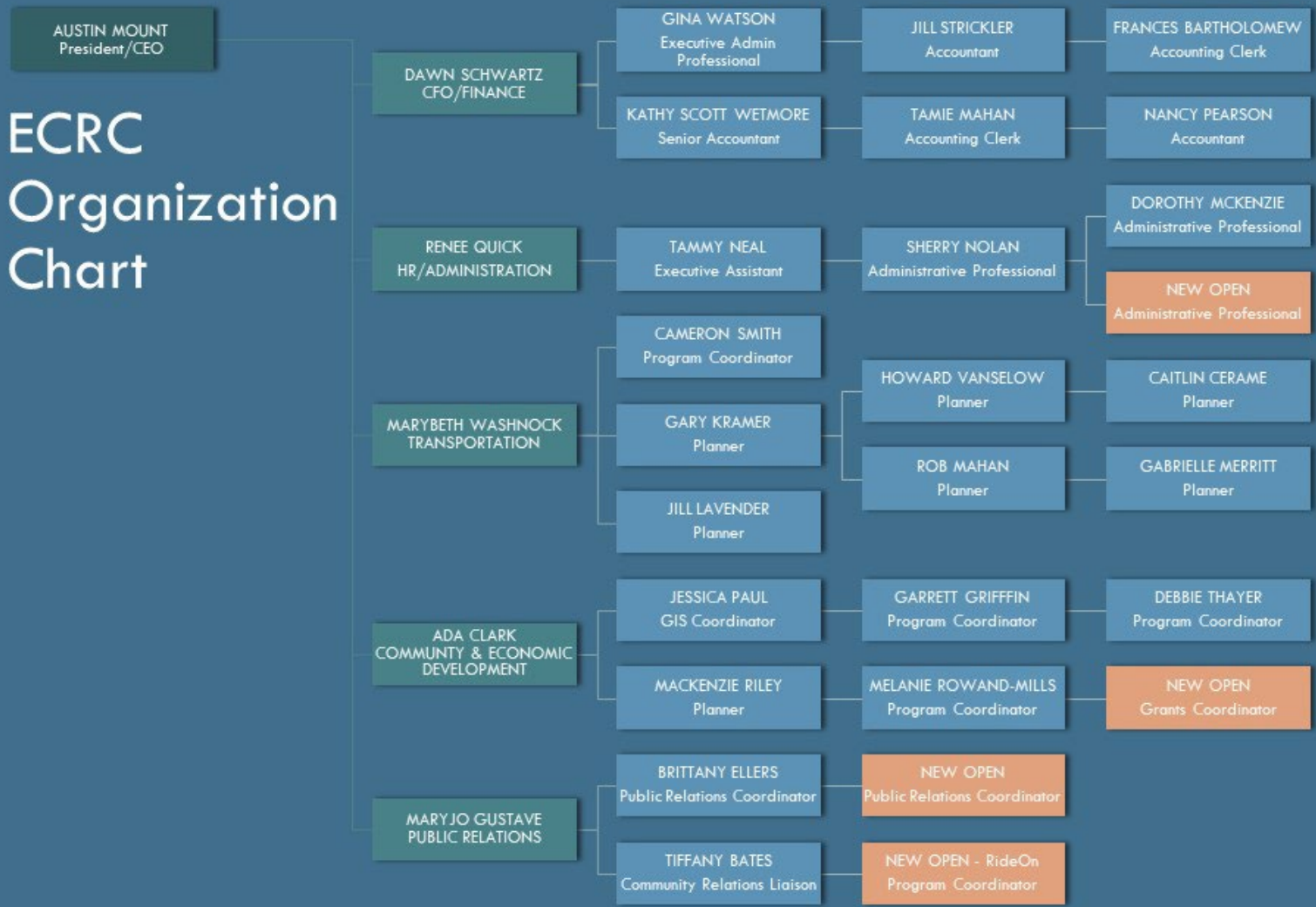
When risk of exposure to a public health emergency has passed and community spread has stopped, as deemed by local, state, or national authorities, the CEO or designee will:

- Ensure the building is safe for return.
- Notify staff when to return to the building for work.
- Issue statement of reconstitution and indicate it is safe to interact with clients, members of the public, and resume in-person meetings.


The CEO and EMC will monitor any resurgence of a community outbreak and communicate current events to ECRC staff accordingly. Human Resources will also monitor any federal and state reimbursements, unemployment, or other aid provided due to the disruption.

Appendix A: ECRC Organizational Chart

ECRC Organization Chart




Appendix B: NOAA Extreme Weather Information Sheet



Extreme Weather

INFORMATION SHEET



Appendix B:

To download the latest updated version of this sheet: www.ngdc.noaa.gov/news/

STATE INFORMATION

State Assistance Information Line (Only activated during emergencies)	1-800-342-3557
Florida Division of Emergency Management (www.FloridaDisaster.org)	850-815-4000
Ready.Gov	www.ready.gov/florida
Official State Website	www.myflorida.com
Florida Department of Transportation (www.fdot.gov/)	1-866-374-FDOT (3368)
Florida Highway Patrol (www.flhsmv.gov/florida-highway-patrol)	(*FHP from any cell phone)
Florida Department of Health (www.floridahealth.gov)	850-245-4444
Florida Office of Insurance Regulation (www.flor.com)	850-413-3140
Florida Office of Tourism (www.visitflorida.com/en-us.html)	1-888-735-2872
Florida Department of Law Enforcement (www.fdle.state.fl.us)	850-410-7000
Governor's Office (www.flgov.com)	850-717-9337
Florida Attorney General (www.myfloridalegal.com/)	850-414-3300
Florida Department of Financial Services, Division of Consumer Services (www.myfloridacfo.com/Division/Consumers/Storm/default.htm)	1-877-693-5236
Florida Department of Environmental Protection (https://floridadep.gov/)	850-245-2118
Florida Fish and Wildlife Conservation Commission (www.myfwc.com)	850-488-4676
Florida Department of Veterans Affairs (http://floridavets.org/)	1-844-693-5838
Florida Department of Elder Affairs (http://elderaffairs.state.fl.us/index.php)	1-800-96ELDER (963-5337)
Florida Department of Agriculture and Consumer Services (www.fdacs.gov)	1-800-435-7352
National Weather Service Forecast Office (Mobile, AL Office) (www.weather.gov/mob)	251-633-6443
National Weather Service Forecast Office (Tallahassee, FL Office) (www.weather.gov/tae)	850-942-8851
National Weather Service Southern Region	www.weather.gov/srh
StormSmart Coasts	http://gom.stormsmart.org/
US Coast Guard, 7th District	www.atlanticarea.uscg.mil/Our-Organization/District-7/
US Coast Guard, 8th District	www.atlanticarea.uscg.mil/Our-Organization/District-8/
Gulf Power Company (www.gulfpower.com)	1-800-487-6937
West Florida Electric Cooperative (www.westflorida.coop)	1-800-342-7400
Duke Energy (www.progress-energy.com)	Outage 1-800-228-8485
Escambia River Electric Cooperative (www.erec.com)	1-800-235-3848
Choctawhatchee Electric Cooperative Inc. (CHELCO) (www.chelco.com)	Outage 850-307-1211
Gulf Coast Electric Cooperative (www.gcec.com)	Outage 1-800-568-3667 or 1-800-333-9392
Florida Public Utilities (https://fpuc.com/)	1-800-427-7712

FOR EMERGENCIES CALL 911
•
FOR NON-EMERGENCIES CALL 211

COUNTY INFORMATION

<h4>BAY</h4> <p>Emergency Management 850-784-4000 http://baycountyfl.gov/166/Emergency-Management-Division Sheriff (www.bayso.org) 850-747-4700</p> <h4>CALHOUN</h4> <p>Emergency Management 850-674-8075 http://calhounflorida.org Sheriff (www.calhounsheriff.com) 850-674-5049</p> <h4>ESCAMBIA</h4> <p>Emergency Management 850-471-6400 www.myescambia.com/our-services/public-safety/beready Sheriff (www.escambiaso.com) 850-436-9620</p> <h4>GULF</h4> <p>Emergency Management 850-229-9110 www.gulfcounty-fl.gov/county-government/emergency-management Sheriff (www.gulfsheriff.com) 850-227-1115</p> <h4>HOLMES</h4> <p>Emergency Management 850-547-1112 https://holmescountyem.org Sheriff (http://holmesco.sheriff.org/index.html) 850-547-3681</p>	<h4>JACKSON</h4> <p>Emergency Management 850-482-9678 www.jacksoncountyfl.net/emergency-management Sheriff 850-482-9624</p> <h4>OKALOOSA</h4> <p>Emergency Management 850-651-7150 www.co.okaloosa.fl.us/ps/emergency-management Sheriff (www.sheriff-okaloosa.org) 850-689-5705 or 850-651-7400</p> <h4>SANTA ROSA</h4> <p>Emergency Management 850-983-5360 www.santarosa.fl.gov/666/Emergency-Management Sheriff (santarosasheriff.org) 850-983-1100</p> <h4>WALTON</h4> <p>Emergency Management 850-892-8065 www.co.walton.fl.us/1063/Emergency-Management Sheriff (http://waltonso.org) 850-892-8111</p> <h4>WASHINGTON</h4> <p>Emergency Management 850-638-6203 www.washingtonfl.com/?DivisionID=21213&DepartmentID=25361 Sheriff (www.wcso.us) 850-638-6111</p>
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FLORIDA
 Northwest

Appendix C: Working Remotely

In the event of an emergency, it may be necessary for ECRC employees to work remotely at home or from another location away from the ECRC offices. The following hardware and online resources are available to employees to allow work to continue efficiently while away from the office:

Laptops – Most employees are in possession of a work-issued laptop. Extras are available for those who do not have one.

Mi-Fi devices – For those without internet access at home, Mi-Fi devices are available and will act as mobile Wi-Fi hotspots.

Website – The ECRC website may be accessed at www.ecrc.org. The website is hosted offsite by GoDaddy and managed by Revize.

Email access – Employees may access their email from any web-enabled device by logging in to their Microsoft Office 365 work account at <https://www.office.com>.

Email archive – All emails sent or received since September 2009 can be accessed via Global Relay at <https://compliance.login.globalrelay.com>. Login information is kept by the Chief Financial Officer and Human Resources/IT.

Email distribution lists – Email distribution lists for most groups are maintained in Outlook by designated staff members. Updates and edits to these lists should be requested by emailing db-updates@ecrc.org.

Voicemail – Phone messages left on ECRC phones will also be received via email. Employees may also forward their office phones to a personal phone or can access voicemails remotely by dialing the main number, dialing their extension, and pressing *5 when the voicemail picks up.

SharePoint - All work-related documents and retention files shall be saved to SharePoint. (No one should save work-related documents to their hard drives.) Employees can access SharePoint by logging in to their Microsoft Office 365 work account at <https://www.office.com>.

Database Access – The ECRC Address Book Database can be accessed at <http://wfrpc.grendelfly.com>. This Address Book database contains all contact information

for TPOs and their advisory committees, Transportation Disadvantaged committees, and ECRC board members. Rosters and mailing labels for these groups are generated from this database. The database user guide can be accessed in SharePoint at Group-WFRPC/Human Resources/Emergency Preparedness/Resources.

GoToMeeting – Meetings may be held with other ECRC staff and/or external parties via GoToMeeting. Instructions on scheduling, hosting, and joining a GoToMeeting can be accessed via SharePoint at Group-WFRPC/Human Resources/Emergency Preparedness/Resources.

Microsoft Teams – As part of Office 365, Microsoft Teams may be used for workplace chats, video meetings, and file sharing between ECRC staff members. Instructions on using Microsoft Teams can be accessed via SharePoint at Group-WFRPC/Human Resources/Emergency Preparedness/Resources.

Emergency Contact List – The ECRC Emergency Contact List contains each staff member's emergency contact information as well as business contacts for both the Pensacola and Destin office locations. This list can be accessed via SharePoint at Group-WFRPC/Human Resources/Emergency Preparedness/Resources.

IT Assistance – IT services are provided by Bit-Wizards, headquartered in Fort Walton Beach. The Bit-Wizards help desk can be reached via email at mits@bit-wizards.com or phone at (850) 864-4558.

FTP/GIS file access - The FTP site and GIS (Geographic Information System) files are hosted offsite by NAS (Network Attached Storage) system. Contact the ECRC GIS Coordinator or Bit-Wizards for access.

Appendix D: Reference Materials and Internet Resources

Centers for Disease Control and Prevention (CDC): Collaborates to create the expertise, information, and tools that people and communities need to protect their health through health promotion, prevention of disease, injury and disability, and preparedness for new health threats at <https://www.cdc.gov/>.

Flood Insurance Rate Maps (FIRM): These maps show the locations where flooding can occur and are important for homebuyers. Flood insurance requirements are based upon these maps. You can search these maps by address at <https://msc.fema.gov/portal/home>.

Hazardous Materials (EPCRA) Plans: Analyzes locations which use, store, or produce Extremely Hazardous Substances as a part of the Emergency Planning and Community Right-To-Know Act (EPCRA). ECRC serves as the repository for EPCRA information in Northwest Florida as a part of its staffing of the Emerald Coast Local Emergency Planning Committee. Plans and information available from the Community Development Division.

National Hurricane Center: Responsible for all tropical depression, storm, and hurricane predictions in the Atlantic, Caribbean, and Gulf of Mexico. Provides satellite imagery, forecasts, discussion papers, and advisories. <https://www.nhc.noaa.gov>

National Weather Service Office, Mobile/Pensacola: Serves Escambia, Santa Rosa, and Okaloosa Counties with weather forecasting and advisories. <https://www.weather.gov/mob>

NOAA Weather Radio Broadcasts: These are the official broadcasts of the National Weather Service. (The Mobile/Pensacola NWS Office is responsible for weather forecasting and advisories in the Escambia, Santa Rosa, and Okaloosa County area.) Special weather radios, available at electronics stores, can receive the broadcasts. Newer radio models have alarms which sound when severe weather watches and warnings are posted. The local frequency is 162.400 MHz. <https://www.weather.gov/mob/nwr>

Florida Division of Emergency Management (FDEM): The Division of Emergency Management plans for and responds to both natural and man-made disasters. These range from floods and hurricanes to incidents involving hazardous materials or nuclear power. The division is the state's liaison with federal and local agencies on emergencies of all kinds. <https://www.floridadisaster.org>

Disaster preparedness maps including evacuation zones, evacuation routes, and potential storm surge can be accessed at <https://www.floridadisaster.org/planprepare/disaster-preparedness-maps>.

County Emergency Management Offices: A wealth of county-level resources for planning for, responding to, and recovering from disasters of all types.

Escambia: <https://myescambia.com/our-services/public-safety/beready>

Santa Rosa: <https://www.santarosa.fl.gov/666/Emergency-Management>

Okaloosa: <http://www.co.okaloosa.fl.us/ps/emergency-management>

Walton: <https://www.co.walton.fl.us/1063/Emergency-Management>

Bay: <https://www.baycountyfl.gov/166/Emergency-Management-Division>

Washington: <https://www.baycountyfl.gov/166/Emergency-Management-Division>

Holmes: <https://holmescountyem.net>

Florida Department of Health: The Florida Department of Health is responsible for protecting the public health and safety of the residents and visitors of the state of Florida.

<http://www.floridahealth.gov/>

World Health Organization (WHO): WHO's primary role is to direct international health within the United Nations' system and to lead its partners in global health responses.

<https://www.who.int/>

Appendix E: SAFFIR/SIMPSON Hurricane Scale

The Saffir/Simpson Hurricane Scale is used by the National Weather Service to give public safety officials a continuing assessment of the potential for wind and storm surge damage from a hurricane. Scale numbers are made available to public safety officials when a hurricane is within 72 hours of landfall. Scale assessments are revised regularly as new observations are made.

Category 1 - Winds of 74 to 95 mph. Damage primarily to shrubbery, trees, foliage and unanchored mobile homes. No real damage to other structures. Some damage to poorly constructed signs. Low-lying coastal roads inundated, minor pier damage, some small craft in exposed anchorage torn from moorings.

Category 2 - Winds of 96 to 110 mph. Considerable damage to shrubbery and tree foliage; some trees blown down. Major damage to exposed mobile homes. Extensive damage to poorly constructed signs. Some damage to roofing materials of buildings; some window and door damage. No major damage to buildings. Coastal roads and low-lying escape routes inland cut by rising water two to four hours before arrival of hurricane center. Considerable damage to piers. Marinas flooded. Small craft in unprotected anchorage torn from moorings.

Category 3 - Winds of 111 to 130 mph. Foliage torn from trees; large trees blown down. Practically all poorly constructed signs blown down. Some damage to roofing materials of buildings; some window and door damage. Some structural damage to small buildings. Mobile homes destroyed. Serious flooding at coast and many smaller structures near coast destroyed, large structures near coast damaged by battering waves and floating debris. Low-lying escape routes inland cut by rising water three to five hours before hurricane center arrives.

Category 4: Winds of 131 to 155 mph. Shrubs and trees blown down; all signs down. Extensive damage to roofing materials; windows and doors. Complete failure of roofs on many small residences. Complete destruction of mobile homes. Major damage to lower floors of structures near shore due to flooding and battering by waves and floating debris. Low-lying escape routes inland cut by rising water three to four hours before hurricane center arrives. Major erosion of beaches.

Category 5: Winds greater than 155 mph. Shrubs and trees blown down; considerable damage to roofs of buildings; all signs down. Very severe damage to roofs and doors. Complete failure of roofs on many residences and industrial buildings. Extensive shattering of glass in windows and doors. Some complete building failures. Small buildings overturned or blown away. Complete destruction of mobile homes. Storm surge greater than 18 feet above normal. Low-lying escape routes inland cut by rising water three to five hours before hurricane center arrives.

Appendix F: Council Hurricane Response Checklist

The Chief Executive Officer (CEO) or designee will:	
1. Notify all employees of the warning condition.	
2. Issue an order to secure the building when appropriate.	
3. Interface with city and county authorities on Emergency Operations Center activation and information.	
4. Issue a reminder for all staff to take a current copy of the emergency contact list home or to their evacuation location.	
5. Brief employees on what to do after the disaster.	
The Emergency Management Coordinator (EMC) will:	
1. Inspect all first aid equipment and restock, if necessary.	
2. Check emergency flashlight batteries.	
3. Provide plastic bags for staff to wrap computer monitors and CPUs.	
4. Place necessary office closure and emergency information on all windows.	
5. Inspect office spaces to ensure systems have been powered down and protected.	
6. Coordinate with IT partners to make sure all data is secured and backed up.	
7. Coordinate with IT partners for any protocol they may have for ECRC systems.	
All employees will:	
1. Save active work to SharePoint.	
2. Record a copy of contacts commonly used to complete their work and take the copy with all materials needed to work remotely to their home or evacuation location.	
3. Shut down their workstation.	
4. Disconnect all power and PC connections at workstation.	
5. Wrap any CPUs in plastic bags (to minimize water damage).	
6. Move electronic equipment onto a desk and away from windows.	
7. Notify the EMC when complete.	

Appendix G: What You Need to Bring to The Shelter

- Toiletries (soap, toothbrush, toothpaste, deodorant and toilet tissue)
- Linens (washcloths, towels, blankets, sheets, pillows and disposable diapers)
- Food (gallon of potable water, supply of canned goods or non-perishables, manual can opener, paper plates, paper towels, plastic utensils, disposable bottles and formula and any special dietary needs)
- Medicines (anyone with regular meds should be sure to secure sufficient quantity of prescription refills and bring to shelter)
- Clothing (enough to last three days, with a weeks' worth of disposable diapers for infants)
- Miscellaneous (portable battery-operated radio, batteries, flashlights, games, cards and reading material)

Appendix H: About Hurricane Damage

This section is not only important to the ECRC but is of vital importance to its employees and properties they own or maintain.

1. Contact your insurance agency as quickly as possible. Let your agent know your losses. If you have relocated, let your agent know your temporary address.
2. Make only those repairs necessary to prevent further damage to your home or business. This should include covering breaks in a roof, window or wall with plywood, canvas or other waterproof material. Do not have permanent repairs made without first consulting your agent. Unauthorized repairs may not be reimbursed.
3. Wait for an insurance adjustor to arrive to appraise your damage. Insurance companies schedule adjustors so the most serious catastrophic losses get priority treatment. Those policyholders are most in need.
4. Keep all receipts for expenditures made to repair damage.
5. Prepare a detailed inventory of all damaged or destroyed personal property for the adjustor. Be sure to keep a copy for yourself. Your list should be as complete as you can make it and should include: a description of the item (and number, if more than one); date of purchase or approximate age; cost at the time of purchase; and estimated replacement cost today.
6. Collect canceled checks, invoices or other papers that will assist the adjustor in obtaining the value of the destroyed property.
7. If you feel it necessary, secure a detailed estimate for permanent repairs from a reliable, licensed and insured contractor and give it to the adjustor when he arrives. The estimate should contain detailed specifications of the proposed repairs, detailed repair cost prices and replacement prices.
8. Take photos of damaged areas. These will help you with the presentation of your claim and will assist the adjustor in his investigation.
9. Even if your home or business furnishings look like "total losses", do not get rid of them until after the adjustor has examined them.
10. If your car has been damaged or submerged in a flood, move it to high ground and let it dry out, if possible. Do not attempt to start or operate the vehicle until thoroughly dry.
11. Wooden furniture should be cleaned as quickly as possible. Avoid rubbing in an abrasive such as ash, plaster or wallboard particles that have fallen on the furniture.
12. Your dry-cleaning establishment can help you evaluate the cleaning or restoration costs for clothing and draperies.
13. Metal objects, including drapery rods and the electric motors in home appliances should be dried and rubbed or sprayed with oil to prevent corrosion. Radios, televisions and other electronic systems should also be dried out but not oiled.

Appendix I: Bomb Threat Card

BOMB THREAT EVACUATION PROCEDURES

Upon receiving a bomb threat, **GET AS MUCH INFORMATION AS POSSIBLE**, and immediately notify your manager.

The decision to evacuate the building will be made by management.

Once told to evacuate, take all personal valuables with you.

DO NOT take time to shut off computers - just leave them on.

After leaving the building **DEPART AREA ON FOOT**.

DO NOT use your personal auto in parking areas after exiting the building.

Place this card under your telephone.

BOMB THREAT REPORT

When you receive a **Bomb Threat**, remain **CALM**. Listen carefully to what the caller has to say.

If possible, ask the following questions:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause the bomb to explode? _____
6. What is your name? _____

Additional Information

Voice characteristics (loud, angry, disguised, race, sex)?

Any background noise? _____

Your Name: _____

Date Call Received: _____ Time: _____

BOMB THREAT REPORT AND EMERGENCY EVACUATION PROCEDURES

Appendix J: Pandemic and Influenza Implementation Assumptions

- Susceptibility to the pandemic influenza virus will be universal.
- Efficient and sustained person-to-person transmission signals an imminent pandemic.
- The clinical disease attack rate will likely be 30 percent or higher in the overall population during the pandemic. Illness rates will be highest among school-aged children (about 40 percent) and decline with age. Among working adults, an average of 20 percent will become ill during a community outbreak.
- Some persons will become infected but not develop clinically significant symptoms. Asymptomatic or minimally symptomatic individuals can transmit infection and develop immunity to subsequent infection.
- While the number of patients seeking medical care cannot be predicted with certainty, in previous pandemic about half of those who become ill sought care. With the availability of effective antiviral drugs for treatment, this proportion may be higher in the next pandemic.
- Rates of serious illness, hospitalization, and deaths will depend on the virulence of the pandemic virus and differ by an order of magnitude between more and less severe scenarios. Risk groups for severe and fatal infection cannot be predicted with certainty but are likely to include infants, the elderly, pregnant women, and persons with chronic or immunosuppressive medical conditions.
- Rates of absenteeism will depend on the severity of the pandemic. In a severe pandemic, absenteeism attributable to illness, the need to care for ill family members and fear of infection may reach 40 percent during the peak weeks of a community outbreak, with lower rates of absenteeism during the weeks before and after the peak. Certain public health measures (closing organizations, quarantining household contacts of infected individuals, “snow days”) are likely to increase rates of absenteeism.
- The typical incubation period (interval between infection and onset of symptoms) for influenza is approximately two days.
- Persons who become ill may shed virus and can transmit infection for up to one day before the onset of symptoms. Viral shedding and the risk of transmission will be greatest during the first two days of illness. Children usually shed the greatest amount of virus and therefore are likely to post the greatest risk for transmission.
- On average, infected persons will transmit infection to approximately two other people.
- A pandemic outbreak in any given community will last about six to eight weeks for each wave of the pandemic.
- Multiple waves (periods during which community outbreaks occur across the country) of illness could occur with each wave lasting two-three months. Historically, the largest waves have occurred in the fall and winter, but the seasonality of a pandemic cannot be predicted with certainty.

Appendix K: Glossary of Common Terms

Chief Executive Officer (CEO): The executive director of the ECRC.

Emergency Management Coordinator (EMC): A staff member appointed by the CEO and responsible for overall emergency-related activities of the ECRC.

Emergency Operations Center (EOC): A facility that serves as a central location for the coordination and control of all emergency preparedness and response activities.

Evacuation: Having people immediately leave buildings to go to a safer place. This should be done only on the advice and at the direction of emergency management officials.

Hurricane: A warm core tropical cyclone in which maximum sustained wind is 74 miles per hour (64 knots) or greater.

Hurricane Advisory: A method for disseminating hurricane and storm data to the public every six (6) hours.

Hurricane Eye: The relatively calm area near the center of the storm. In this area winds are light and the sky often partly covered by clouds.

Hurricane "Season": The portion of the year having relatively high incidence of hurricanes. In the Atlantic, Caribbean, and Gulf of Mexico it is usually regarded as the period from June 1 through November 30. The climatological peak of the hurricane season is September 10.

Hurricane Warning: A warning that one or both of the following dangerous effects of a hurricane are expected in a specified coastal area in 24 hours or less:

- a. sustained winds 74 miles per hour (64 knots) or higher.
- b. dangerously high water or a combination of dangerously high water and exceptionally high waves, even though winds expected may be less than hurricane force.

Hurricane Watch: An announcement for specific areas that a hurricane or an incipient hurricane condition poses a threat to coastal and inland communities. All people in the indicated areas should take stock of their preparedness requirements, keep abreast of the latest advisories and bulletins, and be ready for quick action in case a warning is issued for their areas.

Infectious Disease: An illness caused by germs (such as bacteria, viruses, and fungi) that enter the body, multiply and can cause an infection. Some infectious diseases are contagious (or communicable), that is, spread from one person to another. Other infectious diseases can be spread by germs carried in air, water, food, or soil. They can also be spread by vectors (like biting insects) or by animals.

NOAA: National Oceanic and Atmospheric Administration. This is the parent organization of the National Weather Service (NWS).

NWS: National Weather Service.

Pandemic: A pandemic is a global outbreak of disease. Pandemics happen when a new virus emerges to infect people and can spread between people sustainably. Because there is little to no pre-existing immunity against the new virus, it spreads worldwide.

Public Information Office (PIO): A staff member appointed by the CEO and responsible for overall emergency-related communication to staff, public and media as approved by CEO and EMC.

Severe Thunderstorm: Any storm event containing two or more of the following: Winds exceeding 59 MPH, hail, lightning, potential for flash flooding.

Severe Thunderstorm Warning: Issued when a severe thunderstorm has been confirmed to exist in a given area by the public or by radar.

Severe Thunderstorm Watch: Issued when conditions favor the formation of severe thunderstorms in a given area.

Shelter-In-Place: Placing people indoors away from any hazardous materials that may be escaping into outdoor air near a hazardous materials incident scene. Shelter-In-Place involves sealing vents, cracks, and openings from outside to maintain the quality of indoor air once all people are indoors.

Squall: A sudden increase of wind speed by at least 18 miles per hour (15 knots) and rising to 25 miles per hour (22 knots) or more and lasting for at least one minute.

Storm Surge: The high and forceful dome of wind driven waters sweeping along the coastline near where the eye makes landfall or passes close to the coast.

Sustained Wind: The wind observed by averaging observed value(s) over one minute.

Tornado: A relatively short-lived local storm that is composed of violently rotating columns of air that descends from a thunderstorm cloud system in the familiar funnel shape.

Tornado Warning: Issued when a tornado has been confirmed on the ground by the public or by radar.

Tornado Watch: Issued when weather conditions favor the formation of tornadoes over a given area.

Tropical Cyclone: A non-frontal cyclone of synoptic scale, developing over tropical or subtropical waters and having a definite organized circulation.

Tropical Depression: A tropical cyclone in which the maximum sustained surface wind is 38 miles per hour (33 knots) or less.

Tropical Disturbance: A moving area of thunderstorms in the tropics.

Tropical Storm: A warm core tropical cyclone in which the maximum sustained wind is in the range of 39 to 73 miles per hour (34 - 63 knots) inclusive.

Tropical Storm Warning: A warning of sustained winds in the range of 39 to 73 miles per hour (48 to 63 knots) inclusive.

Tropical Wave: A westward moving trough of low pressure embedded in the deep easterly current. It tends to organize low level circulation and may travel thousands of miles with little change in shape, sometimes producing significant shower and thunderstorm activity along its path.